
Cludiant Ni Feasibility Study Final Report

April 2017

STC Ltd



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Glossary

BSSG	Bus Service Support Grant
CTA	Community Transport Association
DCC	Denbighshire County Council
MPV	Multi-purpose vehicle
NEPT	Non-emergency patient transport
PCV	Passenger Carrying Vehicle
PSV	Public Service Vehicle
SDCP	South Denbighshire Community Partnership
WAST	Welsh Ambulance Service Trust

1. Background to the study

Community transport

Community transport is defined as safe, accessible, cost-effective, flexible transport run by the community for the community. Across the UK, there is a recognition of the importance of transport in reducing social isolation, supporting independence, and ensuring access to education, employment, shopping, health and leisure. However, community transport providers are facing significant challenges, including:

- An aging population placing additional demand on services. In Wales, the number of journeys on community transport has risen from 1.2 – 2 million between 2010 and 2013, and the number of passenger miles from 4.3 million to 6 million during that period¹.
- This is compounded by a reduction in other transport provision, including local bus services -in 201/16 32 bus services in Wales were reduced or altered, and of those 21 were withdrawn altogether – several in Denbighshire, and a centralisation of many public services such as further education, job centres, courts and health services; but
- Funding for community transport has been reduced, with ring fenced provision for Community transport reduced from 10-5%, and capital funding for replacement vehicles often challenging to find; and
- The raising of the pension age, which reduces the number of potential volunteers.

Despite these challenges there is significant local and national policy support for the development of community transport, from:

- Welsh Government in the form of the Social Services and Wellbeing Act of 2014 and the Wellbeing of Future Generations Act of 2015;
- Denbighshire's Wellbeing Plan;
- The People to People pilot study delivered by the Strategic Partnership Board (SPB) and Denbighshire County Council (DCC) in Corwen.

Aims and objectives

With new trustees and changes to administration, South Denbighshire Community Partnership was keen to assess the need for community transport and options to develop it in the local area. The Rural Development Agency, Cadwyn Clwyd, therefore appointed consultants to work with South Denbighshire Community Partnership to understand local community transport needs and provide a way forward and improve their existing community transport scheme, Cludiant Ni. This report sets out the findings from that project, and recommendations for potential ways forward.

The aims of this project were therefore:

- To assess the potential for increasing the range of community transport services within Corwen and the surrounding area (Cynwyd, Llandrillo, Glyndyfrdwy, Bryn Saith Marchog, Betws Gwerfil Goch) as required by those in need of transport in the deeply rural areas of South Denbighshire.
- To produce a business plan from the analysis of the feasibility study that is ready to action. (e.g. Community transport/ bus connections, how to garner further volunteers, how to engage with the community).

¹ National Assembly for Wales Bus and Community Transport Services in Wales March 2016

- To provide a comprehensive list of funding sources enabling the client to pilot the services identified in the feasibility study.

More specifically, the study brief also identified key objectives, including:

- Ensuring that communities can access all the services required in line with the Wellbeing Acts.
- Addressing loneliness and isolation, and improve social inclusion in the deeply rural community of South Denbighshire.
- Exploring different vehicle options such as:
 - a more lightweight bus which may suit a greater range of groups and volunteers.
 - a community car service which can support individuals to attend hospital appointments and medical centres.
 - electric cars which can be accessed by members.
- Complementing and filling gaps in the existing public transport network.
- Exploring how a community transport service can support tourism and access to local walks, historical areas and Welsh culture.

Deliverables

By applying a range of market research techniques, this work has sought the views of residents, local organisations and key stakeholders on the existing transport needs and the opportunities, including vehicle requirements, to meet these needs and demands.

A decision was taken at the inception meeting, on the advice of the client, not to undertake formal surveys, due to extensive recent surveys for other purposes having been undertaken locally, but rather to engage with stakeholders informally at existing forums, at Canolfan Ni and by telephone and face to face meetings. The focus of these conversations was to establish the adequacy of the existing transport provision in the area, investigate the opportunities for partnership working, to identify transport needs and wants, and also to assess the scope for recruitment and training of staff (paid and volunteer).

During the course of this project, the centre also decided to undertake an extensive lottery bid to expand the centre's offer, and it became evident that DCC were also interested in exploring the introduction of a number of pilot dial a ride schemes. The focus of this work therefore also tried to reflect, and respond to these changing priorities for SDCP.

The findings from this research have, therefore, been used to develop a range of options to fit with these current initiatives and opportunities.

The approach undertaken in this work has been:

- Mapping out and establishing the current provision of public and community transport in rural South Denbighshire (identifying not only gaps in services by geographical area, but also by times of day/days of week).
- Consulting widely with the local community and key stakeholders in the rural area to understand the current resources, perceived needs (for individuals and groups), barriers to and demands for transport.
- From the above, providing evidence of what people's/organisations' transport needs are, where they want to travel to, why and when and highlighting where these differ from current provision i.e. a gap analysis.
- Providing a picture of rural transport issues that can inform wider rural policy and strategy and provide the context for establishing a community transport business plan.

- Drawing on the findings from the consultation, analysis of provision and good practice from elsewhere to identify options and make recommendations, in the form of an action plan, to build capacity and develop community transport services to meet needs.

2. Current transport provision in South Denbighshire

Cludiant Ni

Governance

South Denbighshire Community Partnership was established in 2010 as a registered charity and company limited by guarantee. The charity's purpose as set out in the company's memorandum of association are:

1. To promote the benefit of the inhabitants of South Denbighshire and surrounding areas without distinction of gender, sexual orientation, race or political, religious or other opinions while recognising the bilingual nature of the area. By associating together the said inhabitants and the local authorities, voluntary and other organisations in a common effort the aim is to advance education and to provide facilities in the interests of social welfare for recreation and leisure time occupation. Also included in this is access to transport, with the object of improving the conditions of life for the said inhabitants.
2. To establish, or secure the establishment of, a community centre and to maintain and manage the same (whether alone or in cooperation with any local authority or other person or body) in furtherance of these objectives.
3. To provide facilities locally which will promote social welfare and community well-being.

The annual report states that the Board of Directors (the board has between 6 and 12 directors) meets every two months to oversee the work of the charity and consider the recommendations of the sub-committees that meet alternate months. A sub-committee is reportedly responsible for the management of the community minibus and the development of the community transport (another for the finances of the organisation, and a third for the management of the community centre). Each committee comprises users, volunteers, and directors, and are chaired by a director.

Vehicle

Denbighshire County Council purchased a vehicle for Canolfan Ni through its Fleet Service operation, to be used within the community, and as part of a full-time operation. The vehicle was purchased outright at a cost of £69,665.80 from Bluebird Coaches (now Mellor Coach Craft), using a combination of Welsh Government and Lottery Funding, and provided to SDCP to use under a Section 19 permit.



The minibus, Bws Ni, is a 2011 Peugeot Boxer chassis, built by Bluebird Coaches. It has a wheelchair accessible body and can carry up to 16 seated passengers. Fitted with a low-floor and Unwins tracking, it has the flexibility to accommodate four wheelchairs if required. It has adjustable seat belts for adults and children and is equipped with a ramp located at the rear. The suspension allows the vehicle to be lowered to assist side door kerbside entry. The vehicle is fitted with a tracker system connected to the ignition and the driver's fob enabling tracking of the journey, speed and driving style, including sharp braking and accelerating.

The vehicle has low mileage (20,171) and averages just under 4,000 miles per annum. The overall condition is good, although there is some bodywork damage at the rear of the vehicle that has had temporary repairs made. The interior is in good condition and the seats and ramp are serviceable. The vehicle is not in a condition that needs replacing.

Vehicle Details	
Registration Number	CX61 EBJ
Chassis Number	VF3YEHMAC11999356
Date Registered	09/09/2011
Make & Model	Peugeot Boxer
Manufacturer/Body	Bluebird Coached
GVW	4,005kg (note it is > 5,000 kg due to solar panels)
Number of seats	17 inc Driver
MOT Class	Class V (5)
Current Mileage	20,171

Finances

Although the vehicle was added to the Denbighshire County Council fleet programme, it is not on the DCC asset register. The minibus was valued at £51,798 in 2012, £36,999 in 2013, £26,428 in 2014, and £18,877 in 2015, and £5,153 in 2016. It is being depreciated at 14% reducing balance to residual value of 12k. (Fleet services estimate that due the low mileage the current value of the vehicle is approximately £20,000. There is no provision to replace the vehicle; and additional funding would need to be sought for this to happen.

Day to day operation of the bus has been funded from a Taith revenue fund of £10,621 in 2016. TAITH funds provided revenue support in previous years of: 2013/14 £5,700 and in 2015/16 support was increased to £9,260. For 2016/17 a substantial uplift in the TAITH grant was sought based on proposals to extend the transport operation beyond a simple group hire operation and include dial a ride provision, group outings and driver training. In total a grant of £23,594 was sought from TAITH for 2016/17, while the award actually exceeded this by £2,000 making the total grant available £25,594.

In addition, income from charges was expected bring in a further £9,560 and in kind contributions, in the form of volunteers' time, an additional £6,804. Together this provided a proposed revenue budget for transport operations of £39,958. However, as a result of changes to the management and operating structures during the year not all services proposed in the original bid were pursued.

Maintenance and garaging

Maintenance is carried out by Denbighshire County Council Fleet Services. Servicing and MOTs are undertaken at the Council's Bodelwyddan depot, with the vehicle being serviced every 13 weeks. Minor repairs are undertaken at the Council's depot in Ruthin. This is not undertaken under any contract or Service Level Agreement.

DCC contact Canolfan Ni when the scheduled servicing or MOT is due and arrange to collect the vehicle from the Fire Station, and Fleet service collect and deliver the vehicles at no additional charge. The current charge for fleet services includes a fleet management charge which includes road tax and insurance at around £850 depending on premiums, a maintenance charge on a "what it costs" basis and fuel, which is charged annually. A breakdown of charges is shown below, provided by DCC Fleet Services.

CX61 EBJ	2013/14	2014/15	2015/16
Vehicle Maintenance	£1703.09	£1154.87	£1474.51
Fleet Admin & Insurance	£960.00	£1032.00	£1020
Vehicle Excise Duty	£167.50	£167.50	£167.50
Fuel	£267.58	£0.00	£544.67
MOT Test FEE	£57.00	£57.00	£57.00
Total	£3155.17	£2411.37	£3263.68

Fuel

Fuel is purchased using a fuel card provided by Denbighshire County Council, and is charged separately to the fleet and maintenance charges annually. It is understood that at the time of writing, the 2016/17 invoice had not been issued. In addition, there are some fuel transactions made using petty cash; which raises some concerns about the ability to accurately report fuel consumption.

The vehicle is kept overnight, ungaraged, on land adjacent to the fire station. Corwen Fire Station which is 0.4 miles from Canolfan Ni on the A5. The vehicle is not checked every day but drivers carry out a walk round check prior to any trip and complete a vehicle defect report if required. On return, the vehicle is parked at the Fire Station, and any problem is reported by the driver to the centre office who contacts fleet services to arrange collection and repair.

The ignition key for the bus is kept in a place known to the volunteer drivers. Each individual driver has their own set of keys to unlock the vehicle and a personal fob, unique to them, to enable the vehicle to be started in conjunction with the ignition key. Without the personal fob the vehicle will not start. A spare set of access keys and fob is kept SDCP, and fleet services also have a spare ignition key

Bookings/administration

The community bus is available to groups and organisations who are members of Canolfan Ni, and the vehicle is managed through Canolfan Ni. Bookings are made through the main office and logged in a diary. Drivers are contacted regarding their availability. On some occasions, trip organisers can drive the vehicle.

Drivers

Volunteer drivers are generally locally based. In 2013, there were eight drivers, which has currently reduced to 6 of whom two carry out the majority of the work. A D1 endorsement on the driving licence is required. Under the terms of the insurance, driver training is carried out by Denbighshire County Council and run by fleet management; provided free of charge. Licences are checked annually and records are kept in the Canolfan Ni Office. Some groups who have their own drivers have expressed concerns about the size of the vehicle and the responsibility of transporting passengers.

It is understood that unfortunately, use of the bus and the community car scheme is constrained by the lack of volunteer drivers. The service relies heavily on volunteer drivers and two of the drivers take on much of the work accounting for 68 of the 80 trips in 2016.

Licensing

Passenger transport can be provided using a range of licensing options for operators, vehicles and drivers.

	Taxi/private hire	S 19	S22 (Community Bus)	PCV
Operator	Private company for profit Licensed by Denbighshire County Council	<i>Organisation not for profit</i> <i>Permit issued by organisations including CTA/DCC (TC for large buses)</i> Permit vehicle specific – but organisations can have several	Organisation not for profit Permit issued by organisations including CTA/DCC (TC for large buses) Permit vehicle specific but organisation can have several (note a vehicle can only be used under one permit at a time)	Private or public company, for profit licensed via VOSA

Vehicle	Licensed by DCC	Permit < 16 passenger seats or large bus 17+ seats	Permit 9+ passenger seats ex driver (large bus will require Traffic Commissioner approval re maintenance)	PSV vehicle (all buses over 7.5 tonnes to be fully accessible by 1/1/2017)
Driver	Licensed by DCC	Small bus 9-16 seats D1 license Large bus – PCV licence	Small bus 9-16 seats D1 licence Large bus PCV licence	PCV driver
Fares	Regulated Not entitled to concessionary fares	Set by operator Not entitled to concessionary fares	Separate fare/hire and reward *	Commercially set by operator May be specified for supported local bus services

The SDCP vehicle is operated under section 19 minibus permit legislation, enabling Cludiant Ni to provide services for hire or reward, for purposes that fall within the categories sought when applying for the permit on a not for profit basis. Categories available include:

- Education
- Religion
- Social welfare
- Recreation
- Other activities of benefit to the community (including supporting those in rural isolation).

It is understood that not all these categories were sought by Cludiant Ni when applying for their current permit. Therefore, if they wish to extend their operations in the future this may require further categories to be added. This will be the case if they are operating contracts to provide transport to educational establishments.

Driver Licensing

One of the main reasons given for the difficulties obtaining volunteer drivers is the requirement placed on them to hold a D1 licence. This results from a policy decision of DCC rather than being a legal requirement. However, because Cludiant Ni insure their current bus through the County Council they are obliged to adopt their policy that all drivers of minibuses with a Gross Vehicle Weight over 3,500kgs must hold a D1 license.

Current legislation states that drivers that hold an ordinary car driving license who passed their test after February 1997 (drivers who passed their test before this time already hold a D1 license) can only drive a minibus that can carry up to 16 passengers if its Gross Vehicle Weight (GVW) does not exceed 3,500kg. However, the legislation provides an exemption to this in the case of vehicles constructed or adapted to carry disabled people. This exemption allows those with an ordinary car driving license to drive a minibus that can carry up to 16 people, on a voluntary basis, if its GVW does not exceed 4,250kg. The additional 750kgs is attributable to the additional weight required to accommodate the adaptations that make the bus accessible to disabled people (for example lift or ramp, additional steps, tracking, wheelchair securement, hand rails, etc).

As the current Cludiant Ni minibus is constructed to carry disabled people and has a GVW of only 4,005kg it clearly falls within this exemption, if the solar panels were removed. Cludiant Ni, therefore, have the option to continue to insure their vehicle with DCC and accept their policy, or to insure the vehicle themselves and work to the legal requirements, which would be expected to make volunteer driver recruitment easier.

Transport provided

Since 2013, the vehicle has been used on 286 occasions by 30 different groups equating to between 60 and 80 times per year. It is used mainly for trips out of the area and social events, and to support events at the centre.

The most recent Taith bid requested BSSG funding to support three elements of work: driver training (for volunteers, staff and to establish in-house trainer); a community transport Service Development Co-ordinator (to promote and expand community transport services (including community cars and wider range of vehicles) and to operate a rural dial a ride service offering food shopping (once every 2 weeks), shopping centres (4 x year), and day trips (1 x month). Targets were included of:

- Group hire – 3,168 miles, 900 passenger journeys.
- Community transport programme – 4,050 miles, 1,350 passenger journeys.
- Driver training & Maintenance – 844 miles (Numbers of trainees were not specified).

Actual use has included group hire by thirty different groups (since 2013) providing approximately 70-80 bookings a year and 3,800 miles p.a. average, although in 2016, two groups accounted for almost half (38 of 80) bookings and 12.5% of income. Overall, 15 groups made 42 bookings providing an average of 14 passengers/journey (Total 1,120 passenger journeys). In addition, community transport was provided to the centre/Corwen to two (now three) regular groups.

In 2016, there were two scheduled users: Clwb Y Berwyn a local ladies group with up to 6 users at any one trip, which has run since the inception of the vehicle and meets fortnightly; and the local primary school, Ysgol Bro Dyfrdwy who visit the local swimming pool on a fortnightly basis; an arrangement that has been in place since April 2016. The agreement is not part of a larger contract and has been arranged by the centre and the school.

More recently, the bus has also been used to support the Soup and Song (Cawl a Can) part of a volunteer based social group called Cwmni Ni, which runs on a weekly basis every Tuesday from 12.30-3.30pm at Canolfan Ni and transport is provided for participants, which has increased weekly usage of the bus considerably.

In addition, the bus is used for group hire. A total of 17 groups booked 80 trips in 2016. The two regular groups accounting for around 12.5% of the total income for 2016 at approximately £457; the remaining income is from trips by group users from 15 different organisations accounting for £3304.60 in income.

There were 772 miles that were not charged. This was a combination of servicing miles to the maintenance depot at St Asaph and BWS Siorncorn for the Christmas market.

A booking fee applies to trips, but is not applied to groups using the Canalfon Ni and some local events, with a subsequent charge based on £1.10 per mile. There is no lower or upper limit and charges are made once the vehicle has completed the trip and the reading is taken from the vehicle. Mileage sheets are handed in at the end of each trip.

Public transport

The town is not on the mainline rail network, but is served by the Llangollen railway, a heritage railway which utilises a mix of steam and diesel operations to serve Llangollen, Berwyn, Glyndyfrdwy, Carrog and Corwen. Work is still required to construct a new permanent Corwen railway station alongside the town's main car-park. Currently, there are three return journeys per day provided during the day time. Standard day return charges are £15.00.

Public transport may be operated on a commercial basis by a registered operator, or the route may be deemed socially necessary by the local authority and operated under contract. Across England and Wales there has been a widespread reduction in the level of support of local bus services by local authorities.² In Wales,

² <http://bettertransportmaps.org.uk/map-bus-cuts-2015.htm>

responsibility for public transport is devolved to the Welsh Assembly Government and public transport routes that are not commercially viable but deemed to be socially necessary are supported via the Welsh Government's Bus Services Support Grant (BSSG), but this may be supplemented by individual local authority's own funding. Since its introduction in 2013/14 BSSG has remained frozen at £25m for the whole of Wales, reflecting a cut in real terms³.

Across Wales, there has been a reduction in the level of support for local bus services, and a number of local authorities including Wrexham have ended all their subsidies to local bus operators, most others, including Denbighshire, have reduced their support. Data from the Campaign for Better Transport suggests that overall there has been a 38% cut in support for local bus services in Denbighshire since 2010 (from £407,791 in 2010/11 to £253,000 in 2015/16. There was a sharp 39% cut in 2015/16 on the previous year resulting in 11 services being cut. This was a noticeably larger cut than Flintshire or Conwy (both approximately 4% in 2015/16).

Despite the cuts to date, local public bus services to and from Corwen are relatively good with routes available to Wrexham via Llangollen on services 5 and T3, Barmouth via Bala and Dolgellau on service T3, and to Ruthin on service X5, with through services continuing to Denbigh. Llew Jones operate a twice daily, weekday service to Llanrwst with one journey extended to/from Bala. The table below illustrates the range of destinations available from Corwen by public transport:



However, Denbighshire is anticipating further cuts, and recently GHA Coaches based in Wrexham collapsed in summer 2016, resulting in eight bus services in Denbighshire being withdrawn or suspended and affecting the frequency of some services in the Corwen area.

Other passenger transport

There was previously a community car scheme provided for Corwen, which operated with support from DCC and involved 6-8 volunteer drivers. However, this recently lost the services of its Co-ordinator and as a result there only a couple of drivers continue to offer lifts to those requiring them, with users contacting the drivers directly as there is no longer a central point to book with the scheme, (or someone to recruit and undertake checks on the volunteers). There is no promotion of the service to those who may need it, and DCC does not support the ongoing work of the individual drivers, and without a central booking point this is now in effect an informal car sharing.

Across Denbighshire there are several small community transport schemes including a Dial a Ride service for the Llangollen area provided by the Lions Charity. It is understood that the catchment area and eligibility of users for this service is tightly managed, with a number of those consulted suggesting they found it difficult to book. The service catchment does not overlap with that of Cludiant Ni. There is also Denbighshire Dial a Ride service providing community transport in the north of the county. This is based in Rhyl and does not have resources to provide a service to any residents in the Cludiant Ni catchment area.

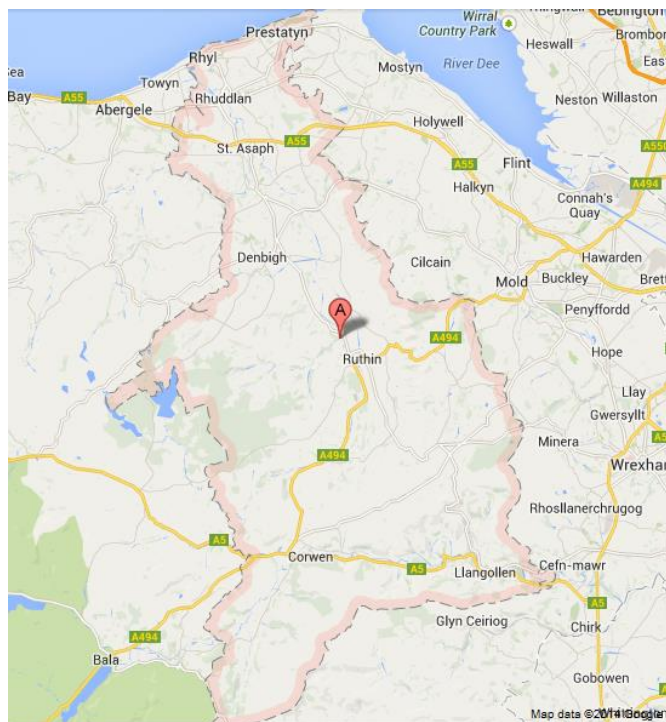
3. Assessing transport needs and wants

Transport poverty

Although there is no agreed definition of transport or rural poverty, there is a growing awareness of the effects that a lack of access to key services including health and to education, employment, and leisure opportunities has on local people and communities.

The lack of availability, accessibility or affordability of public or other passenger transport can often mean that people are reliant on private transport. Those that are unable to afford or cannot drive private cars, can face financial hardship or isolation. The withdrawal of local bus services, and centralisation of services such as health, sixth form education and shopping also exacerbate this.

The local area - Denbighshire



Denbighshire is a unitary authority established in 1996, following the local government reorganisation of Clywd. It contains the major coastal settlements of Rhyl, Prestatyn, Rhuddlan, St Asaph, Bodelwyddan, and the inland market towns of Denbigh, Ruthin, Corwen and Llangollen.

The south Denbighshire area is mostly hilly moorland, with the Clwydian Range in the east, the Hiraethog Moors in the west and the Berwyn range adjacent to the southern boundary. The river Clwyd runs north through the County and the south Denbighshire area also includes the river Dee.

Overall, the county has a total population of about 95,000 but the main centres of population are in the north of the authority, including with the largest towns on the coast at Rhyl (population approximately 25,000) and Prestatyn (population approximately 18,000).

South Denbighshire is sparsely populated, with Llangollen having a population of only 3,300 and the main centre for the area, the market town of Corwen, having a population of about 2,300, with a further 2,300 living in the surrounding rural areas and villages.

Facilities in the town of Corwen include a leisure centre, post office, shops, and community centre. Main employers include Ifor Williams trailers and the Rhug estate located outside Corwen. The town has a small primary school (Ysgol Caer Drewyn with 90 pupils and 19 part-time nursery pupils). More than a third of the pupils (35%) are in receipt of free school meals – considerably higher than the authority average.⁴ There is, however, no secondary school within Corwen and pupils must travel to Ysgol Dinas Bran in Llangollen, a bilingual school for pupils aged 11-18 years. The town of Corwen also has a health centre/GP surgery, and previously had a mobile dentist service, although the nearest dental and opticians' practices are now in Llangollen and Denbigh or Ruthin.

The area has a strong identity, and although nearly a third of the population overall in the county speak Welsh, in the upland area and the Vale of Clwyd the proportion is higher, with more typically about half of the population speaking Welsh.

However, a recent economic study of identified some weaknesses in the area including:

- Low levels of earnings for many employed within the County; but relatively favourable levels of household income, owing partly to outward commuting.
- Relatively low inactivity rates (with some local exceptions) but significant outward commuting and high levels of employment in sectors (e.g. tourism) in which part-time employment is common.
- A demographic profile showing below average representation of some key age segments (young adults), but an increasing population overall.
- A slowly ageing population.
- Relatively low levels of unemployment, but with pockets of higher unemployment in more rural parts of the county.
- A strong standing on selected indicators relating to social inclusion, notwithstanding a few areas of real problems.

Statistics also reveal specific trends in relation to the County's rural communities:

- The proportion of the population of rural Denbighshire aged over 75 is higher than the average for Wales and is growing at a higher rate than the population in the County as a whole.
- The proportion of the population of rural Denbighshire aged 15 or less is lower than the average figure for Wales and rural primary school rolls have fallen more rapidly than those of the urban primary schools.
- The residents of the County's rural communities travel further to work than those who live in its urban areas.
- There has been a decline in the retail offer in the area's rural service centres in recent years.
- Agriculture remains the sector in which many of the area's larger businesses trade.
- The volume of tourism in rural Denbighshire has finally recovered to the levels experienced before the outbreak of Foot & Mouth disease but its value in real terms has yet to recover.

Analysis of local census data illustrates the level of potential transport need and mobility impairment, and the relatively limited scale of this. In addition, this demand is widely dispersed across the current service catchment area for Cludiant Ni.

Consultation with stakeholders and residents has revealed that while some have needs met by relatives and friends giving them a lift, those whose needs remain unmet have particularly low expectations. As a result, many remain in their own home, and do not rely on travel. This is likely to make transforming needs in the area into transport demand particularly difficult, as it will require trust to be established, and assurances that any travel alternatives offered will be sustained, before such ad hoc and personal solutions are replaced.

Note: the census data presented in the table shows numbers that are not mutually exclusive and many people will be represented in several categories: for example, those in bad or very bad health will be the same people as most, if not all, of those who stated they were long-term sick or disabled and many of those who said their day to day activities were limited a little or a lot.

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2011 Census Data	Corwen	Gwyddelwern	Gwyddelwern 2	Bryneglwys	Betws Gwerfil Goch	Cynwyd	Total	%ge of popn
Output Area	All	W00001103	W00001104	W00001102	W00001074	W00001093		
Total Population	2,325	227	273	369	351	271	3,816	
Total Households	1,023	105	107	150	138	119	1,642	
Residents in households	2,290	227	273	369	351	271	3,781	99%
Residents in communal living	35	0	0	0	0	0	35	
Area (hectares)	6,951	170	1,596	2,448	2,251	2,833	16,249	
Population density (people per hectare)	0.30	1.3	0.20	0.20	0.20	0.10	0.38	
Aged Over 65	460	48	50	68	50	66	742	19%
Aged 10 to 19	296	26	31	49	65	23	490	13%
No car or van in household (no of households)	173	16	7	8	11	7	222	14% (hlds)
1 car or van (no of households)	468	45	36	47	48	46	690	42% (hlds)
Bad health	88	10	13	16	8	9	144	4%
Very bad health	30	2	0	2	2	6	42	1%
Day-to-day activities limited a lot	198	20	22	28	18	27	313	8%
Day-to-day activities limited a little	263	15	32	49	34	28	421	11%
Day-to-day activities limited a lot: Age 16 to 64	87	9	8	13	10	7	134	4%
Day-to-day activities limited a little: Age 16 to 64	129	4	14	24	16	13	200	5%
One person household: Aged 65 and over	145	14	8	14	11	18	210	6%
One family only: All aged 65 and over	176	18	30	32	22	30	308	8%
Lone Parent with dependent children	172	17	20	5	24	7	245	6%
Economically active: Unemployed	65	9	5	4	8	3	94	2%
Economically inactive: Retired	311	25	21	30	36	50	473	12%
Economically inactive: Long Term Sick & Disabled	82	3	2	9	12	4	112	3%
Estimated number with mobility impairment (10%)	233	23	27	37	35	27	382	10%

Previous research into transport needs/proposals

There is little comprehensive research into transport needs in the South Denbighshire area. However, the Corwen town and Edeyrnion Area Plan (2013-2020) sets out the objectives and priorities for the town of Corwen and the surrounding areas. In the Edeyrnion local plan it refers to seeing support for a flexi bus/dial a ride in the Betws Gwerfil Goch/Melin y Wig areas, with a timetable for the completion of the business case, securing of funding and implementation by the end of March 2017, by DCC.

Consultation with key stakeholders

Extensive consultation has been undertaken as part of this project, with face to face and telephone discussions with diverse stakeholders between January – April 2017. Key findings from **statutory agencies** have included:

- Denbighshire County Council:
 - Public transport: Funding for 2017/18 suggests overall DCC is facing a standstill budget for public transport support (which will in real terms necessitate some further service cuts due to rising contract prices, and the County is still recovering from the loss of operator GHA, which means that some areas now lack daily services).
 - The local authority transport manager is extremely supportive of community transport across the County, and is keen to see it provide complementary services (gaps, feeders) that enhance the existing public transport offer, and for community transport operators to seek contract opportunities to provide longer term sustainable funding streams.
- CTA - Homes Instead meeting – Conwy & Denbighshire
 - Need for better co-ordination, mapping exercise, collation of research, meeting of researchers.
- Denbighshire & Llangollen DaR
 - This small community transport scheme reported having limited space capacity and is unable to provide additional services in the Corwen area.
- WAST/BCU/Surgeries
 - Discussions with WAST indicated that the ambulance service would be keen to work with Cludiant Ni to make use of their minibus in any downtime to provide transport to hospital and clinic appointments for those who are eligible for non-emergency patient transport (NEPT/PTS). To achieve this, they would only need to be informed of the times of vehicle availability and would then add this capacity to their fleet and allocate bookings to it as they received them. Once a schedule was complete they would forward this to Cludiant Ni, for them to undertake the journeys. Reimbursement would need to be negotiated and a relevant set of standards agreed. However, the current Cludiant Ni mileage charge and service standards would be well within the range that was acceptable.
 - Staff at the GP surgeries in Corwen and in Llangollen suggested they had patients in the Cludiant Ni catchment unable to access their facilities and hospital appointments due to the transport difficulties they faced. For Corwen surgery it was expected this would increase in the near future as it was currently in the process of expanding the range of services and clinics it could offer. Both surgeries would welcome improved transport provision, as this would save time of GPs undertaking home visits to patients, which is expensive. However, only Llangollen thought they might be able to support any transport provided that would address this, in their case via the Friends of Llangollen Surgery charity
 - Corwen surgery had found the community car scheme supported by DCC in the past to be particularly useful in addressing the transport needs of their patients. However, since the scheme lost its coordinator and bookings now are made with drivers direct, they believed its ability to assist

had reduced substantially. They had not found the service offered by Cludiant Ni relevant to patients and thought it would be difficult to group patients together to travel by minibus, while also meeting their individual appointment times. However, they would welcome the community car scheme being reinstated or a new car scheme being established in its place.

Findings from the **local organisations/groups** included:

- Organisations reported that they find it difficult to enable those with mobility problems to access their services and meetings, with many saying they used their own staff to collect people in their car and bring them in, which was costly and time consuming.
- Many organisations that provided information for this work suggested they could not meet as often as they would like, or were constrained in terms of their offer of services or outings for their members because of the difficulties they faced with transport.
- Funding for many of these groups is increasingly focused on core activities, and often this excludes support for transport, child care etc.
- It is difficult to find volunteer drivers, in terms of availability, and there are concerns about the vehicle size, and the need for a D1 endorsed license.
- The distance to many of these organisations' locations in remoter villages, means they are several miles from the vehicle's base and this adds to the costs of vehicle hire.
- Bus charges are regarded as expensive for very short and for long distance trips
- A more "standard" minibus is wanted by some, and there was some reported stigma of using a "charity/social" bus.
- Access to Canolfan Ni and other local venues services (in Corwen & surrounds) is needed.

Consultation was also undertaken with **individual centre users, and local residents**, including at meetings at Canolfan Ni. Key findings from these included:

- There are small numbers of people/pockets of transport need, but these are extremely dispersed throughout Corwen and outlying villages.
- The travel needs that exist are varied, requiring solutions on different days and at different times if they are all to be addressed.
- Many local residents have low expectations, and a stoic approach to accessibility, with many finding their own way (lifts, walk) or simply not going out.
- Overall, the main town centres have reasonable local bus services from Corwen, but there are gaps in timetables due to reducing services and frequency, and only limited early, late and weekend services, with often poor co-ordination between services.
- Bws Ni is considered too expensive for individual hire.
- Older/Disabled people need services for shopping, outings, theatre (Ruthin, Llangollen, Tweed Mill, Corwen, Wrexham), and require door to door services on weekdays, with a late evening return from Llangollen.
- Older/Disabled people also seek access to health facilities including both hospitals (Rhyl, Conwy and Bangor) and GPs (Corwen and Llangollen).

- Unemployed/low income people have transport difficulties with access to job centres, for job interviews, to take up jobs initially and child care. Often public transport is unsuitable, but until a stable income is achieved they are unable to fund a car or private transport.
- Young people/others often have social, leisure, journey needs, and for transport from after school clubs as home to school transport provides only a morning and an afternoon journey to and from school, and does not offer a late service after clubs.
- Overall, this is a close-knit and supportive community, but that can lead to mis-understandings about the service that can be offered by Cludiant Ni or what is available, or required.
- ***Overall, the consultation reflected what has been found in previous research locally, regionally and nationally that there are a range of transport needs that are unmet, but as in many rural areas these are numerically small numbers of people and often extremely dispersed, making serving these and meeting travel needs more expensive and difficult.***

4. Unmet transport needs and potential solutions

Transport needs and wants

The specific transport needs identified through the consultation undertaken are set out in the table below, alongside potential solutions that could be considered to address each. This is not a comprehensive list of all potential needs but the needs most frequently cited by more than one of the stakeholders consulted.

The list is divided into:

- The transport needs of all those in the community who have a lack of available and/or affordable transport.
- The transport needs of those with a mobility impairment caused by disability or age who in addition to the lack availability or affordability also face issues of suitability and accessibility of transport.
- The specific needs of organisations.
- Other generic needs that cut across all the above.

When considering these needs, as well as recognising they are dispersed geographically and may be difficult to translate into demand because of the low expectations of those they affect, it is also important to consider the times at which the needs may occur and that the different nature of the population groups impacted may require different types of solution. All these factors will fragment the potential 'markets' available across the Cludiant Ni catchment, making viability and sustainability in serving them more difficult to achieve. This is especially the case in a rural area where needs are widely dispersed in the first place. For example, needs to reach shopping and leisure activities are most likely to occur during the middle of weekdays, except for younger people who are at work or school and more likely to seek access to shopping and leisure activities at weekends or in the evening. What people wish to shop for will also dictate where they wish to go. For food shopping a supermarket will often be sought, but for other shopping requirements a trip to Corwen may suffice. However, if the type of shop or facility they wish to visit is not available there, then travel to Ruthin, Llangollen or even Wrexham may be necessary. There are needs amongst older people to access leisure activities, in particular in Llangollen, in the evening and needs amongst school pupils for access to extra-curricular activities which occur after school closing time, with the time they need to make their return journey dependant on when their activity ceases.

Those seeking access to employment or training opportunities are most likely to require transport daily, usually in the morning (07:30 to 09:30) and evening peak (16:00 to 18:00), unless they require access to shift work, in which case their needs can occur at any time day or night and may vary week to week. Where they need to travel to will depend on where the job or training opportunity exists. For some this may be in Corwen, for others some distance away in another main centre or a rural location such as a farm or visitor attraction.

The same is true for organisations and those who wish to access these. Some are only open or only meet on certain days, or at certain times. Where outings are required this may be limited to weekends because their members are otherwise occupied during the week. Whereas for others may want to go out on weekdays to take advantage of the places they want to visit being less busy or offering discounts, at that time.

Where individuals are disabled, they may require transport that picks them up directly from their door. Alternatively, there will be some who can walk a short distance to a stop or agreed collection point and others able to use conventional transport if available, and there was someone to travel with them to assist them to a seat, carry their shopping, etc. This will be the same for many older people and for both what they can do and when they can do it will depend on their frailty or overall stamina, how they feel that day, what the weather is like or what time their carer may visit to help get them washed or dressed, give them their medication, etc.

For all the times of their appointments, the times the facility they wish to visit is open, whether they need to be back for children or other family members or where the facility is located, will all contribute to when their transport needs occur. When services are operated, how vehicles are scheduled, what type of vehicle is used, what support can be offered to service users and what services cost will all play a part in defining what of the needs listed will emerge as demand for them.

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Transport Needs	Who	For What	Where	When	Solutions
Lack of available/affordable transport to/from outlying villages, not on main corridors - impacting able bodied people with no or limited access to a car	Residents without access to a car or other alternative Unemployed people Unemployed people with children Young people, aged 11 -19yrs Young people, aged 16 - 19yrs	Shops and services	Corwen, Ruthin, Llangollen, Wrexham	Weekdays	Fixed route bus, Demand responsive transport (DRT), Dial a Ride (DaR), Shared Taxi, Car sharing, Mobile services
		Leisure	Llangollen	Evenings	Fixed route bus, DRT, Shared Taxi
		Hospital appointments & visiting	Rhyl, Colwyn, Bangor	Weekdays	Fixed route bus or DRT to Corwen for onward travel, community cars, piggy back on contracted PTS
		JobCentre plus	Rhyl	Weekdays	Fixed route bus or DRT to Corwen for onward travel
		Interviews, Job opportunities, Support groups	Various	Peak times, Weekdays, other	Fixed route bus, DRT or DaR to Corwen for onward travel, Wheels to Work, Car club
		Childcare	Various	Peak times	Car club
		Social & Leisure	Corwen, Llangollen, Wrexham	Evenings, Weekends	Fixed route bus, DRT, Shared Taxi, Car sharing
		After school clubs	Various	Late afternoon, Early evening	Fixed route bus, DRT, Shared Taxi, Car sharing
Lack of suitable/accessible transport within Corwen and to/from outlying villages - impacting mobility impaired people	Older and disabled people	Shops and services	Corwen, Ruthin, Llangollen, Wrexham	Weekdays	DRT, Dial a Ride, Community car, Shared Taxi, Car sharing, Mobile services
		Leisure	Garden Centre's, Tweed Mill, Other visitor attractions	Weekdays	Group outings
		Social visiting	Various (Friends homes)	Weekdays, Weekends	Dial a Ride, Community car
		Hospital appointments & visiting	Rhyl, Colwyn, Bangor	Weekdays	DRT, Community cars, piggy back on contracted PTS
		GP, Health clinic	Corwen, Llangollen	Weekdays	DRT, Dial a Ride, Community car
		Community Organisations/Meetings (Canolfan Ni, Library)	Corwen	Weekdays	DRT, Dial a Ride, Community car, Car sharing
Organisations	Group members/clients	Members/Clients to meetings/advice services	Corwen and surrounding villages	Weekdays	Group hire
		Members outings	Corwen and surrounding villages	Weekdays	Group hire

In addition to the above there were some other key issues highlighted by a number of stakeholders consulted including:

- Passenger assistance –this was considered to be a main need among some older and disabled people, i.e. someone to go with them if they were to go out. In part, this was wanted to build confidence when travelling and to help at the destination. However, it was also to assist them to get in and out of the vehicle, to carry shopping or other items for them when they couldn't manage these themselves or to help when they needed this to negotiate steps, use lifts or in other ways. This might be resolved by having a pool of volunteers who could be called on or who could act as a passenger assistant on the vehicle used.
- Volunteer drivers – Many of the organisations spoken to, including Cludiant Ni, reported struggling to find volunteers with a D1 license and/or willing to drive a bus of the size and nature of that currently operated. There have also been delays in making arrangements for the training required from DCC before a volunteer is able to drive the bus meaning volunteers who have put themselves forward have become disenchanted. Steps have recently been taken to resolve this, however in a small community such as Corwen work is required to raise awareness and prevent people being put off by the experience of others in the past. Addressing the D1 issue could be resolved by insuring the bus directly and stepping away from DCC policy to comply with legislation, including the exemption available for a bus adapted for use by the disabled. However, this may raise concerns in DCC and affect other support they provide. It is recommended that, at least in the short term, to keep to the current arrangements but pursue an intensive volunteer driver recruitment process. In particular, this should target drivers who passed their test pre-1997, and also draw on direct contacts with bodies such as GPs, the emergency services, hauliers, farmers, etc where D1 licensed or drivers who are experienced at driving larger vehicles may be found or known to be coming up to retirement and perhaps looking for volunteering opportunities. To retain these drivers, it is important they are allocated work they wish to undertake and they are made to feel an integral part of the Cludiant Ni team quickly and effectively. Volunteer drivers themselves can also provide a key means of recruiting further volunteers.

Understanding potential solutions

A range of solutions are available, including:

Solutions	Description	Vehicle	Operator Licensing	Costs	Income
Fixed route bus	Routed, timetabled, local bus service serving 'turn up & go' demand at pre-determined stops in a number of villages to/from a main centre/s (Many to One)	Low floor or accessible minibus	'O' licence, Sec 22 permit*	Approximately £2.50 trip (one way), £3.00 mile (assumes paid driver)	Passenger Fares Concessionary Fares Potential DCC contract
Demand Responsive Transport Service	Flexible (or Semi-Flexible), scheduled, service serving pre-booked demand (and stops) within a specified corridor to/from a main centre (Many to One)	Low floor or accessible minibus/MPV	'O' licence, Sec 22 permit, Sec 19 permit*	NB - including call centre costs Circa £5.00 trip, £3.50 mile (if paid driver) Circa £3.30 trip, £2.50 mile (if volunteer driver)	Passenger Fares Concessionary Fares (if over 50% turn up & go or @ SDCP discretion if not) Potential DCC contract Grant (i.e. BSSG)
Dial a Ride	Entirely demand responsive service serving pre-booked demands from anywhere to anywhere (including a main centre) within a specified catchment area (Many to Many)	Low floor or accessible minibus/MPV	'O' licence, Sec 22 permit, Sec 19 permit*	NB - including call centre costs Circa £10.00 trip, £4.00 mile (if paid driver) Circa £6.60 trip, £3.00 mile (if volunteer driver)	Passenger Fares Concessionary Fares (@ SDCP discretion) Potential DCC contract Grant (i.e. BSSG)
Community Car	A form of Dial a Ride often, but not necessarily, focused on particular journey purpose/s e.g. health journeys. Defined pick-up catchment but destinations may be outside this.	Volunteer cars	Car sharing (exemption from taxi/PHV legislation)	Circa £0.75p mile (assumes volunteer driver reimbursed @ £0.45p/mile, inc dead mileage, by passenger + administration @ £0.30p/ml). Trip cost depends on journey distance & dead mileage.	Passenger Fares Concessionary Fares (@ SDCP discretion) Hospital Travel Scheme Grant (i.e. BSSG)
Shared taxi	A booking mechanism to enable those requiring journeys at much the same time to much the same destination to share the costs of hiring a taxi for their journey	Taxi/PHV	n/a	Circa £10,400 p.a based on p/t administrator - 20hr/week @ £10/hour inc on costs (assumes taxi fare is paid in full by passengers, based on distance travelled)	Charge/Franchise Taxi operators Grant (i.e. BSSG)
Car sharing	A means (booking mechanism, website, etc) to put those willing to offer lifts to others in touch with those needing a similar journey	Private cars	Car sharing	Circa £7,200 p.a. based on annual fee for use of an existing Website (e.g Liftshare @ £2k p.a.) and p/t administrator - 10hr/week @ £10/hour - £5,200 p.a. (assumes any mileage charge met directly by passengers)	Grant (i.e. BSSG)
Car club	One or more cars made available (often but not necessarily from specified collection point/s) for self-drive, short term (e.g. hourly) hire. Usually based on an annual membership fee, plus a cost per mile for use.	Hire car	n/a	Circa £400/month per vehicle + mileage, based on use of an existing car club operator (e.g. Enterprise). (Assumes membership fee and mileage charge met by users)	Car club operator to provide the vehicle/s Grant (to cover one off cost of parking bay/traffic order)

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Wheels to Work	A pool of (usually 2 wheel) vehicles leased (usually to unemployed people) for a period of 3, 6 or 12 months to enable them to access an opportunity for work or training, until they can establish a solution for themselves	Scooters / Mopeds / bikes	n/a	Circa £2,000 p.a. per scooter/moped	User charge DWP / Training Agent contribution Grant (e.g. BSSG)
Piggy back on PTS contract	A service to access hospital/health facilities by using any spare capacity on a sub-contracted service to WAST providing transport to health appointments for those eligible for PTS	Low floor or accessible minibus/MPV	'O' licence, Sec 19 permit*	Marginal - Circa £1.20/mile for mileage incurred picking up additional passengers to those contracted to carry (assumes WAST meet all other costs)	Passenger Fares
Mobile services	Taking services to people where they live, such as a mobile shop, library, advice centre, etc. Where a minibus is used to take out a 'trailer', the latter can be left at a central point and the minibus used to collect people from the surrounding area and bring them to the service point.	Bespoke vehicle / Minibus & bespoke 'Trailer'	'O' licence, Sec 19 permit*	Circa £3.00 mile for transport only, including paid driver (assumes service providers meet cost of any trailer and staff to provide services using this)	Charge to service providers Passenger Fares (if minibus used to provide local collections/returns) Grant
Group outings	Occasional trips to various local attractions (Garden centres, public houses, visitor attractions, etc) organised by Cludiant NI and promoted to their members so they can book on to those of their choosing	Accessible minibus	'O' license, Sec 19 permit*	Circa £3.00 mile (if paid driver), reducing to £2.50 mile after 50/60 miles Circa £2.00 mile (if volunteer driver), reducing to £1.50 mile after 50/60 miles	Passenger Fares Grant (i.e. BSSG)
Group hire	Hire of a transport service from Cludiant Ni by a local (not for profit) organisation. The hiring organisation will specify the date/s and time/s of travel, pick-up points and the end destination/s. They will also make arrangements with the intended passengers. Cludiant Ni will operate the service to the specification provided. The driver may be sourced by Cludiant Ni or the hiring organisation but either way will be responsible to (and need to be approved by) Cludiant Ni.	Accessible minibus	'O' license, Sec 19 permit*	Circa £3.00 mile (if paid driver), reducing to £2.50 mile after 50/60 miles Circa £2.00 mile (if volunteer driver), reducing to £1.50 mile after 50/60 miles	Charges to organisation Grant (i.e. BSSG)
Lobbying	Lobbying of other transport commissioners or providers to encourage them to offer a new or amend an existing service required to meet needs identified	n/a	n/a	Circa £1,000/£2000 p.a. for expenses	Fundraising

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Solutions	Strengths	Weaknesses
Fixed route bus	<p>Most efficient solution for serving main flows/bulk travel</p> <p>Most recognisable as a traditional public transport solution</p> <p>Automatically eligible for reimbursement of concessionary fares</p> <p>Potential DCC contract pending (combined with education transport)</p>	<p>Primarily serves main centres.</p> <p>Journey purposes served depend on the timetable operated.</p> <p>Difficult or impossible for people with mobility impairments to access, unless they live on the route/near a stop</p> <p>Must be a registered service requiring regular commitment, with failure subject to penalties</p>
Demand Responsive Transport Service	<p>Route defined by demand</p> <p>Focuses demand / encouraging multiple occupancy</p> <p>Provides access to mobility impaired via kerb to kerb or door to door provision</p> <p>Automatically eligible for concessionary fares if a registered service and stops incorporated that attract more than 50% of passengers</p>	<p>Primarily serves main centres or specific destinations (e.g supermarket), commonly focused on shopping purposes</p> <p>Requires pre-booking, which is not always understood / attractive to users</p> <p>If a registered service requires regular commitment, with failure subject to penalties</p> <p>Is difficult to timetable if stops incorporated alongside diversions to pick up at the door</p>
Dial a Ride	<p>Particularly suitable for serving a range of different demands</p> <p>Offers high quality, door to door, provision to mobility impaired</p> <p>Potential DCC contract opportunity (combined with education transport)</p>	<p>The larger or less densely populated the catchment area (per vehicle), the more difficult to cluster demand together and the greater the dead mileage between demands</p> <p>Requires pre-booking, which is not always understood or attractive to users</p> <p>Can limit demand catered for to circa 3 to 4 trips/vehicle hour</p> <p>Will require substantial ongoing subsidy</p>
Community Car	<p>Relatively low cost option (to operator)</p> <p>Adds vehicle capacity at no cost</p> <p>Capacity adds significantly to flexibility of provision</p> <p>Can be used as action research to identify trip patterns suited to flexible or conventional bus operations</p> <p>Volunteers commonly provide high quality passenger support</p>	<p>Volunteer recruitment can prove difficult, especially initially</p> <p>Volunteers will be more responsive to demands they see as 'worthy' (e.g. health appointments)</p> <p>Limited access for those who need to travel in a wheelchair</p> <p>Requires pre-booking, which is not always understood / attractive to users</p> <p>Longer distance journeys can prove expensive to the passenger</p>
Shared taxi	<p>Relatively low cost option (to operator)</p> <p>No need to obtain and manage vehicles or drivers</p> <p>Available to all and a wide range of destinations & journey purposes can be served</p>	<p>Only 2 taxi operators in Corwen, plus 12 within a 10-mile radius</p> <p>Operators may resist shared fares</p> <p>Wheelchair accessible vehicles may be limited</p> <p>Limited control over service quality</p> <p>Even shared taxi fares can prove expensive</p>
Car sharing	<p>Relatively low cost option (to operator)</p> <p>No need to obtain and manage vehicles or drivers</p> <p>Draws on existing, rather than add new journeys,</p>	<p>Perception of and actual security considerations</p> <p>Some will be uncomfortable/unable to use IT and prefer to call someone who can interact with the website for them</p> <p>Opportunities will depend on the journeys offered</p>
Car club	<p>Offers low cost alternative to owning a car or second car</p> <p>Can be inter-worked with Wheels to Work below</p> <p>Particularly responsive to individual needs</p>	<p>Works best where there is a density of demand within relatively close proximity to the location a car is based</p> <p>May be difficult to persuade an existing car club provider Corwen can offer the level of take-up required to be commercially viable</p> <p>Only suitable for those who have a driving license</p>

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Wheels to Work	Particularly attractive to younger people Offers wider inclusion benefits besides access to work and training Encourages responsibility	Local terrain and climate not best suited to use of scooters Can be difficult for those seeking access to training to meet lease costs themselves
Piggy back on PTS contract	Maximises use of the vehicle Low cost option for resolving relatively long distance need	Will only suit those whose appointments happen to fall at times the bus is contracted Will require agreement from WAST to accommodate additional passengers
Mobile services	Reduces need to travel Optimises use of the minibus (if used for collections) Supports use of village facilities (e.g. village hall), alongside the use of the trailer	Service providers will not have the same access to equipment as they would at their 'normal' base Limits access to only the service/s provided Requires drivers confident operating a vehicle with trailer
Group outings	Offers significant social benefits Supports local facilities	Need to refresh and update locations served to maintain interest Risk that won't always achieve take-up required
Group hire	Simple to administer as organisation takes on much of this Maximises vehicle occupancy	Requires a more suitable vehicle than that currently available to Cludiant Ni, to attract a wider range of groups Has proved difficult to find volunteer drivers Distance (& cost) to pick-up/return bus can be off-putting to all but local organisations Requires flexible charging structure to accommodate different types of use, which can be difficult to communicate
Lobbying	Low cost option No need to manage transport	Limited funding options Can be difficult to achieve change

5. Options and way forward

SWOT analysis

The consultation and research has highlighted that there are a number of strengths at SDCP, including:

- the staff resources of the centre, including recently CPC qualified member of staff
- recent expansion of the community transport offer/take up
- support from other agencies including Cadwyn Clwyd
- a low mileage wheelchair accessible vehicle that has been well maintained,
- a supportive local authority and
- a new team in place at the centre (and support of Cadwyn Clwyd).

The timing of this research also coincided with a number of opportunities, which have been reflected in the ongoing discussions with staff and the preparation of the options in this report: including:

- a decision taken by staff at Canolfan Ni to bid for Lottery funding to expand the offer at the centre, which may require and fund additional transport support. This bid has been submitted but a decision has yet to be received;
- the opportunity to seek further BSSG funding that could provide revenue streams of funding to support ongoing transport operations. However, it is understood that there is unlikely to be additional funding available from this source;
- the opportunity to bid for capital funding via the Welsh Government's Rural Community Development Fund; and
- the invitation to partner with DCC to develop dial a ride pilots and expand their existing group hire and community transport work.

Significant constraints to expanding services have been identified, including the lack of volunteer drivers and low expectations of some local residents. However, the main factor that will determine the longer-term sustainability of any venture is the dispersed and relatively limited potential market, which must be taken into account when considering viable options going forward.



Options for developing community transport

Based on the findings from the consultation and research, and upcoming bid deadlines, a number of options for the way forward have been identified. The tables below demonstrate how these could be packaged together across an individual day and week, to ensure they meet needs in the most effective manner and utilise available vehicles to ensure they are operated as efficiently as possible.

	WEEKDAYS									WEEKENDS								
	Minibus			MPV			Other			Minibus			MPV					
TIME	Service	Target	Notes	Service	Target	Notes	Service	Target	Notes	Service	Target	Notes	Service	Target	Notes			
07:00/08:00										Group hire	Group to specify	On demand	Group hire	Group to specify	On demand			
08:00/09:00	Group hire	Groups to Canolfan Ni	On demand															
09:00/10:00																		
10:00/11:00	DRT	Into Corwen	NW, NE, E & SW, 1 day/wk each	Dial a Ride	Older & Disabled Throughout catchment (co-ordinate with minibus services)	Merged with Community Car (Mon to Fri)	Community Car	Older & Disabled Throughout catchment (co-ordinate with minibus services)	Merged with MPV (Mon to Fri)									
11:00/12:00																		
12:00/13:00	Group hire	Groups to / from Canolfan Ni	On demand															
13:00/14:00																		
14:00/15:00	DRT	Returns Corwen	plus occasional Group Outing															
15:00/16:00																		
16:00/17:00	Group hire	Returns Canolfan Ni	On demand													Group hire	Group to Specify	On demand
17:00/18:00																		
18:00/19:00	Group hire	Group to Specify	On demand										DRT	Into Llangollen	1 Sat / month			
19:00/20:00																		
20:00/21:00																		
21:00/22:00																		
22:00/23:00																		
23:00/24:00										DRT	Returns Llangollen	1 Sat / month						

Option 2:

This second option includes a bid for BSSG to continue the community transport service, which is expanded with an MPV, but also to develop the service through seeking contracts with DCC. In subsequent years, there would be the option to add a second minibuss and use this to target further contracts, group hire and outings, and also to add a wheels to work or car share scheme.

				WEEKDAYS						WEEKENDS								
*	Minibus			MPV			Other			Minibus			MPV					
	Service	Target	Notes	Service	Target	Notes	Service	Target	Notes	Service	Target	Notes	Service	Target	Notes			
07:00/08:00				Education contract	SEN school	Via public tender												
08:00/09:00	Group hire WAST sub-contractor	Groups to Canolfan Ni PTS & Others to Hospital	3 days on demand 3 days on demand															
09:00/10:00																		
10:00/11:00	DRT	Into Corwen	NW, NE, E & SW, 1 day/wk each	Dial a Ride	Older & Disabled Throughout catchment (co-ordinate with minibus services)	Merged with Community Car (Mon to Fri)	Community Car	Older & Disabled Throughout catchment (co-ordinate with minibus services)	Merged with MPV (Mon to Fri)	Group hire	Group to specify	On demand	Group hire	Group to specify	On demand			
11:00/12:00																		
12:00/13:00	Group hire WAST sub contractor	Groups to / from Canolfan Ni Returns Hospitals	3 days on demand 3 days on demand															
13:00/14:00																		
14:00/15:00	DRT	Returns Corwen	occasional Group Outing															
15:00/16:00				Education contract	SEN school	Via public tender												
16:00/17:00	Group hire	Returns Canolfan Ni	3 days on demand								Into Llangollen	1 Sat / month						
17:00/18:00																		
18:00/19:00	Group hire	Group to Specify	On demand				Group hire	Group to Specify	On demand									
19:00/20:00																		
20:00/21:00																		
21:00/22:00																		
22:00/23:00																		
23:00/24:00										DRT	Returns Llangollen	1 Sat / month						

Option 3:

This option presumes that in addition to the BSSG bid as in previous options that SDCC enters into the pilot with DCC, and in subsequent years could add a second and potentially a third minibuss or MPV to expand services,

Actions required

SDCP is keen to develop the community transport scheme and to move towards these options. Our recommendation would be to work with DCC to develop a pilot dial a ride scheme that is packaged with contracted routes, and complemented by BSSG supported car scheme using an MPV to meet individual and ad hoc travel needs.

Months 1-2

- ❖ Confirm understanding of up to date income and expenditure, and operating costs, to ensure accurate bids and ensure full cost recovery can be calculated where required, including provision for replacement of vehicle longer term.
- ❖ Establish steering group to provide support to the Community transport coordinator, and to oversee the implementation of changes and develop project plan, risk register, establish baselines and monitoring arrangements. This should include key objectives, timetable and measures of success that can be used to demonstrate progress/achievements, and assist in future bid developments. The next twelve months includes considerable transition, and tasks where support from trustees, other staff and external agencies will be critical to ensure success and effective delivery.
- ❖ Review governance arrangements including check on constitution, articles of association and memorandum of understanding to ensure that appropriate for transport services that are to be undertaken. Concern has been raised that the current SDCP memorandum and articles of association include a clause that specifically excludes 'trading' on any significant scale. If Cludiant Ni, or indeed SDCP, seek to increase their trading activity going forward by entering into contracts with DCC or any other statutory body then such a clause may need to be amended or removed by the organisation. This would require a decision by the board and this decision to be communicated to, and approved by, the Charity Commissioners. The latter is normally a simple and straightforward process, if any amendment does not seek to circumvent charity law.
- ❖ Identify any additional support/training required to support staff and volunteers, and include in bids if required. This could include bid during May, with decision likely in July, to Cadwyn Clwyd for training and marketing.
- ❖ Check permit registration to ensure all work is covered, and if reflects the remit of SDCP.
- ❖ Discuss the potential timeline for setting up and bidding for dial a ride pilots with DCC, to ensure adequate lead time and planning and capacity.
- ❖ Prepare the bid for BSSG in conjunction with DCC, to provide revenue support on an ongoing basis.
- ❖ Consider RCDF bid for capital funding for MPV vehicle and liaise with Cadwyn Clwyd in preparation of this
- ❖ Review s22 requirements for potential dial a ride operation.
- ❖ Expand recruitment of volunteer drivers (for MPV/community car and minibus) and travel buddies via word of mouth, advertisement etc. Assess whether D1 required license continued and consider insurance implications if changing from DCC support.
- ❖ Start ongoing engagement with Canolfan Ni user to explore potential transport use for increased transport offer e.g. car scheme, and consolidate and expand on marketing of current transport offer.
- ❖ Review options for garaging, fuel and maintenance.

Months 3-4:

- ❖ If BSSG/other funding bids are successful, develop a detailed specification for and purchase an MPV, implement and market the car scheme.
- ❖ Undertake procurement training/familiarisation with e-procurement systems for future contracting.
- ❖ If lottery bid is successful, promote community transport available to groups involved.
- ❖ If lottery bid unsuccessful, engage with WAST to provide additional income/expansion of services and meet non-emergency health transport needs.

If contract bid successful

- ❖ Recruitment of drivers (passenger assistant if required) to undertake school contract work
- ❖ Provide additional driver training as required. It is likely that additional DBS checks will be required if undertaking work with children, or specific school based training if children had additional needs.
- ❖ Arrangements for spare vehicle cover
- ❖ Ensure adequate administrative arrangements to cover hours required.

Pilot scheme for DaR

- ❖ Negotiation with DCC regarding Dial a Ride proposal, to ensure complementary services.
- ❖ If successful plan and implementation for Dial a ride and education contract, including where relevant recruitment and training of staff.
- ❖ Marketing and monitoring of take up
- ❖ Plan years 2 and 3

Appendices

Consultees

- Corwen Library
- Corwen One Stop Shop
- Clwb Ieuencid Youth Service
- DVSC Denbighshire Voluntary Services
- Vale of Clwyd Mind Walking Group
- Llanydog Sheltered Accommodation.
- Mind Walking Group Leader
- Welsh Ambulance Service Trust
- BCU Health Board
- Education for patients' programme EPP CYMRU
- Exercise Referral Denbighshire County Council
- Community Development Co-Ordinator Denbighshire Housing Department
- Vale of Clwyd Mind
- Age Connects
- Clwb y Berwyn
- Denbighshire Youth Service
- TAPE community music and film
- Corwen Tourism Group
- Cadwyn Clwyd
- Elderly Mental Health Team
- Soup and Song
- Llangar Over 60s' Club
- Corwen Surgery
- Llangollen Surgery
- Welsh language Group
- Community Transport Association
- Volunteer Driver
- Canolfan Ni Staff
- Denbighshire County Council Public Transport
- David Davies Strategic Community Engagement Manager
- Angel Hesford Supported Independent Living Team Manager
- Ann Weir Community Development Manager
- Richard Crane Accommodation Team Leader
- Sian Frost Housing Officer
- Shirley Rippingale Resident Warden
- Bethan Parry Housing Assistant
- Keith Allchin OPUS Project Manager
- Jason Haycocks taking Points Manager
- Lynda Owen, DCC
- Chris Brown Fleet Manager DCC

Income and expenditure

AVAILABLE INCOME 2016/17	2016/17 Current Service -	INCOME	Option 1 - 2017/18	INCOME	Option 2 - 2017/18	INCOME	Option 3 - 2018/19
<u>Staff</u>		BSSG bid (revenue only)	£45,500	BSSG bid (revenue only)	£25,000	BSSG bid (revenue only)	£10,000
Service Development Co-ordinator (25 hrs/wk @ £10.50/hr)	£13,650	Education Contract	£0	Education Contract	£40,000	Education Contract	£40,000
Booking and Admin	£0	DaR Pilot	£0	DaR Pilot	£0	DaR Pilot	£60,000
Transport lead	£0	Income from WAST or Lottery Groups	£0	Income from WAST or Lottery Groups	£15,000	Income from WAST or Lottery Groups	£15,000
<u>Vehicle Costs (minibus)</u>		Fares Income (DRT & DaR)	£6,000	Fares Income (DRT & DaR)	£6,000	Fares Income (DRT & DaR)	£12,000
Vehicle Maintenance	£1,400	Group hire Income	£6,000	Group hire Income	£8,000	Group hire Income	£10,000
Insurance	£950	Community Cars (Admin Charge)	£2,000	Community Cars (Admin Charge)	£2,000	Community Cars (Admin Charge)	£4,000
MOT Test Fee	£100	In kind contribution (volunteers)	£31,200	In kind contribution (volunteers)	£31,200	In kind contribution (volunteers)	£41,600
Road Fund License	£180	Total Income	£90,700	Total Income	£127,200	Total Income	£192,600
Fuel (@ £0.23/ml)	£1,850						
<u>Marketing</u>	£500	EXPENDITURE		EXPENDITURE		EXPENDITURE	
<u>Volunteer Training</u>	£4,964	<u>Premises</u>	£5,000	<u>Premises</u>	£5,000	<u>Premises</u>	£7,500
Sub Total	£23,594	<u>Staff Costs</u>		<u>Staff Costs</u>		<u>Staff Costs</u>	
Ad-On	£2,000	Service Development Co-ordinator (16 hrs/wk @ £10.50/hr)	£8,736	Service Development Co-ordinator (24 hrs/wk @ £10.50/hr)	£13,104	Service Development Co-ordinator (24 hrs/wk @ £10.50/hr)	£13,104
Total from TAITH	£25,594	Booking and Admin (20hrs/wk @ £9/hr)	£9,360	Booking and Admin (20hrs/wk @ £9/hr)	£9,360	Booking and Admin (30hrs/wk @ £9/hr)	£14,040
Income from Charges	£3,305	Transport lead (F/T)	£0	Transport lead (F/T)	£0	Transport lead (20hrs/wk @ £10/hr)	£10,400
In kind contribution (volunteers)	£6,804	<u>Consumables (@25%)</u>	£4,000	<u>Consumables (@25%)</u>	£4,000	<u>Consumables (@25%)</u>	£4,000
Total Income 2016/17	£35,703	<u>Vehicle Costs (minibus & MPV)</u>		<u>Vehicle Costs (minibus & MPV)</u>		<u>Vehicle Costs (minibus & 2 X MPV)</u>	
		Maintenance (DDC recharge)	£5,000	Maintenance (DDC recharge)	£5,000	Maintenance (DDC recharge)	£7,500
EXPENDITURE 2016/17		Fuel (8,000 mls@£0.25/ml x 2 vehicles)	£4,000	Fuel (10,000 mls@£0.25/ml x 2 vehicles)	£5,000	Fuel (10,000 mls@£0.25/ml x 3 vehicles)	£7,500
<u>Premises</u>	£2,500	Insurance	£2,000	Insurance	£2,000	Insurance	£3,000
<u>Staff Costs</u>		Licensing (VED)	£500	Licensing (VED)	£500	Licensing (VED)	£750

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AVAILABLE INCOME 2016/17	2016/17 Current Service -	INCOME	Option 1 - 2017/18	INCOME	Option 2 - 2017/18	INCOME	Option 3 - 2018/19
Service Development Co-ordinator (assumed as granted)	£13,650	Other/Contingency	£2,000	Other/Contingency	£2,000	Other/Contingency	£3,000
Administrator (booking & scheduling)	£0	<u>Drivers & Passenger Assistants</u>		<u>Drivers</u>		<u>Drivers</u>	
Transport lead (F/T)	£0	Drivers (paid)	£0	Drivers (paid - 40hrs/wk @ £10/hr)	£20,800	Drivers (paid - 80hrs/wk @ £10/hr)	£41,600
<u>Consumables (@25%)</u>	£4,000	Assistants (paid)	£0	Assistants (paid - 20hrs/wk @ £9/hr)	£9,360	Assistants (paid - 20hrs/wk @ £9/hr)	£9,360
<u>Vehicle Costs (minibus)</u>		Volunteer Expenses	£1,000	Volunteer Expenses	£2,000	Volunteer Expenses	£3,000
Maintenance (DDC recharge - @ month 10)	£3,263	Volunteer time (60hrs/wk @ £10/hr)	£31,200	Volunteer time (60hrs/wk @ £10/hr)	£31,200	Volunteer time (80hrs/wk @ £10/hr)	£41,600
Fuel Card (DDC recharge @ month 11)	£533	<u>Volunteer Training & Recruitment</u>	£4,000	<u>Volunteer Training & Recruitment</u>	£4,000	<u>Volunteer Training & Recruitment</u>	£5,000
Insurance	£850	<u>Marketing</u>	£1,000	<u>Marketing</u>	£1,000	<u>Marketing (assumed as granted)</u>	£2,000
Licensing (VED)	£165	<u>Vehicle Depreciation</u>	£10,388	<u>Vehicle Depreciation</u>	£10,388	<u>Vehicle Depreciation</u>	£15,784
Other	£0	<u>Fees</u>	£400	<u>Fees</u>	£500	<u>Fees</u>	£500
<u>Drivers</u>		<u>Other Incidentals</u>	£2,000	<u>Other Incidentals</u>	£2,000	<u>Other Incidentals</u>	£3,000
Drivers (paid)	£0	Total	£90,584	Total	£127,212	Total	£192,638
Assistants (paid)	£0	+ / (-)	£116	+ / (-)	-£12	+ / (-)	-£38
Expenses	£1,000						
Volunteer time (in kind)	£6,804						
<u>Volunteer Training & Recruitment</u>	£0						
<u>Marketing (assumed as granted)</u>	£500						
<u>Vehicle Depreciation</u>	0						
<u>Fees</u>	500						
<u>Other Incidentals</u>	2000						
Total	£35,765						
+ / (-)	-£62						