

Communities Overview and Scrutiny 12 April 2012

The Community Impact of Bus Service Reductions

Recommendations

1. To consider and comment on the community impact of bus service reductions.
2. To agree any areas for further scrutiny, as appropriate.

1. Introduction

- 1.1 In 2011/12 the Transport Operations budget was cut by 44%; phased in over May, June, and July, with the final phase being completed on the 5th of September 2011.
- 1.2 Now that the shape of the bus network is relatively fixed, the Communities Overview and Scrutiny Committee have requested a report into the impact of the bus service reductions on local communities.
- 1.3 This report aims to enable the committee:
 - To understand the changes to the service – a ‘before and after’ picture.
 - To look at how the changes to transport provision have affected service users and their communities.
 - To look at how the voluntary sector and community groups have supported transport provision in local communities.
 - To identify ways in which WCC can improve the situation.

2. Background

2.1 Budget Detail

- 2.1.1 At Full Council on 15 February 2011, the decision was taken to reduce the County Council Passenger Transport Revenue support budget from £2.9 million to £1.6 million, a reduction of £1.3 million or 45%.
- 2.1.2 The original proposal was to remove £1.65 million but £350,000 was subsequently put back into the budget meaning that several routes, including all Sunday bus services, were retained.
- 2.1.3 The County Council’s Revenue Support Budget is used to provide financial subsidy for services which are not commercially viable by operators but are considered as being socially necessary, such as rural and evening services.

- 2.1.4 With a budget reduction of this magnitude, the level of financially supported services in some parts of the county has been affected quite substantially.
- 2.1.5 The withdrawal of funding was effective from 1 April 2011. This meant that there was a great deal of urgency to the process of drawing up proposals, consulting and implementing service revisions. Delays in the process would have inevitably lead to a budget overspend and further service cuts in the future.
- 2.1.6 Although it was necessary to implement the changes as quickly as possible, there were several other issues to consider. These included legal and contractual obligations, and the ability of bus operators to deliver the changes including reductions in vehicle fleets and driving staff. Consequently, service revisions were carried out on a phased basis between 31 May and 5 September 2011.
- 2.1.7 The key changes to the bus services are listed in **Appendix A**.

2.2 Community Transport

- 2.2.1 Various Community Transport Schemes have been delivered across the County for a number of years. Some of these services were funded or part-funded by Warwickshire County Council, whilst others were funded through other sources.
- 2.2.2 Examples of Community Transport Schemes in Warwickshire include:
- a) The Back and 4th scheme in Stratford, which provides organisations and individuals with the opportunity to hire wheelchair accessible vehicles from Back and 4th with a fully qualified volunteer driver at a subsidised cost.
 - b) The Health Transport Service in Warwick District, which helps people over the age of 65, who are able to walk unaided and who need transport to health-related appointments including hospitals, GP surgeries, chiropodist and dentists.
 - c) Stratford Community Links, which is a door-to-door community transport service for all residents who may require transport assistance in Stratford District. The scheme is aimed at those who have a general need for local transport, cannot access public transport because of mobility problems or other issues or live in an isolated location with no other form of transport available.
- 2.2.3 For the financial year 2011/12, the Community Transport budget was due to be cut entirely but a grant of £183k from the Department for Transport (DfT) was agreed for 2011/12.

2.2.4 The majority of the 2011/12 DfT funding was used to sustain those community transport schemes which were already operating but faced closure due to removal of WCC community transport budget. The funding was also used to:

a) Conduct a consultation amongst users, volunteers and other stakeholders on the potential impacts of the budgetary reductions (see **Appendix B**)

b) Commission the services of a Community Transport Association Consultancy to meet operators and stakeholders to explore and develop options for moving towards a more flexible and sustainable community transport sector for Warwickshire in the future;

c) Invite community and voluntary organisations to submit a bid for financial help with creating, developing or enhancing schemes. Further help was subsequently provided to Shipston Link (a voluntary minibus scheme in South Warwickshire) and Community Links (a demand responsive community transport scheme operating in South Warwickshire).

2.2.5 Officers have received notification of a second grant from the Department for Transport, to provide support during 2012/13. The 2012/13 budget will not necessarily be used to fund the same schemes as previous years. Details of use of the grant will be agreed between the Transport Operations team and the Portfolio Holder.

2.2.6 A list of Community Transport Schemes currently operating across the County is attached as **Appendix C**.

2.3 Key Dates

2.3.1 Below is a brief summary of the key dates and measures taken to meet the new passenger transport budgetary target:

15 Feb 2011	Full Council confirms budgetary measures
7 March 2011	First summary of revisions to elected members and parish councils
1 April 2011	Second revised summary to elected members and parish councils
31 May 2011	Major revisions in North Warks and some changes in South Warks
20 June 2011	Evening service withdrawals in East Warks
4 July 2011	Evening services withdrawals in Central Warks
18 July 2011	Further revisions in South Warks
25 July 2011	Major Flexibus revisions countywide
5 Sept 2011	Further service revisions in East Warks and Kenilworth area

2.4 Communications

2.4.1 There has been extensive media coverage of the bus service revisions, as well as many letters, emails, and petitions received. Officers have attended several community forums to try and address local issues. Communication and liaison can be summarised as follows:

- Officers have had contact with every Warwickshire MP.
- A total of 57 out of 62 Elected Members have contacted officers about bus service reductions in their division.
- Over 100 parish and town councils have contacted officers by telephone, e-mail and letter.
- In eight months from March to October 2011 officers have received and dealt with thousands of telephone calls, e-mails and letters from the public.
- The Council has received 15 petitions.

2.4.2. A large volume of correspondence was received from Councillors, Parishes, and members of the public and from their input the initial proposals went through a process of continual iteration to improve the situation for affected individuals and communities.

2.4.3 Officers have worked closely with bus operators throughout the process and in some cases operators will be continuing to run a reduced service on a commercial basis. For example, some evening services are remaining on Fridays and Saturdays for a trial period.

3 National Context

3.1 The Parliamentary Transport Select Committee (July 2011) noted that '*Buses are the most available and frequently used mode of public transport in England. Two-thirds of all passenger journeys are made by bus*' and that '*The Coalition Government's Spending Review in October 2010 included three decisions with implications for the bus industry: an overall 28% reduction in local authority revenue expenditure from 2011-12; changes in the formula for concessionary travel reimbursement from 2011-12; a 20% reduction in the Bus Service Operators' Grant from 2012-13.*'

3.2 Research by Passenger Focus (an independent public body set up by the Government to protect the interests of passengers), suggested that in response to the above decisions '*42 of England's 88 Local Transport Authorities (LTAs) announced specific cuts to their budget for bus services for 2011/12, 15 of which were making cuts of over £1m to their subsidised bus services*'. The research suggested that there were 13 LTAs who did not plan to make reductions to bus subsidies, community transport or park and ride schemes

3.3 The LGA reported to the Transport Select Committee that the reduction in formula grant had been the main driver behind local authorities' decisions to reduce subsidised bus services. Many Local Transport Authorities across the country are working with bus operators to try to find ways of keeping subsidised routes in operation. Encouraging operators to run subsidised routes on a commercial basis will limit the impact the cuts will have on local networks.

3.4 The research by Passenger Focus suggests that some authorities have recognised the role which community transport can play in mitigating the

effects of reductions in support for mainstream bus services, however noted that support for community transport schemes varies between authorities.

3.5 Cuts to bus services across the country have been the focus of numerous newspaper articles, campaigns and petitions, with many of those highlighting the impacts which cuts will have on the most vulnerable sections of our communities.

3.6 The Transport Select Committee reported that, *'bus users from around the country, from different sections of society, wrote to us about the impacts of local authority and commercial operator decisions. We were given direct examples of how reduced or withdrawn local bus services had made people more socially isolated, in some cases removing the only bus link between their village and the nearest town.'*

Elderly people described how withdrawn services had reduced their access to hospitals and health facilities, social activities, and opportunities for shopping. Several could not drive nor afford taxis on a regular basis. People could no longer visit or assist sick relatives as frequently. Commuters described the difficulties they now faced to return home from work in the evening following the curtailment of their local bus service after 7pm.

We were given examples of younger people changing their employment due to bus service reductions and withdrawals, or no longer being able to socialise, play sports or access educational facilities in neighbouring towns, reducing their independence. A parent told us how the proposed withdrawal of her local bus service would make it very difficult to take her young children to playgroup. Bus reductions were said to impact on local tourism. Witnesses complained about the impact of above-inflation fare rises.'

3.7 The National Youth Agency, in its report 'Accessing Positive Activities: Enabling Young People to Travel by Bus', highlighted the key issues young people face when travelling by bus, with one of those being availability. Restricting the availability of bus services to young people restricts their abilities to prosper and socialise.

3.8 Age UK, in its report 'Bus Services After the Spending Review', raise concerns about the disproportionate impact which bus service reductions will have on older people's ability to travel.

The report notes that it is essential that as people age, they are still able to get out, access local services and travel further if they want. In addition to bus services, community transport has traditionally played an important role in meeting the needs of older people, particularly in Rural areas. It is suggested that reductions in community transport provision would therefore accentuate the impacts of bus service reductions on older residents.

3.9 Research carried out by Ipsos MORI for the Commission for Rural Communities in November-December 2009 found that a significantly higher percentage of people in rural areas (28%) said that improving public transport would improve the quality of life for people living in their area than improving

anything else. This highlights the importance which residents of rural areas place on bus services and their reliance on bus services to access services and amenities.

The Countryside Alliance has recently produced a report suggesting that increases in fuel prices have been more severe in rural locations than urban. When combined with increased distance between home and employment or services, this means that cars are becoming unaffordable for many in the rural communities. As private transport such as cars become less affordable, then public transport services become increasingly important to rural communities.

4. The Impacts of Bus Service Reductions in Warwickshire

4.1 Key Themes

4.1.1 Through various communications received, there are several key issues which have been raised as being significantly impacted on by the changes to bus provisions. These are access to services, access to employment and education, issues specific to young people, issues specific to older people and rural isolation. These themes echo many of the concerns raised nationally, highlighted in part 3 of this report.

4.2 Access to services and amenities

4.2.1 Warwickshire's bus network is viewed as being critical to residents' abilities to access services essential for everyday life. Reductions in bus services are considered to have reduced residents' abilities to access such services independently and at a reasonable cost.

4.2.2 Through comments made at community forums and petitions received by officers, reduced abilities to access shops, banks, post offices, leisure facilities, Libraries, hospitals and health facilities have all been highlighted on many occasions.

4.2.3 Where bus services have been removed, it has been suggested that in some cases residents now need to take several buses or seek alternative forms of transport (taxis, goodwill of friends and family, walking etc.) to access the services they require. In some cases, this means that it is no longer financially viable or logistically possible for the many to use those services as frequently as they have done previously, if at all.

4.2.4 Where bus services have been maintained, there are examples of routes where frequency of service has been significantly reduced. Some services are restricted to a limited number of trips per day and some only a handful per week. The remaining bus services are often perceived to not meeting the needs of residents.

4.3 Access to education and employment

- 4.3.1 Through community forums, it has become apparent that some residents are no longer as able to access the education and employment opportunities that they previously were. It should be noted that specific changes to Education Transport Policy may have influenced public perception of the impact of the reduction to Passenger Transport Revenue Support budget.
- 4.3.2 Where residents had previously been reliant on bus services to attend work, college or voluntary work, it may no longer be financially viable to do so. This is particularly apparent where residents have had jobs which do not fall within a normal working pattern, or access education and training opportunities in the evening. Job types affected through reduced evening and weekend services include warehousing (where shift work is commonplace) and jobs supporting the night time economy (including restaurants, pubs and bars).
- 4.3.3 Residents Associations and Community Groups in some of the most deprived communities in the County have raised concern that the residents which they represent are particularly reliant on bus services. Reductions in bus services have caused concern that such neighbourhoods will continue to experience greater levels of financial exclusion than the more affluent neighbourhoods.

4.4 Young People

- 4.4.1 Communications have highlighted the reliance of many young people in Warwickshire on public transport, and that the service reductions have accentuated problems in accessing services and social opportunities.
- 4.4.2 Young People are often more reliant on public transport with bus services being frequently used to access employment, youth centres, sporting activities and informal recreation.
- 4.4.3 Through Warwickshire's community forums, fears have been raised that reductions in youth provision combined with the reductions to bus services, could severely limit opportunities for young people to access positive activities. This is particularly apparent where parents do not own a car and cannot arrange private transport for their children.
- 4.4.4 Similarly, it has been suggested that during times of limited employment opportunities for young people, reductions in evening and weekend bus services further limit the opportunities for them to access employment and education.

4.5 Older People

- 4.5.1 Numerous petitions, letters and telephone calls have referenced the specific effects of bus service reductions on the wellbeing and independence of older residents in Warwickshire.
- 4.5.2 Petitions have suggested that reductions have adversely affected older residents' abilities to travel to shops or to transport shopping back to their houses and highlighted fears of increased social exclusion. Many communications have highlighted older residents' reliance on public transport

to access healthcare (visiting their GP, attending hospital and visiting their dentist). In some cases health is a barrier to walking to appointments and lack of a car means that driving is not possible.

- 4.5.3 It has also been suggested that limited transport reduces older peoples abilities to visit friends and relatives, depriving them of social interactions which were previously commonplace.

4.6 Rural Isolation

- 4.6.1 While many areas are experiencing cuts to bus services, some of the most severe impacts are being felt in rural areas. As such, a greater number of petitions have been received from the rural areas and representation at rural community forums has been higher.

5 Warwickshire by District/Borough

- 5.1 Generally, the urban areas of the County have seen fewer concerns raised as daytime services have been largely unaffected in these localities. In the rural communities, many concerns have been raised around the effect which service reductions have had on residents' abilities to access services. Each of the petitions received has been answered and concerns raised in Community Forums have been further investigated.

5.2 Stratford

- 5.2.1 The bus service reductions in Stratford District have had an impact particularly in the more rural areas. Already, some parts of the District feature in the bottom 10% nationally for access to services, and it is felt that the reductions have had a further impact on this. In addition to accessing services, residents have suggested that reductions have limited their abilities to visit friends and maintain a social life
- 5.2.2 The main concerns highlighted through community forums centre around the Alcester/Bidford locality with the removal of the number 29 bus service in particular drawing attention. Residents have anecdotally highlighted the difficulties which this has caused in accessing employment. The Alcester Youth Council has also identified lack of evening bus services as being a barrier to young people attending after school clubs, evening sports events etc.
- 5.2.3 In the Southam and Feldon Locality, two petitions (44 and 51 signatories) have been received, raising concerns around the removal of the 503 bus service to Banbury. The petition suggested that the service was vital to the residents (particularly the elderly) of the villages of Northend, Knightcote and Avon Dassett, and that its removal has left many residents with an increased sense of isolation.
- 5.2.4 A general point has been raised across several forums in Stratford District that it is increasingly difficult to access hospitals, but this does not seem to be as a direct result of bus service revisions.

- 5.2.5 The Stratford LSP has agreed that its priority focus for 2012/13 will be on transforming how community transport services are delivered in order to ensure that the most vulnerable and people in most need of transport get access to it, making best use of a range of existing vehicles, whether they be volunteer cars, private, public or voluntary sector buses.
- 5.2.6 The Stratford LSP has established up a task and finish group (finishing in September 2012) to produce a framework promoting sustainability in Community Transport schemes, in order to support residents move around the District. The Group will work with existing providers, the Local Enterprise Partnership and Parish Councils and will consult existing service users, and non-service users in producing its recommendations. The LSP hopes that local organisations will be able to contribute financially to the delivery of local transport services.

5.3 Warwick

- 5.3.1 In Warwick District, most of the concerns regarding bus services have centred on the Whitnash Community Forum, with the removal of subsidies causing some concern. Attendees of the South Leamington Community Forum have highlighted a concern regarding access to Leamington Spa from Sydenham, and the limiting effect this has on access to services.
- 5.3.2 Officers received a number of critical comments regarding the revised 69 timetable (between Leamington and Warwick to Solihull). Most of these comments were from the Champion Terrace/Upper Holly Walk and also the Bury Road areas and involved people having to choose between either a very short time indeed or several hours in town, both of which were unsatisfactory for older people. Following these comments, officers have tried to address the issues with a re-working of the 69 timetable, and continue to work with bus operators to develop a solution.
- 5.3.3 Warwick Rural West considered service reductions in May 2011. Transport Planning Officers attended a forum meeting and outlined changes to bus services arising from reductions in central government funding. They advised that evening bus services would be affected along with the flexi-bus service, with changes to be introduced during July. There were some concerns about the reduction in the flexi-bus service impacting on Hatton. Positive news was also shared with the forum by Bishops Tachbrook which, in the face of impending cuts, had just secured an improved bus service for its residents.
- 5.3.4 In the Kenilworth Community Forum, a bus users group (KenBUG) has formed specifically to gain an understanding of residents' concerns and engage directly with transport operations officers.

5.4 Nuneaton and Bedworth

- 5.4.1 Nuneaton and Bedworth Borough is largely urban and as such, the main issues highlighted focus on the removal of evening and weekend bus services

and the limiting effect this has had on residents' abilities to access services and employment.

- 5.4.2 A petition led by Dan Byles MP (with over 100 signatories), raised concerns around the removal of the number 6 bus service in Bedworth – concerns which were supported by a petition (426 signatories) highlighting issues around the withdrawal of the 778 bus service which connects residents of Hawkesbury Village to Coventry, Bedworth and Nuneaton. The petitions suggested that the bus services provided an only means of transport for older residents to access pension payments and visit shops in Bedworth, in addition to increasing the risk of isolation for the elderly. The issue has been frequently raised at the Bede and Poplar Community Forum and Officers have now addressed the issue through the introduction of a replacement service to Coventry and Bedworth.
- 5.4.3 A petition (376 signatories) representing the residents of Galley Common, Stockingford, and Arley raised concerns around the reduction of the 17 bus service. It was felt that the reduction had made it difficult for residents to access services, visit shops and, in some cases, had prevented people from getting to work. This issue has also been raised through the Arbury and Stockingford Community Forum.

5.5 Rugby

- 5.5.1 In Rugby Borough, most of the community forums have looked at the impact of bus service reductions, with the rural areas highlighting more immediate concerns.
- 5.5.2 In the Dunchurch Division locality, it has been noted that although largely affluent, there are pockets of deprivation (notably Leam Valley) where access to services ranks in the top 10% nationally. Here, it is feared that such 'hidden' deprivation is not always recognised and will worsen following reductions to bus services. Reductions to the 570, 580 and 538 services have been raised several times at the community forum and have been the subject of a petition (124 signatories). Residents of Stretton on Dunsmore and surrounding villages felt that reductions to these services would have a detrimental effect on their abilities to travel to work, college and hospital appointments.
- 5.5.3 Through the Fosse Community Forum, concern has been raised following the withdrawal of the Service 75, meaning a reduction in frequency of service to Coventry and Nuneaton from every hour, to every two hours. Residents have suggested that this will limit their abilities to access services in the towns.
- 5.5.4 In the urban areas of Rugby Borough, several anecdotal cases of residents being unable to access evening jobs have been raised, however further interrogation of these issues has not highlighted and specific cases. The Brownsover, Benn and Newbold Community Forum held an hour long drop in session of all transport providers in the area. The aim of this session was to establish where transport is proving to be a barrier to residents. The session

was poorly attended and those who did attend raised issues which were not of a direct consequence of subsidised bus service revisions.

5.6 North Warwickshire

- 5.6.1 In North Warwickshire, the main concerns highlighted through the community forums relate to rural communities and their abilities to access services in Atherstone and Tamworth. This has been a particular issue for residents in the Area Forum North locality, who have made several representations on the matter.
- 5.6.2 A letter was received by officers, representing the views of bus users from Polesworth, Warton, Newton Regis, Shuttington and Alvecote – suggesting that the removal of the Flexibus 224 had made it difficult for older residents to make trips to the supermarket and as such they were having to shop at more expensive local shops. A petition received (120 signatories) about the removal of the 786 bus service. Again, the petition highlighted the concerns that the rural communities ability to access services had been compromised.
- 5.6.3 A further petition (86 signatories) has been received, highlighting the difficulties which the removal of the 219 bus service (to Nuneaton Market) would cause for the residents of Newton Regis, Austrey and Warton.
- 5.6.4 Beeline Community Transport has carried out a consultation exercise into the difficulties which people of North Warwickshire have regarding transport. The survey revealed the extent to which the loss of services has affected residents, with case studies being provided (see appendix 4). The key themes emerging from the survey include rural isolation, reduced access to services and an increased potential for financial exclusion. Of the 53 responses received so far, 23 have cited specific problems with not being able to access services in Atherstone. This has now been addressed as described in section 6.2a.
- 5.6.5 Residents of Area Forum West locality have highlighted the cumulative impacts of numerous cuts, and that this has made it increasingly difficult for them to access services. This included difficulties in accessing the Job Centre in Atherstone to sign on – there are reports that some people have had to walk in from outlying villages such as Hurley.
- 5.6.6 Area Forum North has begun to look at public transport provision one year on from the initial reductions. This will include an intelligence gathering session on the impact felt by communities and individuals from cuts and will seek to develop options/ plans for the future and alternatives to public transport.

6. Examples of the County Council's responses to issues

- 6.1 The Transport Operations Team delivers a high profile front line service and communication with a wide and diverse range of stake holders is therefore integral to the efficiency and effectiveness of the service.

6.2 The magnitude of the service reductions in 2011/12 generated a high number of comments, complaints and petitions. These were all considered very carefully and where it was possible to resolve an issue at little or no cost, then the service was adjusted accordingly. There are many examples across the county of changes being made following further liaison and dialogue with stake holders.

a) Services to Atherstone

- In May 2011, the 777 bus service between Atherstone and Birmingham International Airport, via Hurley, Wood End and Kingsbury was withdrawn as part of the local bus service reductions. Feedback received from residents, Councillors and parish Councils (particularly regarding the loss of their link to Atherstone) prompted officers to investigate ways of restoring a limited service at minimal cost.
- Proposals, involving changes to three existing bus services operated by Central Connect, were drawn up to mitigate the effects of this withdrawal. Continual engagement with communities, Parish Councils and Councillors allowed officers to ensure that the proposal met community needs. Following these discussions, coupled with negotiations with bus operators, the link to Atherstone has been restored through the introduction of a revised 764 bus service, as of 16th April 2012.

b) Burton Green

- Burton Green previously had two bus services. A subsidised three times a day 540 service (into Kenilworth and Cannon Park) and a commercially operated hourly 81 service (to Coventry).
- The 540 service was withdrawn as part of the WCC bus subsidies reduction programme. The reasoning was that residents still had bus service provision and could access Kenilworth and Cannon Park albeit by changing buses in Coventry.
- Following numerous communications WCC arranged for a Mondays only Flexibus 233 service to serve the village to provide transport into Kenilworth town centre. This was the only day where a Flexibus vehicle was available and although villagers were pleased, they would have preferred a Thursday as this is market day in Kenilworth.
- In a joint partnership arrangement with Centro, WCC have subsequently, secured a Thursdays 84 service from Burton Green into Kenilworth. The town economy benefits also from residents using the new bus service from Solihull and villages such as Hampton in Arden, Meriden, Berkswell and Balsall Common.

7. Lessons Learnt

7.1 Community Engagement

7.1.1 The importance of effective communication regarding service change has been highlighted both locally and nationally. It has been recommended that, where such significant changes are proposed for service delivery, communication begins well in advance of implementation.

7.1.2 The Parliamentary Transport Select Committee (July 2011) noted that, *'Bus services are often an integral part of the local community. It is only right, therefore, that local people should have the opportunity to voice their opinion if the local authority or integrated transport authority proposes significant changes to bus services that it supports. Some local authorities have faced very significant reductions in their revenue budgets, but it is important that local people are properly consulted when significant changes are proposed to their bus services. Local people should have the opportunity to give their views on the relative importance of different bus services and to suggest innovative approaches.'*

7.1.2 Passenger Focus recommends that effective transparency through consultation could include the following measures:

- Full details of all services for which they propose to withdraw funding, and which services will remain
- Figures for the number of passenger journeys affected and the amount of public money expected to be saved, disaggregated by route, day of the week and time of day
- A detailed assessment of the benefits of the current bus services provided and of the impact of the proposed service cuts on bus passengers, on the delivery of their Local Transport Plan objectives, in particular in relation to traffic congestion and parking a formal study of alternative options explored and the reasons for not putting them forward
- A review of the contribution flexible transport solutions could make to mitigating the effects of the proposed reductions in mainstream local bus services

7.1.3 Engagement, both during and following the changes to bus services, has been thorough and well received. Officers have attended numerous community forums and other public meetings to explain the rationale behind the changes and to listen to concerns arising from the changes.

7.2 The Cumulative Impact of Cuts

7.2.1 During times of unprecedented budget pressures, many other services are or will be reduced or cut entirely over a short timescale. Many of the service changes will be assessed on an individual basis, with little consideration given to other reductions which communities will be facing.

7.2.2 It is not only services being delivered by the County Council which will be subject to change, but services delivered by District/ Borough Councils, Voluntary Sector Organisations and the independent sector will see significant reductions.

7.2.3 The cumulative impact of multiple service change can be far greater than the impacts of revisions to any particular service, and as such it is important that thorough Community Impact Assessment takes place, so that decision makers understand the impact that multiple cuts will have on neighbourhoods or individuals.

7.3 Multiple Deprivation

7.3.1 Within Warwickshire, there are neighbourhoods which already experience multiple forms of deprivation and residents who experience a significantly poorer quality of life than other parts of the County.

7.3.2 In such neighbourhoods, residents are more reliant on public services and have significantly lower buying powers than those in more affluent areas of the County, and so will have less of an opportunity to buy in the services which they need. Community capacity is lower than in more affluent areas and so the community's ability to mitigate the impacts of the service changes is also lower. Without appropriate intervention and with the removal of key services, it is likely that the gaps between the most and least deprived neighbourhoods will increase.

7.3.3 Without appropriate intervention and with the removal of key services, it is likely that the gaps between the most and least deprived neighbourhoods will increase. As such, it is essential that levels of deprivation are understood and considered when making significant changes to budgets and services.

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Public Transport Revenue Support Budget Provision 2011 - 12

Place Served	Bus Services prior to 1 April 2011	Key Bus Service Changes as at 1 October 2011	Member
Admington	Mon to Sat once a day off peak service to Stratford.	No change.	SECCOMBE
Admirals Estate	Frequent daily service to Rugby. Evening and Sunday service. Once a week urban Flexibus.	Monday - Thursday evening service withdrawn. Urban Flexibus withdrawn.	BUTLIN
Alcester	Mon to Sat hourly service to Stratford, Redditch and Evesham. Evening and Sunday services. Saturday service to Worcester. Once a week Flexibus to Redditch	Evening service withdrawn.	GITTUS
Alderminster	Mon to Sat hourly service to Stratford and Shipston. Two hourly service to Banbury. Evening and Sunday service.	Evening service withdrawn.	SECCOMBE
Allen End	Weekly Flexibus service to Tamworth.	No change.	LEA
Alvecote	Weekly Flexibus service to Tamworth.	Monday - Friday once a day demand responsive service to Tamworth.	MAY
Alveston	Mon to Sat twice hourly service to Stratford, Leamington and Coventry. Evening and Sunday Service. Mon to Fri Flexibus to Stratford. Mon to Sat service to Banbury.	Monday to Thursday evening service withdrawn.	COCK/ROLF
Ansley	Mon to sat hourly service to Nuneaton and Birmingham International. Evening service. Two hourly service to Coventry. Weekly Flexibus to Bedworth	Service to Birmingham International withdrawn. Evening service withdrawn. Weekly flexibus to Atherstone instead of Bedworth	HAYFIELD
Ansley Common	Mon to Sat hourly service to Nuneaton.	No change.	HAYFIELD
Ansty	Mon to Sat hourly service to Nuneaton and Coventry, two hourly via Bulkington. Weekly Flexibus to Bedworth.	Reduced to two hourly service to Nuneaton and Coventry not via Bulkington. No change to Flexibus.	MORRIS-JONES
Ardens Grafton	Twice weekly Flexibus to Stratford.	No change.	HOBBS

Armscote	Mon to Sat two hourly service to Stratford and Shipston. Shipston Link.	Reduced to twice a day service to Stratford and once a day to Shipston. Link unchanged.	SECCOMBE
Ash Green	Mon to Sat frequent service to Nuneaton and Coventry. Additional hourly service from Bede Village to Nuneaton. Evening and Sunday service. Twice weekly Flexibus to Nuneaton.	Monday to Friday flexibus to Nuneaton. Service from Bede Village to Nuneaton reduced to every two hours.	MCCARNEY
Ashlawn Estate	Mon to Sat two buses per hour to Rugby. Hourly service to Northampton and Daventry.	No change	ROODHOUSE
Ashorne	Mon to Sat one peak journey and one shopping journey to Leamington.	No change	JOHNSTON
Ashow	Weekly Flexibus to Leamington.	No change.	DOODY
Aspley Heath	Mon to Sat Flexibus service to Redditch. Three days a week Flexibus to Solihull.	No change.	PERRY
Astley	Weekly flexibus to Bedworth. Twice weekly flexibus to Nuneaton	Flexibus to Bedworth withdrawn	HAYFIELD
Aston Cantlow	Mon to Sat two hourly service to Stratford and once a week Flexibus to Redditch.	No change	HOBBS
Atherstone	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth, Lichfield and Birmingham International. Two hourly service to Ashby. Evening and Sunday service.	Hourly service to Birmingham International withdrawn. Evening service withdrawn. New Monday - Saturday Atherstone town service introduced.	FOX/SHAW
Attleborough	Mon to Sat frequent service to Nuneaton. Half hourly service to Coventry. Evening and Sunday service.	No Change.	ROSS/TANDY
Austrey	Mon to Sat half hourly service to Tamworth. Mon to Fri service to Atherstone. Weekly flexibus to Tamworth. Sunday service.	Monday to Saturday service reduced to hourly. Service to Atherstone reduced to weekly. Flexibus to Tamworth withdrawn.	MAY
Avon Dassett	Mon to Sat peak service to Leamington and twice weekly off peak service to Banbury.	Banbury service reduced to once a week.	WILLIAMS
Baddesley Clinton	Mon to Sat Flexibus service to Leamington and Solihull.	Reduced to twice a week Flexibus to Solihull and twice a week Flexibus to Leamington.	COMPTON

Baddesley Ensor	Mon to Sat half hourly service to Atherstone. Hourly service to Nuneaton, Tamworth, Lichfield and Birmingham international. Evening and Sunday services. Weekly flexibus to Hinckley.	Monday to Saturday reduced to hourly service to Atherstone. Direct services to Nuneaton, Tamworth, Lichfield and Birmingham International withdrawn. Evening services withdrawn. Flexibus withdrawn.	SWEET
Baginton	Mon to Sat two hourly service to Coventry and Kenilworth.	No change.	DOODY
Barford	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening & Sunday service.	Monday - Thursday evening service withdrawn.	CABORN
Barnacle	Weekly Flexibus to Bedworth.	No change.	MORRIS-JONES
Barton on the Heath	Twice weekly service to Banbury and weekly service to Moreton in Marsh.	Reduced to once a week service to Banbury. Weekly service to Moreton in Marsh withdrawn.	SAINT
Baxterley	Mon to Sat hourly service to Atherstone and Birmingham International. Weekly Flexibus to Hinckley.	Reduced to three journeys a day to Atherstone. Service to Birmingham International withdrawn. Flexibus withdrawn.	SWEET
Bearley	Mon to Sat two hourly service to Stratford. Hourly service to Stratford and Birmingham. Evening and Sunday service. Weekly service to Henley.	Evening service withdrawn. Henley service withdrawn.	HOBBS
Beausale	Weekly Flexibus to Leamington and twice weekly Flexibus service to Solihull.	Reduced to twice weekly Flexibus to Leamington.	COMPTON
Bedworth	Mon to Sat frequent services to Coventry and Nuneaton. Hourly service to Walsgrave Hospital. Twice weekly Flexibus to Nuneaton. Evening and Sunday services. Town services.	Direct service to Walsgrave Hospital reduced to two hourly. Monday to Friday Flexibus to Nuneaton.	JACKSON
Bentley	Weekly Flexibus to Atherstone.	No change.	SWEET
Bermuda Park	Mon to Sat hourly service to Nuneaton.	No change.	LONGDEN/WILSON
Bermuda Village	Mon to Sat hourly service to Nuneaton.	No change.	LONGDEN/WILSON
Bidford	Mon to Sat half hourly service to Evesham and Stratford. Hourly service to Redditch. Evening and Sunday service. Twice weekly Flexibus to Stratford.	Evening service withdrawn.	BARNES
Bilton	Mon to Sat frequent service to Rugby. Evening and Sunday service. Daily Flexibus to Leamington. Weekly urban Flexibus.	Monday to Thursday evening service withdrawn. All Flexibuses withdrawn.	VEREKER/WRIGHT

Binley Woods	Mon to Sat frequent service to Coventry. Half hourly service to Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	Flexibus to Rugby withdrawn.	TIMMS
Binton	Twice weekly Flexibus to Stratford	No change.	HOBBS
Birchley Heath	Mon to Sat hourly service to Nuneaton. Weekly Flexibus to Bedworth.	Upgraded to two journeys a day to Atherstone.	SWEET
Birchmoor	Mon to Sat hourly service to Tamworth. Sunday service.	No change.	MAY
Birdingbury	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	No change.	HAZELTON
Bishops Itchington	Mon to Sat hourly services to Leamington and Southam. Two hourly services to Banbury and Daventry. Mon to Sat once a day service to Coventry. Evening and Sunday service. Mon to Fri Flexibus service to Stratford. Once a week Flexibus to Leamington.	Monday to Thursday evening service withdrawn. Service to Coventry withdrawn. Flexibuses withdrawn.	STEVENS
Bishops Tachbrook	Mon to Sat hourly service to Leamington, Coventry and Stratford. Evening service.	Monday to Thursday evening service withdrawn. New Sunday service.	CABORN
Bodymoor Heath	Weekly Flexibus to Tamworth.	No change.	MAY
Bourton on Dunsmore	Mon to Sat two hourly service to Rugby and Coventry.	No change.	HAZELTON
Brailes	Mon to Sat two hourly service to Banbury, Shipston and Stratford. Shipston link to Shipston and Banbury.	No change.	SAINT
Bramcote Camp	Mon to Sat two hourly service to Nuneaton and Coventry. Weekly Flexibus to Rugby	No change.	MORRIS-JONES
Brandon	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	All Flexibuses withdrawn.	TIMMS
Bretford	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	Flexibus to Coventry supermarkets withdrawn.	TIMMS

Bridgetown	Mon to Sat half hourly service to Stratford.	No change.	COCK/ROLF
Brinklow	Mon to Sat half hourly service to Coventry and Rugby. Sunday service. Weekly Flexibus to Rugby, Coventry supermarkets, Leicester and Nuneaton.	Flexibuses to Coventry supermarkets, Leicester and Nuneaton withdrawn.	TIMMS
Broadwell	Mon to Fri once a day service to Rugby. Mon to Fri Dial a Ride service to Southam.	Service to Rugby reduced to twice a week.	HAZELTON
Broom	Twice weekly Flexibus to Stratford. Saturday service to Worcester.	No change.	BARNES
Brownsover	Mon to Sat frequent service to Rugby. Evening and Sunday service. Weekly urban Flexibus.	Monday to Thursday evening service withdrawn. Flexibus withdrawn.	ROBBINS/WALTON
Bubbenhall	Mon to Sat two hourly service to Coventry and Kenilworth. Mon to Sat Flexibus to Leamington.	Flexibus reduced to once a week.	DOODY
Bulkington	Mon to Sat half hourly service to Coventry and Nuneaton. Two hourly service to Coventry via Walsgrave. Evening and Sunday service. Weekly Flexibus to Bedworth and Nuneaton.	Service to Coventry via Walsgrave withdrawn.	ROSS
Bull Ring	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Mon to Sat urban Flexibus.	Evening service withdrawn.	LONGDEN/WILSON
Burmington	Mon to Sat two hourly service to Stratford. Sunday service. Shipston Link.	No change.	SAINT
Burton Green	Mon to Sat hourly service to Coventry. Two hourly service to Kenilworth and Cannon Park.	Service to Cannon Park withdrawn. Service to Kenilworth reduced to once a week.	WHITEHOUSE
Burton Hastings	Mon to Sat once a day service to Nuneaton.	No change.	MORRIS-JONES
Bury Road	Mon to Sat urban Flexibus.	Service frequency reduced.	BOULD
Butlers Marston	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	Weekly service to Moreton in Marsh withdrawn.	SECCOMBE
Camp Hill	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Mon to Sat urban Flexibus.	Evening service withdrawn. Urban flexibus withdrawn.	TOOTH
Chapel End	Mon to Sat frequent service to Nuneaton, Atherstone and Coventry. Hourly service to Birmingham International. Evening and Sunday service. Mon to Sat urban Flexibus.	Service to Birmingham International withdrawn. Evening service withdrawn. Urban flexibus withdrawn.	FORSTER

Chapel Green	Twice weekly Flexibus to Nuneaton.	No change	APPLETON
Charlecote	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening and Sunday service.	Monday to Thursday evening service withdrawn.	JOHNSTON
Chase Meadow	Mon to Sat frequent service to Warwick, Leamington, Kenilworth and Coventry.	No change.	HOPKINSON
Cherington	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	Service to Stratford reduced to two journeys on schooldays only. Shipston Link service to Shipston now twice weekly. New weekly Shipston link service to Chipping Norton. Saturday service to Banbury withdrawn	SAINT
Church Lawford	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby.	No change.	TIMMS
Churchover	Flexibus to Rugby three days a week.	Reduced to Flexibus to Rugby twice a week.	MORRIS-JONES
Claverdon	Mon to Sat once a day service to Stratford. Weekly Flexibus to Leamington, Twice weekly Flexibus to Solihull.	Replaced by two days a week Flexibuses to Leamington, Stratford and Solihull.	HOBBS
Clifford Chambers	Mon to Sat hourly service to Stratford and Cotswolds.	No change.	BARNES
Clifton	Mon to Sat two buses per hour to Rugby. Hourly service to Leicester.	No change.	MORRIS-JONES
Coalpit Fields	Mon to Sat hourly off peak service to Bedworth.	No change.	JACKSON
Coleshill	Mon to Sat half hourly service to Birmingham. Frequent service to Birmingham International. Hourly services to Nuneaton, Sutton Coldfield, Tamworth and Atherstone. Weekly flexibus to Solihull. Weekly flexibus to Atherstone Twice weekly flexibus to Tamworth and Nuneaton. Evening and Sunday service.	Services to Birmingham International reduced to half hourly. Hourly service to Nuneaton and Atherstone withdrawn. Service to Sutton Coldfield reduced to two hourly. Flexibus to Tamworth reduced to once a week.	FOWLER
Collycroft	Mon to Sat hourly service to Bedworth, Nuneaton and Walsgrave Hospital.	Direct service to Walsgrave Hospital reduced to two hourly.	LOBBETT
Copston Magna	Weekly Flexibus to Rugby.	No change.	MORRIS-JONES
Corley and Corley Moor	Mon to Sat two hourly service to Coventry. Twice weekly Flexibus to Nuneaton.	No change	HAYFIELD

Coughton	Mon to Sat hourly services to Stratford, Redditch and Evesham. Sunday service.	No change	RICKHARDS
Cubbington	Mon to Sat half hourly service to Leamington. Evening and Sunday service. Mon to Sat Flexibus service to Leamington.	Monday to Thursday evening service withdrawn.	DOODY
Curdworth	Mon to Sat hourly services to Birmingham, Tamworth, Sutton Coldfield, Coleshill and Birmingham International. Weekly Flexibus to Tamworth, Solihull and Atherstone.	Services to Sutton Coldfield and Coleshill reduced to two hourly. Direct service to Birmingham International withdrawn. Flexibuses to Tamworth & Atherstone withdrawn.	LEA
Dalton Road, Bedworth	Mon to Sat hourly off peak service to Bedworth.	No change.	CHATTAWAY
Dencer Drive	Mon to Sat hourly off peak service to Kenilworth.	Reduced to two hourly service to Kenilworth. New two hourly direct service to Coventry.	COCKBURN
Devitts Green	Mon to Sat hourly service to Nuneaton and Birmingham International. Two hourly service to Coventry.	Service to Nuneaton and Birmingham International withdrawn.	HAYFIELD
Dordon	Mon to Sat hourly service to Nuneaton, Tamworth and Lichfield. Evening and Sunday services. Weekly Flexibus to Atherstone and Tamworth.	Evening services withdrawn. Flexibus to Tamworth withdrawn.	SWEET
Dunchurch	Mon to Sat hourly services to Leamington, Rugby and Daventry. Two hourly service to Coventry. Twice weekly Flexibus to Rugby. Evening and Sunday service.	Monday to Saturday evening services withdrawn.	HAZELTON
Dunnington	Twice weekly Flexibus to Stratford. Saturday service to Worcester.	No change.	BARNES
Earlswood	Mon to Fri hourly service to Solihull. Mon to Sat Flexibus service to Redditch. Three days a week Flexibus service to Solihull.	No change.	PERRY
Easenhall	Mon to Sat two hourly service to Rugby and Coventry.	No change.	MORRIS-JONES
Eathorpe	Mon to Sat Flexibus service to Leamington.	Reduced to weekly Flexibus to Leamington.	DOODY
Edgehill	Mon to Sat once a day service to Banbury and Stratford.	No change.	WILLIAMS
Ettington	Mon to Sat two hourly service to Banbury and Stratford. Shipston Link. Weekly service to Moreton in Marsh	Service to Moreton in Marsh withdrawn.	SECCOMBE
Exhall	Twice weekly Flexibus to Stratford.	No change.	HOBBS

Farnborough	Mon to Sat once a day services to Banbury and peak service to Leamington.	No change	WILLIAMS
Fenny Compton	Mon to Sat once a day service to Banbury with additional journeys Thur and Sat. Peak service to Leamington. service to Southam. Mon - Fri Dial a Ride	Additional journey to Banbury withdrawn on Saturdays.	WILLIAMS
Fillongley	Mon to Sat two hourly service to Coventry. Twice weekly Flexibus to Nuneaton.	No change	HAYFIELD
Five Ways	Weekly Flexibus to Leamington. Twice weekly Flexibus to Solihull.	Flexibus to Leamington reduced to twice weekly.	COMPTON
Flecknoe	Weekly Flexibus to Rugby.	No change.	HAZELTON
Forbes Estate	Mon to Sat frequent service to Warwick, Leamington, Kenilworth and Coventry. Hourly service to Stratford. Evening and Sunday service. Weekly urban Flexibus.	Monday to Thursday evening service withdrawn. Urban Flexibus withdrawn.	HOPKINSON
Forshaw Heath	Mon to Sat Flexibus to Redditch.	No change.	PERRY
Frankton	Mon to Sat two hourly service to Rugby and Coventry.	No change.	HAZELTON
Furnace End	Mon to Sat hourly service to Nuneaton, Coleshill and Birmingham International. Weekly Flexibus to Atherstone	Service to Nuneaton and Birmingham International withdrawn. New two hourly service to Coleshill and Sutton Coldfield.	FOWLER
Galley Common	Mon to Sat hourly service to Nuneaton and Birmingham International. Evening service. Mon to Sat urban Flexibus.	Hourly service to Birmingham International withdrawn. Evening service withdrawn. Flexibus withdrawn.	FOSTER
Gaydon	Mon to Sat two hourly service to Leamington. Once a day service to Banbury. Evening service. Weekly flexibus to Leamington and Banbury.	Monday to Thursday evening service withdrawn. Flexibus to Leamington withdrawn.	WILLIAMS
Gilson	Once a week Flexibus to Solihull.	No change.	FOWLER
Grandborough	Mon to Fri once a day service to Rugby. Weekly Flexibus to Rugby.	Three times a week Flexibus to Rugby.	HAZELTON
Great Alne	Mon to Sat hourly services to Stratford, Redditch and Alcester. Evening service. Weekly Flexibus to Redditch.	Evening service withdrawn.	GITTUS

Great Wolford	Weekly service to Moreton in Marsh, twice weekly service to Banbury and Shipston Link.	Services to Moreton in Marsh and Banbury withdrawn.	SAINT
Grendon	Mon to Sat two buses per hour to Atherstone. Hourly service to Nuneaton, Tamworth and Lichfield and Birmingham International. Evening and Sunday services. Weekly Flexibus to Hinckley and Atherstone.	Service to Birmingham International withdrawn. Evening services withdrawn. Flexibus to Hinckley withdrawn.	SWEET
Grove End	Once a week Flexibus.	No change.	LEA
Grove Farm	Mon to Sat frequent service. Evening and Sunday service. Weekly urban Flexibus.	Evening service withdrawn.	LONGDEN/WILSON
Gun Hill	Mon to Sat half hourly service to Nuneaton. Hourly service to Birmingham International. Evening service. Two hourly service to Coventry.	Service to Birmingham International withdrawn. Evening service withdrawn.	FOWLER
Halford	Mon to Sat two hourly service to Stratford and Shipston. Once a week service to Moreton in Marsh. Link.	Reduced level of service to Shiston and Stratford. Service to Moreton in Marsh withdrawn.	SECCOMBE
Hampton Lucy	Mon to Sat once a day journey to Stratford	Mon - Fri flexibus to Stratford.	JOHNSTON
Hampton Magna	Mon to Sat daytime half hourly service to Warwick, Leamington, Kenilworth and Coventry. Evening service.	Monday to Thursday evening service withdrawn.	CABORN
Hampton on the Hill	Mon to Sat daytime half hourly service to Warwick, Leamington, Kenilworth and Coventry. Evening service.	Monday to Thursday evening service withdrawn.	CABORN
Harborough Magna	Mon to Sat half hourly service to Coventry and Rugby. Sunday service. Weekly Flexibus to Leicester and Nuneaton.	Flexibus to Leicester withdrawn.	MORRIS-JONES
Harbury	Mon to Sat hourly services to Leamington and Southam. Two hourly services to Banbury and Daventry. Mon to Sat once a day service to Coventry. Evening & Sunday service. Mon to Fri Flexibus service to Stratford and once a week Flexibus to Leamington.	Monday to Thursday evening service withdrawn. Service to Coventry withdrawn. Flexibuses withdrawn.	STEVENS
Hartshill	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth and Lichfield. Evening and Sunday service. Weekly urban Flexibus.	Evening service withdrawn. Urban flexibus withdrawn.	FOX
Haseley Knob	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	Twice weekly Flexibus to Solihull withdrawn. Flexibus to Leamington increased to twice weekly.	COMPTON

Haselor	Twice weekly Flexibus to Stratford.	No change.	GITTUS
Hatton	Mon to Sat Flexibus services to Leamington and Solihull.	Monday to Saturday flexibus, giving two days to Stratford, two days to Leamington and two days to Solihull.	COMPTON
Hatton Park	Mon to Sat hourly service to Warwick and Leamington. Evening service.	Monday to Thursday evening service withdrawn.	COMPTON
Henley in Arden	Mon to Sat hourly service to Stratford and Birmingham. and Sunday service. Daily Flexibus to Redditch.	Evening Evening service withdrawn.	PERRY
Hill	Weekly Flexibus to Rugby. Monday to Friday dial a ride to Southam.	Rugby service improved to twice weekly.	APPLETON
Hill Wootton	Weekly Flexibus to Leamington	No change.	COMPTON
Hillmorton	Mon to Sat frequent service to Rugby. Hourly service to Northampton and Daventry. Evening and Sunday service. to Sat Urban Flexibus.	Mon Evening service withdrawn.	DODD/ROODHOUSE
Hillside Estate	Mon to Sat hourly service to Rugby	No change	VEREKER/WRIGHT
Honiley	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	Flexibus to Solihull withdrawn. Twice weekly flexibus to Leamington.	COMPTON
Honington	Weekly service to Shipston. Shipston Link.	Reduced to Shipston Link only.	SAINT
Horeston Grange	Mon to Sat hourly off peak service to Nuneaton.	No change	CLARKE
Hunningham	Mon to Sat Flexibus service to Leamington	Reduced to weekly Flexibus to Leamington.	DOODY
Hurley	Mon to Sat hourly service to Atherstone and Birmingham International. Two hourly service to Tamworth. Evening and Sunday service. Once a week Flexibus to Hinckley.	Evening service withdrawn. Direct service to Birmingham International withdrawn. Service to Atherstone reduced to weekly flexibus. Hourly service to Coleshill and Tamworth. Hinckley Flexibus withdrawn.	MOSS
Idlicote	Weekly service to Shipston. Shipston Link.	Reduced to Shipston Link only.	SAINT
Ilmington	Mon to Sat two hourly service to Stratford and Shipston. Shipston Link.	Reduced level of service to Stratford and Shipston. No change to Shipston Link.	SECCOMBE

Iron Cross	Mon to Sat half hourly service to Evesham and Stratford. Evening and Sunday service.	Evening service withdrawn.	BARNES
Justins Avenue	Mon to Sat half hourly service to Stratford.	No change	BALAAM
Kenilworth	Mon to Sat frequent service to Coventry and Leamington. Hourly service to Stratford. Two hourly service to Coventry via NAC. Regular town services. Evening and Sunday services. Once a week Flexibus to Leamington.	Flexibus withdrawn.	KEN CLLRS
Keresley	Mon to Sat frequent service to Coventry. Half hourly service to Bedworth and Nuneaton. Evening and Sunday service. Twice weekly Flexibus to Bedworth and Nuneaton.	Flexibus withdrawn.	MCCARNEY
Kineton	Mon to Sat two hourly service to Stratford, Banbury and Leamington. Evening service. Weekly service to Moreton in Marsh.	Monday to Thursday evening service withdrawn. Service to Moreton in Marsh withdrawn.	WILLIAMS
Kings Coughton	Mon to Sat hourly service to Redditch, Evesham and Stratford. Sunday service. Weekly Flexibus to Redditch.	No change.	RICKHARDS
Kings Newnham	Weekly Flexibus to Rugby.	No change.	TIMMS
Kingsbury	Mon to Sat half hourly service to Tamworth. Hourly service to Birmingham, Birmingham International and Atherstone. Evening and Sunday service. Weekly Flexibus to Solihull.	Direct service to Birmingham International withdrawn. Replaced by service to Coleshill only. Service to Atherstone reduced to weekly flexibus. Evening service withdrawn.	MOSS
Kites Hardwick	Mon to Sat hourly service to Rugby and Leamington. Evening and Sunday service. Once a week Flexibus to Rugby.	Monday to Thursday evening service withdrawn.	HAZELTON
Knightcote	Twice weekly service to Banbury.	Reduced to weekly service to Banbury.	HAZELTON
Ladbroke	Mon to Sat two hourly service to Banbury, Southam and Leamington. Mon to Fri Dial a Ride service to Southam.	No change.	STEVENS
Langley	Twice weekly Flexibus to Solihull	Improved to twice a week Flexibus to Stratford and twice a week flexibus to Solihull.	HOBBS
Lapworth	Mon to Sat Flexibuses to Leamington and Solihull	Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.	COMPTON
Lawford Heath	Mon to Sat daily service to Rugby.	No change.	WATSON

Lea Marston	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Weekly Flexibus to Solihull and Tamworth.	Reduced to weekly Flexibuses to Solihull and Tamworth.	LEA
Leamington	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	Limited Monday to Thursday evening services.	LEAM CLLRS
Leamington Hastings	Weekly Flexibus to Rugby. Mon to Fri Dial a Ride to Southam.	Improved to twice weekly flexibus to Rugby.	HAZELTON
Leek Wootton	Mon to Sat hourly service to Stratford, Warwick and Coventry. Weekly Flexibus to Leamington.	Flexibus withdrawn.	COMPTON
Lighthorne	Mon to Sat one peak journey and one shopping journey to Leamington. Weekly Flexibus to Banbury.	No change.	WILLIAMS
Lighthorne Heath	Mon to Sat two hourly service to Leamington. Mon to Fri service to Banbury. Evening service. Weekly Flexibus to Leamington and Banbury.	Monday to Thursday evening service withdrawn. Flexibus to Leamington withdrawn.	WILLIAMS
Lillington	Mon to Sat frequent service to Leamington. Evening and Sunday service. Mon to Sat urban Flexibus	Monday to Thursday evening service withdrawn.	BOAD/GOODE
Little Ane	Weekly Flexibus to Redditch	No change.	GITTUS
Little Compton	Twice a week service to Banbury, once a week to Moreton in Marsh and Chipping Norton.	Service to Banbury reduced to once a week.	SAINT
Little Lawford	Once a week Flexibus to Rugby.	No change.	TIMMS
Little Packington	Once a week Flexibus to Solihull.	No change.	FOWLER
Little Wolford	Weekly service to Banbury and Moreton in Marsh. Shipston Link.	Shipston Link only.	SAINT
Long Compton	Mon to Sat two hourly service to Stratford. Sunday service. Shipston Link services to Shipston and Banbury.	Additional Shipston Link service to Chipping Norton.	SAINT
Long Itchington	Mon to Sat hourly service to Leamington. Mon to Sat once a day service to Coventry. Twice weekly service to Banbury. Evening service. Mon to Fri Flexibus to Stratford.	Monday to Thursday evening service withdrawn. Service to Coventry withdrawn. Flexibus withdrawn.	STEVENS

Long Lawford	Mon to Sat frequent service to Rugby. Half hourly service to Coventry. Evening and Sunday service. Once a week urban Flexibus.	Flexibus withdrawn.	WATSON
Long Marston	Mon to Sat two hourly service to Stratford.	No change.	SECCOMBE
Lower Quinton	Mon to Sat hourly service to Stratford and Cotswolds. Evening service.	Evening service withdrawn.	SECCOMBE
Lower Shuckburgh	Mon to Sat two hourly service to Leamington, Southam and Daventry. Weekly Flexibus to Rugby.	No change.	APPLETON
Lowsonford	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	Flexibus to Leamington withdrawn.	COMPTON
Loxley	Mon to Sat one peak journey and one shopping journey to Stratford.	No change.	SECCOMBE
Luddington	Mon to Sat two hourly service to Stratford.	No change.	HOBBS
Mancetter	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth and Lichfield. Evening and Sunday service.	Evening service withdrawn.	FOX
Mappleborough Green	Weekly Flexibus to Redditch	No change.	RICKHARDS
Marton	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibus to Rugby. Mon to Fri dial a ride service to Southam.	Flexibus upgraded to twice weekly.	HAZELTON
Maxstoke	Twice weekly Flexibus to Nuneaton. Weekly Flexibus to Atherstone.	No change.	FOWLER
Middleton	Twice weekly Flexibus to Tamworth.	Reduced to weekly Flexibus to Tamworth.	LEA
Monks Kirby	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	Flexibuses to Rugby and Leicester withdrawn.	MORRIS-JONES
Moreton Morrell	Mon to Sat one peak journey and one shopping journey to Leamington. Mon to Fri Flexibus to Stratford. Once a week Flexibus to Banbury.	Flexibus to Stratford withdrawn.	JOHNSTON

Napton on the Hill	Mon to Sat two hourly service to Leamington, Southam and Daventry. Twice weekly service to Banbury. Weekly Flexibus to Rugby.	Service to Banbury reduced to weekly.	APPLETON
Nether Whitacre	Weekly Flexibus service to Solihull and Atherstone.	Additional Two hourly service to Coleshill and Sutton Coldfield.	LEA
Newbold on Avon	Mon to Sat frequent services to Rugby. Half hourly service to Coventry. Sunday service. Twice weekly Flexibuses to Rugby. Weekly Flexibuses to Leicester and Nuneaton.	Flexibuses to Leicester and Rugby withdrawn. New weekly flexibus to Hinckley.	ROBBINS/WALTON
Newbold on Stour	Mon to Sat hourly service to Stratford and Shipston. Two hourly service to Banbury. Evening and Sunday service.	Evening service withdrawn.	SECCOMBE
Newbold Pacey	Mon to Sat hourly service to Leamington, Coventry and Stratford.	No change.	JOHNSTON
Newton Regis	Mon to Sat two buses per hour to Tamworth. Hourly service to Polesworth. Sunday service. Mon to Fri twice daily service to Atherstone. Weekly Flexibus to Tamworth.	Service to Tamworth reduced to hourly. Atherstone service withdrawn.	MAY
No Mans Heath	Mon to Fri twice daily service to Atherstone. Weekly Flexibus to Tamworth.	Service to Atherstone withdrawn.	MAY
Northend	Mon to Sat once a day service to Banbury with additional journeys on Thurs and Sat. Peak service to Leamington.	Additional Saturday journey to Banbury withdrawn.	WILLIAMS
Norton Lindsey	Mon to Sat two return journeys to Stratford. Twice weekly Flexibus to Solihull.	Reduced to twice weekly Flexibus to Stratford and twice weekly to Solihull.	CABORN
Nuneaton	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	Severely reduced evening services.	NUN CLLS
Offchurch	Weekly Flexibus to Banbury	New weekly Flexibus to Leamington	DOODY
Old Arley	Mon to Sat half hourly service to Nuneaton. Hourly service to Birmingham International. Evening service. Two hourly service to Coventry.	Service to Birmingham International withdrawn. Evening service withdrawn.	HAYFIELD
Old Milverton	Weekly Flexibus to Leamington.	No change.	DOODY
Oxhill	Mon to Sat two hourly service to Banbury and Stratford. Saturday service to Shipston. Shipston Link.	Saturday service to Shipston withdrawn.	SECCOMBE
Packington	Twice weekly Flexibus to Nuneaton.	No change.	COMPTON

Pailton	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	Flexibuses to Rugby and Leicester withdrawn.	MORRIS-JONES
Piccadilly	Mon to Sat hourly service to Atherstone and Birmingham International. Two hourly service to Tamworth. Evening and Sunday service. Once a week Flexibus to Hinckley.	Evening service withdrawn. Direct service to Birmingham International withdrawn. Replaced by hourly service to Coleshill and Tamworth. Service to Atherstone reduced to weekly Flexibus. Flexibus to Hinckley withdrawn.	MOSS
Pillerton Hersey	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	Weekly service to Moreton in Marsh withdrawn.	SECCOMBE
Pillerton Priors	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	Weekly service to Moreton in Marsh withdrawn.	SECCOMBE
Pinley Green	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington. Weekly service to Stratford.	Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.	HOBBS
Polesworth	Mon to Sat half hourly service to Tamworth. Hourly service to Atherstone, Nuneaton and Lichfield. Evening and Sunday service. Weekly Flexibuses to Atherstone and Tamworth.	Evening service withdrawn. Flexibuses withdrawn.	MAY
Preston on Stour	Mon to Sat once a day service to Stratford.	No change.	SECCOMBE
Princethorpe	Mon to Sat two hourly service to Rugby and Coventry. Mon to Sat once a day service to Leamington. Weekly Flexibus to Rugby.	Flexibus to Leamington reduced to weekly. Flexibus to Rugby upgraded to twice weekly.	HAZELTON
Priors Hardwick	Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	No change.	STEVENS
Priors Marston	Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	No change.	STEVENS
Radford Semele	Mon to Sat half hourly service to Southam and Leamington. Hourly service to Rugby. Evening and Sunday service. Weekly Flexibus to Leamington and Banbury.	Monday to Thursday evening service withdrawn.	DOODY
Radway	Mon to Sat once a day service to Banbury and Stratford.	No change.	WILLIAMS
Ratley	Mon to Sat once a day service to Banbury and Stratford.	No change.	WILLIAMS

Reading Court	Mon to Fri urban Flexibus service.		No change.	COCKINGS/ROLFE
Ridge Lane	Mon to Sat hourly service to Nuneaton. Flexibus to Atherstone.	Weekly	Flexibus withdrawn. daily service to Atherstone	FOX
Rokeby Estate	Mon to Sat hourly service to Rugby.		New hourly service to Daventry.	VEREKER/WRIGHT
Rowington	Mon to Sat daily Flexibus service to Leamington and Solihull.		Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.	COMPTON
Rugby	Mon to Sat network of inter-urban and town services. and Sunday services. Urban Flexibuses.	Evening	Severely reduced evening services.	RUGBY CLLRS
Ryton on Dunsmore	Mon to Sat two hourly service to Coventry and Rugby. a day service to Leamington.	Once	Leamington service reduced to once a week.	TIMMS
Saffron Meadow	Mon to Fri urban Flexibus.		No change	COCKINGS/ROLFE
Salford Priors	Mon to Sat half hourly service to Evesham and Stratford. Evening and Sunday service.		Evening service withdrawn.	BARNES
Sambourne	Weekly service to Redditch.		No change.	RICKHARDS
Sawbridge	Weekly Flexibus to Rugby.		No change.	HAZELTON
Seckington	Mon to Fri twice daily service to Atherstone. Flexibus to Tamworth.	Weekly	Service to Atherstone withdrawn.	MAY
Shawbury	Twice weekly Flexibus to Nuneaton. Flexibus to Atherstone.	Weekly	No change.	HAYFIELD
Sherbourne	Mon to Sat hourly service to Stratford, Warwick, Leamington and Coventry. Evening and Sunday service.		Monday to Thursday evening service withdrawn.	CABORN
Shilton	Mon to Sat hourly service to Nuneaton and Coventry. Weekly Flexibus to Bedworth.		Reduced to two hourly service to Nuneaton and Coventry.	MORRIS-JONES
Shipston	Mon to Sat hourly service to Stratford. Two hourly service to Banbury. Twice weekly service to Moreton in Marsh. Sunday services. Shipston Link.	Evening and	Evening services withdrawn. Service to Moreton in Marsh withdrawn.	SAINT

Shotteswell	Twice weekly service to Banbury.	Reduced to weekly Flexibus to Banbury.	WILLIAMS
Shrewley Common	Mon to Sat daily Flexibus service to Leamington and Solihull. Weekly service to Stratford.	Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.	COMPTON
Shustoke	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Twice weekly Flexibus to Nuneaton. Weekly Flexibus to Atherstone.	Service to Birmingham International withdrawn. Replaced by two hourly service to Coleshill and Sutton Coldfield.	FOWLER
Shuttington	Mon to Sat two buses per hour to Tamworth. Hourly service to Polesworth. Sunday service. Mon to Fri twice daily service to Atherstone. Weekly Flexibus to Tamworth.	Tamworth service reduced to hourly. Flexibus withdrawn. Atherstone service withdrawn.	MAY
Snitterfield	Mon to Sat two hourly service to Stratford. Twice weekly Flexibus to Solihull.	No change to frequency but longer journey times to Stratford.	HOBBS
South Farm	Mon to Sat frequent service to Leamington. Evening and Sunday service.	Monday to Thursday evening service reduced.	KIRTON
Southam	Mon to Sat half hourly service to Leamington. Hourly service to Rugby. Two hourly service to Daventry and Banbury. Additional journeys to Banbury on Thur and Sat. Once a day service to Coventry. Evening and Sunday service. Mon to Fri once a day Flexibus to Stratford.	Additional Saturday journey to Banbury withdrawn. Service to Coventry withdrawn. Monday to Thursday evening service withdrawn. Flexibus withdrawn.	APPLETON
Stockingford	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Urban Flexibus.	Evening service withdrawn. Urban flexibus reduced to weekly.	LONGDEN/WILSON
Stockton	Mon to Sat hourly service to Rugby and Leamington. Evening and Sunday service. Twice weekly service to Banbury.	Monday to Thursday evening service withdrawn. Service to Banbury reduced to weekly.	APPLETON
Stoneleigh	Mon to Sat two hourly service to Kenilworth and Coventry.	Slight reduction in frequency. New weekly flexibus to Leamington.	DOODY
Stourton	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	Service to Stratford reduced to two journeys on schooldays only. Shipston Link service to Shipston now twice weekly. New weekly Shipston link service to Chipping Norton. Saturday service to Banbury withdrawn	SAINT
Stratford	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	All Monday to Thursday evening services withdrawn, some evening services totally withdrawn.	STRATCLLRS
Street Ashton Crossroads	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	Flexibus to Leicester withdrawn.	MORRIS/JONES

Stretton on Dunsmore	Mon to Sat two hourly service to Coventry and Rugby. Once a day service to Leamington.		Leamington service reduced to weekly.	HAZELTON
Stretton on Fosse	Twice a week service to Banbury and Moreton in Marsh. Shipston Link.		Reduced to Shipston Link only.	SAINT
Stretton under Fosse	Mon to Sat hourly service to Rugby and Coventry. Flexibuses to Rugby, Leicester and Nuneaton.	Weekly	Flexibuses to Leicester and Nuneaton withdrawn.	MORRIS-JONES
Stud Farm	Mon to Sat frequent service to Leamington. Sunday service. Mon to Sat urban Flexibus.	Evening and	Monday to Thursday evening service withdrawn.	BOAD/GOODE
Studley	Mon to Sat frequent service to Redditch. Hourly service to Stratford and Evesham. Sunday service. Redditch.	Weekly Flexibus to	No change.	RICKHARDS
Sydenham	Mon to Sat frequent service to Leamington. service to Coventry. Evening and Sunday service. weekly urban Flexibus.	Half hourly Twice	Urban Flexibus services withdrawn.	NAYLOR
Tanworth in Arden	Mon to Sat Flexibus service to Redditch. times a week Flexibus to Solihull.	3	No change.	PERRY
Temple Grafton	Twice weekly Flexibus to Stratford		No change.	HOBBS
Temple Herdewyke	Mon to Sat twice a day service to Leamington, once a day service to Banbury. Once a week Flexibus service to Banbury.		No change.	WILLIAMS
Thurlaston	Mon to Sat two hourly service to Rugby and Coventry.		No change.	HAZELTON
Tiddington	Mon to Sat half hourly service to Stratford, Leamington and Coventry. Evening and Sunday service. Mon to Fri urban Flexibus.		Monday to Thursday evening service withdrawn.	COCKINGS/ROLFE
Town Thorns	Mon to Sat two hourly service to Rugby and Coventry		No change.	MORRIS-JONES
Tredington	Mon to Sat hourly service to Stratford and Shipston. hourly service to Banbury. Evening and Sunday service.	Two	Evening service withdrawn.	SECCOMBE
Trinity Mead	Mon to Sat half hourly service to Stratford.		No change.	COCKINGS/ROLFE

Tysoe	Mon to Sat two hourly service to Banbury and Stratford. Saturday service to Shipston. Shipston Link.	Saturday service to Shipston withdrawn.	SECCOMBE
Ufton	Mon to Sat half hourly service to Leamington and Southam. Hourly service to Rugby.	No change.	STEVENS
Upper Quinton	Mon to Sat two hourly service to Stratford and Cotswolds.	No change.	SECCOMBE
Wappenbury	Mon to Sat Flexibus service to Leamington	Reduced to weekly Flexibus.	DOODY
Warmington	Twice weekly service to Banbury.	Reduced to once a week Flexibus to Banbury.	WILLIAMS
Warton	Mon to Sat half hourly service to Tamworth. Mon to Fri service to Atherstone. Weekly flexibus to Tamworth. Sunday service.	Mon to Sat service reduced to hourly. Service to Atherstone reduced to weekly.	SWEET
Warwick	Mon to Sat frequent services to Coventry, Kenilworth and Leamington. Two buses per hour to Stratford. Evening and Sunday services. Mon to Sat urban Flexibus.	Monday to Thursday evening services reduced or withdrawn. Urban Flexibus withdrawn.	ASH/HOP/WAR
Warwick Gates	Mon to Sat half hourly to Leamington.	No change.	WARNER
Wasperton	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening and Sunday services.	Monday to Thursday evening service withdrawn.	CABORN
Water Orton	Mon to Sat half hourly service to Birmingham, hourly service to Sutton Coldfield and Birmingham International. Evening and Sunday services. Weekly Flexibus services to Tamworth and Solihull.	Direct service to Birmingham International withdrawn. Reduced to two hourly service to Sutton Coldfield. Flexibus to Tamworth withdrawn.	LEA
Weddington	Mon to Sat half hourly service to Nuneaton. Two hourly service to Atherstone and Ashby.	No change.	FARNELL
Welford on Avon	Mon to Sat two hourly service to Stratford. Twice weekly Flexibus to Stratford.	No change	BARNES
Wellesbourne	Mon to Sat half hourly service to Stratford, Leamington and Coventry. Evening and Sunday service. Mon to Sat once a day service to Banbury. Mon to Fri Flexibus to Stratford. Weekly service to Moreton in Marsh.	Monday to Thursday evening service withdrawn. Service to Moreton in Marsh withdrawn.	JOHNSTON
West Green Drive	Mon to Sat half hourly service to Stratford.	No change.	COCKINGS/ROLFE

Weston under Wetherley	Mon to Sat Flexibus to Leamington.	Flexibus to Leamington improved to twice daily.	DOODY
Whatcote	Weekly service to Shipston. Shipston Link.	Reduced to Shipston Link only.	SECCOMBE
Whichford	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	Service to Stratford reduced to two journeys on schooldays only. Shipston Link service to Shipston now twice weekly. New weekly Shipston link service to Chipping Norton. Saturday service to Banbury withdrawn	SAINT
Whitacre Heath	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Weekly Flexibus to Solihull, Tamworth, Atherstone and Nuneaton.	Service to Birmingham International withdrawn. Replaced by two hourly service to Coleshill and Sutton Coldfield.	LEA
Whitestone	Mon to Sat frequent service to Nuneaton. Half hourly service to Coventry. Evening and Sunday service. Weekly Flexibus to Nuneaton.	No change	HEATLEY
Whitnash	Mon to Sat frequent service to Leamington. Evening and Sunday service.	Monday to Thursday evening service reduced.	KIRTON
Wibtoft Turn	Weekly Flexibus to Rugby.	No change.	MORRIS-JONES
Willey	Weekly Flexibus to Rugby.	No change.	MORRIS-JONES
Willoughby	Mon to Sat hourly service to Rugby and Daventry. Weekly Flexibus to Rugby.	Flexibus to Rugby upgraded to twice weekly.	HAZELTON
Wilmcote	Mon to Sat two hourly service to Stratford. Evening service . Once a week Flexibus to Redditch.	Evening service withdrawn.	HOBBS
Wimpstone	Mon to Sat once a day service to Stratford.	No change.	SECCOMBE
Wishaw	Weekly Flexibus to Tamworth.	No change.	LEA
Withybrook	Weekly Flexibuses to Nuneaton, Rugby and Leicester.	Weekly flexibuses to Bedworth, Hinckley and Rugby.	MORRIS-JONES
Wixford	Mon to Sat hourly service to Redditch and Evesham. Evening and Sunday service. Saturday service to Worcester.	Evening service withdrawn.	BARNES
Wolston	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly flexibus to Rugby.	Flexibus withdrawn.	TIMMS

Wolverton	Mon to Sat two return journeys to Stratford. Twice weekly Flexibus to Solihull.	Reduced to twice weekly flexibus to Stratford and twice weely flexibus to Solihull	HOBBS
Wolvey	Mon to Sat hourly service to Coventry (two hourly via Bulkington) and Nuneaton. Weekly Flexibus to Nuneaton and Bedworth.	Reduced to two hourly service to Coventry and Nuneaton not via Bulkington. Weekly flexibuses to Nuneaton, Bedworth, Bulkington, Rugby and Hinckley	MORRIS-JONES
Wood End	Mon to Sat hourly service to Atherstone and Birmingham International. Two hourly service to Tamworth. Evening and Sunday service. Once a week Flexibus to Hinckley.	Evening service withdrawn. Direct service to Birmingham International withdrawn. Replaced by hourly service to Coleshill and Tamworth. New weekly Flexibus to Atherstone. Flexibus to Hinckley withdrawn.	MOSS
Woodlands	Mon to Sat frequent service to Rugby. Evening service. Mon to Sat urban Flexibus.	Evening service withdrawn.	VEREKER/WRIGHT
Woodloes Park	Mon to Sat frequent service to Warwick and Leamington. Hourly service to Kenilworth and Coventry. Evening and Sunday service. Weekly Flexibus to Leamington.	Monday to Thursday evening service reduced. Flexibus withdrawn.	ASHFORD
Wootton Wawen	Mon to Sat hourly service to Stratford and Birmingham. Evening and Sunday service. Mon to Sat Flexibus service to Redditch.	Evening service withdrawn.	PERRY
Wroxall	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	Reduced to twice weekly Flexibus to Solihull and twice weekly Flexibus to Leamington.	COMPTON

Briefing Note on Community Transport Consultation

Warwickshire Observatory Briefing Note

Community Transport Consultation



Introduction

Due to the severity of the government's Comprehensive Spending Review the County Council has made tough choices on services and has implemented a wide reaching Savings Plan for the financial year 2011-12. These plans had included a resolution that would have stopped grants to a number of community transport services. The Department for Transport then announced temporary funding for rural local authorities, to be used for supporting and developing the capacity of community transport this year. The County Council is taking full advantage of this funding to:

- conduct a consultation among users, volunteers and other stakeholders on the potential impacts of savings next year (2012-13)
- continue grant and general support to the above schemes in 2011-12
- commission the services of CTA Consultancy who will work in Warwickshire, meeting operators and stakeholders to explore and develop options for moving towards a more flexible and sustainable community transport sector for Warwickshire next year.

This briefing note presents the results from the first of these activities, namely a survey of services users and other stakeholders, to help understand the value of the service and the likely impact of any sustained cuts in provision.

Respondent Profile

- A total of 400 completed responses were received. These were distributed across users/stakeholders of various schemes, as listed below. This briefing note provides an interpretation of the overall results, although more detailed figures for individual schemes are available upon request.

Scheme	Respondents	Percentage
Back & 4th	23	5.8%
Beeline	75	18.8%
Buster Werkenbak	6	1.5%
Medi-car & Supported Shopping Service	100	25.0%
Rugby WCAVA	7	1.8%
Shipston Link	50	12.5%
VASA	118	29.5%
<i>Operator unidentified</i>	21	5.3%

- In terms of the demographic profile of respondents, we have 61% female, 88% aged 60-plus, 64% with a long term illness or disability, 99% white and 88% Christian. Service providers will have a sense of whether this is representative of the customer base for these services. More details on the breakdown of the equalities questions are available on request.

- Two thirds of the 400 respondents (67%) were answering as a service user. Just more than 10% of respondents were aware of or registered with a scheme but not using it and 29% of respondents are volunteers helping to deliver one or more of the schemes. A small number of respondents have stated that they are both a user and a volunteer for the service. Five per cent have answered on behalf of an organisation/group rather than providing their own personal view.

Key Messages

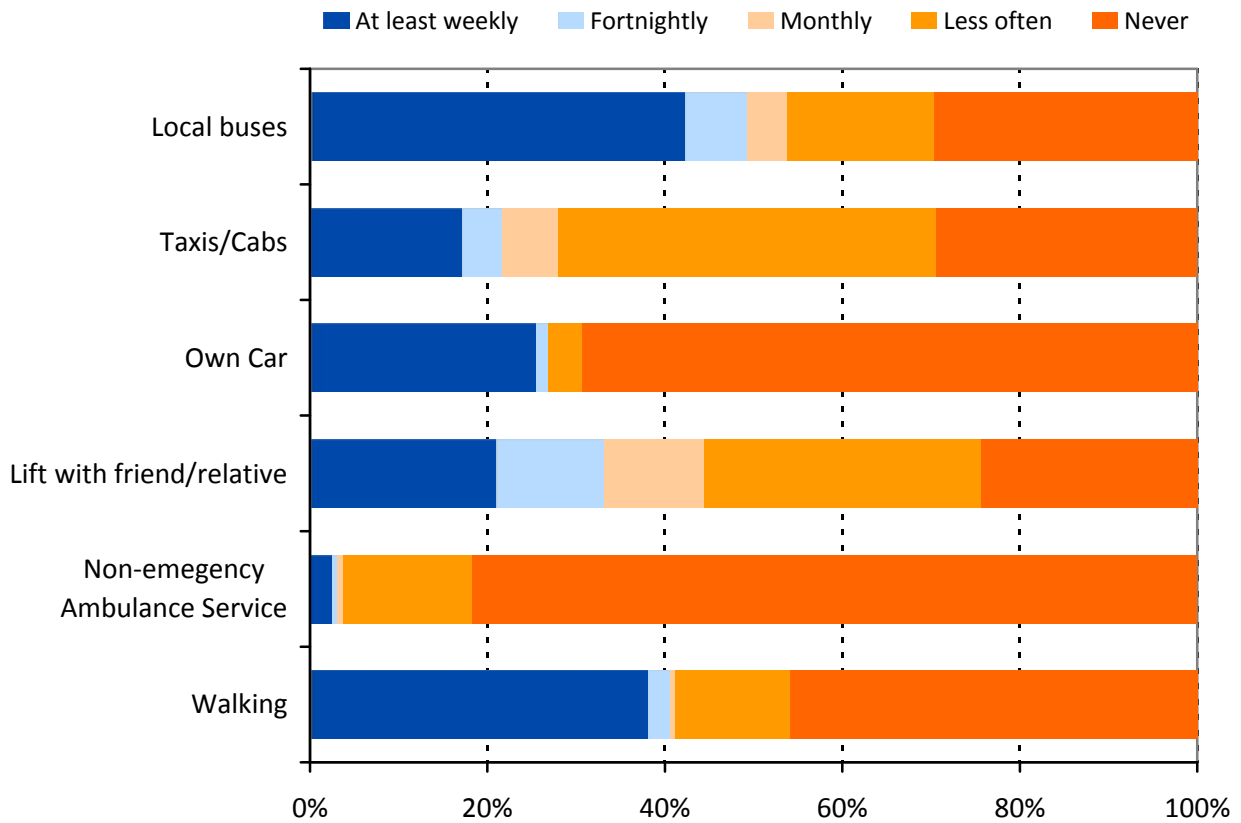
- Respondents were asked which attributes or service features of community transport were most important to them. This was offered as an open-ended response, so there was a wide range of response types. A number of recurring themes emerged, a summary of which is listed below:

- Affordable cost
- Accessibility, availability of times etc.
- Door-to-door service
- Helping vulnerable and elderly
- Efficiency, reliability and organisation of service providers
- Friendliness of volunteers/providers, trust and friendship
- A crucial link to key services (health, social care etc), shopping, work and friends/family
- Only transport service available in some locations

- Service users are likely to use a range of alternative forms of transport as well as the Community Transport service. For example, two out of five users (note, not volunteers) also use local buses on a weekly basis, and a similar proportion walk. Around three in ten service users appear to have their own car, although some of these people use it on a less than fortnightly basis.
- Three quarters of all service users rely on lifts from friends/relatives/neighbours to some extent. A similar proportion has to make use of taxis.

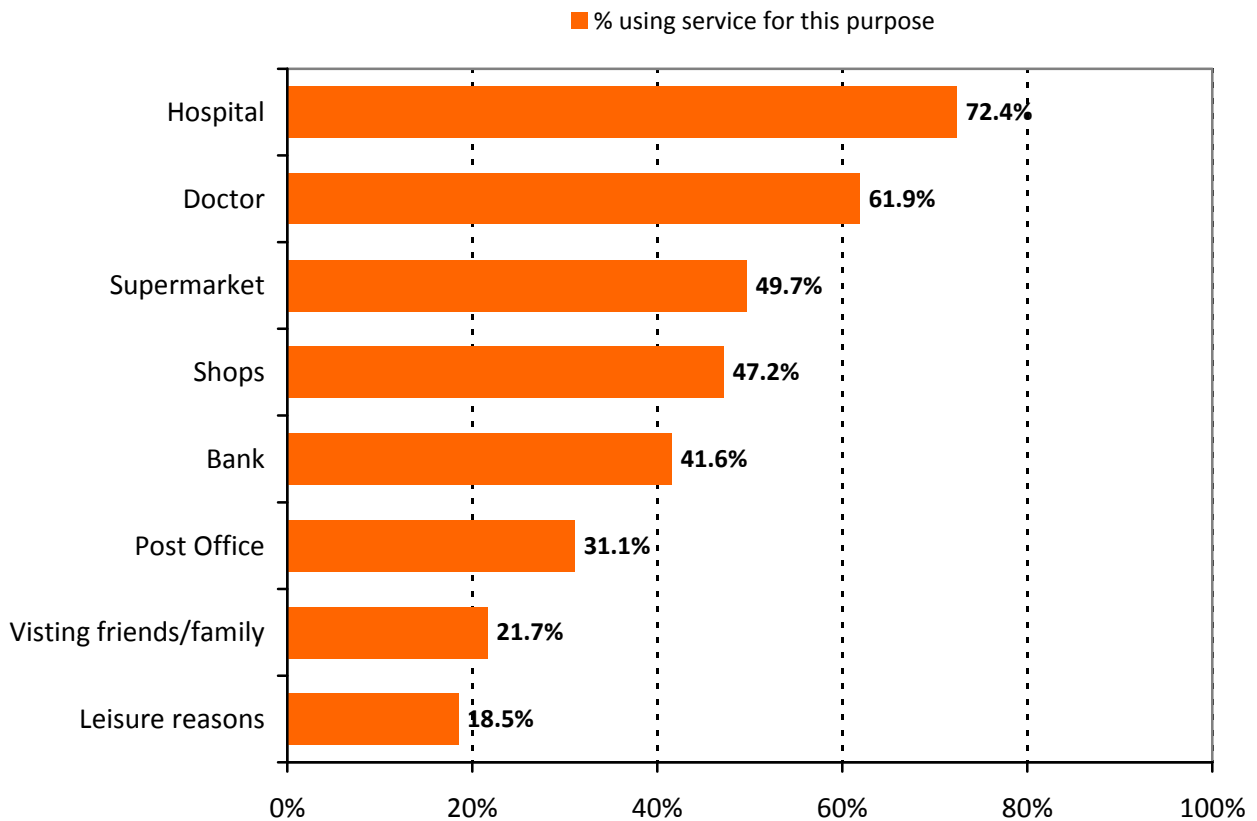
“The services provided by Beeline are essential for me to make and keep appointments with hospitals and other areas of my health matters. Our local hospital is George Eliot at Nuneaton (30 miles distance) and being on a low income (state pension) would not be able to afford taxis etc. I also have no relatives living in this area.”

Figure 1: Use of other forms of transport



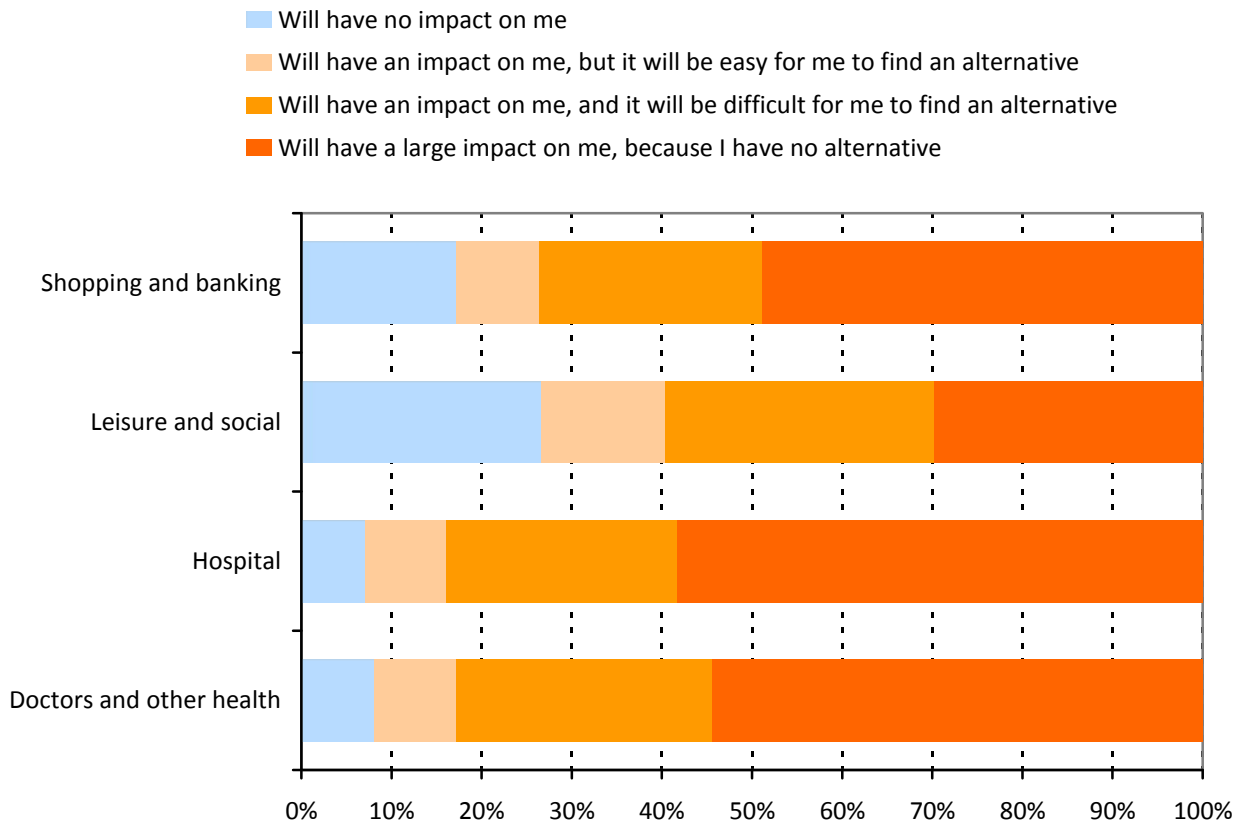
- Users were then asked for what purposes do they require transport. The earlier question has already identified that service users rely on the transport for accessing a range of key services and this confirmed here. Nearly three quarters use the service for hospital appointments and more than six in ten use it for doctor appointments; health services are clearly important for these service users.
- Nearly half of respondents use the service for shopping and one third for accessing the Post Office. Social reasons are less important, with around one in five using the service for visits to friends/family or other leisure purposes.

Figure 2: Purpose for needing Community Transport service



- When asked what the impact would be of a cut in the community transport scheme, many service users stated that they will experience a large adverse impact as they have no alternative to the scheme. For example, more than half of respondents said they would have no alternative way of accessing their doctor or hospital. In both cases, an additional proportion said that it would not be easy to find an alternative, which left around 7%/8% saying that they would not be affected.
- The impact on access to shopping/banking and leisure/social outlets is not thought to be as severe, although the proportion of respondents that felt they would not be affected at all remains low at 1% and 27% respectively. Figure 3 presents the full response information for each of these four key services.

Figure 3: The impact of cuts on accessing specific services



- The next question related just to volunteers who help deliver the service. They were asked what impact any cuts to the community transport scheme would have on their volunteering effort. Nearly half of respondents (49%) felt that it would have a big effect, and they would stop all or most of their volunteering. A further 34% felt it would have some impact, and that they would volunteer less. This left just 18% of respondents who felt that they would volunteer for other work instead.

“Being involved as a volunteer driver gives me great satisfaction and is very social. I live alone and welcome the chance to give such a vital service to the community.”

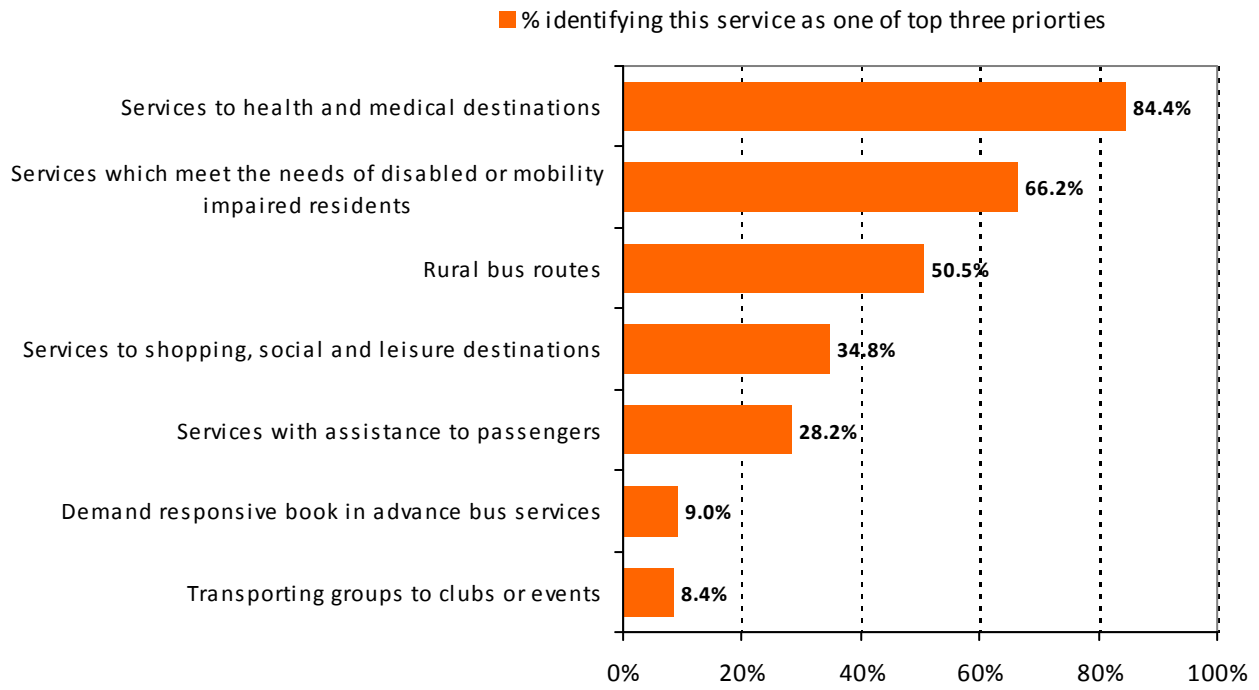
“I am happy to give my time free to help those less fortunate, but I am not prepared to run my car at a loss.”

“Volunteering is the embodiment of The Big Society. But to harness and direct goodwill there must be seed money.”

- Respondents (both service users and volunteers) were asked which transport schemes they would prioritise for subsidy, and were allowed to choose up to three from a list (see Figure 4). As identified already in this analysis, access to health services is a clear priority, and has been chosen by 84% of respondents.

- Two thirds feel services to support those with disabilities or mobility issues should be prioritised, and around one half feel rural services should be subsidised.
- The two areas with relatively little support are demand responsive ‘book in advance’ schemes and transporting groups to clubs or events.

Figure 4: Preferred schemes for future subsidised support



- Finally, respondents were provided with the opportunity to offer any other ideas to help generate income or raise funds for the scheme. A selection of ideas is presented below, although by far the most frequent suggestion was to make a small charge to service users.
 - A small contribution from service users
 - “Passengers remark that they would prefer to contribute by paying fares than to lose the service”*
 - “I believe most clients would be glad to pay a few pound more for the invaluable service.”*
 - “I would be willing to pay extra if necessary”*
 - “Charge us and take away our free bus pass”*
 - A small booking fee
 - Adverts on side of community transport buses
 - Consider sponsorship from commerce and industry (i.e. banks, supermarkets, car manufacturers)

Further information

For further information about the Community Transport Scheme, please contact Stephen Roots on 01926 412673 or e-mail stephenroots@warwickshire.gov.uk. For further information about this briefing note, please contact Spencer Payne on 01926 412469 or e-mail research@warwickshireobservatory.org.

Appendix C of Item 4

List of Current Community Transport Schemes

Name of service/scheme	Brief description of service	Scheme type
Stratford District Car Scheme – Operator: VASA	Volunteer car scheme for health related trips serving residents of Stratford District. Our funding is a contribution to the administrative costs of running the scheme	Volunteer car scheme
Medicare Transport Service – Operator: Volunteer Centre, Nuneaton & Bedworth	Volunteer car scheme for health related trips serving eligible residents of Nuneaton & Bedworth. Our funding is a contribution to the administrative costs of running the scheme	Volunteer car scheme
Shipston Link Minibus	A voluntary organisation running nine registered bus routes for residents of Shipston and the surrounding villages	Community bus
Rugby Brokerage Operator: WCAVA Volunteer Centre Rugby	Our funding gives support to a minibus brokerage service for community groups in the borough	Minibus operator – group hire
North Warwickshire Car Scheme – Operator: Beeline Community Transport	Volunteer car scheme for health related trips serving eligible residents of North Warwickshire. Our funding is a contribution to the administrative costs of running the scheme.	Volunteer car scheme
Stratford Community Links	A demand responsive dial-a-ride service offering accessible transport in the District for those people unable to access conventional public transport because of mobility problems or unavailability of public transport	Demand Responsive Dial-a-ride
Back & 4 th	Our funding gives support to a minibus brokerage service for community groups in the District	Minibus operator - Group Hire

Beeline Community Transport Survey

Beeline Community Transport is conducting a borough wide consultation into the difficulties people have regarding transport. Beeline can help where there is a medical need or benefit using their team of volunteer drivers, but does not have the resources to assist with economical or social journeys.

The consultation, funded through Lloyds TSB and North Warwickshire LEADER, started in late August with those villages most affected by the loss of the 777 service. The following comments have been received from Wood End, Hurley, Picadilly, Kingsbury and Coleshill.

Any queries about the consultation should be made to Katy Harper, Development Officer, 01827 712278.

Requests for Beeline's help with transport should be made to 01827 71704.

Male 30+yrs with learning disabilities: This young man had a part-time job for many years at the Atherstone Co-op furniture store which he thoroughly enjoyed and was of benefit to the Co-op. When the 777 stopped he could no longer get into Atherstone. For a while he was quite depressed until someone told him about Busterwerkenbak. This bus now brings him into Atherstone during the week but does not run at week-ends so he has to have a taxi which costs £11 each way.

When he made enquiries at the County Council as to how he should get into Atherstone from Wood End he was told to get a bus into Tamworth and a train back into Atherstone! He later found out about the Busterwerkenbak service.

Female 20+yrs: Her family moved to Wood End specifically because there was a good bus service from Birmingham and the husband could get into work and she would be able see the family. *'Dad used to get the 777 from Birmingham to come and visit or I would go and see him. Now I can't see the family.'*

Young Professional couple: have had to leave the village to go their parents home in London because it is quicker to get to Warwick University from there than from Wood End. They'd have been fine if the 777 had stayed on.

Lady 50+yrs: Cant' get to Atherstone for the Job Centre, shopping, library, dentist, optician and the bank or visit my relatives. She says: *"The Job Centre has threatened to*

stop my Job Seekers because I'm not signing on in Atherstone; I have to go to Tamworth instead. The flexibus is full by the time it reaches Queensway and the Job Centre won't change my day."

Of the 53 responses received so far, 23 have cited specific problems with not being able to access the various services in Atherstone.

Getting to Atherstone

- With no bus into Atherstone, you can't get to the George Eliot, to the library, to Nuneaton or Atherstone Station. I used to shop in Atherstone on Tuesdays and Fridays and visit a relative. I can't do this now and have to shop in Tamworth.
- I used to use the 777 to go Atherstone for shopping. I can't attend courses in Atherstone or call at the Volunteer Centre
- Difficult getting to various places like Atherstone, main Post Office and Council Offices and access the bus to the hospital
- We've lost transport to Atherstone and Chelmsley Wood and the connection to Nuneaton. We can't get to the shops, hairdresser, Atherstone Market, or swimming baths. We used to meet up with friends in Atherstone. The flexibus is full.
- Going to Atherstone to the bank costs £28 round trip
- The 777 was really good to get for connections to George Eliot Hospital, Council office in Atherstone and for shopping
- Can't get to Coleshill or Atherstone for shopping and Leisure Centres. Have to use Kingsbury Co-op now. I used to go to Chapel End to see my brother but can't now

Loss of Choice

- The loss of the 777 reduces the opportunity to choose and having been encouraged to use public transport I now have to use my car all the time. What will happen when I'm no longer able to do so?
- You are a prisoner in your own home; we can't get anywhere like Atherstone and Nuneaton
- I love to be able to go to Atherstone once a week just to have a break from the house; it's a lovely ride. I can't carry shopping with a stick and I'm a prisoner and can't get out.

- It's an extra financial burden.
- I feel strongly that the bus through Wood End to Atherstone has been taken away. Eventually I will need transport to the library, bank, building society, superstore

School or Work

- The bus time used to be co-ordinated for getting to/from Kingsbury School. Now the last bus from Atherstone gets in 10 minutes after the other bus has gone, so my son can't get home now.
- Times of the 115 are ridiculous for school and work.
- I am late for work and have to make up the hours. Potentially I could lose my job, plus the cost of 2 buses and a train is difficult to manage financially. I feel isolated in the village.
- Can't get to work if starting early or finishing late unless you can get a lift.

General comments

- We've only got the 115, supposed to be every 30mins but doesn't always turn up and buses go straight past. Can't get to the Over 60s centre.
- It takes two buses to get to Birmingham and the connection between the two involves a long wait.
- Living just outside Wood End on Boulters Lane I can't get into the village; loads of fast traffic if walking. Cant' get to tend parent's graves.
- Can't get back from Wood End Club
- Can't get to doctors. Shopping.
- Go to Tamworth instead
- I like my independence.

Flexibus

- Flexibus is too small – you can't get on it
- I can't use the flexibus as the step is too high. The 777 had a lower step.