

# Communities Overview and Scrutiny Committee

14 November 2012

## Agenda

A meeting of the Communities Overview and Scrutiny Committee will be held at **Shire Hall, Warwick** on **14 November 2012** at **10:00am**

### 1. General

#### (1) Apologies

#### (2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests.

Members are required to register their disclosable pecuniary interests within 28 days of their election or appointment to the Council. A member attending a meeting where a matter arises in which s/he has a disclosable pecuniary interest must (unless s/he has a dispensation):

- Declare the interest if s/he has not already registered it
- Not participate in any discussion or vote
- Must leave the meeting room until the matter has been dealt with (Standing Order 42).
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests must still be declared in accordance with the new Code of Conduct. These should be declared at the commencement of the meeting.

#### (3) Chair's Announcements

#### (4) Minutes of the previous meeting and matters arising

### 2. Public Question Time

Up to 30 minutes of the meeting are available for members of the public to ask questions on any matters within the remit of the Committee. Questioners can speak for up to three minutes.

If you would like to ask a question at the meeting please contact Dave Abbott:

Tel: (01926) 412323

Email: [daveabbott@warwickshire.gov.uk](mailto:daveabbott@warwickshire.gov.uk)

### **3. Questions to the Portfolio Holders**

Up to 30 minutes of the meeting are available for members of the Committee to put questions to the following Portfolio Holders on any matters relevant to the remit of the Committee, and for the Portfolio Holders to update the Committee on relevant issues.

- Councillor Peter Butlin, Portfolio Holder for Transport and Highways
- Councillor Alan Cockburn, Portfolio Holder for Sustainable Communities
- Councillor Colin Hayfield, Portfolio Holder for Customers, Access and Physical Assets
- Councillor Richard Hobbs, Portfolio Holder for Community Safety

### **4. Bus Services Task and Finish Group Report**

This report proposes additional funding for new evening bus services on Friday and Saturday nights.

### **5. Concessionary Travel Scheme 2013-14**

Overview of the final concessionary travel scheme prior to consideration by Cabinet on 22 November.

### **6. Communities OSC Work Programme**

The latest version of the Communities Overview and Scrutiny work programme is attached at Appendix A for the Committee to amend and approve as appropriate.

**[Break for Lunch – the meeting will resume at 2pm]**

### **7. Mobile Library Service Reconfiguration**

This item gives members the opportunity to scrutinise the report before it is considered by Cabinet on 22 November.

### **8. CWLEP – Constitution and Governance**

Scrutiny of the LEPs new governance arrangements and constitution.

### **9. CWLEP - Devolved Infrastructure Funding (Verbal Update)**

Update to inform the Committee about WCC's response to the DfT devolving funding to LEPs for transport infrastructure projects.

### **10. IRMP Consultation**

This item gives members the opportunity to have an early input to the IRMP consultation.

### **11. Any Urgent Items**

JIM GRAHAM  
Chief Executive  
Shire Hall  
Warwick

### **Communities Overview and Scrutiny Committee Membership**

Councillors Sarah Boad, Richard Chattaway, Michael Doody, Clare Hopkinson, Barry Lobbett, Chris Saint (Vice Chair), Ray Sweet, Claire Watson, John Whitehouse (Chair), and Chris Williams

For queries regarding this agenda, please contact:

Dave Abbott, Democratic Services Officer

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## **Minutes of the Communities Overview and Scrutiny Committee meeting held on 19 September 2012**

### **Present:**

#### **Members of the Committee**

Councillors Sarah Boad, Richard Chattaway, Barry Lobbett, Carolyn Robbins, Chris Saint, Ray Sweet, John Whitehouse (Chair), and Chris Williams

#### **Portfolio Holders**

Councillor Peter Butlin, Portfolio Holder for Transport and Highways

Councillor Colin Hayfield, Portfolio Holder for Customers, Access and Physical Assets

Councillor Richard Hobbs, Portfolio Holder for Community Safety

#### **Officers**

David Abbott, Democratic Services Officer

Jo Cooper, Concessionary Travel Manager

Graeme Fitton, Head of Transport & Highways

Monica Fogarty, Communities Strategic Director

Kevin McGovern, Transport Operations Group Manager

Gary Phillips, Deputy Chief Fire Officer

Andrew Savage, County Highways Contract & Policy Manager

Lesley Tregear, Warwickshire Youth Justice Manager

#### **Invitees**

David Pearce, Balfour Beatty Operations Manager

#### **Other Councillors**

Councillors Martyn Ashford, Jim Foster, and David Johnston

### **1. General**

#### **(1) Apologies**

Councillor Clare Hopkinson who was replaced by Councillor Robbins

Councillor Clare Watson

Councillor Alan Cockburn, Portfolio Holder for Sustainable Communities

#### **(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests**

None.

#### **(3) Chair's Announcements**

The Chair made the following announcements:

- The Community Impact of Bus Service Reductions Task and Finish Group will report to the 14 November Communities Overview and Scrutiny Committee meeting.
- A work programming session on 3 October was organised for the Committee to consider their priorities for the next three meetings.
- The Fire & Rescue Service organised a briefing session for new members at their headquarters on the 4 October between 2pm and 4pm.

**(4) Minutes of the previous meeting and matters arising**

**Matters Arising**

Coventry and Warwickshire Local Enterprise Partnership (CWLEP)  
The Chair requested that the draft CWLEP Constitution report was circulated to the Committee so they could consider it and attend the relevant Portfolio Holder decision making session if necessary. Monica Fogarty agreed to circulate the report to members outside of the meeting.

**2. Public Question Time**

No public questions were received.

**3. Questions to the Portfolio Holders**

**Questions to Councillor Richard Hobbs, Portfolio Holder for Community Safety**

**Retained Fire Fighters**

The Chair asked the Portfolio Holder to update the Committee on Warwickshire County Council's (WCC) position on retained fire fighters, particularly in relation their involvement in complex incidents (e.g. chemical fires).

The Portfolio Holder responded that last year's budget allocated more funding for the training of retained fire fighters and that had yielded benefits. However, retained fire fighters for complex incidents do not always have the experience necessary and therefore wouldn't be used.

Councillor Richard Chattaway requested the following information:

- How many retained fire fighters are there in Warwickshire
- How many times have retained fire fighters been called out in the past 12 months
- How many retained fire fighters are Breathing Apparatus trained

The Chair requested that the issues raised by members were addressed in the Integrated Risk Management Plan (IRMP) working group.

**Strategic Commissioning**

Sarah Boad asked the Portfolio Holder if the Strategic Commissioning process had been worthwhile, or if the resources could have been spent better elsewhere.

Gary Phillips, Deputy Chief Fire Officer, informed the Committee that the service had used the Strategic Commissioning process to prepare for future challenges and that it had ultimately had a positive impact. The Fire Service had completed the options appraisal stage and a report was going before Corporate Board on 25 October 2012.

The Chair requested a review of the Fire and Rescue Service's Strategic Commissioning process following its conclusion.

## **Questions to Councillor Colin Hayfield, Portfolio Holder for Customers, Access and Physical Assets**

### **Community Libraries**

Sarah Boad asked the Portfolio Holder for an update on Community Libraries, and if he felt they were sustainable.

The Portfolio Holder responded that the community run libraries were progressing well so far and while it was early in to their operation, the signs were promising. A Portfolio Holders briefing session was held on 27 September to discuss this area in more detail.

The Chair requested an update on the Library Transformation project for the Communities Overview and Scrutiny Committee meeting on 14 November.

## **Questions to Councillor Peter Butlin, Portfolio Holder for Transport and Highways**

### **Local Speed Limits**

The Chair asked the Portfolio Holder if he was sending a formal response to the Department for Transportation consultation 'Setting Local Speed Limits'.

The Portfolio Holder responded that officers would be sending a response and agreed to circulate it to the Committee after the meeting.

## **4. Highways Maintenance Contract Review**

Andrew Savage, County Highways Contract & Policy Manager presented the report that detailed the performance measures related to the highways maintenance contract awarded to Balfour Beatty. The new contract, worth around £20m per year, started on 5 May 2011 and involved the transfer of 105 staff from the previous contractor.

David Pearce, Balfour Beatty Operations Director addressed the Committee and informed members that the new contract presented some big challenges, such as the transfer of staff and a major change to the style of contract which aimed to deliver more value for money, and encourage new and better ways of working.

The level of member involvement was far greater in Warwickshire than other Local Authority partners and that had been a benefit to the service; positive member support helped WCC to form links with Solihull Council and Coventry City Council.

Councillor Chris Saint asked how regularly works were maintained.

Andrew Savage responded that maintenance issues were dealt with by Area teams and were ranked by risk. If there was flooding across a road then that would go to the top of the list. Due to extreme weather and flooding the demand was high in year one and sometimes exceeded the resources available.

The Chair asked how Balfour Beatty dealt with poor performance from sub-contractors.

David Pearce responded that all sub-contractors performance was monitored very closely and in most cases they do a good job. Balfour Beatty also monitored their own internal processes and procedures for dealing with sub-contractors. Sometimes the procedures and process have to change; sometimes the contractor has to be changed.

The Chair asked if officers thought there was a sufficient level of member involvement and visibility. At the transport seminars, schemes come forward that aren't a priority.

Graeme Fitton responded that if schemes come forward that aren't a priority, members should contact the relevant officers and they will re-assess.

Members felt that they lacked the information about how officers arrive at the prioritised lists of schemes. Members need a better understanding of that process to ensure WCC makes the right decisions.

Councillor Peter Butlin said that information could be provided to the Committee. Currently is just a ranked list of schemes.

Councillor Richard Chattaway asked what action was being taken where there had been KPI failures.

Andrew Savage responded that WCC was working together with Balfour Beatty on ensuring the KPIs matched the outcomes that WCC wanted to achieve.

#### **Resolved**

1. That the Committee receive a briefing note on the position of the contract 6 months into year 2, with particular reference to modified or rebased KPIs.
2. That a review of the contract after one year be added to the work programme.

The Chair thanked all of those involved in delivering the Highways Maintenance contract and thanked David Pearce for attending and answering member's questions.

## **5. Street Lighting Energy Savings Task and Finish Group Final Report**

Councillor Jim Foster presented the report and thanked the Street Lighting Engineers for their diligent work on the part-night lighting project. Councillor Foster also thanked Democratic Services for the support provided during the review.

The Councillors on the Task and Finish Group believed that there were good reasons for moving to part-night lighting but felt it was important to keep the scheme under review to ensure the safety of residents. Councillors also encouraged the use of energy efficient LED lighting going forward where appropriate.

The Chair asked what percentage of WCC's lights would be switched off. A recent freedom of information request put the figure at between 61% and 71%, while the WCC website had a figure of 80%.

Officers responded that it would be around 70%. In some of the public engagement documents a figure of 80% was given but that was based on an early estimate done in 2009/10. Working with the Police and Community Safety partners has meant that the figure had reduced since that time but the savings of £500,000 would still be made.

Councillor Richard Chattaway, seconded by Councillor Ray Sweet proposed an alternative recommendation to that of the main report. The Committee voted on the alternative recommendation and it was defeated.

Councillor Barry Lobbett, seconded by Councillor Chris Saint, moved the recommendations of the Task and Finish Group report. The Chair proposed adding a recommendation to the main report of the Task and Finish Group requesting that Cabinet endorse the part-night lighting decision made as part of the budget process in 2011.

**Resolved**

That the Communities Overview and Scrutiny Committee approved the recommendations of the Task and Finish Group, with the additional recommendation as set out below.

Additional Recommendation:

The Communities Overview and Scrutiny Committee recommend that Cabinet endorse the decision to operate part-night lighting in Warwickshire.

The Chair asked for the minutes of the meeting and the minority report to be sent to Cabinet with the amended report of the Task and Finish Group.

**6. Concessionary Travel Scheme**

Jo Cooper, Concessionary Travel Manager, presented the report and informed the Committee that the response to the public consultation was very good, with over 900 people saying they were happy with the scheme as it was.

Councillors believed that bus passes had substantial social benefits for older people and the 9am start time was very popular. The report showed that moving the time back to 9.30am wouldn't necessarily save money because people would make their journeys at a later time.

The Chair highlighted two main issues of concern for the Committee; the 9am start time and companion passes.

Kevin McGovern informed the Committee that bus-pass holders weren't informed by the District and Borough Councils that companion passes would be discontinued so there was a significant response from the consultation. The service didn't anticipate any extra funding to provide companion passes going forward.

**Resolved**

That the Communities Overview and Scrutiny Committee review the final Concessionary Travel scheme prior to approval by Cabinet.

**7. Warwickshire Youth Justice Plan 2012/13**

Lesley Tregear, Youth Justice and Family Intervention Service Manager, presented the report. The report showed the service to have been performing well against national indicators - Warwickshire is currently one of the top performing local authorities in the Country.

Warwickshire had recently been chosen as the first local authority to undergo a multi-disciplinary Youth Justice inspection that included inspectors from the probation service, the constabulary, the care quality commission and Ofsted.

Education, training and employment were highlighted as areas of concern - the tough economic environment makes fulfilling those targets very challenging. The reform of the PRU has led to improvements in this area; following the reforms 100% of young people are now in education, but very not for the requisite 25 hours per week. The 25 hour education target often isn't achievable because the number of hours provided depends on the school that purchases the provision. The Chair asked that the issue be referred to the Children and Young People OSC.

Substance misuse was also highlighted as another area of concern due to an increase in some areas. Currently the Home Office funds substance misuse workers but that could be affected by the Police and Crime Commissioner.

The impact of the Police Commissioner was discussed - the Commissioner will have significant budget responsibilities and it will be important for Warwickshire County Council and partner organisations to show the value that services such as substance misuse workers have on the outcomes for communities in Warwickshire and that ultimately it is in the Police's best interest to continue funding these types of services.

Councillor Richard Hobbs, Portfolio Holder for Community Safety, informed the Committee that a paper was being written to present the benefits of various areas of community safety funding to the Police Commissioner and the Police and Crime Panels.

#### **Resolved**

1. That a benchmarking note comparing Warwickshire's Youth Justice Service to similar Local Authorities be presented to members at Full Council.
2. That the Committee receive a briefing note following the inspection of the Youth Justice Service covering performance and areas for improvement.
3. That the issue of 25 hours of education provision be referred to the Children and Young People Overview and Scrutiny Committee.

#### **8. Work Programme 2012/13**

The Committee approved the latest version of the Communities Overview and Scrutiny work programme.

#### **9. Any Urgent Items**

There were no urgent items.

The Committee rose at 15.05pm

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Chair



## Communities Overview & Scrutiny Committee 14 November 2012

### Bus Subsidy Task and Finish Group Final Report

#### Recommendation

That the Communities Overview & Scrutiny Committee agrees the recommendations in the report, making any amendments as appropriate.

#### 1.0 Key Issues

- 1.1 Warwickshire County Council (WCC) reduced the Transport Operations budget by 45% as part of the 2011/12 budget. Following such a significant budget reduction, the level of financially supported services in the County was substantially affected.
- 1.2 Due to concerns from Councillors and representations from members of the public about changes to local bus services, the Communities Overview and Scrutiny Committee proposed that a Task and Finish Group was set up with a brief to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.
- 1.3 Following the completion of the review, the Task and Finish Group has identified three recommendations which aim to maintain the current level of bus services across the County and reinstate some evening subsidy to provide new rural and inter-urban bus routes on Friday and Saturday evenings.

#### 2.0 Timescales associated with the decision and next steps

- 3.1 The report is scheduled to be considered by Cabinet on 22 November 2012.

CLLR MARTYN ASHFORD  
Chair of the Task and Finish Group

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# **BUS SERVICES TASK AND FINISH GROUP FINAL REPORT**

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## 1.0 Introduction

### 1.1 Executive Summary

- 1.1.1 Warwickshire County Council (WCC) reduced the Transport Operations budget by 45% as part of the 2011/12 budget; set at a meeting of Full Council on 15 February 2011<sup>1</sup>. The budget reduction was phased in over five months, from May to September 2011. Following such a significant budget reduction, the level of financially supported services in the County was substantially affected.
- 1.1.2 Due to concerns from Councillors and representations from members of the public about changes to local bus services, the Communities Overview and Scrutiny Committee proposed that a Task and Finish Group was set up with a brief to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.
- 1.1.3 Following the completion of the review, the Task and Finish Group identified three recommendations which aim to maintain the current level of bus services across the County and reinstate some evening subsidy to provide new rural and inter-urban bus routes on Friday and Saturday evenings.

### 1.2 Members and Contributors

- 1.2.1 The members of the Task and Finish Group were Councillors Martyn Ashford (Chair of the Task and Finish Group), Penny Bould, Richard Chattaway, David Johnston, Kate Rolfe, Chris Saint, and Ray Sweet.
- 1.2.2 During the course of the review, the Task and Finish Group met with Officers of WCC's Passenger Transport department and the Localities and Partnerships team. Members were supported by Officers from Democratic Services.

### 1.3 Evidence Used

- 1.3.1 In order to achieve an understanding of the review topic, the Task and Finish Group considered both primary and secondary evidence from a range of sources. This included:
  - a. WCC Passenger Transport Service Level Criteria
  - b. The Community Impact of Bus Service Reductions (2012) Dan Green
  - c. Communities OSC Minutes - 12 April 2012
  - d. Bus Services after the Spending Review (2011) House of Commons Transport Committee
  - e. Buses: Grants and Subsidies (2012) Louise Butcher

### 1.4 Dates and Timescales

The Task and Finish Group was commissioned following the Communities Overview and Scrutiny Committee (OSC) meeting held on 12 April 2012. The

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<sup>1</sup> The full 2011/12 budget can be viewed here: [www.warwickshire.gov.uk/previousbudgets](http://www.warwickshire.gov.uk/previousbudgets)

recommendations will be presented to Communities OSC on 14 November 2012 and referred to Cabinet on 22 November 2012.

## 2.0 Overview

### 2.2 Rationale

2.2.1 The purpose of the Task and Finish Group was to give Councillors the opportunity to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.

### 2.3 Objectives

2.3.1 The objectives of the review were:

- To gain an understanding of community impacts arising from the service reductions made, and the steps already taken by officers to ameliorate these.
- To identify and cost improvements to services that would address community disadvantage, to provide an informed input into the 2013/14 budget setting process.

2.3.2 The Scrutiny Review Outline is attached as **Appendix A**.

### 2.1 Background

2.1.1 On 15 February 2011, Full Council took the decision to reduce Warwickshire County Council's passenger transport revenue support budget from £2.9 million to £1.6 million, a reduction of £1.3 million or 45%. The original proposal was to remove £1.65 million however £350,000 was subsequently put back into the budget so that several routes, including all Sunday bus services, could be retained. This decision included a blanket removal of all financial support for evening bus services.

2.1.2 Following the budget being agreed, the withdrawal of funding was effective from 1 April 2011. This meant that service revisions had to be implemented rapidly, with reductions being phased in between 31 May and 5 September 2011.

2.1.3 The revenue support budget is used to provide financial subsidy for services which operators do not consider to be commercially viable but are considered as being socially necessary.

2.1.4 Following the announcement of the bus service reductions in 2011, WCC received many letters, emails, and petitions stating their opposition to the proposals. Officers were contacted by every Warwickshire MP and almost all County Councillors; over 100 Parish and Town Councils have contacted officers by telephone, e-mail and letter; and thousands of telephone calls, emails and letters have been received from members of the public.

2.1.5 Since the reductions, Officers have undertaken a process of continual iteration to improve the situation for affected individuals and communities, to the extent that their

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current budget allows. The County Council has also worked very closely with bus operators throughout the process and in some cases operators have continued to run reduced services on a commercial basis.

### 3.0 History of the Review

3.0.1 During the review the Task and Finish Group focussed on the following two areas, in order to identify solutions that addressed members' concerns.

#### 3.1 Community Impacts and Actions Taken

3.1.1 The community impact of bus service reductions was considered at a meeting of the Communities Overview and Scrutiny Committee held on 12 April 2012. At the meeting, a number of local members and members of the public wrote in or spoke to the Committee about concerns regarding services in their communities. Following the meeting, Officers were able to address the majority of concerns, excluding any issues related to the removal of evening services.

3.1.2 The Task and Finish Group requested an update to the comparison between bus services prior to April 2011 and the current network. The most recent version of this document is attached as **Appendix B**.

3.1.3 Despite significant budget reductions, every community in Warwickshire is still serviced with public transport in some form during the day. However, services reductions have meant a lack of choice of both services and amenities. Day time work routes have been retained but shopping routes to multiple towns have been cut down to one major area per community.

3.1.4 The removal of the subsidy for evening services was highlighted by both Councillors and Officers as a major issue. The removal of the evening bus subsidy has created an inequality of transport provision across the County, with rural areas being particularly affected. Many of the people affected by bus service cuts in rural areas work in the night time economy, such as shift workers, bar staff, and hospital staff.

3.1.5 A limited number of key routes, which were operating on a commercial basis on Mondays to Saturday evening prior to the decision to remove the evening bus subsidy, continue to be provided. These are listed in the table below:

12	Travel W Midlands	Leamington – Kenilworth – University – Coventry
16	Travel W Midlands	Coventry – Keresley
20	Travel W Midlands	Coventry – Bedworth
U1	Stagecoach	Sydenham – Leamington – University
48	Stagecoach	Coventry – Bedworth – Nuneaton
55-57	Stagecoach	Coventry – Bedworth – Nuneaton
90	Travel W Midlands	Coleshill – Water Orton – Birmingham

3.1.6 In response to contract terminations, Stagecoach took the decision to register replacement services on a commercial basis, on Friday and Saturday nights only. This decision was based on the fact that 80% of weekly passenger journeys are made on Friday and Saturday evenings. These routes were initially operated on a six month trial basis, but all continue to be operated.

The routes continuing to operate on Friday and Saturday evenings are:

G1	Stagecoach	Warwick – Leamington – Whitnash – Kineton
4	Stagecoach	Admirals Estate – Rugby – Brownsover

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18A	Stagecoach	Stratford – Wellesbourne – Warwick – Leamington
64	Stagecoach	Leamington – Southam – Rugby
67A	Stagecoach	Leamington – Lillington – Cubbington

3.1.7 The following evening services were completely withdrawn:

1	Stagecoach	Rugby – Southfields
3	Stagecoach	Rugby – Hillmorton
5B	Stagecoach	Nuneaton – Camp Hill
17A	Stagecoach	Nuneaton – Grove Farm – Arleys
X20	Johnsons	Stratford – Henley – Shirley - Birmingham
23	Johnsons	Stratford – Lower Quinton - Shipston
29	Johnsons	Stratford – Alcester – Bidford - Evesham
86	Stagecoach	Rugby – Long Lawford – Wolston - Coventry
118/9	Arriva	Tamworth – Kingsbury – Wood End – Hurley
765	Arriva	Nuneaton – Atherstone – Polesworth - Tamworth

3.1.8 Based on surveys of evening journeys, around 40,000 passenger journeys per year were made on Fridays and Saturday evenings on the services which were withdrawn.

3.1.9 The decision to remove all evening bus subsidy has prevented WCC from being able to provide the level of service mandated by its own service level criteria and take action to reduce transport inequality. Members recognised that reinstating the subsidy for evening bus services to 2010/11 budget levels<sup>2</sup> would be unrealistic, but removing the entire subsidy has damaged the ability of the Council to provide subsidised transport where it is most needed.

## 3.2 Proposal for New Evening Services

3.2.1 Given the information provided to members, it was clear that the area where the Task and Finish Group could have the most impact was the reintroduction of evening services. Evening services would help to support the night-time economy and local business, give residents access to a greater choice of amenities, and reduce transport inequality across Warwickshire.

3.2.2 Investment in public transport would support Warwickshire County Council's ambition to improve accessibility and transport options within the County. Effective public transport is also a key economic driver and would support the Council's Going for Growth agenda.

3.2.3 The Task and Finish Group asked Officers to present proposals for a new set of evening bus services on Friday and Saturday evenings. The proposal detailed in **Appendix C** is for an innovative new set of evening services that would greatly enhance the existing network. The routes are focussed on rural and interurban services and incorporate both the communities that showed the greatest footfall from the previous evening network and new settlements.

3.3.4 The new subsidy would provide four additional vehicles on Friday and Saturday nights that would directly serve 19 communities. A draft timetable of the new routes

<sup>2</sup> The cost of reinstating pre-April 2011 evening services Monday to Saturday would be £245,000 per year.



and a map with the existing commercial services highlighted in blue and the new routes highlighted in red, is attached at **Appendix C**.

- 3.3.5 If the new routes were successful then there is potential for them to be handed over to the operator to run on a commercial basis.
- 3.3.6 The Task and Finish Group recommend that officers review the new network twelve months after it is implemented and update the Communities Overview and Scrutiny Committee on its performance and effectiveness.

## 4.0 Recommendations

### R1. No Further Reductions to the Passenger Transport Support Budget

Warwickshire already has one of the lowest levels of passenger transport subsidy in the Region<sup>3</sup> and members believe that if it was to be reduced further there would be damaging impacts on both communities and the local economy.

#### Recommendation 1

**The Task and Finish Group recommend that no further reductions are made to the passenger transport support budget.**

### R2. New Friday and Saturday Evening Services

The decision to remove all evening bus subsidies has created an inequality in evening bus service provision across the County. The proposals detailed in **Appendix C** would mitigate this and provide people with greater access to services and amenities.

#### Recommendation 2

**The Task and Finish Group recommend that the proposal detailed in Appendix C for funding for a new set of Friday and Saturday evening bus services is adopted as part of Warwickshire County Council's 2013/14 budget.**

### R3. Reviewing the Network

To ensure the network is achieving its aims and providing best value for money there should be a review twelve months after implementation.

#### Recommendation 3

**The Task and Finish group recommend that officers review the new network twelve months after it is implemented and update Communities Overview and Scrutiny Committee on how the service is performing.**

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<sup>3</sup> Based on a comparison of bus subsidy spend per capita Warwickshire ranks joint bottom with Northamptonshire. Worcestershire, ranked top in the Region, spends over three times the amount that Warwickshire does on subsidised bus services. Information based on the population estimates at 2011 and 2011/12 Local Authority budget figures.

## 5.0 Financial and Legal Implications

The implications of the recommendations:

### Finance

Finance officers approved the figures provided in Appendix C on 29/10/2012.

### Risk

There is a risk that if evening bus subsidy was reintroduced, even in a limited capacity, operators currently running evening services on a commercial basis would withdraw those services and try to apply for funding from WCC.

### Legal Comments

1. The report does seem at points to treat absence of provision as proof of need and also to assess need as if the population were homogenous. What specific evidence is there to indicate that evening services in the areas proposed will have maximum beneficial impact for the money?

*Task and Finish Group comment: The report shows that before the cut to evening services around 40,000 Friday/Saturday passenger journeys were made per year. The routes chosen for the proposal incorporate the communities that showed the greatest footfall from the previous evening network as well as new settlements.*

2. Has there been any analysis of whether targeting new subsidies on evening services will have differential impacts on, for example, the young and the elderly, the employed and the unemployed, the disabled and the able-bodied, the religious and non-believers, etc.

*Task and Finish Group comment: Transport operations officers have advised that this proposal would help to reduce transport inequality in Warwickshire. The decision to remove all evening bus subsidy prevented WCC from being able to provide the level of service mandated by its own service level criteria so this proposal would be a clear improvement over the current situation.*

## Scrutiny Review Outline

<b>Review Topic</b> (Name of review)	<b>Bus Services Task and Finish Group</b>
<b>Task and Finish Group Members</b>	Councillors Martyn Ashford (Chair), Penny Bould, Richard Chattaway, David Johnston, Kate Rolfe, Chris Saint, and Ray Sweet
<b>Key Officers / Departments</b>	Kevin McGovern and Andy Stokes, Transport Operations Team
<b>Lead Scrutiny Officer</b>	Dave Abbott ( <a href="mailto:daveabbott@warwickshire.gov.uk">daveabbott@warwickshire.gov.uk</a> )
<b>Relevant Portfolio Holder(s)</b>	Peter Butlin, Portfolio Holder for Transport and Highways
<b>Relevant Corporate Ambitions</b>	<b>Ambition 4</b> – Improve accessibility and transport options within Warwickshire
<b>Type of Review</b>	In depth review following debate at Communities OSC on 12 April 2012
<b>Timescales</b>	Reporting to Communities OSC on 14 November 2012.
<b>Rationale</b> (Key issues and/or reason for doing the review)	The purpose of the Task and Finish Group was to give Councillors the opportunity to scrutinise the impact of the service changes on users and propose solutions that could be considered as part of the budget setting for 2013/14.
<b>Objectives of Review</b> (Specify exactly what the review should achieve)	<ul style="list-style-type: none"> <li>To gain an understanding of community impacts arising from the service reductions made, and the steps already taken by officers to ameliorate these.</li> <li>To identify and cost improvements to services that would address community disadvantage, to provide an informed input into the 2013/14 budget setting process.</li> </ul>
<b>Scope of the Topic</b> (What is specifically to be included/excluded)	<p><u>Include</u> The following is included in the scope of the review:</p> <ul style="list-style-type: none"> <li>All public bus services operating in Warwickshire in receipt of WCC subsidy.</li> </ul> <p><u>Excluded</u> The following falls outside the scope of the review:</p> <ul style="list-style-type: none"> <li>Home-to-school transport services operated on behalf of WCC.</li> </ul>
<b>How will the public be involved?</b> (Community Forums, consultation, community groups / clubs, etc)	Community Forums District, Borough, Town, and Parish Councillors – case work Community Groups (Advocacy groups for young people, older people etc.) Communications / press
<b>How will our partners be involved?</b> (Relevant stakeholders, District / Borough reps)	Consultation / information gathering sessions

<p><b>How will the scrutiny achieve value for money for the Council / Council Taxpayers?</b></p>	<p>Where investment is needed, the review will try to identify innovative solutions to maximise value for money.</p>
<p><b>What primary / new evidence is needed for the scrutiny?</b> (What information needs to be identified / is not already available?)</p>	<ul style="list-style-type: none"> <li>• Identifying areas of significant transport inequality / lack of access</li> <li>• Information relating to the identification and costing of improvements to services</li> </ul>
<p><b>What secondary / existing information will be needed?</b> (i.e. background information, performance indicators, complaints, existing reports, legislation, central government information and reports)</p>	<ul style="list-style-type: none"> <li>• Transport operations / network operators data</li> <li>• Correspondence with the transport operations team</li> <li>• National and regional research</li> </ul>
<p><b>Indicators of Success –</b> (What factors would tell you what a good review should look like? What are the potential outcomes of the review e.g. service improvements, policy change, etc?)</p>	<ul style="list-style-type: none"> <li>• The review identifies areas of greatest need, where changes to the network or further investment could have the greatest impact.</li> <li>• The review proposes realistic actions to achieve those changes.</li> <li>• The review has a meaningful impact on the budget setting process.</li> </ul>



## Public Transport Revenue Support - Comparison of Bus Services - April 2011 and September 2012

Place Served	Bus Services prior to 1 April 2011	Key Bus Service Changes as at September 2012
<b>Admington</b>	Mon to Sat once a day off peak service to Stratford.	No change.
<b>Admirals Estate</b>	Frequent daily service to Rugby. Evening and Sunday service. Once a week urban Flexibus.	Monday - Thursday evening service withdrawn. Urban Flexibus withdrawn.
<b>Alcester</b>	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.
<b>Alderminster</b>	Mon to Sat hourly service to Stratford and Shipston. Two hourly service to Banbury. Evening and Sunday service.	Evening service withdrawn.
<b>Allen End</b>	Weekly Flexibus service to Tamworth.	No change.
<b>Alvecote</b>	Weekly Flexibus service to Tamworth.	Monday - Friday once a day demand responsive service to Tamworth.
<b>Alveston</b>	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.
<b>Ansley</b>	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
<b>Ansley Common</b>	Mon to Sat hourly service to Nuneaton.	No change.

<b>Ansty</b>	Mon to Sat hourly service to Nuneaton and Coventry, two hourly via Bulkington. Weekly Flexibus to Bedworth.	<b>Reduced to two hourly service to Nuneaton and Coventry. No change to Flexibus.</b>
<b>Ardens Grafton</b>	Twice weekly Flexibus to Stratford.	<b>No change.</b>
<b>Armscote</b>	Mon to Sat two hourly service to Stratford and Shipston. Shipston Link.	<b>Reduced to twice a day service to Stratford and once a day to Shipston. Shipston Link unchanged.</b>
<b>Ash Green</b>	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.	<b>Monday to Friday flexibus to Nuneaton. Service from Bede Village to Nuneaton reduced to every two hours.</b>
<b>Ashlawn Estate</b>	Mon to Sat two buses per hour to Rugby. Hourly service to Northampton and Daventry.	<b>No change</b>
<b>Ashorne</b>	Mon to Sat one peak journey and one shopping journey to Leamington.	<b>No change</b>
<b>Ashow</b>	Weekly Flexibus to Leamington.	<b>No change.</b>
<b>Aspley Heath</b>	Mon to Sat Flexibus service to Redditch. Three days a week Flexibus to Solihull.	<b>No change.</b>
<b>Astley</b>	Weekly flexibus to Bedworth. Twice weekly flexibus to Nuneaton	<b>Flexibus to Bedworth withdrawn</b>
<b>Aston Cantlow</b>	Mon to Sat two hourly service to Stratford and once a week Flexibus to Redditch.	<b>No change</b>
<b>Atherstone</b>	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.	<b>Hourly service to Birmingham International withdrawn. Evening service withdrawn. New Monday - Saturday Atherstone town service introduced.</b>
<b>Attleborough</b>	Mon to Sat frequent service to Nuneaton. Half hourly service to Coventry. Evening and Sunday service.	<b>No Change.</b>

<b>Austrey</b>	Mon to Sat half hourly service to Tamworth. Mon to Fri service to Atherstone. Weekly flexibus to Tamworth. Sunday service.	<b>Monday to Saturday service reduced to hourly. Service to Atherstone reduced to weekly. Flexibus to Tamworth withdrawn.</b>
<b>Avon Dassett</b>	Mon to Sat peak service to Leamington and twice weekly off peak service to Banbury.	<b>Banbury service reduced to once a week.</b>
<b>Baddesley Clinton</b>	Mon to Sat Flexibus service to Leamington and Solihull.	<b>Reduced to twice a week Flexibus to Solihull and twice a week Flexibus to Leamington.</b>
<b>Baddesley Ensor</b>	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.	<b>Monday to Saturday reduced to hourly service to Atherstone. Direct services to Nuneaton, Tamworth, Lichfield and Birmingham International withdrawn. Evening services withdrawn. Flexibus withdrawn.</b>
<b>Baginton</b>	Mon to Sat two hourly service to Coventry and Kenilworth.	<b>No change.</b>
<b>Barford</b>	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening & Sunday service.	<b>Monday - Thursday evening service withdrawn.</b>
<b>Barnacle</b>	Weekly Flexibus to Bedworth.	<b>No change.</b>
<b>Barton on the Heath</b>	Twice weekly service to Banbury and weekly service to Moreton in Marsh.	<b>Reduced to once a week service to Banbury. Weekly service to Moreton in Marsh withdrawn.</b>
<b>Baxterley</b>	Mon to Sat hourly service to Atherstone and Birmingham International. Weekly Flexibus to Hinckley.	<b>Reduced to four return journeys a day to Atherstone. Service to Birmingham International withdrawn. Flexibus withdrawn.</b>
<b>Bearley</b>	Mon to Sat two hourly service to Stratford. Hourly service to Stratford and Birmingham. Evening and Sunday service. Weekly service to Henley.	<b>Henley service withdrawn.</b>
<b>Beausale</b>	Weekly Flexibus to Leamington and twice weekly Flexibus service to Solihull.	<b>Reduced to twice weekly Flexibus to Leamington.</b>
<b>Bedworth</b>	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.	<b>Improved Monday to Friday Flexibus to Nuneaton.</b>



<b>Bentley</b>	Weekly Flexibus to Atherstone.	No change.
<b>Bermuda Park</b>	Mon to Sat hourly service to Nuneaton.	Two Hourly service to Nuneaton
<b>Bermuda Village</b>	Mon to Sat hourly service to Nuneaton.	No change.
<b>Bidford</b>	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.
<b>Bilton</b>	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.
<b>Binley Woods</b>	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.
<b>Binton</b>	Twice weekly Flexibus to Stratford	No change.
<b>Birchley Heath</b>	Mon to Sat hourly service to Nuneaton. Weekly Flexibus to Bedworth.	New daily service to Atherstone.
<b>Birchmoor</b>	Mon to Sat hourly service to Tamworth. Sunday service.	No change.
<b>Birdingbury</b>	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	No change.
<b>Bishops Itchington</b>	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.
<b>Bishops Tachbrook</b>	Mon to Sat hourly service to Leamington, Coventry and Stratford. Evening service.	Monday to Thursday evening service withdrawn. New Sunday service.

<b>Bodymoor Heath</b>	Weekly Flexibus to Tamworth.	No change.
<b>Bourton on Dunsmore</b>	Mon to Sat two hourly service to Rugby and Coventry.	No change.
<b>Brailes</b>	Mon to Sat two hourly service to Banbury, Shipston and Stratford. Shipston link to Shipston and Banbury.	No change.
<b>Bramcote Camp</b>	Mon to Sat two hourly service to Nuneaton and Coventry. Weekly Flexibus to Rugby	No change.
<b>Brandon</b>	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	Evening service withdrawn. Flexibuses withdrawn. All
<b>Bretford</b>	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby and Coventry supermarkets.	Evening service withdrawn to Coventry supermarkets withdrawn. Flexibus
<b>Bridgetown</b>	Mon to Sat half hourly service to Stratford.	No change.
<b>Brinklow</b>	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.
<b>Broadwell</b>	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.
<b>Broom</b>	Twice weekly Flexibus to Stratford. Saturday service to Worcester.	No change.
<b>Brownsover</b>	Mon to Sat frequent service to Rugby. Evening and Sunday service. Weekly urban Flexibus.	Monday to Thursday evening service withdrawn. Flexibus withdrawn.
<b>Bubbenhall</b>	Mon to Sat two hourly service to Coventry and Kenilworth. Mon to Sat Flexibus to Leamington.	Flexibus reduced to once a week.

<b>Bulkington</b>	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.	<b>No change in service levels.</b>
<b>Bull Ring</b>	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Mon to Sat urban Flexibus.	<b>Evening service withdrawn.</b>
<b>Burmington</b>	Mon to Sat two hourly service to Stratford. Sunday service. Shipston Link.	<b>New Shipston link service to Chipping Norton.</b>
<b>Burton Green</b>	Mon to Sat hourly service to Coventry. Two hourly service to Kenilworth and Cannon Park.	<b>Service to Cannon Park upgraded to hourly. Service to Kenilworth reduced to twice a week.</b>
<b>Burton Hastings</b>	Mon to Sat once a day service to Nuneaton.	<b>Reduced to once a week flexibus.</b>
<b>Bury Road</b>	Mon to Sat urban Flexibus.	<b>Service frequency reduced.</b>
<b>Butlers Marston</b>	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	<b>Weekly service to Moreton in Marsh withdrawn.</b>
<b>Camp Hill</b>	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Mon to Sat urban Flexibus.	<b>Evening service withdrawn. Urban flexibus withdrawn.</b>
<b>Chapel End</b>	Mon to Sat frequent service to Nuneaton, Atherstone and Coventry. Hourly service to Birmingham International. Evening and Sunday service. Mon to Sat urban Flexibus.	<b>Service to Birmingham International withdrawn. Late evening service withdrawn. Urban flexibus withdrawn.</b>
<b>Chapel Green</b>	Twice weekly Flexibus to Nuneaton.	<b>No change</b>
<b>Charlecote</b>	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening and Sunday service.	<b>Monday to Thursday evening service withdrawn.</b>
<b>Chase Meadow</b>	Mon to Sat frequent service to Warwick, Leamington, Kenilworth and Coventry.	<b>No change.</b>
<b>Cherington</b>	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	<b>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</b>

<b>Church Lawford</b>	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly Flexibus to Rugby.	<b>Evening service withdrawn.</b> <b>change.</b>	<b>No</b>
<b>Churchover</b>	Flexibus to Rugby three days a week.	<b>Reduced to Flexibus to Rugby twice a week.</b>	
<b>Claverdon</b>	Mon to Sat once a day service to Stratford. Weekly Flexibus to Leamington, Twice weekly Flexibus to Solihull.	<b>Monday to Saturday flexibus, giving two days to Stratford, two days to Leamington and two days to Solihull.</b>	
<b>Clifford Chambers</b>	Mon to Sat hourly service to Stratford and Cotswolds.	<b>No change.</b>	
<b>Clifton</b>	Mon to Sat two buses per hour to Rugby. Hourly service to Leicester.	<b>No change.</b>	
<b>Coalpit Fields</b>	Mon to Sat hourly off peak service to Bedworth.	<b>No change.</b>	
<b>Coleshill</b>	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.	<b>Services to Birmingham International reduced to half hourly.</b> <b>Hourly service to Nuneaton and Atherstone withdrawn.</b> <b>Service to Sutton Coldfield reduced to two hourly.</b> <b>Flexibus to Tamworth reduced to once a week.</b>	
<b>Collycroft</b>	Mon to Sat hourly service to Bedworth, Nuneaton and Walsgrave Hospital.	<b>No change.</b>	
<b>Copston Magna</b>	Weekly Flexibus to Rugby.	<b>No change.</b>	
<b>Corley and Corley Moor</b>	Mon to Sat two hourly service to Coventry. Twice weekly Flexibus to Nuneaton.	<b>No change</b>	
<b>Coughton</b>	Mon to Sat hourly services to Stratford, Redditch and Evesham. Sunday service.	<b>No change</b>	
<b>Cubbington</b>	Mon to Sat half hourly service to Leamington. Evening and Sunday service. Mon to Sat Flexibus service to Leamington.	<b>Monday to Thursday evening service withdrawn.</b>	

<b>Curdworth</b>	Mon to Sat hourly services to Birmingham, Tamworth, Sutton Coldfield, Coleshill and Birmingham International. Weekly Flexibus to Tamworth, Solihull and Atherstone.	<b>Services to Sutton Coldfield and Coleshill reduced to two hourly. Direct service to Birmingham International withdrawn. Flexibuses to Tamworth &amp; Atherstone withdrawn.</b>
<b>Dalton Road, Bedworth</b>	Mon to Sat hourly off peak service to Bedworth.	<b>No change.</b>
<b>Dencer Drive</b>	Mon to Sat hourly off peak service to Kenilworth.	<b>Reduced to two hourly service to Kenilworth. New two hourly direct service to Coventry.</b>
<b>Devitts Green</b>	Mon to Sat hourly service to Nuneaton and Birmingham International. Two hourly service to Coventry.	<b>Service to Nuneaton and Birmingham International withdrawn.</b>
<b>Dordon</b>	Mon to Sat hourly service to Nuneaton, Tamworth and Lichfield. Evening and Sunday services. Weekly Flexibus to Atherstone and Tamworth.	<b>Evening services withdrawn. Flexibus to Tamworth withdrawn.</b>
<b>Dunchurch</b>	Mon to Sat hourly services to Leamington, Rugby and Daventry. Two hourly service to Coventry. Twice weekly Flexibus to Rugby. Evening and Sunday service.	<b>Monday to Thursday evening services withdrawn.</b>
<b>Dunnington</b>	Twice weekly Flexibus to Stratford. Saturday service to Worcester.	<b>No change.</b>
<b>Earlswood</b>	Mon to Fri hourly service to Solihull. Mon to Sat Flexibus service to Redditch. Three days a week Flexibus service to Solihull.	<b>Hourly service to Solihull withdrawn.</b>
<b>Easenhall</b>	Mon to Sat two hourly service to Rugby and Coventry.	<b>No change.</b>
<b>Eathorpe</b>	Mon to Sat Flexibus service to Leamington.	<b>Reduced to weekly Flexibus to Leamington.</b>
<b>Edgehill</b>	Mon to Sat once a day service to Banbury and Stratford.	<b>No change.</b>
<b>Ettington</b>	Mon to Sat two hourly service to Banbury and Stratford. Shipston Link. Weekly service to Moreton in Marsh	<b>Service to Moreton in Marsh withdrawn.</b>
<b>Exhall</b>	Twice weekly Flexibus to Stratford.	<b>No change.</b>

<b>Farnborough</b>	Mon to Sat once a day services to Banbury and peak service to Leamington.	<b>No change</b>
<b>Fenny Compton</b>	Mon to Sat once a day service to Banbury with additional journeys Thur and Sat. Peak service to Leamington. Mon - Fri Dial a Ride service to Southam.	<b>Additional journey to Banbury withdrawn on Saturdays.</b>
<b>Fillongley</b>	Mon to Sat two hourly service to Coventry. Twice weekly Flexibus to Nuneaton.	<b>No change</b>
<b>Five Ways</b>	Weekly Flexibus to Leamington. Twice weekly Flexibus to Solihull.	<b>Reduced to twice weekly Flexibus to Leamington.</b>
<b>Flecknoe</b>	Weekly Flexibus to Rugby.	<b>New Monday to Saturday dial a ride to Daventry</b>
<b>Forbes Estate</b>	Mon to Sat frequent service to Warwick, Leamington, Kenilworth and Coventry. Hourly service to Stratford. Evening and Sunday service. Weekly urban Flexibus.	<b>Monday to Thursday evening service withdrawn. Urban Flexibus withdrawn.</b>
<b>Forshaw Heath</b>	Mon to Sat Flexibus to Redditch.	<b>No change.</b>
<b>Frankton</b>	Mon to Sat two hourly service to Rugby and Coventry.	<b>No change.</b>
<b>Furnace End</b>	Mon to Sat hourly service to Nuneaton, Coleshill and Birmingham International. Weekly Flexibus to Atherstone	<b>Service to Nuneaton and Birmingham International withdrawn. New two hourly service to Coleshill and Sutton Coldfield.</b>
<b>Galley Common</b>	Mon to Sat hourly service to Nuneaton and Birmingham International. Evening service. Mon to Sat urban Flexibus.	<b>Hourly service to Birmingham International withdrawn. Evening service withdrawn. Flexibus withdrawn.</b>
<b>Gaydon</b>	Mon to Sat two hourly service to Leamington. Once a day service to Banbury. Evening service. Weekly flexibus to Leamington and Banbury.	<b>Monday to Thursday evening service withdrawn. Flexibus to Leamington withdrawn.</b>
<b>Gilson</b>	Once a week Flexibus to Solihull.	<b>No change.</b>

<b>Grandborough</b>	Mon to Fri once a day service to Rugby. Weekly Flexibus to Rugby.	Three times a week to Rugby. Mon - Sat dial a ride service to Daventry.	<b>New</b>
<b>Great Alne</b>	Mon to Sat hourly services to Stratford, Redditch and Alcester. Evening service. Weekly Flexibus to Redditch.	Evening service withdrawn.	
<b>Great Wolford</b>	Weekly service to Moreton in Marsh, twice weekly service to Banbury and Shipston Link.	Services to Moreton in Marsh and Banbury withdrawn.	
<b>Grendon</b>	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.	
<b>Grove End</b>	Once a week Flexibus.	No change.	
<b>Grove Farm</b>	Mon to Sat frequent service. Evening and Sunday service. Weekly urban Flexibus.	Evening service withdrawn.	
<b>Gun Hill</b>	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.	
<b>Halford</b>	Mon to Sat two hourly service to Stratford and Shipston. Once a week service to Moreton in Marsh. Link.	Once a Shipston Reduced level of service to Shipston and Stratford. Service to Moreton in Marsh withdrawn.	
<b>Hampton Lucy</b>	Mon to Sat once a day journey to Stratford	Mon - Fri flexibus to Stratford.	
<b>Hampton Magna</b>	Mon to Sat daytime half hourly service to Warwick, Leamington, Kenilworth and Coventry. Evening service.	Monday to Thursday evening service withdrawn.	
<b>Hampton on the Hill</b>	Mon to Sat daytime half hourly service to Warwick, Leamington, Kenilworth and Coventry. Evening service.	Monday to Thursday evening service withdrawn.	
<b>Harborough Magna</b>	Mon to Sat half hourly service to Coventry and Rugby. Sunday service. Weekly Flexibus to Leicester and Nuneaton.	Flexibus to Leicester withdrawn.	

<b>Harbury</b>	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.	<b>Monday to Thursday evening service withdrawn. Service to Coventry withdrawn. Flexibuses withdrawn.</b>
<b>Hartshill</b>	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth and Lichfield. Evening and Sunday service. Weekly urban Flexibus.	<b>Late evening service withdrawn. Urban flexibus withdrawn.</b>
<b>Haseley Knob</b>	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	<b>Twice weekly Flexibus to Solihull withdrawn. Flexibus to Leamington increased to twice weekly.</b>
<b>Haselor</b>	Twice weekly Flexibus to Stratford.	<b>No change.</b>
<b>Hatton</b>	Mon to Sat Flexibus services to Leamington and Solihull.	<b>Monday to Saturday flexibus, giving two days to Stratford, two days to Leamington and two days to Solihull.</b>
<b>Hatton Park</b>	Mon to Sat hourly service to Warwick and Leamington. Evening service.	<b>Monday to Thursday evening service withdrawn.</b>
<b>Henley in Arden</b>	Mon to Sat hourly service to Stratford and Birmingham. Evening and Sunday service. Daily Flexibus to Redditch.	<b>No change</b>
<b>Hill</b>	Weekly Flexibus to Rugby. Monday to Friday dial a ride to Southam.	<b>Rugby service improved to twice weekly.</b>
<b>Hill Wootton</b>	Weekly Flexibus to Leamington	<b>No change.</b>
<b>Hillmorton</b>	Mon to Sat frequent service to Rugby. Hourly service to Northampton and Daventry. Evening and Sunday service. Mon to Sat Urban Flexibus.	<b>Evening service withdrawn.</b>
<b>Hillside Estate</b>	Mon to Sat hourly service to Rugby	<b>New hourly service to Daventry.</b>
<b>Honiley</b>	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	<b>Flexibus to Solihull withdrawn. Twice weekly flexibus to Leamington.</b>
<b>Honington</b>	Weekly service to Shipston. Shipston Link.	<b>Reduced to Shipston Link only.</b>



<b>Horeston Grange</b>	Mon to Sat hourly off peak service to Nuneaton.	No change
<b>Hunningham</b>	Mon to Sat Flexibus service to Leamington	Reduced to weekly Flexibus to Leamington.
<b>Hurley</b>	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 level to Atherstone reduced. Hourly service to Coleshill and Tamworth. Hinckley Flexibus withdrawn. New weekly flexibus to Atherstone.
<b>Idlicote</b>	Weekly service to Shipston. Shipston Link.	Reduced to Shipston Link only.
<b>Ilmington</b>	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.
<b>Iron Cross</b>	Mon to Sat half hourly service to Evesham and Stratford. Evening and Sunday service.	Evening service withdrawn.
<b>Justins Avenue</b>	Mon to Sat half hourly service to Stratford.	New evening service.
<b>Kenilworth</b>	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.
<b>Keresley</b>	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.
<b>Kineton</b>	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.
<b>Kings Coughton</b>	Mon to Sat hourly service to Redditch, Evesham and Stratford. Sunday service. Weekly Flexibus to Redditch.	No change.
<b>Kings Newnham</b>	Weekly Flexibus to Rugby.	No change.

<b>Kingsbury</b>	Mon to Sat half hourly service to Tamworth. Hourly service to Birmingham, Birmingham International and Atherstone. Evening and Sunday service. Weekly Flexibus to Solihull.	<b>Direct service to Birmingham International withdrawn. Replaced by service to Coleshill only. Service level to Atherstone reduced. New weekly flexibus to Atherstone. Evening service withdrawn.</b>
<b>Kites Hardwick</b>	Mon to Sat hourly service to Rugby and Leamington. Evening and Sunday service. Once a week Flexibus to Rugby.	<b>Monday to Thursday evening service withdrawn.</b>
<b>Knightcote</b>	Twice weekly service to Banbury.	<b>Reduced to weekly service to Banbury.</b>
<b>Ladbroke</b>	Mon to Sat two hourly service to Banbury, Southam and Leamington. Mon to Fri Dial a Ride service to Southam.	<b>No change.</b>
<b>Langley</b>	Twice weekly Flexibus to Solihull	<b>Improved to twice a week Flexibus to Stratford and twice a week flexibus to Solihull.</b>
<b>Lapworth</b>	Mon to Sat Flexibuses to Leamington and Solihull	<b>Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.</b>
<b>Lawford Heath</b>	Mon to Sat daily service to Rugby.	<b>No change.</b>
<b>Lea Marston</b>	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Weekly Flexibus to Solihull and Tamworth.	<b>Reduced to weekly Flexibuses to Solihull and Tamworth.</b>
<b>Leamington</b>	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	<b>Limited Monday to Thursday evening services.</b>
<b>Leamington Hastings</b>	Weekly Flexibus to Rugby. Mon to Fri Dial a Ride to Southam.	<b>Improved to twice weekly flexibus to Rugby.</b>
<b>Leek Wootton</b>	Mon to Sat hourly service to Stratford, Warwick and Coventry. Weekly Flexibus to Leamington.	<b>Flexibus withdrawn.</b>
<b>Lighthorne</b>	Mon to Sat one peak journey and one shopping journey to Leamington. Weekly Flexibus to Banbury.	<b>No change.</b>

<b>Lighthorne Heath</b>	Mon to Sat two hourly service to Leamington. Mon to Fri service to Banbury. Evening service. Weekly Flexibus to Leamington and Banbury.	<b>Monday to Thursday evening service withdrawn. Flexibus to Leamington withdrawn.</b>
<b>Lillington</b>	Mon to Sat frequent service to Leamington. Evening and Sunday service. Mon to Sat urban Flexibus	<b>Monday to Thursday evening service withdrawn.</b>
<b>Little Alne</b>	Weekly Flexibus to Redditch	<b>No change.</b>
<b>Little Compton</b>	Twice a week service to Banbury, once a week to Moreton in Marsh and Chipping Norton.	<b>Service to Banbury reduced to once a week.</b>
<b>Little Lawford</b>	Once a week Flexibus to Rugby.	<b>No change.</b>
<b>Little Packington</b>	Once a week Flexibus to Solihull.	<b>No change.</b>
<b>Little Wolford</b>	Weekly service to Banbury and Moreton in Marsh. Shipston Link.	<b>Shipston Link only.</b>
<b>Long Compton</b>	Mon to Sat two hourly service to Stratford. Sunday service. Shipston Link services to Shipston and Banbury.	<b>Additional Shipston Link service to Chipping Norton.</b>
<b>Long Itchington</b>	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.	<b>Monday to Thursday evening service withdrawn. Banbury service reduced to weekly. Service to Coventry withdrawn. Flexibus withdrawn.</b>
<b>Long Lawford</b>	Mon to Sat frequent service to Rugby. Half hourly service to Coventry. Evening and Sunday service. Once a week urban Flexibus.	<b>Evening service withdrawn. Flexibus withdrawn.</b>
<b>Long Marston</b>	Mon to Sat two hourly service to Stratford.	<b>No change.</b>
<b>Lower Quinton</b>	Mon to Sat hourly service to Stratford and Cotswolds. Evening service.	<b>Evening service withdrawn.</b>
<b>Lower Shuckburgh</b>	Mon to Sat two hourly service to Leamington, Southam and Daventry. Weekly Flexibus to Rugby.	<b>No change.</b>

<b>Lowsonford</b>	Twice weekly Flexibus to Solihull. Flexibus to Leamington.	Weekly	<b>Flexibus to Leamington withdrawn.</b>
<b>Loxley</b>	Mon to Sat one peak journey and one journey to Stratford.	shopping	<b>No change.</b>
<b>Luddington</b>	Mon to Sat two hourly service to Stratford.		<b>No change.</b>
<b>Mancetter</b>	Mon to Sat frequent service to Nuneaton and Coventry. Hourly service to Tamworth and Lichfield. Evening and Sunday service.		<b>Late evening service withdrawn.</b>
<b>Mappleborough Green</b>	Weekly Flexibus to Redditch		<b>No change.</b>
<b>Marton</b>	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibus to Rugby. Mon to Fri dial a ride service to Southam.		<b>Flexibus upgraded to twice weekly.</b>
<b>Maxstoke</b>	Twice weekly Flexibus to Nuneaton. Flexibus to Atherstone.	Weekly	<b>No change.</b>
<b>Middleton</b>	Twice weekly Flexibus to Tamworth.		<b>Reduced to weekly Flexibus to Tamworth.</b>
<b>Monks Kirby</b>	Mon to Sat two hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.		<b>Flexibuses to Rugby and Leicester withdrawn.</b>
<b>Moreton Morrell</b>	Mon to Sat one peak journey and one shopping journey to Leamington. Mon to Fri Flexibus to Stratford. Once a week Flexibus to Banbury.		<b>Flexibus to Stratford withdrawn.</b>
<b>Napton on the Hill</b>	Mon to Sat two hourly service to Leamington, Southam and Daventry. Twice weekly service to Banbury. Weekly Flexibus to Rugby.		<b>Service to Banbury reduced to weekly.</b>
<b>Nether Whitacre</b>	Weekly Flexibus service to Solihull and Atherstone.		<b>Additional Two hourly service to Coleshill and Sutton Coldfield.</b>

<b>Newbold on Avon</b>	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.	<b>Flexibuses to Leicester and Rugby withdrawn. New weekly flexibus to Hinckley.</b>
<b>Newbold on Stour</b>	Mon to Sat hourly service to Stratford and Shipston. Two hourly service to Banbury. Evening and Sunday service.	<b>Evening service withdrawn.</b>
<b>Newbold Pacey</b>	Mon to Sat hourly service to Leamington, Coventry and Stratford.	<b>No change.</b>
<b>Newton Regis</b>	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.	<b>Service to Tamworth reduced to hourly. Atherstone service withdrawn.</b>
<b>No Mans Heath</b>	Mon to Fri twice daily service to Atherstone. Weekly Flexibus to Tamworth.	<b>Service to Atherstone withdrawn.</b>
<b>Northend</b>	Mon to Sat once a day service to Banbury with additional journeys on Thurs and Sat. Peak service to Leamington.	<b>Additional Saturday journey to Banbury withdrawn.</b>
<b>Norton Lindsey</b>	Mon to Sat two return journeys to Stratford. Twice weekly Flexibus to Solihull.	<b>Reduced to twice weekly Flexibus to Stratford and twice weekly to Solihull.</b>
<b>Nuneaton</b>	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	<b>Severely reduced evening services.</b>
<b>Offchurch</b>	Weekly Flexibus to Banbury	<b>New weekly Flexibus to Leamington</b>
<b>Old Arley</b>	Mon to Sat half hourly service to Nuneaton. Hourly service to Birmingham International. Evening service. Two hourly service to Coventry.	<b>Service to Birmingham International withdrawn. Evening service withdrawn.</b>
<b>Old Milverton</b>	Weekly Flexibus to Leamington.	<b>No change.</b>
<b>Oxhill</b>	Mon to Sat two hourly service to Banbury and Stratford. Saturday service to Shipston. Shipston Link.	<b>Saturday service to Shipston withdrawn.</b>
<b>Packington</b>	Twice weekly Flexibus to Nuneaton.	<b>No change.</b>

<b>Pailton</b>	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	<b>Flexibuses to Rugby and Leicester withdrawn.</b>
<b>Piccadilly</b>	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.	<b>Evening service withdrawn. Direct service to Birmingham International withdrawn. Replaced by hourly service to Coleshill and Tamworth. Reduced service to Atherstone New weekly Flexibus to Atherstone. Flexibus to Hinckley withdrawn.</b>
<b>Pillerton Hersey</b>	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	<b>Weekly service to Moreton in Marsh withdrawn.</b>
<b>Pillerton Priors</b>	Mon to Sat two hourly service to Banbury and Stratford. Weekly service to Moreton in Marsh.	<b>Weekly service to Moreton in Marsh withdrawn.</b>
<b>Pinley Green</b>	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington. Weekly service to Stratford.	<b>Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.</b>
<b>Polesworth</b>	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.	<b>Evening service withdrawn. Flexibuses withdrawn.</b>
<b>Preston on Stour</b>	Mon to Sat once a day service to Stratford.	<b>No change.</b>
<b>Princethorpe</b>	Mon to Sat two hourly service to Rugby and Coventry. Mon to Sat once a day service to Leamington. Weekly Flexibus to Rugby.	<b>Flexibus to Leamington reduced to weekly. Flexibus to Rugby upgraded to twice weekly.</b>
<b>Priors Hardwick</b>	Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	<b>No change. New Mon - Sat dial a ride to Daventry</b>
<b>Priors Marston</b>	Weekly Flexibus to Rugby. Mon - Fri Dial a Ride service to Southam.	<b>No change. New Mon - Sat dial a ride to Daventry</b>
<b>Radford Semele</b>	Mon to Sat half hourly service to Southam and Leamington. Hourly service to Rugby. Evening and Sunday service. Weekly Flexibus to Leamington and Banbury.	<b>Monday to Thursday evening service withdrawn.</b>

<b>Radway</b>	Mon to Sat once a day service to Banbury and Stratford.		No change.
<b>Ratley</b>	Mon to Sat once a day service to Banbury and Stratford.		No change.
<b>Reading Court</b>	Mon to Fri urban Flexibus service.		No change.
<b>Ridge Lane</b>	Mon to Sat hourly service to Nuneaton. Flexibus to Atherstone.	Weekly	Flexibus withdrawn. Daily service to Atherstone
<b>Rokeby Estate</b>	Mon to Sat hourly service to Rugby.		New hourly service to Daventry.
<b>Rowington</b>	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.
<b>Rugby</b>	Mon to Sat network of inter-urban and town services. and Sunday services. Urban Flexibuses.	Evening	Severely reduced evening services.
<b>Ryton on Dunsmore</b>	Mon to Sat two hourly service to Coventry and Rugby. a day service to Leamington.	Once	Leamington service reduced to once a week.
<b>Saffron Meadow</b>	Mon to Fri urban Flexibus.		No change
<b>Salford Priors</b>	Mon to Sat half hourly service to Evesham and Stratford. Evening and Sunday service.		Evening service withdrawn.
<b>Sambourne</b>	Weekly service to Redditch.		No change.
<b>Sawbridge</b>	Weekly Flexibus to Rugby.		New Mon - Sat dial a ride to Daventry
<b>Seckington</b>	Mon to Fri twice daily service to Atherstone. Flexibus to Tamworth.	Weekly	Service to Atherstone withdrawn.
<b>Shawbury</b>	Twice weekly Flexibus to Nuneaton. to Atherstone.	Weekly Flexibus	No change.

<b>Sherbourne</b>	Mon to Sat hourly service to Stratford, Warwick, Leamington and Coventry. Evening and Sunday service.	<b>Monday to Thursday evening service withdrawn.</b>
<b>Shilton</b>	Mon to Sat hourly service to Nuneaton and Coventry. Weekly Flexibus to Bedworth.	<b>Reduced to two hourly service to Nuneaton and Coventry.</b>
<b>Shipston</b>	Mon to Sat hourly service to Stratford. Two hourly service to Banbury. Twice weekly service to Moreton in Marsh. Evening and Sunday services. Shipston Link.	<b>Evening services withdrawn.</b> <b>daily service to Moreton in Marsh.</b> <span style="float: right;"><b>New</b></span>
<b>Shotteswell</b>	Twice weekly service to Banbury.	<b>Reduced to weekly Flexibus to Banbury.</b>
<b>Shrewley Common</b>	Mon to Sat daily Flexibus service to Leamington and Solihull. Weekly service to Stratford.	<b>Replaced by Monday to Saturday flexibus giving two days to Leamington, two days to Stratford and two days to Solihull.</b>
<b>Shustoke</b>	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Twice weekly Flexibus to Nuneaton. Weekly Flexibus to Atherstone.	<b>Service to Birmingham International withdrawn. Replaced by two hourly service to Coleshill and Sutton Coldfield.</b>
<b>Shuttington</b>	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.	<b>Tamworth service reduced to hourly. Flexibus withdrawn.</b> <b>Atherstone service withdrawn.</b>
<b>Snitterfield</b>	Mon to Sat two hourly service to Stratford. Twice weekly Flexibus to Solihull.	<b>No change to frequency but longer journey times to Stratford.</b>
<b>South Farm</b>	Mon to Sat frequent service to Leamington. Evening and Sunday service.	<b>Monday to Thursday evening service reduced.</b>
<b>Southam</b>	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.	<b>Additional Saturday journey to Banbury withdrawn.</b> <b>Service to Coventry withdrawn.</b> <b>Monday to Thursday evening service withdrawn.</b> <b>Flexibus withdrawn.</b>
<b>Stockingford</b>	Mon to Sat frequent service to Nuneaton. Evening and Sunday service. Urban Flexibus.	<b>Evening service withdrawn. Urban flexibus reduced to weekly.</b>



<b>Stockton</b>	Mon to Sat hourly service to Rugby and Leamington. Evening and Sunday service. Twice weekly service to Banbury.	<b>Monday to Thursday evening service withdrawn. Service to Banbury reduced to weekly.</b>
<b>Stoneleigh</b>	Mon to Sat two hourly service to Kenilworth and Coventry.	<b>Slight reduction in frequency. New weekly flexibus to Leamington.</b>
<b>Stourton</b>	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	<b>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</b>
<b>Stratford</b>	Mon to Sat network of inter-urban and town services. Evening and Sunday services. Urban Flexibuses.	<b>All Monday to Thursday evening services withdrawn, some evening services totally withdrawn.</b>
<b>Street Ashton Crossroads</b>	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	<b>Flexibus to Leicester withdrawn.</b>
<b>Stretton on Dunsmore</b>	Mon to Sat two hourly service to Coventry and Rugby. Once a day service to Leamington.	<b>Leamington service reduced to weekly.</b>
<b>Stretton on Fosse</b>	Twice a week service to Banbury and Moreton in Marsh. Shipston Link.	<b>New daily service to Moreton In Marsh.</b>
<b>Stretton under Fosse</b>	Mon to Sat hourly service to Rugby and Coventry. Weekly Flexibuses to Rugby, Leicester and Nuneaton.	<b>Flexibuses to Leicester and Nuneaton withdrawn.</b>
<b>Stud Farm</b>	Mon to Sat frequent service to Leamington. Evening and Sunday service. Mon to Sat urban Flexibus.	<b>Monday to Thursday evening service withdrawn.</b>
<b>Studley</b>	Mon to Sat frequent service to Redditch. Hourly service to Stratford and Evesham. Sunday service. Redditch. Weekly Flexibus to	<b>No change.</b>
<b>Sydenham</b>	Mon to Sat frequent service to Leamington. Half hourly service to Coventry. Evening and Sunday service. Twice weekly urban Flexibus.	<b>Urban Flexibus services withdrawn.</b>

<b>Tanworth in Arden</b>	Mon to Sat Flexibus service to Redditch. a week Flexibus to Solihull.	3 times	<b>No change.</b>
<b>Temple Grafton</b>	Twice weekly Flexibus to Stratford		<b>No change.</b>
<b>Temple Herdewyke</b>	Mon to Sat twice a day service to Leamington, once a day service to Banbury. Once a week Flexibus service to Banbury.		<b>No change.</b>
<b>Thurlaston</b>	Mon to Sat two hourly service to Rugby and Coventry.		<b>No change.</b>
<b>Tiddington</b>	Mon to Sat half hourly service to Stratford, Leamington and Coventry. Evening and Sunday service. Mon to Fri urban Flexibus.		<b>Monday to Thursday evening service withdrawn.</b>
<b>Town Thorns</b>	Mon to Sat two hourly service to Rugby and Coventry		<b>No change.</b>
<b>Tredington</b>	Mon to Sat hourly service to Stratford and Shipston. hourly service to Banbury. Evening and Sunday service.	Two	<b>Evening service withdrawn.</b>
<b>Trinity Mead</b>	Mon to Sat half hourly service to Stratford.		<b>No change.</b>
<b>Tysoe</b>	Mon to Sat two hourly service to Banbury and Stratford. Saturday service to Shipston. Shipston Link.		<b>Saturday service to Shipston withdrawn.</b>
<b>Ufton</b>	Mon to Sat half hourly service to Leamington and Southam. Hourly service to Rugby.		<b>No change.</b>
<b>Upper Quinton</b>	Mon to Sat two hourly service to Stratford and Cotswolds.		<b>No change.</b>
<b>Wappenbury</b>	Mon to Sat Flexibus service to Leamington		<b>Reduced to weekly Flexibus.</b>
<b>Warmington</b>	Twice weekly service to Banbury.		<b>Reduced to once a week Flexibus to Banbury.</b>
<b>Warton</b>	Mon to Sat half hourly service to Tamworth. service to Atherstone. Tamworth. Sunday service.	Mon to Fri Weekly flexibus to	<b>Mon to Sat service reduced to hourly. Service to Atherstone reduced to weekly.</b>

<b>Warwick</b>	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.	<b>Monday to Thursday evening services reduced or withdrawn. Urban Flexibus withdrawn.</b>
<b>Warwick Gates</b>	Mon to Sat half hourly to Leamington.	<b>No change.</b>
<b>Wasperton</b>	Mon to Sat hourly service to Stratford, Leamington and Coventry. Evening and Sunday services.	<b>Monday to Thursday evening service withdrawn.</b>
<b>Water Orton</b>	Mon to Sat half hourly service to Birmingham, hourly service to Sutton Coldfield and Birmingham International. Evening and Sunday services. Flexibus services to Tamworth and Solihull. Weekly	<b>Direct service to Birmingham International withdrawn. Reduced to two hourly service to Sutton Coldfield. Flexibus to Tamworth withdrawn.</b>
<b>Weddington</b>	Mon to Sat half hourly service to Nuneaton. Two hourly service to Atherstone and Ashby.	<b>No change.</b>
<b>Welford on Avon</b>	Mon to Sat two hourly service to Stratford. Twice weekly Flexibus to Stratford.	<b>No change</b>
<b>Wellesbourne</b>	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.	<b>Monday to Thursday evening service withdrawn. Service to Moreton in Marsh withdrawn.</b>
<b>West Green Drive</b>	Mon to Sat half hourly service to Stratford.	<b>No change.</b>
<b>Weston under Wetherley</b>	Mon to Sat Flexibus to Leamington.	<b>Flexibus to Leamington improved to twice daily.</b>
<b>Whatcote</b>	Weekly service to Shipston. Shipston Link.	<b>Reduced to Shipston Link only.</b>
<b>Whichford</b>	Mon to Sat two hourly services to Shipston and Stratford. Weekly Shipston Link to Banbury and Shipston. Saturday service to Banbury.	<b>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</b>

<b>Whitacre Heath</b>	Mon to Sat hourly service to Birmingham International, Coleshill and Nuneaton. Weekly Flexibus to Solihull, Tamworth, Atherstone and Nuneaton.	<b>Service to Birmingham International withdrawn. Replaced by two hourly service to Coleshill and Sutton Coldfield.</b>
<b>Whitestone</b>	Mon to Sat frequent service to Nuneaton. Half hourly service to Coventry. Evening and Sunday service. Weekly Flexibus to Nuneaton.	<b>No change</b>
<b>Whitnash</b>	Mon to Sat frequent service to Leamington. Evening and Sunday service.	<b>Monday to Thursday evening service reduced.</b>
<b>Wibtoft Turn</b>	Weekly Flexibus to Rugby.	<b>No change.</b>
<b>Willey</b>	Weekly Flexibus to Rugby.	<b>No change.</b>
<b>Willoughby</b>	Mon to Sat hourly service to Rugby and Daventry. Weekly Flexibus to Rugby.	<b>Flexibus to Rugby upgraded to twice weekly. New Mon - Sat dial a ride service to Daventry</b>
<b>Wilmcote</b>	Mon to Sat two hourly service to Stratford. Evening service . Once a week Flexibus to Redditch.	<b>Evening service withdrawn.</b>
<b>Wimpstone</b>	Mon to Sat once a day service to Stratford.	<b>No change.</b>
<b>Wishaw</b>	Weekly Flexibus to Tamworth.	<b>No change.</b>
<b>Withybrook</b>	Weekly Flexibuses to Nuneaton, Rugby and Leicester.	<b>Weekly flexibuses to Bedworth, Hinckley and Rugby.</b>
<b>Wixford</b>	Mon to Sat hourly service to Redditch and Evesham. Evening and Sunday service. Saturday service to Worcester.	<b>Evening service withdrawn.</b>
<b>Wolston</b>	Mon to Sat half hourly service to Coventry and Rugby. Evening and Sunday service. Weekly flexibus to Rugby.	<b>Evening service withdrawn. Flexibus withdrawn.</b>
<b>Wolverton</b>	Mon to Sat two return journeys to Stratford. Twice weekly Flexibus to Solihull.	<b>Reduced to twice weekly flexibus to Stratford and twice weely flexibus to Solihull</b>

<b>Wolvey</b>	Mon to Sat hourly service to Coventry (two hourly via Bulkington) and Nuneaton. Weekly Flexibus to Nuneaton and Bedworth.	<b>Reduced to two hourly service to Coventry and Nuneaton.</b> <b>Weekly flexibuses to Nuneaton, Bedworth, Rugby and Hinckley</b>
<b>Wood End</b>	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.	<b>Evening service withdrawn. Direct service to Birmingham International withdrawn. Replaced by hourly service to Coleshill and Tamworth.</b> <b>Reduced level of service to Atherstone. New weekly Flexibus to Atherstone. Flexibus to Hinckley withdrawn.</b>
<b>Woodlands</b>	Mon to Sat frequent service to Rugby. Evening service. Mon to Sat urban Flexibus.	<b>Evening service withdrawn.</b>
<b>Woodloes Park</b>	Mon to Sat frequent service to Warwick and Leamington. Hourly service to Kenilworth and Coventry. Evening and Sunday service. Weekly Flexibus to Leamington.	<b>Monday to Thursday evening service reduced.</b> <b>Flexibus withdrawn.</b>
<b>Wootton Wawen</b>	Mon to Sat hourly service to Stratford and Birmingham. Evening and Sunday service. Mon to Sat Flexibus service to Redditch.	<b>No change.</b>
<b>Wroxall</b>	Twice weekly Flexibus to Solihull. Weekly Flexibus to Leamington.	<b>Reduced to twice weekly Flexibus to Solihull and twice weekly Flexibus to Leamington.</b>

### New Friday and Saturday Evening Bus Service Proposal

The new provision would utilise four new buses to service the following communities. These communities have been identified using the public transport service criteria. Overleaf is a map showing the proposed subsidised routes highlighted in red and the existing commercial routes highlighted in blue.

Settlement	Population	Bus Route
Atherstone	10338	765
Polesworth/Dordon	9667	765
Alcester	6898	25
Bulkington	6303	56
Studley	6257	25
Shipston-on-Stour	4456	23
Bidford-on-Avon	3978	25
Kingsbury	3710	118/119
Hartshill	3611	765
Grendon/Baddesley Ensor	3251	765
Long Lawford	2685	86
Binley Woods	2607	86
Wolston	2357	86
New Arley	1987	17
Ryton on Dunsmore	1672	86
Wood End	1633	118/119
Quinton	1503	23
Warton	1447	785
Welford-on-Avon	1319	23

#### Estimated Cost

Four additional evening vehicles would be required as follows:

Cost for one vehicle per evening = £130

Total cost for four vehicles per evening = £520

£520 x 104 days = **£54,080 per annum initial cost**

Subsidised services would bring in revenue which WCC would be able to keep and reinvest in to other areas.

Revenue estimate at £40 per evening per vehicle = £160 per evening

£160 x 104 days = **16,640 per annum revenue estimate**

<b>Total funding required</b>
£54,080 - £16,640 = <b>£37,440 per annum</b>

### Scrutiny Action Plan

Recommendation	PfH Comments	Cabinet Comments	Target Date for Action	Lead Officer	OSC Update	Progress Notes
<b>R1</b> The Task and Finish Group recommend that no further reductions are made to the passenger transport support budget.	Comments of the PfH from the informal meeting.	accepted, rejected, reasons why.	To be set by senior officer during informal meeting.	To be assigned by senior officer during informal meeting.	6 months from implementation.	The Lead Officer to include progress updates on the implementation of the recommendation.
<b>R2</b> The Task and Finish Group recommend that the proposal detailed in Appendix C for funding for a new set of Friday and Saturday evening bus services is adopted as part of Warwickshire County Council's 2013/14 budget.						
<b>R3</b> The Task and Finish group recommend that officers review the new network six months after it is implemented and update Communities Overview and Scrutiny Committee on how the service is performing.						

## Communities Overview and Scrutiny 14 November 2012

### Concessionary Travel Scheme - Consideration of Cabinet Report Regarding Discretionary Elements from April 2013

#### Recommendation

That committee consider and comment on the report before it is approved by Cabinet on 22 November 2012.

#### Appendices

**Appendix A** - Concessionary Travel - Discretionary Elements from April 2013  
(Agenda Item, Cabinet, 22 November 2012)

#### Supporting documents

[Communities Overview and Scrutiny 19 September 2012](#)

#### Background papers

None.

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**Cabinet**  
**22 November 2012**

**Concessionary Travel**  
**Discretionary Elements from April 2013**

**Recommendation(s)**

1. That the discretionary weekday travel times of 9.00am to 9.30am and 11.00pm to midnight are retained.
2. That the scheme is agreed for a period of five years, from April 2013 until March 2018, and that a further review of the discretionary elements is carried out during summer 2017.
3. That a review of the discretionary elements is carried out sooner in the event of changes to the statutory scheme by central government.

**1.0 Background**

- 1.1 The County Council took over delivery of the Concessionary Travel scheme in April 2011. The statutory scheme provides free off peak travel and funding is received from the government to pay for this. Off peak travel is defined as 9.30am to 11.00pm on weekdays and all day at weekends and on public holidays.
- 1.2 The current scheme was agreed by Cabinet in November 2010 and took effect from 1 April 2011. It consists of the national scheme plus the following local discretionary enhancements:-
  - (i) free travel between 9.00am and 9.30am on weekdays, and
  - (ii) free travel between 11.00pm and midnight on weekdays.The overall effect is that passengers can travel between 9.00am and the midnight on weekdays and all day at weekends and on public holidays.
- 1.3 The scheme was agreed until 31 March 2013 which is when the passes issued by District and Borough Councils all expire. Times of usage had been printed on the reverse of the passes issued by District and Borough Councils. Passes issued by WCC do not have these details printed but instead refer to current terms and conditions. This enables the scheme to be changed in future without the need to reissue passes.
- 2.4 Discretionary elements need not apply equally across all types of concessionary travel pass. It would be open to WCC to provide different discretionary enhancements for age related passholders, or to provide different discretionary enhancements according to the type of qualifying disability.

## 2.0 Review of the discretionary elements

- 2.1 A questionnaire was circulated during June and July 2012. Paper copies were sent to around 5500 pass holders - a five per cent sample selected from the age related and disability related passes in each District/Borough. In addition, around 1500 questionnaires were available through the Warwickshire Direct outlets and the questionnaire was also available online through the Consultation Hub on the Warwickshire Direct website. In total, 3,604 responses were received.
- 2.2 The questionnaire included three sections:-  
Section A About your bus pass  
Section B About the service you receive from us  
Section C About the bus services  
The full report on the questionnaire results is included in **Appendix A**.
- 2.3 Although the main purpose of the questionnaire was to provide information for the review of the scheme, sections B and C were included to provide some feedback from customers on the service they receive from WCC and the bus companies in respect of their bus pass. The results to those sections have been passed on to the relevant officers.

## 3.0 Usage of the bus pass during discretionary times

Table 1: Current discretionary hours in the morning

% of respondents	no. of respondents	Between 9.00am and 9.30am on weekdays
44.9%	1543	use their bus pass to attend medical appointments
62.3%	2142	use their bus pass to go shopping
41.3%	1419	use their bus pass for social reasons
28.8%	991	use their bus pass to access council services
3.7%	247	use their bus pass for work commitments

- 3.1 Overall, 1,341 respondents use the bus regularly (2 - 4 times per week) or daily between 9.00am and 9.30am.
- 3.2 The results also indicate that those who have an age related pass use it slightly less regularly than those who have a disability related pass. This is true for all different types of journey.

Table 2: If pass use was unavailable between 9.00am and 9.30am on weekdays.

% of respondents	
30.6%	attending medical appointments would use a later bus

60.0%	would use a later bus to go shopping
48.5%	would use a later bus using the bus pass for social reasons
51.2%	would use a later bus to access council services
54.8%	would no longer travel to work if they couldn't use their bus pass

- 3.3 According to respondents, 55.9% of those journeys made between 9.00am and 9.30am would be delayed until after 9.30am if the 9.00am start time were removed.
- 3.4 For most types of travel, a minority of people would be prepared to pay the fare. For medical appointments, 19.1% would be prepared to pay.

Table 3: Current discretionary hours in the evening

% of respondents	no. of respondents	Between 11.00pm and midnight on weekdays
17.8%	584	use their bus pass for social reasons
1.2%	26	use their bus pass for work commitments
3.6%	58	use their bus pass for "other" reasons

- 3.5 Overall, 232 respondents use the bus regularly (2 - 4 times per week) or daily between 11.00pm and midnight.
- 3.6 As before, it appears that those who have a concessionary pass due to disability use their pass slightly more frequently.

Table 4: If Pass use was unavailable between 11.00pm and midnight

% of respondents	
11.6%	of 'social' travellers would use an earlier bus
4.2%	of 'work' travellers would use an earlier bus
4.6%	of 'other' travellers would use an earlier bus.
49.4%	of 'social' travellers would no longer travel
69.2%	of 'work' travellers would no longer travel

## 4.0 Potential changes to the scheme

- 4.1 In addition to asking about people's use of the bus pass the following question was also asked:-

**If the scheme within Warwickshire were changed, how would you want to see it altered?**

*Please provide as much detail as possible. Changes could include taking away or changing the current 9.00am start time as well as adding extra elements. However, please bear in mind that any extra elements would need to be funded from somewhere. You can attach a separate sheet if you need more space.*

Over half the respondents chose to answer this question. There were over 1770 responses to this question, with a wide variety of comments.

Table 5: Comments grouped by subject.

<i>No of respondents</i>	<i>Comment groups</i>
951	said they were happy with the scheme as it is, or said that the 9.00 start time should be retained
171	made comments about the bus services
165	expressed a desire to see rail travel included within the Warwickshire scheme
158	wanted to see longer hours such as an earlier start time or all day travel
78	would either like to see the national scheme only (without the extra hours) or said that they would adapt to the national scheme if the hours were changed.
50	wanted to see passes which enable carers or companions to travel free of charge

4.2 There were 202 responses which have been categorised as ‘other’ and which are outside the scope of this review. These include comments about eligibility for the scheme and the scope of the national scheme, as well as offers to pay for a bus pass, or to pay a nominal fare. Some responses included more than one comment.

**Keep the 9.00am start time**

4.3 The most common grouping of comments was related to supporting retention of the current extended hours, particularly the 9.00am start. This was over 25% of all respondents and represents around half the people who commented. This includes a number of people who suggested keeping the 9.00 start but doing away with late night travel.

**Provide longer hours of free travel**

4.4 The most commonly stated reason for people wanting an earlier start time was attending medical appointments.

**Remove the discretionary times**

4.5 This was a combination of people who said that we should revert to the statutory scheme only, and people who said that they would adapt if the start time was changed.

4.6 The options relating to changes in start and finish times are explored in more detail in paragraphs 5.1 to 5.11 below.

**Include rail travel within the Warwickshire scheme**

4.7 The comments about rail travel were expected, as neighbouring authorities currently include this in their scheme. Centro covers Coventry, Solihull and Birmingham and their scheme allows free travel on rail services. However, Centro receives a greater level of funding in its role as Passenger Transport Executive covering the West Midlands urban authorities. Inclusion of rail travel

would significantly increase the costs of the scheme as well as being extremely complicated to negotiate and monitor with several different train operating companies involved.

- 4.8 Due to the cost and complexity of introducing rail travel this option has not been explored further.

**Passes which enable carers or companions to travel with a passholder**

- 4.9 Companion passes are concessionary bus passes which allow a companion to travel free of charge with a disabled person who cannot travel without a carer or companion. WCC does not provide companion passes as part of the Warwickshire scheme.
- 4.10 However, this is a discretion that was offered by Nuneaton and Bedworth Borough Council and Warwick District Council prior to WCC taking over the scheme. Both these authorities were asked whether they wished to continue funding the discretion, but neither did. According to DfT figures for 2011-12, 55 out of 89 Travel Concession Authorities (TCAs) provide companion passes. Four out of the seven surrounding TCAs offer companion passes.
- 4.11 Cabinet decided in November 2010 that WCC would not offer companion passes, although it would honour any existing companion passes until their expiry date. This affects around 450 companion passes issued by Warwick District Council (WDC) which will expire on 31 March 2013. As things currently stand these will be replaced with standard concessionary bus passes at that time. Consequently, the questionnaire responses include a number of comments which relate to the loss of companion passes - a decision which was taken in 2010, but where holders of the remaining soon-to-expire companion passes have only recently become aware of that decision.
- 4.12 This option is explored in more detail in paragraphs 5.12 to 5.20 below.

## **5.0 Options and Proposal**

**Changes to the start and finish times for travel**

- 5.1 The greatest number of responses to the question about changing the scheme relate to keeping the current 9.00 start time. This equates to over half the comments, and 26% of all respondents.
- 5.2 Around 5% of those who responded to the questionnaire suggested that future changes to the scheme could include longer hours of travel. This included suggestions for all day travel and requests for an earlier start, such as 8.45 to allow easier travel to medical appointments. There is currently no additional funding which would allow the hours of travel to be extended.
- 5.3 As the statutory scheme stands at the moment, there is a discrepancy on Friday evenings where a passholder could use their pass up to 11pm but could not use it between 11pm and midnight. After midnight, they could use their pass again as it would be Saturday, when all day travel is permitted. The

Warwickshire scheme addresses the discrepancy and allows travel throughout the evening service on Fridays.

- 5.4 In 2009 the percentage of journeys made between 11pm and midnight was estimated at 0.09% of all concessionary journeys. Total reimbursement for 2012-13 is estimated to cost £6.5million, which would mean that an estimated £5,850 could be attributed to services between 11pm and midnight using the 2009 figures. Since the removal of the subsidised evening bus network in 2011 there are exceptionally few bus services which operate after 11pm and so the number of concessionary journeys undertaken between 11pm and midnight is very small. If this discretion was removed any savings would be negligible.
- 5.5 It is estimated that 2.71% of concessionary journeys are undertaken between 9.00am and 9.30am. This would mean that an estimated £176,150 could be attributed to pre-9.30am travel.
- 5.6 Results from the questionnaire indicate that 55.9% of the cost would be incurred in any event where journeys would simply be delayed by half an hour. This would leave £77,682 as the potential cost of pre-9.30am travel.
- 5.7 Another very significant consideration is that there are a number of rural areas served by a bus between 9.00am and 9.30am where the next bus does not arrive until after 11.00am (i.e. with a frequency of less than every two hours). It is likely that an exception would need to be made for these services so that residents were still able to use their bus passes. Although the financial impact of this is not likely to be large, it does complicate the scheme and can be confusing both for customers and for bus drivers, as well as having a disproportional impact on rural areas. Bus operators on these routes would need to be monitored so as to ensure that they were not wrongly refusing travel. The cost of funding and administering these exceptions is unknown.
- 5.8 Payments are also made to bus operators where peaks in passenger numbers can be attributed to Concessionary Travel and where additional buses and/or staff are required as a result. By moving the start time to 9.30am, there could be an additional peak caused by concessionary passengers, which would result in additional payments. These payments are evaluated on an annual basis and are difficult to predict, but it is possible that the change of peak from 9.00 to 9.30 could increase the costs payable to operators thus negating any potential cost savings.
- 5.9 Around 40% of all bus journeys in Warwickshire are Concessionary Travel journeys, so any changes to the hours of operation will inevitably have a significant impact on bus services.
- 5.10 Taking all this into consideration, it is suggested that at this point in time the potential savings from changing the 9.00am start time and midnight finish time do not justify the benefits which would be lost.

- 5.11 It is therefore proposed that the current discretionary start and finish times are retained. The proposed Scheme is included in Appendix D

### **Passes for carers and companions**

- 5.12 There were fifty responses where companion passes were mentioned in the section where comments were invited on changes to the scheme. It is not clear how many of these are pass holders who live outside Warwick District, and how many are existing WDC companion pass holders. Most state that they cannot travel without a companion or carer. Many state that the inability to travel with a carer, or increased cost will mean that they are unable to use public transport.
- 5.13 38 out of 50 pass holders who responded had a carer fill in the questionnaire on their behalf.
- 5.14 It is clear that a companion pass is a significant benefit to those who have one, but it should be borne in mind that the majority of pass holders within Warwickshire have never had a companion pass available to them. If the introduction of companion passes was considered as part of the Warwickshire scheme, there are a number of factors to be considered:-
- (i) What type and level of disability would qualify someone for a companion pass, and how would this be assessed?
  - (ii) What would the age cut-off be? Younger children would be expected to travel with a responsible adult regardless of disability, so would not normally qualify for a companion pass.
  - (iii) What would the financial impact be on the scheme countywide?
  - (iv) What would be the additional costs incurred in assessing applicants?
  - (v) Would a charge be made for the companion element of the pass?
- 5.15 The introduction of companion passes, or any other benefit which solely affected disability pass holders, would be likely to increase demand for disability passes - both amongst those who do not yet hold one and amongst those age-related pass holders who would seek the additional benefits associated with a disability pass. The results from the questionnaire indicate that 11% of respondents qualified because of age and disability, whereas only 7% qualified on disability alone. Based on this, it is likely that the demand for any extra benefits associated with disability related passes would increase.
- 5.16 It is worth noting that benefits such as the mobility component of Disability Living Allowance (DLA) and the forthcoming Personal Independence Payment (PIP) do include a person's inability to travel unaided as part of the qualifying criteria for the benefit, and so these benefits do include an element of financial support for companion travel. However, not every passholder will choose to claim or be able to claim DLA or PIP. In particular, DLA and PIP cannot be claimed by those over the age of 65.
- 5.17 If companion passes for disabled pass holders were considered for introduction, further work would be needed to assess the extent of the scheme in terms of eligibility, and the likely cost. Based on WDC figures from 2010, the cost of companion passes being introduced countywide in 2013-14 would

be around £202k per year in reimbursement costs and could cost considerably more if demand increased, as suggested above.

- 5.18 Additional costs would be incurred in assessing applicants.
- 5.19 If funding were made available, it would not be possible to simply reissue passes to existing companion passholders as this would mean that passholders outside Warwick District would be disadvantaged. Implementation would need to be in three stages
- (i) Determine the qualifying criteria for a companion pass. This would not necessarily be the same as the criteria previously used by Nuneaton and Bedworth Borough Council and Warwick District Council.
  - (ii) Publicise the companion pass to existing and future passholders.
  - (iii) Assess any applicants against the criteria of the scheme.
- At present, there is no system in place for assessing applicants for disability related passes, although this is planned for the future.
- 5.20 It is not proposed that the decision on companion passes be reconsidered at this time.

## **6.0 Finance**

- 6.1 The current budget covers the cost of reimbursing the bus operators for
- The national scheme
  - discretionary travel between 9.00am -9.30am travel
  - discretionary travel between 11.00pm and midnight
- 6.2 There are therefore no additional costs if these discretions are retained.
- 6.3 If the discretionary 9.00am - 9.30am travel time was removed, the maximum savings would be £77,682, but it is estimated that real savings would be only around half this due to the need to make exceptions for areas served by infrequent services.
- 6.4 The cost of travel between 11.00pm and midnight is negligible.
- 6.5 The current scheme does not include the issue of companion passes. However, around £42,000 is estimated to be spent annually on reimbursement for honouring the remaining companion passes issued by WDC which expire in March 2013.
- 6.6 The reimbursement cost of companion passes is estimated to be at least £202,000. The cost of countywide companion passes is not included in the current budget and so an additional £160,000 would need to be found to support this.

## **7.0 Equalities**



- 7.1 An Equality Impact Assessment (EqIA) Analysis on this policy was undertaken on 21 June 2012 and reviewed on 10 October 2012, once the results from the Scheme Review Questionnaire were known.
- 7.2 The recommendations in this report would not result in any significant detrimental impact for the passholders. However, those passholders with companion passes issued by WDC will experience an impact when their current passes expire in March 2013. Although they will receive new WCC passes, these will not include travel for carers and companions. This report does not recommend that the decision taken in 2010 be reconsidered but paragraphs 4.9-4.12 and 5.12-5.20 draw attention to its likely impacts and to the costs and other circumstances affecting the issue.
- 7.3 The EqIA will be reviewed again following the Cabinet decision, and again on 21 June 2015.

## **8.0 Timescales associated with the decision and next steps**

- 8.1 WCC is legally required to publish the scheme and this must be done by 1 December as notice of any changes to the scheme must be given to bus operators. Provided the scheme is published by 1 December, it will take effect from 1 April 2013.
- 8.2 Due to the cost and logistics of engaging with customers when reviewing the scheme, it is recommended that the scheme have a period of stability before any further reviews.
- 8.3 Although a report to Communities O&S in September recommended a period of three years for the scheme, it is suggested the discretionary elements of the scheme be reviewed after five years. This will also enable accurate electronic ticketing information to be collected about pass usage over a number of years, to inform future reviews.
- 8.3 It may be necessary to review the scheme earlier if central government make significant changes to the statutory scheme which impact on Warwickshire's discretionary elements.
- 8.4 Funding for the discretionary elements of the scheme will be subject to the medium term financial plan.

## **Appendices**

**Appendix A** – The questionnaire

**Appendix B** – Results from the questionnaire

**Appendix C** – Letters and emails received separately from the questionnaire

**Appendix D** – Warwickshire County Council Concessionary Travel Scheme  
1 April 2013 - 31 March 2016 (proposed)

## Background papers

None.

## Supporting documents

1. [Cabinet 18 November 2010](#)

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# Concessionary Travel Scheme Review 2012



*Working for Warwickshire*

## Introduction

Warwickshire County Council took over the Concessionary Travel service from the District and Borough Councils in April 2011. The service provides free bus passes for older and disabled people who qualify because of their age or disability.

Now that we have been operating the service for just over a year, we are undertaking a review to find out how our customers use their bus passes and help us to decide whether we should consider changing the current discretionary elements of the scheme.

### The national scheme – your basic entitlement

The national scheme provides free off-peak bus travel across England for eligible residents, it is funded by central government.

**An eligible resident** is a resident of England who qualifies because of age or a specified disability. The eligibility criteria are set by central government and we have no powers to change these.

**Off peak** means from 9.30am until 11.00pm on weekdays and all day at weekends and on public holidays.

### Discretionary elements – Warwickshire residents only

**In Warwickshire**, we additionally allow free travel for passholders

- between 9.00am and 9.30am on weekdays
- between 11.00pm and midnight on weekdays.

This additional travel time is funded by Warwickshire County Council (WCC)

It is open to WCC to provide greater, lesser or different discretionary elements. A public consultation carried out in 2010 led to a 9.00am start time being retained across the County as it offered the greatest benefit to the greatest number of residents.

Although some areas of the country offer different discretionary enhancements, such as rail travel, companion passes or all day travel, many authorities provide nothing other than the basic entitlement. In Warwickshire, the 9.00am start time has been funded but there has not been sufficient funding available to allow for any additional enhancements.

We would be grateful if you would complete the following questions to help us understand how you use your bus pass. Responses are anonymous, but if you would like us to respond to any comments you have made, please complete Q23.

<b>Q1</b>	<b>Please provide your postcode. This helps us understand your answers better, particularly around customer service and local bus services.</b>

<b>Q2</b>	<b>What is your reason for filling in this questionnaire?</b> <i>Please tick one box</i>
<input type="checkbox"/> I am a bus passholder <input type="checkbox"/> *I am a carer filling this in on behalf of a bus passholder <input type="checkbox"/> I will qualify for a bus pass within the next 12 months <input type="checkbox"/> **Other	
<b>**Other (please specify)</b>	

**\*If you are filling this form as a carer for the bus passholder please answer all questions on their behalf.**

### Section A – About your bus pass

<b>Q3</b>	<b>How do you qualify for your concessionary bus pass?</b> <i>Please tick one box</i>		
Your age	Your disability	Age & disability	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Q4</b>	<b>When does the pass expire?</b> <i>Please tick one box</i>					
2013	2014	2015	2016	2017	I don't have a pass	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Q5</b>	<b>If you needed to request a replacement pass or apply for a new one how would you prefer to access this service?</b> <i>Please tick one box only</i>	
<input type="checkbox"/> Online through the WCC website	<input type="checkbox"/> E-mailing WCC	
<input type="checkbox"/> By telephoning WCC offices	<input type="checkbox"/> by post to WCC	
<input type="checkbox"/> By visiting a local One Stop Shop, council office or library.	<input type="checkbox"/> *Other	
<b>*If you have ticked Other (please specify)</b>		

In Warwickshire we have an additional discretion which allows free off-peak travel across England between 9.00am - 9.30am and 11.00pm-midnight on weekdays.

<b>Q6 How often do you use the bus pass between 9.00am and 9.30am on weekdays?</b> <i>Please tick one box from each row</i>				
	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all (move to Q8)
Medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to council services e.g. Town Hall / library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>*If you have ticked Other please specify</b>				

<b>Q7 If you were unable to use the bus pass between 9.00am and 9.30am, what would you do?</b> <i>Please tick the one box on each row which most commonly applies</i>				
	Would pay the bus fare	Would catch a bus after 9.30am	Would use another means of travel	Would not travel
Medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to council services e.g. Town Hall / library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>*If you have ticked Other please specify</b>				

<b>Q8 How often do you use the bus pass between 11.00pm and midnight on weekdays, for these specific activities? Please tick one box from each row</b>				
	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all (move to Q10)
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>*If you have ticked Other please specify</b>				

<b>Q9 If you were unable to use the bus pass between 11.00pm and midnight, what would you do?</b>				
<i>Please tick the one box on each row which most commonly applies</i>				
	Would pay the bus fare	Would travel before 11.00pm	Would use another means of travel	Would not travel
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>*Other</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>*If you have ticked Other please specify</b>				

<b>Q10 If the scheme within Warwickshire were changed, how would you want to see it altered?</b>	
<i>Please provide as much detail as possible. Changes could include taking away or changing the current 9.00am start time as well as adding extra elements. However, please bear in mind that any extra elements would need to be funded from somewhere. You can attach a separate sheet if you need more space.</i>	

## Section B – About the service you receive from us

<b>Q11 Have you visited a Warwickshire Direct One Stop Shop or library about your bus pass during the last 12 months?</b>	
<i>Please tick the location(s) you have visited about your bus pass</i>	
<input type="checkbox"/>	Atherstone – at the Council House
<input type="checkbox"/>	Bedworth – at the Area Housing Office next to Civic Hall
<input type="checkbox"/>	Coleshill - at the library
<input type="checkbox"/>	Kenilworth - at the library
<input type="checkbox"/>	Leamington - at Riverside House
<input type="checkbox"/>	Lillington - at the library
<input type="checkbox"/>	Nuneaton - at the Town Hall
<input type="checkbox"/>	Rugby - at the Town Hall
<input type="checkbox"/>	Shipston - at the library
<input type="checkbox"/>	Southam - at the library
<input type="checkbox"/>	Stockingford - at the Early Years Centre & Library
<input type="checkbox"/>	Stratford - at Elizabeth House
<input type="checkbox"/>	Warwick - at Shire Hall
<input type="checkbox"/>	Whitnash - at the library
<input type="checkbox"/>	I have not visited any Warwickshire Direct outlets <i>(please move to Q13)</i>

<b>Q12</b>	<b>How satisfied were you with the service you received during the visit?</b>			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

<b>Q13</b>	<b>Have you telephoned us about your bus pass during the last 12 months?</b> <i>Please tick one box only</i>	
	Yes <input type="checkbox"/>	No ( <i>Please move to Q15</i> ) <input type="checkbox"/>

<b>Q14</b>	<b>How satisfied were you with service you received over the telephone?</b>			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

<b>Q15</b>	<b>Have you visited the Concessionary Travel bus pass page on our Warwickshire Direct website within the last 12 months?</b> <i>Please tick one box only</i>	
	Yes <input type="checkbox"/>	No ( <i>please move to Q17</i> ) <input type="checkbox"/>

<b>Q16</b>	<b>How satisfied were you with the Concessionary Travel information on the website?</b>			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

<b>Q17</b>	<b>Are there any comments you would like to make about the service you have received for Concessionary Travel?</b> <i>Please provide as much detail as possible. You can attach a separate sheet if you need more space.</i>				
	My comment below relates to ( <i>please tick as appropriate</i> )	Personal visit <input type="checkbox"/>	Telephone call <input type="checkbox"/>	Website <input type="checkbox"/>	Email <input type="checkbox"/>

**Section C – About the bus services.**

<b>Q18</b>	<b>Overall, how satisfied are you with the punctuality of the buses you use?</b>			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

<b>Q19</b>	<b>In general terms how satisfied are you with bus cleanliness?</b>			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

<b>Q20</b>	<b>How satisfied are you overall with the attitude of bus drivers?</b>			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

<b>Q21</b>	<b>As a bus pass holder where do you usually obtain your bus timetable information? Please tick any that apply</b>					
	Internet <input type="checkbox"/>	Leaflets <input type="checkbox"/>	Bus Stops <input type="checkbox"/>	Phone bus company or WCC <input type="checkbox"/>	Word of mouth <input type="checkbox"/>	*Other <input type="checkbox"/>
<b>*If you have ticked Other please specify</b>						

<b>Q22</b>	<b>Are there any comments you would like to make about the bus services you use? Please provide details of specific buses including the bus route number.</b>					

<b>Q23</b>	<b>If you would like us to directly respond to the comments you have made, please provide your contact details below. Please tick one or more boxes if you would like us to respond to you.</b>	
<input type="checkbox"/>		Section A - Your bus pass
<input type="checkbox"/>		Section B - Customer service
<input type="checkbox"/>		Section C - Bus services
	<b>Name</b>	
	<b>Address</b>	
	<b>Postcode</b>	
	<b>E-mail address</b>	

**Thank you for taking the time to complete this questionnaire**

**This engagement exercise ends on July 31<sup>st</sup> 2012. Once we have analysed all of the responses, a summary of the findings will be published on our website at :  
<http://www.warwickshire.gov.uk/concessionarytravel>**

**The results will enable us to decide whether to carry on with the scheme as it exists or whether to consider changes to the scheme in the future.**

Completed Questionnaires should be returned to:  
 Concessionary Travel Review  
 WCC Communities Group, FREEPOST LG111, P.O. Box 43, Warwick CV34 4BR



Warwickshire County Council is committed to promoting and achieving equality and fairness for all our customers, so it would be helpful if you could answer a few more questions which will help us ensure that we are reaching out to all sections of the community. The information requested below helps us monitor and understand who we deliver services to and will be used to improve our services to you and other customers. It is confidential and not attributed back to you. Thank you for your contribution

<b>Q24</b>	<b>Are you male or female?</b> <i>Please tick one box</i>	
	Male <input type="checkbox"/>	Female <input type="checkbox"/>

<b>Q25</b>	<b>How old are you?</b> <i>Please tick one box</i>					
	Under 18 <input type="checkbox"/>	18 – 29 <input type="checkbox"/>	30 – 44 <input type="checkbox"/>	45 – 59 <input type="checkbox"/>	60 – 74 <input type="checkbox"/>	75 + <input type="checkbox"/>

<b>Q26</b>	<b>Do you have a long standing illness or disability? (long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)?</b> <i>Please tick one box</i>	
	Yes <input type="checkbox"/>	No <input type="checkbox"/>

<b>Q27</b>	<b>What is your religion, even if you are not currently practicing?</b> <i>Please tick one box only</i>					
	<input type="checkbox"/> None	<input type="checkbox"/> Sikh	<input type="checkbox"/> Muslim			
	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say			
	<input type="checkbox"/> Buddhist	<input type="checkbox"/> Jewish	<input type="checkbox"/> Other			

<b>Q28</b>	<b>How would you describe your ethnic origin?</b> <i>Please tick one box only</i>	
	<input type="checkbox"/> White - British	<input type="checkbox"/> Black or Black British - Caribbean
	<input type="checkbox"/> White - Irish	<input type="checkbox"/> Black or Black British - African
	<input type="checkbox"/> White- Any other background	<input type="checkbox"/> Black or Black British – Any other background
	<input type="checkbox"/> Mixed – White & Black Caribbean	<input type="checkbox"/> Other Ethnic Group
	<input type="checkbox"/> Mixed – White Asian	<input type="checkbox"/> Other Ethnic Group - Chinese
	<input type="checkbox"/> Mixed – any other mixed background	<input type="checkbox"/> Other Ethnic Group – Gypsy or Traveller
	<input type="checkbox"/> Asian or Asian British - Indian	<input type="checkbox"/> Any other Ethnic group
	<input type="checkbox"/> Asian or Asian British – Pakistani	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Asian or Asian British - Bangladeshi	
	<input type="checkbox"/> Asian or Asian British – Any other background	

<b>Q29</b>	<b>Do you consider yourself to be ... ?</b> <i>Please tick one box only</i>	
	<input type="checkbox"/> Heterosexual or straight	<input type="checkbox"/> Other
	<input type="checkbox"/> Gay or lesbian	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Bisexual	

# Warwickshire County Council Concessionary Travel Scheme Review

## Introduction

Warwickshire County Council (WCC) took over the Concessionary Travel service from the District and Borough Councils in April 2011. The service provides free bus passes for residents who qualify because of their age or a disability. When the scheme was set up it was agreed that a review would be carried out during the summer of 2012.

To evaluate the scheme, a questionnaire was distributed to a random sample of 5,540 passholders. Questionnaires were also made available at One Stop Shops in the county and they were also targeted at individuals who had contacted the service in the past. The questionnaire was also available to complete online, via a link from the Concessionary Travel webpages.

In total, 3,604 completed responses were received to the consultation; 3,318 paper copies and 286 electronic submissions. The high number of responses generated indicates the interest and importance that passholders place on Concessionary Travel.

Most respondents to the questionnaire (94%) were bus passholders themselves, 5% were carers responding on behalf of a passholder, and less than 1% will qualify for a bus pass within the next 12 months. A full profile of respondents is provided in Appendix A of this report.

## Results

### Section A – Your bus pass

Of the 3,604 respondents to the consultation, just over 3,000 provided a recognised postcode; the postcodes have enabled analysis at a borough and district level. Figure 1 shows the distribution of respondents across Warwickshire, and how they qualify for their bus pass. Across the county, 82% of respondents qualify for their concessionary bus pass due to their age, 7% qualify due to a disability, and the remaining 11% because of their age and disability.

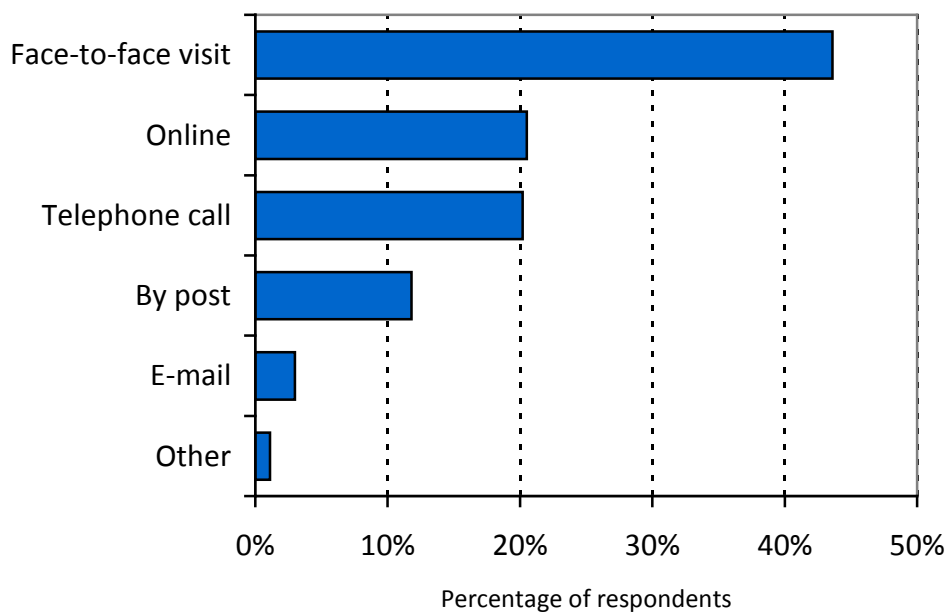
**Figure 1: Distribution of responses across Warwickshire, and how they qualify for their concessionary pass**

	Total no. of responses	Qualify due to age	Qualify due to a disability	Qualify due to age and disability
North Warwickshire	289	87.7%	3.5%	8.8%
Nuneaton & Bedworth	674	84.5%	3.8%	11.7%
Rugby	511	87.8%	2.4%	11.7%
Stratford	690	87.5%	3.0%	9.5%
Warwick	879	74.5%	13.9%	11.3%
<i>Unknown</i>	<i>561</i>	<i>75.9%</i>	<i>11.6%</i>	<i>12.5%</i>
<b>Warwickshire</b>	<b>3604</b>	<b>82.1%</b>	<b>7.1%</b>	<b>10.8%</b>

For the vast majority of respondents, 93%, their concessionary bus pass will expire in 2013. For approximately 1% of respondents, they have a pass that will expire in 2014 or 2015, 3% have a pass that will expire in 2016 and 2% of passes will expire in 2017.

Passholders were asked what method they would prefer to use if they required a replacement pass or needed to apply for a new pass; Figure 2 shows the results. More than two out of five passholders (43%) would prefer to apply for a pass in person, either at a One Stop Shop, council office or library. One in five would prefer to go online to the WCC website (21%), whilst a similar proportion (20%) would prefer to telephone the county council.

**Figure 2: Preferred method of contacting WCC to apply for a new or replacement pass**



These results appear quite different compared to a similar consultation conducted with passholders in 2010. Two years ago, a telephone call was the preferred method of contacting WCC (41%), followed by a face-to-face visit (27%) and online (17%).

Passholders were asked how often they use their concessionary bus pass between 9am and 9:30am, for a variety of different journeys. Figure 3 shows the results, analysed by how the respondent qualifies for their pass. Overall, 6% of respondents use their concessionary bus pass for shopping on a daily basis, whilst a further 27% use their pass regularly for shopping and 30% use it, but less frequently. In total, 17% of respondents use their pass daily or regularly for social activities, and 9% use it for medical appointments at least twice a week.

The results indicate that respondents who have their pass due to their age use their pass slightly less regularly than those who have a pass due to a disability. This is true for all different types of journey.

**Figure 3: Use of pass between 9am and 9:30am, and how they qualify for their concessionary pass**

		Daily	Regularly (2 -4 times a week)	Less frequently (less than twice a week)	Not at all
All respondents	Medical appointments	2.1%	6.5%	36.3%	55.1%
	Shopping	6.3%	26.5%	29.5%	37.7%
	Social	3.4%	13.6%	24.3%	58.7%
	Accessing council services	1.7%	5.4%	21.7%	71.2%
	Work	0.9%	1.1%	2.7%	95.3%
	Other	1.0%	1.8%	4.4%	92.8%
Due to age	Medical appointments	1.6%	5.7%	35.1%	57.6%
	Shopping	5.3%	26.6%	30.7%	37.4%
	Social	2.5%	13.4%	24.9%	59.2%
	Accessing council services	1.4%	5.0%	22.2%	71.4%
	Work	0.4%	0.8%	2.7%	96.1%
	Other	0.7%	1.6%	4.5%	93.2%
Due to disability	Medical appointments	5.3%	10.2%	39.2%	45.3%
	Shopping	10.2%	25.7%	23.7%	40.4%
	Social	8.2%	20.8%	25.3%	45.7%
	Accessing council services	3.7%	9.8%	21.6%	64.9%
	Work	7.4%	4.9%	5.3%	82.4%
	Other	3.3%	2.9%	5.3%	88.5%
Due to age and disability	Medical appointments	3.9%	10.1%	43.5%	42.5%
	Shopping	11.2%	24.7%	24.2%	39.9%
	Social	6.2%	11.0%	19.7%	63.1%
	Accessing council services	3.1%	5.9%	19.7%	71.3%
	Work	0.3%	0.3%	1.1%	98.3%
	Other	2.3%	2.8%	3.1%	91.8%

Passholders were also asked what they would do if they were unable to use their pass between 9am and 9:30am. Again the results have been analysed by how the respondent qualifies for their pass; the results are shown in Figure 4.

Figure 4 shows that respondents' course of action depends on the nature of the journey they are making. For example, if attending a medical appointment, 40% would use another means of transport. If the journey was for shopping, social or accessing council services, respondents would catch a later bus, and if the journey was for work or an 'other' journey, 55% of respondents stated that they would not travel. This pattern of use is replicated regardless of how the respondent qualifies for their concessionary pass.

**Figure 4: What would happen if respondents were unable to use their pass between 9am and 9:30am, and how they qualify for their concessionary pass**

		Pay the bus fare	Catch a bus after 9:30	Use another means of transport	Would not travel
All respondents	Medical appointments	19.1%	30.6%	40.1%	10.2%
	Shopping	5.0%	60.0%	21.4%	13.6%
	Social	5.6%	48.5%	26.7%	19.1%
	Accessing council services	3.4%	51.2%	22.1%	23.3%
	Work	8.2%	11.0%	26.1%	54.8%
	Other	8.3%	18.6%	25.4%	47.6%
Due to age	Medical appointments	18.8%	30.6%	41.3%	9.2%
	Shopping	4.3%	61.2%	21.8%	12.7%
	Social	5.3%	49.4%	27.9%	17.4%
	Accessing council services	3.1%	53.0%	22.8%	21.1%
	Work	7.5%	10.5%	27.8%	54.1%
	Other	8.3%	18.8%	25.8%	47.2%
Due to disability	Medical appointments	24.9%	25.4%	28.3%	21.5%
	Shopping	10.7%	47.0%	16.7%	25.6%
	Social	9.9%	44.4%	19.1%	26.5%
	Accessing council services	7.4%	40.0%	18.5%	34.1%
	Work	16.5%	16.5%	25.7%	41.3%
	Other	10.7%	19.6%	26.8%	42.9%
Due to age and disability	Medical appointments	18.0%	32.0%	39.1%	10.9%
	Shopping	7.7%	56.8%	21.6%	13.9%
	Social	6.1%	44.4%	19.9%	29.6%
	Accessing council services	4.3%	46.0%	17.7%	32.1%
	Work	3.8%	9.5%	10.5%	76.2%
	Other	7.5%	16.4%	20.9%	55.2%

Respondents were also asked if and how they used their concessionary pass between 11pm and midnight; Figure 5 shows the results. Far fewer respondents use their pass during this time period, only 6% use it regularly for social activities and less than 1% use it to travel to and / or from work. As before, it appears that respondents who have a concessionary pass due to a disability, or their age and disability, use their pass slightly more frequently.

**Figure 5: Use of pass between 11pm and midnight, and how they qualify for their concessionary pass**

		Daily	Regularly (2 -4 times a week)	Less frequently (less than twice a week)	Not at all
All respondents	Social	1.0%	5.0%	11.8%	82.2%
	Work	0.2%	0.2%	0.8%	98.8%
	Other	0.6%	0.9%	2.1%	96.4%
Due to age	Social	0.7%	4.2%	12.3%	82.8%
	Work	0.1%	0.2%	0.8%	98.9%
	Other	0.4%	0.9%	2.0%	96.7%
Due to disability	Social	3.0%	8.0%	8.4%	80.6%
	Work	1.3%	0.8%	1.3%	96.6%
	Other	1.7%	2.1%	2.5%	93.7%
Due to age and disability	Social	2.3%	7.9%	9.4%	80.4%
	Work	0.6%	0.0%	0.6%	98.8%
	Other	1.4%	0.3%	1.7%	96.6%

If respondents were unable to use their concessionary pass between 11pm and midnight, most would not travel during these hours, especially for work or other activities. Figure 6 shows that respondents who have a pass due to a disability are more likely not to travel at all during these hours if they couldn't use their pass.

**Figure 6: What would happen if respondents were unable to use their pass between 11pm and midnight, and how they qualify for their concessionary pass**

		Pay the bus fare	Travel before 11pm	Use another means of transport	Would not travel
All respondents	Social	5.1%	11.6%	33.9%	49.4%
	Work	2.1%	4.2%	24.5%	69.2%
	Other	2.0%	4.6%	24.2%	69.2%
Due to age	Social	5.2%	11.0%	36.6%	47.3%
	Work	1.9%	3.9%	27.0%	67.2%
	Other	1.8%	4.8%	26.5%	66.9%
Due to disability	Social	7.7%	14.3%	20.2%	57.7%
	Work	5.7%	9.4%	14.2%	70.8%
	Other	3.9%	6.5%	13.0%	76.6%
Due to age and disability	Social	3.1%	13.9%	23.9%	59.2%
	Work	0.8%	2.5%	13.2%	83.5%
	Other	2.2%	2.2%	18.9%	76.7%

Open-ended responses from Jo

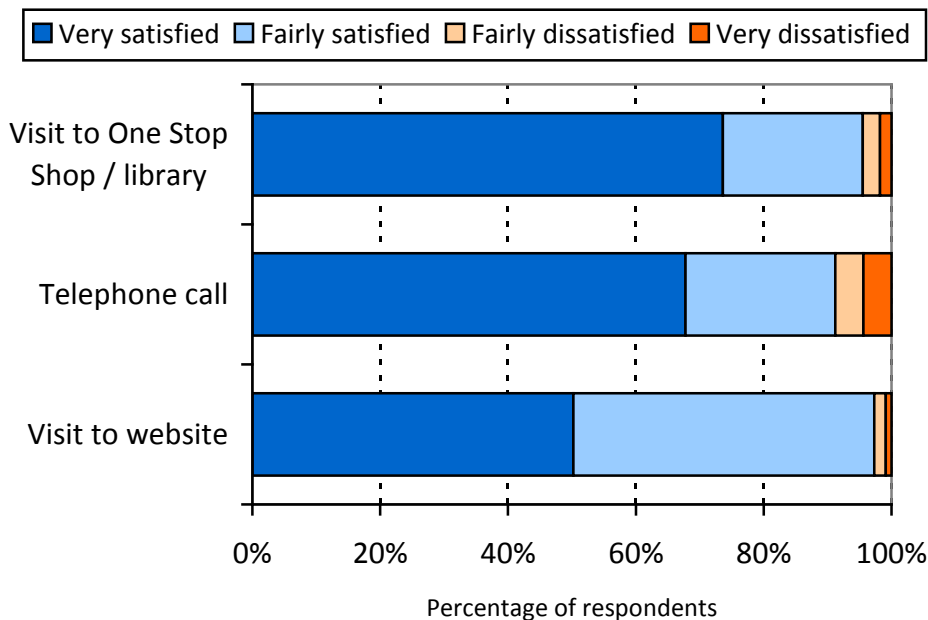


## Section B – Customer Service

Respondents were asked if they had visited a One Stop Shop or library about their bus pass in the last 12 months, or if they had telephoned the county council or visited the concessionary travel pages on the WCC website in the last year. The results show that 819 respondents had made a visit, 161 had telephoned and 231 had visited the webpages.

Users of each of these methods were asked how satisfied they were with the service received; Figure 7 shows the results. All three methods received very high levels of satisfaction; with over 90% of respondents being ‘very satisfied’ or ‘fairly satisfied’ with each of the three contact types.

**Figure 7: Satisfaction with contact with the county council**

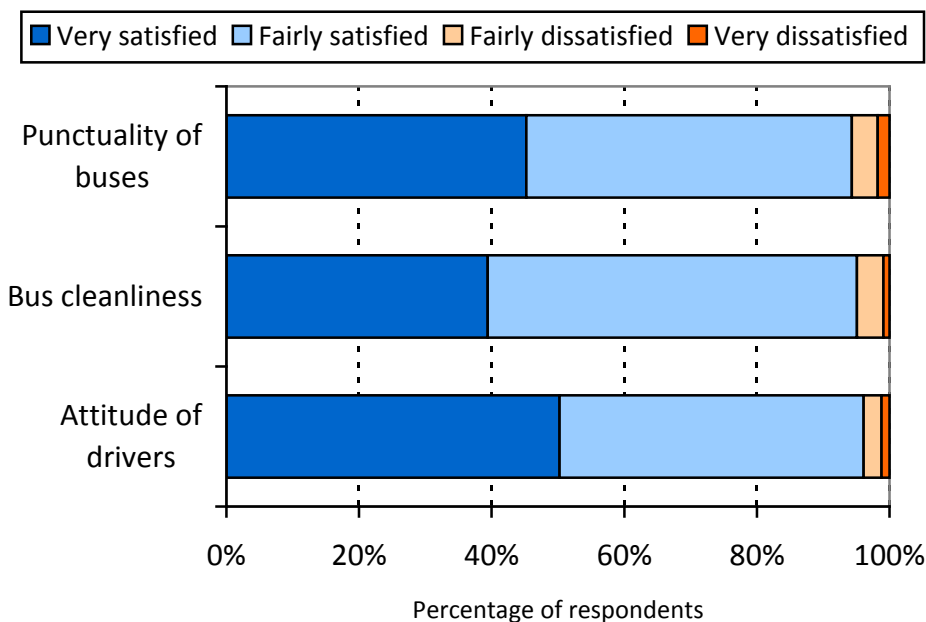


Open-ended responses from Jo / Ron

## Section C – Bus Services

The final section of the survey asked respondents some more general questions about the bus services they use. Firstly they were asked how satisfied they were with the punctuality and cleanliness of buses, and also about the attitude of the drivers on services they use. Figure 8 shows that again levels of satisfaction are very high with each of the three measures, approximately 95% of respondents reported that they were either 'very satisfied' or 'fairly satisfied' with each of the measures.

**Figure 8: Satisfaction with bus services**



Respondents were also asked where they normally obtain bus timetable information. The results indicate that most respondents either get this information at a bus stop (50%) or through leaflets (48%). Approximately one in six respondents (17%) gets information from a website and one in eight (13%) via word of mouth.

### Open-ended responses from Jo / Ron

## Appendix A – Profile of respondents

Number and percentage of respondents in each category

### Gender (3,053 respondents, 85% of all respondents)

Male	1,333	43.7%
Female	1,720	56.3%

### Age (3,062 respondents, 85% of all respondents)

Under 18	4	0.1%
18 – 29	38	1.2%
30 – 44	64	2.1%
45 – 59	103	3.4%
60 – 74	1,870	61.1%
75 and over	983	32.1%

### Long-term illness or disability (2,911 respondents, 81% of all respondents)

Yes	1,241	42.6%
No	1,670	57.4%

### Ethnic origin (3,020 respondents, 84% of all respondents)

White	2,852	94.4%
Mixed	9	0.3%
Asian / Asian British	60	2.0%
Black / Black British	32	1.1%
Other Ethnic group	7	0.2%
Prefer not to say	60	2.0%

### Religion (2,984 respondents, 83% of all respondents)

None	255	8.5%
Christian	2,459	82.4%
Buddhist	8	0.3%
Sikh	38	1.3%
Hindu	35	1.2%
Jewish	4	0.1%
Muslim	8	0.3%
Prefer not to say	125	4.2%
Other	52	1.7%

### Sexual orientation (2,728 respondents, 76% of all respondents)

Heterosexual or straight	2,406	88.2%
Gay or lesbian	3	0.1%
Bisexual	9	0.3%
Other	28	1.0%
Prefer not to say	282	10.3%

## Appendix C - letters and emails received separately to the questionnaire

Role	Comment
Individual (Miss B)	Has a son with a +1 (companion) bus pass. It is unfair that she would have to pay because he cannot go out on his own because he needs someone with him all the time.
Individual (Mr C)	Disagrees with the decision to withdraw the +1 pass. Believes it will push more people into seeking help from social service, which will cancel the cuts made by withdrawing +1 passes. Referred to various pieces of legislation relating to transport. Is aware that +1 provision is discretionary but notes that other councils still provide it. Refers to the Equality Act 2000 and says that he feels WCC would be in breach of it if the +1 pass is removed. Will not hesitate to bring the matter before the EHRC (Equalities and Human Rights Commission). Respectfully asks that WCC reconsider the decision to withdraw the +1 pass. Feels that the money spent on the consultation would be better spent on helping fund the +1 concession.
Individual (Mr F)	Expressed dismay that the +1 pass will not be renewed after March. He is registered blind and relies on a sighted companion to access local bus services. Removing the companion pass is tantamount to removing his pass as well. Society has a duty to maintain the means of independence for disabled people. Urges the authority to reconsider.
Individual (Mrs A H)	Has a son with multiple disabilities and would not be able to pay for his carer to travel with him.
Individual (Mrs S H)	Unable to use the bus on weekdays during termtime as it runs at 8.30am, and no buses at all in school holidays. Can only use it on Saturdays. Believes there should be greater bus provision for the elderly.
Individual (Mrs J)	Commented that bus pass would be used if there were any buses. Comments on specific bus routes and requests bus service through Mappleborough Green.
Individual (Mr K)	Mentioned patterns of usage between 9.00am and 6.00pm within Warwickshire as well as use in London and Birmingham. Would find it inconvenient to be without the pass.
Individual (Miss S)	Expressed disappointment that the +1 (companion) concession is being discontinued. Needs a carer in order to travel as bus drivers won't assist getting a wheelchair onto the bus, other than putting down a ramp. Will no longer have the option to go out during the day without +1 support. Suggested that a charge, possibly £15, was made to issue a +1 pass to help recoup some of the cost.

	<p>People who need support should not be penalised on a daily basis.</p> <p>Commented that this consultation had been sent out after a decision had been made about the +1 passes.</p>
Individual (Mrs S)	<p>Queried whether the buses could be rescheduled so as to leave later if the start time is changed.</p>
Individual (Mr W)	<p>Has an adult son with severe learning difficulties and a +1 bus pass.</p> <p>The day centre his son attends is under threat of closure, and his son is being encouraged to attend 'community based activities' such as college. His son will not be able to travel by bus as his daytime carer will not be able to afford the fares, and will therefore have difficulty attending his college course.</p>
Dan Byles MP	<p>Advised that a report be commissioned on the effects of any changes to the scheme on social exclusion in his constituency. Also urged that the current free elements of the scheme are retained.</p>
Napton on the Hill Parish Council	<p>Expressed concern about the effect of a 9.30am start time on rural residents with an infrequent bus service (9.25am then 11.25am).</p> <p>Would accept a 9.15am start time, and believed the effects of the late night extension would be less likely to impact on the community.</p> <p>Believes extra consideration should be given to disabled residents.</p>
Senior People's Forum of Warwick District & Older People in Action	<p>Received a number of queries about the scheme, and circulated questionnaires to members, but did not submit any comments as an organisation</p>
Whitnash Town Council	<p>Queried how the questionnaire was being circulated as many residents were not aware, and expressed concern that this might be a mainly web based survey.</p> <p>Expressed concern that one stop shops were being reviewed, and that this might result in District Council staff being judged, and asked whether the District Council was aware of this.</p> <p>Supported keeping the Concessionary Travel Scheme.</p>

**THE WARWICKSHIRE COUNTY CONCESSIONARY TRAVEL SCHEME**  
**SCHEME DEFINITION**  
**With effect from 1 April 2013**

**Definitions**

1. In this Scheme Definition and in the associated Arrangements for Reimbursement:
- i) "1985 Act" means the Transport Act 1985;
  - ii) "2000 Act" means the Transport Act 2000;
  - iii) "2007 Act" means the Concessionary Bus Travel Act 2007;
  - iv) "Travel Concession Authority" means Warwickshire County Council and is also the "Administering Authority" as defined in the 1985 Act in matters relating to the context of the 1985 Act;
  - v) "Eligible Person" means any person who has a statutory entitlement to concessionary travel in accordance with relevant legislation and any guidance issued by the Secretary of State for Transport;
  - vi) "Entitled Person" means any person who is not an Eligible Person for whom an Travel Concession Authority has discretionary powers under the 1985 Act or other relevant legislation to provide concessionary travel;
  - vii) "Participating Operator" shall be construed as a transport operator providing Included Services in accordance with the terms set out in this Scheme Description;
  - viii) "Arrangements for Reimbursement" means the most recently published Arrangements for Reimbursement associated with the scheme;
  - ix) "Passenger Journey" means the act of a person moving from one location to another;
  - x) "Principal Area" shall be construed in accordance with section 93 (2) of the 1985 Act as the area comprising the Administrative Area of the County of Warwickshire;
  - xi) "Eligible Services" shall be construed in accordance with section 146 of the Transport Act 2000 as modified by the Travel Concessions (Eligible Services) Order 2002 (SI2002No 1016), the Travel Concessions (Eligible Services) (Amendment) Order 2009 and/or any replacement and/or additional order that is or becomes relevant;
  - xii) "Public Passenger Transport Service" shall be construed in accordance with section 63 (10)(a) of the 1985 Act;
  - xiii) "Included Services" means those Public Passenger Transport Services (or specified journeys on those services) that are not also Eligible Services on which concessionary travel can be undertaken under the terms of the Scheme;

- xiv) "Excluded Services" means those Public Passenger Transport Services and/or specified journeys on those services and/or at specified times on which concessionary travel cannot be undertaken under the terms of the Scheme;
- v) "Regulations" means the Travel Concessions Schemes Regulations 1986, the Mandatory Travel Concession (England) Regulations 2011 and any subsequent modifications and/or additions thereto, together with any other relevant regulations;
- vi) "Scheme" means the Warwickshire Concessionary Travel Scheme as described herein and/or in the separate document entitled "Arrangements for Reimbursement";
- vii) "Concession Period" means the 12 calendar months starting on 1 April in any year;
- viii) "Statutory Minimum Travel Concession" means the entitlement to travel without the payment of a fare for Passenger Journeys made by an Eligible Person on Eligible Services not starting before 0930 hours or after 2300 hours on normal weekdays and at any time on Saturdays, Sundays and/or Public Holidays;
- ix) "National Pass" means a pass conforming to the correct specification and which entitles its holder to the Statutory Minimum Travel Concession;
- x) "Discretionary Entitlement" means any additional entitlement to travel without payment of a fare over and above the Statutory Minimum Travel Concession provided to a person to whom a National Pass is issued by one of the Travel Concession Authorities party to the Scheme to make Passenger Journeys before 0930 hours and/or after 2300 hours on normal weekdays and/or on Included Services. Such journeys at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority's area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;
- xi) "Companion Entitlement" means the discretionary entitlement provided by a Travel Concession Authority party to the Scheme to the holder of a National Pass issued by the Travel Concession Authority to enable that person to be accompanied by a Companion who can also travel without payment of a fare when accompanying the holder of the National Pass in respect of journeys which at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority's area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;
- xii) "Alternative Discretion" means any concession offered by the Travel Concession Authority to an entitled ENCTS pass holder who chooses to waive their rights to an ENCTS pass in exchange for an alternative concession such as tokens, vouchers, etc. The administration of such alternative concessions will not form part of these Arrangements for Reimbursement and are listed in accompanying schedules for information only.
- xiii) "Issue Charge" means any payment required by a Travel Concession Authority from an Eligible Person or Entitled Person in return for providing a Discretionary Entitlement and/or a Companion Entitlement to that person excluding any charge to recover the cost of providing a photograph and/or the cost of providing a replacement National Pass at a time other than the normal date of renewal.

### **Responsibilities of the Travel Concession Authority**

2. The Scheme is established and administered under the provisions laid down in the relevant parts of the 1985 Act. Notwithstanding this the Scheme shall also be administered to fulfil the requirements of and in accordance with the 2000 Act, the 2007 Act and EC Regulation 1370/2007.
3. The Travel Concession Authority shall manage and operate the Scheme in accordance with the requirements of the Acts and/or other relevant legislation.
4. The Travel Concession Authority will reimburse Participating Operators of Included Services for Passenger Journeys made as a result of the proper use of National Passes together with any Passenger Journeys made under any Discretionary and/or Companion Entitlement upon confirmation from those operators that the Passenger Journeys have been made and in accordance with the Arrangements for Reimbursement.

### **Issue of National Passes**

5. The Travel Concession Authority will issue National Passes to Eligible Persons whose sole or principal residence is within their area. At their entire discretion the Travel Concession Authority may choose to provide Discretionary and/or Companion Entitlement in addition to the Statutory Minimum Travel Concession provided by the National Pass to Eligible Persons whose sole or principal residence is within their area. This will normally take the form of an endorsement to the National Pass.
6. It is the responsibility of Eligible Persons and Entitled Persons to apply for their National Pass and applicants are responsible for any costs incurred in making their application including the cost of providing any photograph that may be required to be shown on the pass for security purposes and in obtaining and/or presenting the necessary proof of their eligibility and/or entitlement.
7. An Issue Charge for a National Pass that includes Discretionary and/or Companion Entitlement may be made by the Travel Concession Authority to an Eligible Person resident in its area if that Travel Concession Authority has offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession and for which no Issue Charge is made.
8. An Travel Concession Authority may also offer the option of other types of concessions (e.g. Travel Tokens, vouchers, Railcards, etc) to an Eligible Person if that Travel Concession Authority has offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession for which no Issue Charge is made and where the Eligible Person has declined that offer.
9. Arrangements in respect of other types of concession are administered separately by the Travel Concession Authority but are considered to be part of the County Concessionary Scheme.
10. With the exception of travel concessions made available directly by Participating Operators on a commercial basis no person in receipt of a National Pass shall be entitled to receive any other travel concession during any Concession Period otherwise than at the entire discretion of the Travel Concession Authority in whose area they reside.



11. In cases where a National Pass is stolen, lost, badly damaged or destroyed, the Travel Concession Authority may at its individual discretion provide a replacement National Pass during the currency of one that has already been issued but reserve the right to make a charge to cover the cost of so doing.

### Scope of Concessionary Travel

12. The Statutory Minimum Travel Concession is available to all holders of a National Pass in accordance with the provisions laid down in the 2007 Act which in summary enables Passenger Journeys to be made:
  - i) On Eligible Services;
  - ii) Between places in England;
  - iii) Between 0930 hours and 2300 hours on normal weekdays and at any time at weekends or on public holidays
13. The Scheme enables a Discretionary Entitlement to be provided in addition to the benefits of the Statutory Minimum Travel Concession for holders of National Passes issued by the Travel Concession Authority at the entire discretion of the Travel Concession Authority. Subject to the scope determined by the Travel Concession Authority, Discretionary Entitlement can enable Passenger Journeys to be made:
  - a) On Eligible Services before 0930 hours and after 2300 hours on normal weekdays subject to any time limitations outside of these hours determined by the Travel Concession Authority providing the Discretionary Entitlement and starting in the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority;
  - b) On Eligible services where there is no journey within 60 minutes after 09.30, the Travel Concession Authority may at its entire discretion, require a participating operator to allow concessionary travel on the journey prior to 09.30.
  - c) On any other Public Passenger Transport Service or a journey(s) on a particular Public Passenger Transport Service for which arrangements regarding participation have been agreed between the Travel Concession Authority and the operator of that service;
14. Details of any Discretionary and/or Companion Entitlement and/or Alternative Discretion provided by the Travel Concession Authority are set out in the latest version of the accompanying Schedule of Discretionary Entitlements which may be amended from time to time without being deemed to be an alteration to the Scheme.
15. Notwithstanding 13 above and subject to prior consultation with the Participating Operator(s) providing services that may be affected, the Travel Concession Authority reserves the right to exclude specified services (and/or specified journeys on specified services) from the Scheme where they have good reason to believe that overloading may occur before 0930 hours and/or after 2300 hours on Normal Weekdays. Participating Operators may also request the Travel Concession Authority to agree to exclusions on similar grounds, such agreement not unreasonably being withheld. Details of any and all exclusions and any changes thereto shall be published from time to time by the Travel Concession Authority.

16. Those eligible because of a disability that requires them to be accompanied by a dog (eg a guide dog or hearing dog) shall not be charged a fare in respect of that dog.

### Miscellaneous

17. The Statutory Minimum Travel Concession will only be permitted upon the production of a valid National Pass in the form and subject to the terms and conditions specified from time to time by the Government.
18. Discretionary and/or Companion Entitlement will only be permitted upon the production of a valid National Pass so endorsed and in the form and subject to the terms and conditions specified from time to time by the Travel Concession Authority.
19. The 1985 Act encourages voluntary participation, backed where necessary by a process of compulsion and the Scheme continues to be founded on this principle. However, Participating operators running Eligible Services must observe the requirements of the 2000 Act and the 2007 Act to enable all holders of valid National Passes to travel free on all Eligible Services within England and be aware of the penalties arising from the 2000 Act in respect of a failure so to do.
20. Operators participating in the Scheme shall be reimbursed on the basis specified in the separately published Arrangements for Reimbursement, and shall recognise and accept valid National Passes in the form and subject to the terms and conditions specified by the Government and/or Travel Concession Authority and allow the rightful holders of such National Passes to travel free of charge only upon production of a valid National Pass when they commence their Passenger Journey.

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SCHEDULE OF CONCESSIONARY ENTITLEMENTS – **SUBJECT TO AMENDMENT**

(a) Times of Travel

**TIMES OF TRAVEL FOR JOURNEYS STARTING IN**

<b>PASSES BEARING THESE LOGOS</b> 	WARWICKSHIRE
	<b>09.00 - 24.00</b> WEEKDAYS ALL DAY SAT/SUN/B.HOL
<b>ALL OTHER VISITORS' PASSES</b>	<b>09.30 - 23.00</b> WEEKDAYS ALL DAY SAT/SUN/B.HOL

(b) Companion Concessions

NONE

(c) Alternative Discretions

NONE

**Communities Overview & Scrutiny Committee  
14 November 2012**

**Work Programme 2012-13**

**Recommendation**

That the Committee considers the draft work programme, amends as appropriate, and puts forwards any recommendations for Task & Finish Groups.

**1.0 Draft Work Programme**

- 1.1 The Committee's work programme is attached as Appendix A. The work programme will be reviewed and prioritised throughout the year so that the Committee can adopt a flexible approach and respond to issues as they emerge.

**Appendices**

**Appendix A - Work Programme 2012-13**

CLLR WHITEHOUSE  
Chair of the Communities Overview and Scrutiny Committee  
Shire Hall  
Warwick

**Communities Overview and Scrutiny Committee  
Work Programme 2012/13**

Date of meeting	Item	Date of last report	Date of next report
<b>10/11 December 2012</b>	<b>Special Meeting</b>		
	1. <b>EXEMPT - Long Term Waste Disposal Treatment</b> (Louise Wall, Glen Fleet) This item gives members the opportunity to scrutinise the report before it is considered by Cabinet on 13 December. The report is likely to be exempt as it contains commercially sensitive information.	31 August 2012	
<b>15 January 2013</b>	<b>Reports</b>		
	1. <b>Integrated Risk Management Plan</b> (Gary Phillips) Formal consultation on the new IRMP.		
	2. <b>Strategic Commissioning and Strategic Alliance Update</b> (Gary Phillips) Outcomes of the SC process and update on strategic alliance.		
	3. <b>Portfolio Holder Delegated Powers</b> (Graeme Fitton) Report to address traffic order protocol for PH decision making - role of members and Community Forums.		
	<b>Briefing Notes</b>		
	1. <b>Household Waste Recycling Centres - Update</b> (Louise Wall, Glenn Fleet) Update after 6 months of new operation / opening hours.		
	2. <b>Rugby Western Relief Road – Financial Impact</b> (Graeme Fitton) The financial impact of the RWRR scheme on the transport & highways budget.	28 April 2011 15 March 2011	
	3. <b>Youth Justice Service Inspection Outcomes</b> Following an inspection of the Youth Justice Service – note to cover performance and areas for improvement.	19 September 2012	

**Communities Overview and Scrutiny Committee  
Work Programme 2012/13**

Date of meeting	Item	Date of last report	Date of next report
<b>13 March 2013</b>	<b>Reports</b>		
	1. <b>Library Service Transformation Update</b> (Kushal Birla, Ayub Khan) Update on Community Libraries and the WCC library network.		
	2. <b>Updated Flood Risk Management Strategy</b> (Mark Ryder) Scrutiny of the new statutory Flood Risk Strategy.		
	<b>Briefing Notes</b>		
	1. <b>Highways Maintenance Contract</b> (Graeme Fitton, Andrew Savage) Update on the new KPIs and the Board's decision to rebase a number of statistics. 6 months position with a review in 1 year.	19 September 2012	
	<b>To be scheduled</b>		
	<b>Review of Part-Night Street Lighting</b> (Graeme Fitton) 6 month review and 1 year review – from implementation date.	19 September 2012	November 2013
	<b>Rugby Western Relief Road – Lessons Learned</b> (Phil Evans) The lessons learned from RWRR and how WCC has implemented the recommendations from scrutiny.	28 April 2011 15 March 2011	
	<b>Rugby Western Relief Road – Financial Outcome</b> (Graeme Fitton) The financial outcome of land value claims. (note: 6 year window for claims)	28 April 2011 15 March 2011	Autumn 2013

## Communities Overview & Scrutiny Committee 14 November 2012

### Mobile Library Service Reconfiguration

#### Recommendation

That members consider and comment on the report being submitted to Cabinet on 22 November 2012.

#### 1 Summary

- 1.1 The report outlines the current service, updates members on progress made over the past year, and presents proposals for reconfiguring the MLS when the current fleet of vehicles is due for renewal. The objective is to deliver positive change and customer benefits within a reduced budget framework, achieving required savings of £95,000 as part of Warwickshire County Council's medium-term financial plan.

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# **Draft – Consultation with Cabinet in progress**

**Cabinet  
22 November 2012**

## **Mobile Library Service Reconfiguration**

### **1 Recommendations**

1.1 That members:

- a) Approve the strategy for reconfiguring the Mobile Library Service (MLS) as outlined in Section 2 of this report.
- b) Authorise the Strategic Director for Resources to implement the proposals outlined in this report after appropriate consultation

### **2 Purpose of the Report**

2.1 This report outlines the current service and updates members on progress made over the past year (Section 1), and presents proposals for reconfiguring the MLS when the current fleet of vehicles is due for renewal (Section 2). The objective is to deliver positive change and customer benefits within a reduced budget framework, achieving required savings of £95,000 as part of Warwickshire County Council's medium-term financial plan.

### **3 Section 1: Current Mobile Library Service**

#### **3.1 Background**

3.1.1 Warwickshire's mobile libraries provide a much-valued service to people in outlying areas and deprived neighbourhoods, particularly older customers and those without transport. Currently 73% of the mobile library stops in Warwickshire are rural and 27% urban. Around one quarter of all stops are at sheltered housing for older people. The MLS is our main offer to rural communities.

3.1.2 The current review builds on the outcomes of a previous MLS review undertaken in 2006/7. Stops, routes and schedules were revised to ensure maximum benefit from the resources available. At the same time Warwickshire Library & Information Service (WLIS) recognised that the mobile service could not - and should not try to - be all things to all people. Target audiences should be clearly identified, including those who would be around to use the service when the mobile library calls - retired people, parents, and carers with children under school-age and unemployed job-seekers.

3.1.3 In 2011, following extensive public consultation, Cabinet approved a set of measures designed to achieve savings across WLIS of more than £2 million. These included a £95,000 reduction in the MLS budget by 2014, and reducing the mobile fleet from five vehicles to three. Cabinet instructed WLIS officers to undertake a review of the service to maximise available resources and reach more people. Cabinet also approved the closure and/or transfer to community management of 16



of the county's 34 static libraries from April 2012. Mobile libraries were required to make additional stops at places losing their library.

### **3.2 Current mobile library fleet**

3.2.1 The present fleet of five 7.5 tonne vehicles was commissioned in 2005 to provide improved disabled access, better fuel economy (a 50% improvement on the previous 14 tonne mobiles), increased manoeuvrability and easier parking, a compact but user-friendly layout with sufficient room for stock, and onboard computers. The mobiles offer public access to the internet, via 3G telephone technology, and allow drivers to access WCC systems. The lease on these vehicles expires in October 2013.

### **3.3 Mobile Stops**

3.3.1 Between them the five vehicles currently make 453 stops on a three-weekly cycle, covering locations from Newton Regis in the north of the county to Long Compton in the south. Geographically, 36% of all stops are in Stratford District, 17% in Warwick District, 18% in Rugby Borough, 11% in North Warwickshire Borough, 7% in Nuneaton & Bedworth Borough and 10% in Solihull.

3.3.2 Stop times are determined by the number of people regularly using the service. The average number of regular customers at each stop varies from four to 20. Take-up is continually monitored to ensure stops remain relevant to customer needs and local demand.

3.3.3 Stock is refreshed every three weeks, during off-road days, at the Mobile Depot, and includes fiction, non-fiction, large print and talking books, together with books for the under-5's and a selection of jigsaws.

### **3.4 Extra stops**

3.4.1 As well as their regular routes, in 2011/12 the mobiles provided temporary weekly cover for interim library closures, during transfer to community management, at Henley and Kineton, Harbury, Hartshill and Keresley, where customers commented favourably on the range and quality of stock on board. The mobile service now also provides a permanent weekly service to Kingsbury, Binley Woods, and Bedworth Heath where there were no successful community library takeover bids. This is going well with an average of 10-20 people at each stop, although numbers are higher at Kingsbury Primary School and lower at Bedworth Heath.

### **3.5 Customers**

3.5.1 There are currently 3,650 registered MLS customers, the majority of whom are over retirement age. Mobile libraries are used by an increasing number of parents and carers of pre-school children who are at home when the mobiles call. Visits are also made to a growing number of children's centres and nurseries in Warwickshire.

### 3.6 Customer feedback

- 3.6.1 Consultation roadshow events held on the mobile libraries in 2011 again attracted praise for the staff and service - and deep concern at the prospect of cuts, notably from older customers who don't drive and/or would struggle to carry heavy books any distance, and nurseries who highlighted the positive influence on children of being able to choose books. Other concerns voiced were about the mobile library being a social focus and, in some cases, one of the few remaining services in their community - and the need for more mobiles, not fewer, if static libraries were to close.
- 3.6.2 The latest National Library Survey undertaken during September 2012 showed an overall satisfaction level of 94.4%. The survey also highlighted that using the Mobile Library Service helps customers with health and wellbeing, meeting people and enabling their independence. At the same time the opportunity was taken to ask customers about whether they would use additional services provided in partnership with other agencies – 32% would use mobiles to access other Council Services, 25% for health promotions and health checks, and 45% for contacts with other community and voluntary services.

### 3.7 Shared Services

- 3.7.1 Since April 2011, WLIS has also been successfully providing a mobile library service to Solihull under a two-year renewable service level agreement (SLA). The commitment takes up an average of six days a month and will generate a net income of £25,000 for each of the two years. The majority of the Solihull routes are close to existing Warwickshire routes, hence there is minimal impact on Warwickshire customers. Issues to Solihull customers have been steadily rising since Warwickshire took over their routes, and extra stops have now been requested. Negotiations are currently taking place about renewing the contract.

### 3.8 Improved performance

- 3.8.1 Over the past year routes have been further rationalised and stops with only one or two regular customers removed from the schedules. New stops have been added to serve 48 nurseries and children's centres following a promotional campaign.

	2006-7	2007-8	2008-9	2009-10	2010-11	2011-12
VISITS	50,325	44,619	38,421	39,511	37,047	39,325
LOANS	250,449	216,598	227,804	232,033	219,279	221,807

- 3.8.2 The relative performance of mobiles has been affected by the closure or transfer to community management of 16 static libraries in April 2012. However, the number of mobile visits and loans has increased, significantly at Kingsbury and Binley Woods where it has not been possible to establish a community library. Mobile stops have been introduced to replace the former branch libraries. As a result, the previous downward trend for mobile visits and loans has been reversed, as shown in the table above.

- 3.8.3 The cost per visit compared to static libraries has also improved. For 2010/11 the average cost per mobile visit was £8.60. One year later the figure was £6.23, compared with £2.77 per visit for the whole library service. However, the cost base has improved due to a combination of factors, such as the reduction in under-performing stops and other ongoing efficiencies.
- 3.8.4 In 2010/11 mobiles accounted for 1.8% of all visits to libraries and 8.8% of total WLIS loans during the financial year. The figures for 2011/12 were 1.9% and 9.4% respectively.
- 3.8.5 It should be noted that that it is not a true comparison between last year and the previous one due to the major changes to community libraries and associated branch closures and it will be necessary to continue to monitor which way the trend goes.
- 3.8.6 The following proposals for reconfiguring the service would not only reduce costs but also set the scene for further performance improvements.
- 3.8.7 See Appendix A – Mobile Library Summary Sheets, this appendix reflects the costs and performance associated with each vehicle.

### **3.9 Legal Obligations**

- 3.9.1 Cabinet is reminded that under Section 7 of the Public Libraries and Museums Act 1964 the Council is under a duty to provide a comprehensive and efficient library service, the provision of a mobile library service is part of the provision which the Council makes towards fulfilling that statutory duty. In addition, the Council must under the Equality Act 2010, have due regard to the need to:
- a) Eliminate discrimination, harassment and victimization, etc
  - b) Advance equality of opportunity and
  - c) Foster good relations.
- 3.9.2 The particular protected characteristics dealt with by the Act are, age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

## **4 Section 2: Reconfiguring the Mobile Library Service**

### **4.1 Methodology**

- 4.1.1 The current mobile library fleet of five leased vehicles is due for replacement in October 2013, presenting an opportunity to reconfigure the service. A long lead-in time is required when programming the design, tendering, build and commissioning of mobile libraries. A scoping exercise therefore commenced in 2011. Staff attended the 2011 national Mobile Meet and a workshop in 2012 delivered by the Mobile Manager from Kirklees Libraries, and have been networking and benchmarking with other library authorities that have recently undertaken service reviews.
- 4.1.2 Customer insight data will continue to be used to more effectively target services within both specific customer groups and deprived communities. We are also considering the potential to operate mobile services on evenings and weekends to ensure that existing vehicles are working at their potential capacity.

- 4.1.3 The Strategy is based on operating the fleet with a reduction of two vehicles to ensure that the required savings, as part of the Library Services medium term financial plan, is achieved whilst maximizing the capacity of the remaining three vehicles.
- 4.1.4 The Library Service will follow the Council's change management protocols regarding any changes to the Service and ensure full consultation takes place with both staff and recognized Trade Unions.

## 4.2 Context

- 4.2.1 Mobile libraries are the only way some customers can access library services. These include people living in rural areas and disadvantaged urban communities, and residents of accommodation for older people. The service on offer should therefore form an effective link into the appropriate range of services provided by the authority and other agencies.

## 4.3 Bigger picture

- 4.3.1 Mobiles reach people and places that other local services do not. The mobiles, therefore, play a key role in achieving the vision for our library service and in the WLIS contribution to other local priorities - by actively supporting:

**Knowledge** information, advice and signposting

**Language and learning skills** according to the National Literacy Trust children who use libraries are twice as likely to be above-average readers

**Lifelong learning** from hobbies to work-related skills

**Employment** special services for job-seekers and resources to help employers develop their businesses

**Culture and heritage** working closely with museums and arts services to stimulate interest in past and present

**Health and wellbeing** through programmes like Bookstart and Books on Prescription

**Social inclusion** spaces where all sorts of people and ages can comfortably come together

**Community and a sense of place** a venue and focus for local events and activities

**The independence and wellbeing of older people** who are heavy library users

**E-government** free internet access and helpful staff in every library, including mobiles

- 4.3.2 The Society of Chief Librarian's summary of the 'Value of the Public Service' is attached as Appendix B, providing more information on the wider role and contributions of the Library Service.

## 5 Desired outcomes from a Mobile Library Service

- A free core mobile library service for those able to access the vehicle, meeting the needs of individuals at all stages of their lives.
- A network of stops which reflect local needs and can respond effectively to changes in demand.

- A mobile library and home delivery service which supports vulnerable people and groups, aiming to 'close the gap' by working with other partners as part of the personalisation and choice agenda.
- Delivering high quality information that is not easily available because of barriers to access through, for example, age, infirmity and/or rural location.
- Promoting the benefits of books, reading and information as a means to foster literate communities who can help themselves.
- Supporting improved health and emotional wellbeing and increased life chances through the promotion of the benefits of reading and learning, and access to information.
- Forming part of a wider network of services contributing to the delivery of wider social and community benefits. These include providing a 'One Front Door' through which people can access a range of council, community and partner agency provision.
- Facilitating access to informal learning through the provision of books and information, and by working with partners and signposting learners to their services.
- Creating further opportunities for volunteering to develop the Home Library Delivery Service in partnership with Age UK and to establish mobile library champions within communities.

## **6 Achieving these outcomes**

6.1 The proposed reconfiguration strategy supports the wider Library Transformation Programme (2010 - 2014) and corporate priorities, and proposes a library service that encompasses revised delivery mechanisms:

- Reconfigured network of stops to include more areas of deprivation (narrowing the gap)
- Working with Early Years to target children's centres and nurseries in deprived areas
- Services targeted to support vulnerable and older people
- Continued engagement with communities and volunteers to inform the service offer
- Development of library champions in communities
- Development of partnerships with other agencies
- Development of One Stop Shop referral service
- Promotion of the new Mobile Library Service offer
- Revised operating times to include evenings where appropriate
- Synchronised stops with other community events to maximize impact
- Attends promotional events e.g. supermarkets/carnivals and fetes to raise awareness of the Service

6.2 WLIS work programmes are ongoing and progress is outlined in this report.

## **7 Reconfiguring the network of library stops**

7.1 The Service is currently reviewing all stops and their duration, and checking routes to ensure mobile libraries spend minimal time travelling and maximum time with the public. Account is being taken of the information that has been gathered and analysed in order to reinforce our criteria. The Service is liaising with Parish Councils about best locations and reaching the target audience.

- 7.2 The Service also plans to assess stops using a combination of factors including mosaic, book loans, geographical spread, census information, indices of deprivation. These give a snapshot of the village/urban area, and whether the stop is in the correct place or reaching the target audience. Ways of mitigating against the loss of mobile stops in some communities will also be considered. This could include replacing lost mobile stops with book collections in village halls or pubs etc. – using our vans to change stock at appropriate intervals

## **8 Targeting services**

- 8.1 The service needs to move forward and has recently put new initiatives in place to more effectively target specific customer groups including:

### **8.2 Working with Early Years**

- 8.2.1 One of these initiatives is extending the MLS to more children's centres and nurseries, focusing on areas of deprivation and offering the children the experience of visiting a mobile library and choosing their own books. Feedback from both parents and workers shows how valuable this service is in enhancing children's learning and development – See Appendix C Case Studies.
- 8.2.2 The ongoing programme therefore includes further close working with Early Years colleagues to target children's centres and nurseries in deprived wards, supporting nursery workers with books for study, and a link with Bookstart. This initiative links to the County Council priority for supporting young families.

### **8.3 Services to support vulnerable and older people**

- 8.3.1 The existing traditional mobile services still plays an important role in supporting other County Council priorities especially helping to keep older people active and independent. The majority of existing mobile library customers are over 65 and, where stops meet the agreed criteria (attached as Appendix D), the mobile library service will continue to deliver to these customers.
- 8.3.2 Mobiles also provide a home library delivery service to rural parts of Warwickshire, taking a selection of books to elderly and disabled users living in isolated communities in their own homes. This service is operated in partnership with Age UK and is staffed by a team of more than 50 volunteers who both deliver and select the books for the customers. The book stock and vehicle is provided by WLIS. A similar home library delivery service is operated by library staff in some urban areas of the county.
- 8.3.3 Mobile library drivers visit sheltered housing complexes where customers are able to make personal selections from vehicle stock. In addition drivers leave book collections in the lounge or quiet room for customers who miss the mobile visit. The drivers also provide home library visits to individual customers who, due to mobility issues or illness, are unable to access the mobile library.
- 8.3.4 Exchange collections are provided to nursing and care homes in the county. Books are selected by staff and volunteers based on the reading requirements of individual residents. These are delivered by WLIS staff and exchanged on an eight-weekly basis.

- 8.3.5 There is potential to build on this work and incorporate Mosaic analysis to identify target customers and communities that are not receiving the service and adjust stops and service delivery accordingly.

## **9 Engagement with communities and volunteers**

- 9.1 Further consultation roadshows will be held if proposals to reduce the existing fleet are confirmed, to explore the best ways to achieve the changes to avoid hardship and mitigate the effects for the existing customer base.
- 9.2 Mobiles provided library services, on a temporary basis, to communities taking over the running of their local library - during alterations for example. Mobiles now visit communities where there was no successful takeover bid and the local library closed. There may be opportunities to support additional communities in the future.
- 9.3 The MLS has considerable experience working with volunteers via the home delivery service and has a clear framework for the recruitment, training and recognition of volunteers. Volunteers have already helped us to extend the home library service and additional opportunities for volunteering will be created by further expansion.
- 9.4 There are opportunities to work with the Area Teams and use Community Fora to improve ways to engage and involve communities. The Service could set up Community Champions who know the members of their communities well and recognise their needs. These champions could advise of the range of services they need locally and help us refine our service delivery and perhaps assist with the delivery of items to those that find it difficult to reach us. This will be done in liaison with appropriate partners.

## **10 Library Link – Mobile Library Champion**

- 10.1 The service recognises that some potential customers are at work or not around when the mobile library calls. However, they could perhaps use the mobile service via a 'Library Link' volunteer. The Library Links could be the same people as the Community Champions or may be different. Library Link volunteers would be mobile library users willing to both champion the service and to collect requested books on behalf of customers who have reserved them online using the WLIS virtual library service.
- 10.2 Library Link volunteers could also help with promoting the mobile service - for example, by giving any new person moving into the village a mobile library timetable and details of the service.
- 10.3 The ongoing work programme includes plans to recruit Library Link volunteers, publicity to encourage volunteering and take-up of the service, and monitoring of both take-up and customer satisfaction.

## **11 Partnership working**

- 11.1 The mobile service has worked successfully with a wide range of partners, including Warwickshire Police, Trading Standards and Beeline Community Transport in North Warwickshire – See Appendix C Case Studies. The service has recently extended

its offer to work with health and social care partners, including Preventative Health Care teams who are able to carry out health checks on our vehicles, the Warwickshire Affordable Warmth Group who are planning to deliver energy advice sessions on the mobiles, and with Crossroads Care to extend the areas where they offer services.

- 11.2 Organisations have also been invited to send a representative out on a mobile library where they are able to talk to customers/local residents, and to brief the driver and leave publicity materials for on-going promotion. Those who have so far taken up the offer have found this to be an ideal and cost-effective way of reaching rural communities or residents of sheltered housing complexes.
- 11.3 The Service also has a significant partnership project with Age UK to deliver the Housebound Library Service.

## **12 One Stop Shop referral service**

- 12.1 Another new proposed development on the more traditional smaller vehicles will be a One Stop Shop referral service, similar to that offered by Bob the Bus in North Warwickshire. Drivers will receive training to be able to offer a service similar to that offered in some libraries.
- 12.2 A manual will be produced with useful phone numbers, and signposting information to help the drivers deliver One Stop Shop-type advice to mobile library customers. A dedicated mobile phone line will be available for users to contact the relevant agencies themselves if they prefer.
- 12.3 If the driver is not able to help the customer he or she will have the option to pass the enquiry on to mobile library depot staff who will 'own' the enquiry and endeavour to help.
- 12.4 The ongoing work programme for this project includes:
- Training for mobile drivers and depot staff
  - Publicity to encourage take-up of the service
  - Linking with the corporate One Front Door programme
  - Plans to monitor take-up and customer satisfaction
  - Assessing the need for a vehicle with a dedicated confidential area

## **13 Promoting mobile library services**

- 13.1 Increasing footfall at all stops, particularly to the target audiences, is a key priority. Attracting more customers would also reduce the average cost per visit. A series of publicity campaigns are planned to improve take-up of mobile library services, including:
- Letters to parish councils and other relevant local organisations
  - Leaflet drops to targeted areas
  - 'Use it or lose it' articles in local magazines and newsletters
  - Drivers promotion
  - Library Link volunteers promotion (dependent on recruitment)



## 14 Reconfigured fleet

- 14.1 Decommissioning two mobile libraries will require the remaining three to work harder - covering more miles, over a longer working day and week. The Service will therefore continue to rationalise stops, in accordance with the agreed criteria, and if/as appropriate offer current mobile customers a housebound reader service instead.
- 14.2 It is estimated that in the region of 60 – 80 mobile stops will be affected by combining stops which are in close proximity and ceasing underused stops. With more effective route planning this will help to lessen the impact on affected communities.
- 14.3 It would be no longer possible to deliver a service to mobile stops where regular use has fallen below the minimum criteria of four customers.
- 14.4 A public consultation exercise and Equality Impact Assessment, which included the mobile service, was conducted as part of the Facing the Challenge Library Transformation reported to Cabinet in July 2011. The analysis is detailed in Appendix E which is attached for information.

### 14.5 Impact on customers

- 14.5.1 From analysis travelling distances to other mobile stops or static libraries would impact on rural users, people on low income, and those with a disability or mobility issue – further exacerbated by the reduction in rural bus services in Warwickshire. Some, but not all, could be eligible for the housebound/home delivery service.
- 14.5.2 In terms of equality, the changes would have a disproportionate impact on females who make up the greater percentage of mobile library users.
- 14.5.2 As part of the review process, library customers, Members and local organisations potentially affected by the changes, will be consulted and informed regularly regarding all the proposed changes.

### 14.6 Financial Implications

- 14.6.1 The mobile library service budget is approximately £250,000 with each vehicle costing approximately £50,000 to run. (See appendix E for individual costs). The redesigned service will achieve the required savings of £95,000 as part of Warwickshire County Council's medium-term financial plan. The revised operating budget will be approximately £155,000. This required savings target of £95,000 is broken down as below:

	Driver Salary	Leasing Cost	Maintenance	Fuel	License	Insurance	ICT Connectivity	PC Sustainability	Mobile Phone	Cleaning	Equipment	Total
Mobile 1	23880	14000	3140	3150	230	710	600	1600	100	200	300	47910
Mobile 2	23880	14000	3140	3150	230	710	600	1600	100	200	300	47910
Total	47760	28000	6280	6300	460	1420	1200	3200	200	400	600	95820

## 15 Reconfigured stops and timetables

- 15.1 Library services form part of a wider network of services, including those of council and partner agencies, which bring about sustainable and active communities. The aim is for the library mobiles to become mobile ‘One Stop Shops’ providing an access-point to other services. In order to achieve this, the Service is revisiting the pattern of three-weekly visits and also looking at the timing of the stops.
- 15.2 The biggest challenge in attracting new mobile customers is that working and young people cannot attend stops operated before 4.00pm. The Service therefore envisages that the One Stop Shop vehicles will work through a full day - morning, afternoon and evening.

## 16 Conclusion

- 16.1 By pursuing the above initiatives, it is envisaged that the Service will evolve from being simply a traditional mobile library service, to one offering One Stop Shop council services, health information to outlying communities, specific customer groups and target areas.

## 17 Appendices

Appendix A – Mobile Library Summary Sheets

Appendix B - The Society of Chief Librarian’s summary of the ‘Value of the Public Service’

Appendix C - Case Studies – Early Years and Partnerships

Appendix D – Criteria for Mobile Library Stops

Appendix E - Equality Impact Assessments for the Mobile Library Service

## 18 Background papers

Report to Cabinet 17 March 2011: Warwickshire Library & Information Service - Facing the Challenge

Report to Cabinet 14 July 2011: Warwickshire Library & Information Service - Facing the Challenge

Report to Cabinet 10 October 2011: Warwickshire Library & Information Service - Facing the Challenge

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Portfolio Holder	Cllr Colin Hayfield	<a href="mailto:cllrhayfield@warwickshire.gov.uk">cllrhayfield@warwickshire.gov.uk</a>

**APPENDIX Cxxxv: LIBRARY INFORMATION SUMMARY SHEET - ALCESTER MOBILE LIBRARY**  
**WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11**

**Alcester Mobile Library**

**Mobile**

Location	Current opening hours	Performance																
Mobile Library Base Alcester	<p align="center">15.5 per week</p> <p align="center">806.0 per annum</p> <p>Monday Tuesday      Different stay and stop times Wednesday    daily over three week schedule. Thursday      Detailed information on the Friday          mobile routes are available on Saturday       request. Sunday</p>	<table border="1"> <thead> <tr> <th></th> <th>Annually</th> <th>Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td align="right">6,061</td> <td align="right">7.52</td> </tr> <tr> <td>Enquiries</td> <td align="right">1,163</td> <td align="right">1.44</td> </tr> <tr> <td>Loan Issues</td> <td align="center" colspan="2">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td align="center">N/A</td> <td align="center">N/A</td> </tr> </tbody> </table>		Annually	Per Hour*	Visits	6,061	7.52	Enquiries	1,163	1.44	Loan Issues	Not Available		Computer Sessions	N/A	N/A	
	Annually	Per Hour*																
Visits	6,061	7.52																
Enquiries	1,163	1.44																
Loan Issues	Not Available																	
Computer Sessions	N/A	N/A																
Premises	WCC Owned																	
		Nearest Library																

Customer Information					Library Survey Data	
Age Profile (Years)	*Registered Borrowers		*Who Borrowing Items (Last 12 Months)		Question Asked	%
	No.	%	No.	%		
	0-4	199	4%	106		
5-15	556	10%	155	5%	Actually Borrowed Books	100.0%
16-64	3,107	59%	2,257	67%	Come To Use Computer	2.3%
65+	1,445	27%	834	25%	Actually Used Computer	2.3%
Total:	<b>5,307</b>	<b>100%</b>	<b>3,352</b>	<b>100%</b>	Come To Find Something Out	20.7%
					Did You Succeed? (Yes)	43.9%
					Did You Succeed? (In Part)	0.0%
					Would Use Evening Mobile Service	1.1%
					Would Use Weekend Mobile Service	1.1%
					Would Use After School Mobile Service	1.1%
					Would Not Use A Mobile Service At All	1.1%

\* Customer information data is for whole Mobile Library Service  
Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.

Annual Revenue Budget			Comments
Expenditure Type	£		
Employee	31,576		Management support costs are held separately within Library Headquarters Budget
Property			
Transport	14,302		
Supplies & Services	2,290		
Income			
<b>Net Budget:</b>	<b>48,168</b>		

**APPENDIX Cxxxvi: LIBRARY INFORMATION SUMMARY SHEET - ATHERSTONE MOBILE LIBRARY**  
**WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11**

<b>Atherstone Mobile Library</b>		<b>Mobile</b>		
<b>Location</b>	<b>Current opening hours</b>			
Mobile Library Base Atherstone	<div style="border: 1px solid black; padding: 2px; display: inline-block;">14.1</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">732.2</div> per annum			
<b>Premises</b>	Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request Sunday			
WCC Owned				
<b>Performance</b>		<b>Nearest Library</b>		
		<b>Library Survey Data</b>		
<b>Customer Information</b>				
<b>Age Profile (Years)</b>	<b>*Registered Borrowers</b>		<b>*Who Borrowing Items (Last 12 Months)</b>	
	No.	%	No.	%
0-4	199	4%	106	3%
5-15	556	10%	155	5%
16-64	3,107	59%	2,257	67%
65+	1,445	27%	834	25%
<b>Total:</b>	<b>5,307</b>	<b>100%</b>	<b>3,352</b>	<b>100%</b>
<p>* Customer information data is for whole Mobile Library Service  Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.</p>				
<b>Annual Revenue Budget</b>		<b>Comments</b>		
<b>Expenditure Type</b>	<b>£</b>	<div style="border: 1px solid black; padding: 5px;"> <b>Management support costs are held separately within Library Headquarters Budget</b> </div>		
Employee	30,759			
Property				
Transport	14,410			
Supplies & Services	2,290			
Income				
<b>Net Budget:</b>	<b>47,459</b>			

**APPENDIX Cxxxvii: LIBRARY INFORMATION SUMMARY SHEET - BEDWORTH MOBILE LIBRARY**  
**WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11**

<b>Bedworth Mobile Library</b>		<b>Mobile</b>																																		
<b>Location</b>	<b>Current opening hours</b>																																			
Mobile Library Base Bedworth	<div style="border: 1px solid black; padding: 2px; display: inline-block;">14.1</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">731.1</div> per annum  Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request Sunday																																			
<b>Premises</b>	<b>Performance</b>																																			
WCC Owned	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center; border: 1px solid black;">Annually</th> <th style="text-align: center; border: 1px solid black;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: center;">5,729</td> <td style="text-align: center;">7.84</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">1,484</td> <td style="text-align: center;">2.03</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open            **Individual Mobile Issue Numbers Are Not Tracked.</p>			Annually	Per Hour*	Visits	5,729	7.84	Enquiries	1,484	2.03	Loan Issues	Not Available		Computer Sessions	N/A	N/A																			
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<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Age Profile (Years)</th> <th colspan="2">*Registered Borrowers</th> <th colspan="2">*Who Borrowing Items (Last 12 Months)</th> </tr> <tr> <th>No.</th> <th>%</th> <th>No.</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>0-4</td> <td style="text-align: center;">199</td> <td style="text-align: center;">4%</td> <td style="text-align: center;">106</td> <td style="text-align: center;">3%</td> </tr> <tr> <td>5-15</td> <td style="text-align: center;">556</td> <td style="text-align: center;">10%</td> <td style="text-align: center;">155</td> <td style="text-align: center;">5%</td> </tr> <tr> <td>16-64</td> <td style="text-align: center;">3,107</td> <td style="text-align: center;">59%</td> <td style="text-align: center;">2,257</td> <td style="text-align: center;">67%</td> </tr> <tr> <td>65+</td> <td style="text-align: center;">1,445</td> <td style="text-align: center;">27%</td> <td style="text-align: center;">834</td> <td style="text-align: center;">25%</td> </tr> <tr> <td><b>Total:</b></td> <td style="text-align: center; border: 2px solid blue;"><b>5,307</b></td> <td style="text-align: center; border: 2px solid blue;"><b>100%</b></td> <td style="text-align: center; border: 2px solid blue;"><b>3,352</b></td> <td style="text-align: center; border: 2px solid blue;"><b>100%</b></td> </tr> </tbody> </table> <p>* Customer information data is for whole Mobile Library Service            Percentages above have been rounded up or down, so may not seem to equal 100% in all cases.</p>		Age Profile (Years)	*Registered Borrowers		*Who Borrowing Items (Last 12 Months)		No.	%	No.	%	0-4	199	4%	106	3%	5-15	556	10%	155	5%	16-64	3,107	59%	2,257	67%	65+	1,445	27%	834	25%	<b>Total:</b>	<b>5,307</b>	<b>100%</b>	<b>3,352</b>	<b>100%</b>	<b>Library Survey Data</b>
Age Profile (Years)	*Registered Borrowers		*Who Borrowing Items (Last 12 Months)																																	
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**APPENDIX Cxxxviii: LIBRARY INFORMATION SUMMARY SHEET - KENILWORTH MOBILE LIBRARY**  
**WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11**

<b>Kenilworth Mobile Library</b>		<b>Mobile</b>																																																										
<b>Location</b>	<b>Current opening hours</b>	<b>Performance</b>																																																										
Mobile Library Base Kenilworth	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">16.7 per week</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">867.9 per annum</div> <p>Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request. Sunday</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Annually</th> <th style="text-align: center;">Per Hour*</th> </tr> </thead> <tbody> <tr> <td>Visits</td> <td style="text-align: center;">5,432</td> <td style="text-align: center;">6.26</td> </tr> <tr> <td>Enquiries</td> <td style="text-align: center;">793</td> <td style="text-align: center;">0.91</td> </tr> <tr> <td>Loan Issues</td> <td colspan="2" style="text-align: center;">Not Available</td> </tr> <tr> <td>Computer Sessions</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>*Per Scheduled Hours Open **Individual Mobile Issue Numbers Are Not Tracked.</p>		Annually	Per Hour*	Visits	5,432	6.26	Enquiries	793	0.91	Loan Issues	Not Available		Computer Sessions	N/A	N/A																																											
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**APPENDIX Cxxxix: LIBRARY INFORMATION SUMMARY SHEET - SOUTHAM MOBILE LIBRARY**  
**WARWICKSHIRE LIBRARY AND INFORMATION SERVICE - FACING THE CHALLENGE - REPORT DATE: 17-03-11**

<b>Southam Mobile Library</b>		<b>Mobile</b>																																		
<b>Location</b>	<b>Current opening hours</b>																																			
Mobile Library Base Southam	<div style="border: 1px solid black; padding: 2px; display: inline-block;">14.3</div> per week <div style="border: 1px solid black; padding: 2px; display: inline-block;">741.0</div> per annum  Monday Tuesday Different stay and stop times Wednesday daily over three week schedule. Thursday Detailed information on the Friday mobile routes are available on Saturday request. Sunday																																			
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The Society of Chief Librarian's summary of the 'Value of the Public Service'



Value of the Public Library Service

Libraries in Use

- a) 40% of the population uses their local library.
- b) There are more than 4500 library service points in the UK.
- c) Compared to other cultural facilities, libraries are used by a high percentage of people from deprived areas (39.8%).
- d) The modern library service is crucial in helping people be more self-sufficient.
- e) 40 new or refurbished public libraries will open in 2012
- f) Five libraries had more than one million visitors in 2010/2011 - Norfolk and Norwich, Birmingham Central, Croydon Central, Newcastle-CITY Library and Huddersfield.<sup>1</sup>

Libraries Offer Value for Money

- g) Libraries cost just 5p per person/per day to run, on average.
- h) Cost is 35p per week/per person: less than a bag of crisps or a pint of milk.

Libraries are Inclusive

- i) Libraries are free to use.
- j) Libraries are a unique public space, open to all.
- k) Libraries provide accessible reading and information for everyone.
- l) Libraries provide space for gathering, studying and learning.

Library Staff are Knowledge Experts

- m) Library staff provides a free professional service to customers, helping them to choose reading material, assist in research and study, learn how to use the internet and make the most of the resource their library offers.
- n) Library staff is trained to help customers pinpoint the information and resources they need to accomplish their goals.
- o) Library staff understands how to recognise reliable sources of information and guide customers in their search.

Libraries Help Children Learn

- p) Children who use the library are twice as likely to be above average readers.<sup>2</sup>

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<sup>1</sup> (CIPFA, October 2011)



- q) Nationally children's issues are going up year on year.
- r) 76% of 5 to 10 year olds use their library.
- s) Over a third (38%) of young people who use the library believe it will help them to do better at school.<sup>3</sup>
- t) Bookstart has helped over 90% of parents to get their babies and toddlers started on the reading path.

#### Libraries are a "One-Stop Shop" Window to Councils

- u) 40% of the population uses their local library, providing a unique opportunity for Councils to connect with their local communities.
- v) Customer satisfaction in public libraries is consistently 91% or higher.
- w) Libraries are a recognized international brand and a trusted venue for information.

#### Libraries, Jobs and the Economy

- x) Library staff assists people to find employment by helping with CV writing, job searches, and researching how to acquire new skills.
- y) Libraries offer skills and development training for people both in and out of work.
- z) Job Clubs: Many libraries run job clubs that help people set up email accounts, search and apply for jobs online and more.

#### Libraries Boost Business

- aa) Libraries and library staff offer entrepreneurs a wealth of resources on how to start, grow and make a business profitable. Many libraries have business centres and tailored professional advice.
- bb) Libraries have helped people start thousands of new businesses in the UK.

#### Libraries Help Digitally Excluded People

- cc) Public Libraries helped 1.5 million customers who had never used the internet (or never used it confidently) to go online in the past year--more than any other group or organisation in the UK.
- dd) Use of public libraries' online resources is going up, with library web visits up by 79% since 2008.

#### Libraries Improve Adult Literacy

- ee)** 7 million people in the UK lack basic literacy skills.
- ff) Libraries contribute to the increase of numbers of literate adults in the UK through reading groups, mentoring programmes and promoting partnerships with literacy organisations.
- gg) Libraries offer a vast range of informal and formal learning opportunities.

#### Libraries Help the Elderly

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<sup>2</sup> National Literacy Trust research, [http://www.literacytrust.org.uk/news/2984\\_children\\_who\\_use\\_the\\_library\\_are\\_twice\\_as\\_likely\\_to\\_be\\_above\\_average\\_readers](http://www.literacytrust.org.uk/news/2984_children_who_use_the_library_are_twice_as_likely_to_be_above_average_readers), February 2011

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- hh) More older people are visiting libraries. 43% of adults aged 65-74 visited the library in 2010/11 compared to 39% in 2009/10. 37% of people over 75 visited the library compared to 33% in 09/10.
- ii) Libraries help older people connect in their communities and learn through regular reading groups, online learning sessions and social groups.
- jj) The number of people aged 60 or over in the UK is predicted to rise by more than 50 percent in the next 25 years. Libraries are a safe, free and friendly place for older people.
- kk) Libraries encourage older people to live independently.

#### Libraries Promote Reading

- ll) There are 98,243 million books in the public library service. Of these, 74,157 million are available to borrow. (*CIFFA, October 2011*)
- mm) Public libraries lent 300.2 million books in 20010/2011. (*CIFFA, October 2011*)
- nn) Libraries have 11.9 million active borrowers (and bring books to a further 111,000 housebound readers). (*CIFFA, October 2010*)
- oo) Libraries offer a free, friendly atmosphere to enjoy reading.
- pp) There are at least 10,000 library linked reading groups.

#### Libraries Improve Health

- qq) Libraries offer an extensive range of health and well being services.
- rr) Reading is a proven stress buster, reducing stress by as much as 67%<sup>4</sup>.
- ss) Reading helps prevent the onset of dementia by 35%<sup>5</sup>.
- tt) Social activities available in libraries combat isolation and loneliness.
- uu) Library staff helps customers find medical information that is reliable and relevant, a much safer way of seeking health information than simply searching the internet.

#### Libraries are a Comprehensive and Efficient Service

- a) SCL believes that a comprehensive and efficient library service for the twenty-first century should:
  - b) Be designed to meet the needs of local communities and wherever possible involve those communities in their planning and delivery.
  - c) Be a professionally delivered service.
  - d) Be a key delivery mechanism for local solutions to the problems faced by disadvantaged communities, in partnership with other providers.
  - e) Not overlook the importance of the traditional elements of the service: quality book stock, current and historical information sources; expert staff to support customers; and safe and neutral community space.
  - f) Be led nationally and locally.
  - g) Do all this efficiently by ensuring that the best possible services are available at a cost that is acceptable to local taxpayers.

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<sup>4</sup> Mindlab Research commissioned by Galaxy, 2009 reported in [www.telegraph.co.uk/health/healthnews/5070874/Reading-can-help-reduce-stress](http://www.telegraph.co.uk/health/healthnews/5070874/Reading-can-help-reduce-stress), March 2009

<sup>5</sup> *Leisure Activities and the Risk of Dementia in the Elderly*, New England Journal of Medicine 2003, 348:2508-2516

**Case Studies****Early Years**

## Little Stars, Mancetter

The Mobile has been visiting for several years now. The children love going out to visit the library and choosing their own books. It gives them a sense of independence; they go in a small group and they then sit and use the books in the nursery afterwards. It's also good for them to be interacting with the Mobile Driver, who is so helpful, kind and brilliant with the children. The Mobile library really adds to the variety of resources we have, and the Driver can bring books linked to our themes. The library [Atherstone Library] is only a pram push away, but we can't always manage to get there, given the distance and using triple pushchairs. Reading is the foundation of the curriculum, and is so important for communication and language. The Driver has also helped five of our staff with their Early Years Foundation Course, checking reading lists and bringing recommended reading books. The Mobile is brilliant and we have a really good partnership.

## Hurley Nursery

Our visits are roughly every three weeks and this is a good length of time for changing our books. The Driver allows the children plenty of time to choose books and have a look around the bus. He provides an excellent service and is perfect for the role, always cheerful and patient with our children who now feel comfortable with him. He makes the library visit fun. The main benefit for our children, is that unfortunately today, there are not many children who get the opportunity to visit a library and choose their own books. Parents often do not have the time or inclination. Books are an expensive but vital resource, in order to cover every theme or topic we would have to spend an enormous amount of money. By using the bus we have a never ending supply of new ideas. Thank you for helping to provide us with such an excellent service, we would miss our library bus visiting and I cannot think of any improvements that you could make.

## Peter Pan Day Nursery, Bramcote

The Mobile has come now for about four months now, and it's really working well. We bring the children in three groups; it's something special for them to come out for. The children really look forward to the library coming and choosing a book to take home and share with mummy, daddy, nan, grandad, or even big brother or sister. Also its a great way of getting them to appreciate books and what they can get from them. Even our younger children love coming out of nursery to choose a book. The range of books is good, with different ones every time the Mobile visits, and requested books brought next time. The nursery staff also take the opportunity to select books for themes we are working on. The children love books and reading, and the Mobile visiting us is brill! It would be good to have story sacks on board as well.

## **Partnership working**

Affordable Warmth Campaign, a partnership between Public Health and Borough and District Councils in Warwickshire

Act on Energy recently went out on the Alcester Mobile to deliver energy advice sessions to older people in remote parts of the county, and are planning to go out on 15 more routes across the county before the end of December. It went really well; we talked to people who came on the Mobile and gave out lots of information and cards. Although we were told this was one of the 'quieter' routes, we saw a good number of people and, for us, what was really important we were hitting our target group. Most of the Mobile Library customers we saw were older people and they would not otherwise have had access to energy advice sessions. We will also be able to brief the Drivers on all the Mobile routes and leave a poster / leaflets so that they can help in promoting 'Affordable Warmth' across all of the Mobile routes in Warwickshire.

## **Beeline Community Transport, North Warwickshire**

Beeline is consulting with people about transportation issues in North Warwickshire, and the Mobile Library Service has proved an invaluable way of reaching people in really isolated parts of the borough. As well as going out on the Mobile to talk to people in places like Piccadilly, Austrey and Wood End, the Mobile Library Driver has also encouraged people to fill in surveys for us, and provided local information and contact details for organisations we wish to link up with. Both partners have been able to promote services for each other.

## **Stratford and Shipston/Stour Community Forums**

Staff in the Stratford-on-Avon Area Office of Warwickshire County Council have been out on various mobile routes in the South of the county to promote the Community Forums. The visits provided the following benefits:

An opportunity to access members of the community, and to talk to local residents about issues of concern to them and how Community Forums can help resolve these

On each occasion the mobile library has been of great help in reaching those residents who may have not previously been aware of the forums, talking to c30-50 people who may well 'spread the word' to their neighbours

Helping resolve problems as they arise, for example, a resident of Stratford upon Avon with an issue with scaffolding outside her flat, owned and maintained by a housing association, which was resolved on that day as a result of the contact

Promotion of the Forums by taking advantage of any opportunities that arose, for example, by doing leaflet drops in surrounding properties during "low use" stops, tapping into groups meeting community venues, arranging for leaflets to be taken home by pupils at the local school and playgroups

I believe the mobile library provides a lifeline for some people, living often in rural villages, where there are no (or very few) permanent or regular service providers.

## Criteria for Mobile Library Stops

### Mobile Library Service

#### Criteria for Mobile Library Stops

The length of stop will be determined by the number of people using the service. The minimum length of stop will be 15 minutes to allow sufficient time for use of the on board public access internet/email facilities.

Average No of Users	Minimum Stop Time
4 – 6 Users	15 minutes
7 – 10 Users	25 minutes
11– 15 Users	30 minutes
Over 15 users	45 minutes + (up to a maximum of one hour)

A minimum stop time of 15 minutes will apply where a stop is the only one in a village.

Extra time will be allocated at sheltered housing stops for delivery to housebound readers. This will be calculated based on the needs of those users.

#### Distance between stops

No mobile stops within 1.5 miles of a static library

Mobile stops will not normally be within 0.5 miles of each other – (this equates to about 10 minutes walk)

These criteria exclude sheltered and neighbourhood stops in deprived communities.

Exceptions will be made where there are distinct communities where natural barriers exist (busy roads, steep hills etc), where there is limited pedestrian access and in areas identified as having high scores in the index of Multiple Deprivation.

#### Monitoring and evaluation:

These criteria will be evaluated after six months and annually thereafter.

Average visitor numbers for each stop will be reviewed quarterly and stop times adjusted accordingly.

#### Procedure for withdrawal of stops:

Where there is no use of the service for 3 consecutive visits or where the average customer count falls below the minimum required the Mobile and Community Services Manager will be alerted and steps will be taken to promote the stop locally. If this is unsuccessful the service will

be withdrawn and the Home Delivery Service will be offered to those individuals who meet the criteria.

Applications for new stops:

Applications for new stops will be considered only where they indicate the potential to be used regularly by an average of at least four people. The Home Delivery Service may be offered as an alternative if the customer meets the criteria.

Priority will be given to those places deemed to be in areas of greater social deprivation based on the Government figures in force at the time of application.

Where timetables allow, new stops will come into operation within nine weeks after agreement to provide the service has been reached. This will allow sufficient time for the planning and publication of a new timetable and for other users to be informed of any changes.

## Community Analysis on the Public Consultation

## Library: Alcester Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 33 Meeting – N/A
	Number of survey responses received % online % paper	81 12 – 14.8% 69 – 85.2%
	Number (and %) responding on this library only	30 – 37.0%
	Number responding on other Libraries (multiple responses)	51 – 63.0%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> <li>• Library Customer – 73 – 96.1%</li> <li>• Friend or relative of a library customer – 1 – 1.3%</li> <li>• Work in a library location – 0</li> <li>• Work voluntarily in library location – 0</li> <li>• Represent partner/ potential partner – 0</li> <li>• Represent/own a local business – 0</li> <li>• Represent a community group – 1 – 1.3%</li> <li>• Responding on behalf of an organisation – 1 – 1.3%</li> </ul>
	Number of comments made from survey (impact)	32
	Number of letters/emails received	N/A
Formal response by organisations	None	
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> <li>• Unable to use – due to distance</li> <li>• Unable to use – due to lack of public transport</li> <li>• Restrict my use – distance / travel to another library</li> <li>• Impact on community – loss of meeting place / community focus</li> <li>• Impact on community – rural isolation / village cut off</li> <li>• Financial impact – cost of parking at another library</li> <li>• Financial impact – cost of travel to another library</li> <li>• Service impact – wouldn't use service</li> <li>• Educational impact – loss of social inclusion</li> <li>• Personal impact – denied access to service I pay for</li> <li>• Personal impact – social isolation as a result of closure</li> <li>• Impact on vulnerable – impact on elderly / infirm</li> <li>• Impact on vulnerable - disabled</li> </ul>
	Themes from letters/emails	N/A
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> <li>• Unable to use - Due to distance (28%)</li> <li>• Impact on vulnerable - Elderly/infirm (25%)</li> <li>• Restrict my use - Distance/Travel to another library (16%)</li> <li>• Restrict my use – Other (16%)</li> <li>• Educational Impact - Access to information/ reference/borrow books (13%)</li> <li>• Personal Impact - Denied access to hobby/ pleasure (13%)</li> </ul>
	Q5 – % will not affect/significant impact (Count & %)	Significant – 34 – 47.2% Some – 23 – 31.9% No – 9 – 12.5%

Section	Information Required	Information
		Don't Know – 6 – 8.3% (No reply – 9 )
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 35 – 48.6% Neither – 11 – 15.3% Strongly Disagree & Disagree – 26 – 36.1% (No reply – 9)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 28 – 43.1% Neither – 8 – 12.3% Strongly Disagree & Disagree – 29 – 44.6% (No reply – 16 )
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 15 – 24.6% Neither – 9 – 14.8% Strongly Disagree & Disagree – 37 – 60.7% (No reply – 20 )
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 22 – 36.7% Neither – 17 – 28.3% Strongly Disagree & Disagree – 21 – 35.0% (No reply – 21)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 25.0% Neither – 16 – 30.8% Strongly Disagree & Disagree – 23 – 44.2% (No reply – 29)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 9 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 8 Contact details left – 6
	Q11a – Number of hours	2 – 4 hours – 8 5 – 8 hours – 2 9 – 16 hours – 1 16 or more – 0 Any day – 1 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 19 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 5
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 0 Evenings – 0



Section	Information Required	Information
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
<b>Financial Support</b>	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 13 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	18
<b>Equality Impact Assessment</b>	Last question – position (ie individual, on behalf of organisation etc)	Individual – 69 – 98.6% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.4%
	Equality data from survey – Gender (count & %)	Male – 12 – 16.9% Female – 59 – 83.1%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 8.1% 45 – 64 years – 8 – 10.8% 65 – 74 years – 24 – 32.4% 75+ years – 36 – 48.6%
	Equality data from survey – Disability (count & %)	Yes – 28 – 44.4% No – 35 – 55.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 74 – 100%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 7 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 9 – 100% Gay or lesbian – Bisexual – Other – Prefer not to say –

## Community Analysis on the Public Consultation

### Library: Atherstone Mobile

Section	Information Required	Information
<b>Level of local interest</b>	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 14 Meeting –
	Number of survey responses received	78
	% online	7   9.0%
	% paper	71   91.0%
	Number (and %) responding on this library only	51   94.7%
	Number responding on other Libraries (multiple responses)	27   34.6%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> <li>• Library Customer – 72       94.7%</li> <li>• Friend or relative of a library customer – 2   2.6 %</li> <li>• Work in a library location – 0       0.0%</li> <li>• Work voluntarily in library location – 0   0.0%</li> <li>• Represent partner/ potential partner – 0   0.0%</li> <li>• Represent/own a local business – 0       0.0%</li> <li>• Represent a community group – 1       1.3%</li> <li>• Responding on behalf of an organisation –1   1.3%</li> </ul>
Number of comments made from survey (impact)	24	
Number of letters/emails received	0 impact letters	
Formal response by organisations	None	
<b>Impact on Customer</b>	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> <li>• Unable to use – due to distance</li> <li>• Unable to use – due to lack of public transport</li> <li>• Restrict my use – distance / travel to another library</li> <li>• Impact on community – loss of meeting place / community focus</li> <li>• Impact on community – rural isolation / village cut off</li> <li>• Financial impact – cost of parking at another library</li> <li>• Financial impact – cost of travel to another library</li> <li>• Service impact – wouldn't use service</li> <li>• Educational impact – loss of social inclusion</li> <li>• Personal impact – denied access to service I pay for</li> <li>• Personal impact – social isolation as a result of closure</li> <li>• Impact on vulnerable – impact on elderly / infirm</li> <li>• Impact on vulnerable - disabled</li> </ul>
	Themes from letters/emails	<ul style="list-style-type: none"> <li>• No letters received</li> </ul>
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> <li>• Impact on vulnerable - Elderly/infirm (50%)</li> <li>• Personal Impact - Denied access to hobby/ pleasure (25%)</li> <li>• Unable to use – Other (21%)</li> <li>• Impact on vulnerable – Disabled (21%)</li> <li>• Personal Impact – Other (17%)</li> </ul>
	Q5 – % will not affect/significant impact (Count & %)	Significant – 40 - 58.0% Some – 13 - 18.8% No – 11 - 15.9% Don't Know – 5 - 7.2% (No reply – 9 )
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 31 - 44.3% Neither – 11 - 15.7%

Section	Information Required	Information
		Strongly Disagree & Disagree – 28 - 40.0% (No reply – 8)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 26 - 41.9% Neither – 2 - 3.2% Strongly Disagree & Disagree – 34 - 54.8% (No reply – 16)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 9 - 15.0% Neither – 5 - 8.3% Strongly Disagree & Disagree – 46 - 76.7% (No reply – 18)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 18 - 32.1% Neither – 18 - 32.1% Strongly Disagree & Disagree – 20 - 35.7% (No reply – 22)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 8 - 14.0% Neither – 16 - 28.1% Strongly Disagree & Disagree – 33 - 57.9% (No reply – 21)
<b>Area Facts</b>	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	Area demographics (Locality profiles – NB will cover more than 1 library), library catchment profiles.	N/A
	People's network usage	N/A
<b>Interest in being involved/ Business Cases</b>	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 8 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 0
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
<b>Volunteering</b>	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 3
	Q11a – Number of hours	2 – 4 hours – 3 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 1 Any day – 2 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 13 Contact details left – 7
	Q13 – Number interested for mobile library	Yes – 5 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends 0– Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 0

Section	Information Required	Information
		Stratford –0 Warwick – 0 Any district - 0
<b>Financial Support</b>	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 12 Alternative Library/building – 2 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	19
<b>Equality Impact Assessment</b>	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 97.0% Representing a public service provider – 0 0.0% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 2 3.0%
	Equality data from survey – Gender (count & %)	Male – 13 18.8% Female – 56 81.2%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 0 0.0% 25 – 44 years – 8 11.0% 45 – 64 years – 9 12.3% 65 – 74 years – 18 24.7% 75+ years – 38 52.1%
	Equality data from survey – Disability (count & %)	Yes – 40 61.5% No – 25 38.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 73 100.0% Mixed – All – 0 0.0% Asian – All- 0 0.0% Black – All – 0 0.0% Other –All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100.0% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

## Community Analysis on the Public Consultation

### Library: Bedworth Mobile

Section	Information Required	Information										
<b>Level of local interest</b>	Number of petitions received	1 – 182 signatures										
	Level of attendance at public meetings/road shows	Roadshow – 46 Meeting – N/A										
	Number of survey responses received	50										
	% online	3                    6.0%										
	% paper	47                  94.0%										
	Number (and %) responding on this library only	32                  64.0%										
	Number responding on other Libraries (multiple responses)	18                  36.0%										
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> <li>• Library Customer – 44    93.6%</li> <li>• Friend or relative of a library customer – 1    2.1%</li> <li>• Work in a library location – 1            2.1%</li> <li>• Work voluntarily in library location – 0    0.0%</li> <li>• Represent partner/ potential partner – 0    0.0%</li> <li>• Represent/own a local business – 0        0.0%</li> <li>• Represent a community group – 1        2.1%</li> <li>• Responding on behalf of an organisation – 0.0%</li> </ul>										
Number of comments made from survey (impact)	13											
Number of letters/emails received	None											
Formal response by organisations	None											
<b>Impact on Customer</b>	Themes from Public Meetings	N/A										
	Themes from Road Shows	<ul style="list-style-type: none"> <li>• Unable to use – due to distance</li> <li>• Unable to use – due to lack of public transport</li> <li>• Restrict my use – distance / travel to another library</li> <li>• Impact on community – loss of meeting place / community focus</li> <li>• Impact on community – rural isolation / village cut off</li> <li>• Financial impact – cost of parking at another library</li> <li>• Financial impact – cost of travel to another library</li> <li>• Service impact – wouldn't use service</li> <li>• Educational impact – loss of social inclusion</li> <li>• Personal impact – denied access to service I pay for</li> <li>• Personal impact – social isolation as a result of closure</li> <li>• Impact on vulnerable – impact on elderly / infirm</li> <li>• Impact on vulnerable – disabled</li> <li>• Impact on vulnerable - children</li> </ul>										
	Themes from letters/emails	<ul style="list-style-type: none"> <li>• No impact letters received</li> </ul>										
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> <li>• Personal Impact - Denied access to hobby/pleasure (31%)</li> <li>• Unable to use - Due to lack of public transport (15%)</li> <li>• Impact on Community – Other (15%)</li> <li>• Impact on vulnerable - Elderly/infirm (15%)</li> </ul>										
	Q5 – % will not affect/significant impact (Count & %)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Significant – 29</td> <td style="width: 50%; text-align: right;">64.4%</td> </tr> <tr> <td>Some – 9</td> <td style="text-align: right;">20.0%</td> </tr> <tr> <td>No – 2</td> <td style="text-align: right;">4.4%</td> </tr> <tr> <td>Don't Know – 5</td> <td style="text-align: right;">11.1%</td> </tr> <tr> <td>(No reply – 5)</td> <td></td> </tr> </table>	Significant – 29	64.4%	Some – 9	20.0%	No – 2	4.4%	Don't Know – 5	11.1%	(No reply – 5)	
	Significant – 29	64.4%										
Some – 9	20.0%											
No – 2	4.4%											
Don't Know – 5	11.1%											
(No reply – 5)												

Section	Information Required	Information
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 23 48.9% Neither – 6 12.8% Strongly Disagree & Disagree – 18 38.3% (No reply – 3)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 11 26.8% Neither – 7 17.1% Strongly Disagree & Disagree – 23 56.1% (No reply – 9)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 3 7.9% Neither – 3 7.9% Strongly Disagree & Disagree – 32 84.2% (No reply – 12)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 31.6% Neither – 13 34.2% Strongly Disagree & Disagree – 13 34.2% (No reply – 12 )
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 6 18.2% Neither – 7 21.2% Strongly Disagree & Disagree – 20 60.6% (No reply – 12 )
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People’s network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 7 Businesses – 1 Local Organisations – 0 Charitable Organisations – 1 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 3 Contact details left – 3
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 7 Contact details left – 4
	Q11a – Number of hours	2 – 4 hours – 5 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 1 Weekends - 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 8 Contact details left – 4
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 3
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends - 0 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0

Section	Information Required	Information
		Warwick – 0 Any district – 0
<b>Financial Support</b>	Q14 –Offer financial support?	An existing Library – 0 A mobile Library – 10 Alternative Library/building – 1 Maintaining current opening hours – 0 Contact details left – 5
	Left Any Contact Details	19
<b>Equality Impact Assessment</b>	Last question – position (ie individual, on behalf of organisation etc)	Individual – 45 95.7% Representing a public service provider –2 4.3% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 0 0.0%
	Equality data from survey – Gender (count & %)	Male – 9 20.0% Female – 36 80.0%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 1 2.2% 25 – 44 years – 3 6.5% 45 – 64 years – 13 28.3% 65 – 74 years – 13 28.3% 75+ years – 16 34.8%
	Equality data from survey – Disability (count & %)	Yes – 18 40.0% No - 27 60.0%
	Equality data from survey – Ethnic Group (count & %)	White – All – 43 100% Mixed – All – 0 0.0% Asian – All – 0 0.0% Black – All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

## Community Analysis on the Public Consultation

### Library: Kenilworth Mobile

Section	Information Required	Information
<b>Level of local interest</b>	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 28 Meeting –
	Number of survey responses received % online % paper	71 9 – 12.7% 62 – 87.3%
	Number (and %) responding on this library only	33 – 46.5%
	Number responding on other Libraries (multiple responses)	38 – 53.5%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> <li>• Library Customer – 64 – 92.8%</li> <li>• Friend or relative of a library customer – 1 – 1.4%</li> <li>• Work in a library location – 3 – 4.3%</li> <li>• Work voluntarily in library location – 0</li> <li>• Represent partner/ potential partner – 0</li> <li>• Represent/own a local business – 0</li> <li>• Represent a community group – 0</li> <li>• Responding on behalf of an organisation – 1 – 1.4%</li> </ul>
	Number of comments made from survey (impact)	37
	Number of letters/emails received	None
Formal response by organisations	None	
<b>Impact on Customer</b>	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> <li>• Unable to use – due to distance</li> <li>• Unable to use – due to lack of public transport</li> <li>• Restrict my use – distance / travel to another library</li> <li>• Impact on community – loss of meeting place / community focus</li> <li>• Impact on community – rural isolation / village cut off</li> <li>• Financial impact – cost of parking at another library</li> <li>• Financial impact – cost of travel to another library</li> <li>• Service impact – wouldn't use service</li> <li>• Educational impact – loss of social inclusion</li> <li>• Personal impact – denied access to service I pay for</li> <li>• Personal impact – social isolation as a result of closure</li> <li>• Impact on vulnerable – impact on elderly / infirm</li> <li>• Impact on vulnerable – disabled</li> </ul>
	Themes from letters/emails	<ul style="list-style-type: none"> <li>• No impact letters received</li> </ul>
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> <li>• Impact on vulnerable - Elderly/infirm (26%)</li> <li>• Restrict my use – Other (27%)</li> <li>• Personal Impact - Denied access to hobby/ pleasure (16%)</li> <li>• Impact on vulnerable – Disabled (11%)</li> </ul>
	Q5 – % will not affect/significant impact (Count & %)	Significant – 29 – 43.9% Some – 23 – 34.8% No – 6 – 9.1% Don't Know – 8 – 12.1% (No reply – 5 )
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 39 – 60.0% Neither – 7 – 10.8% Strongly Disagree & Disagree – 19 – 29.2%



Section	Information Required	Information
		(No reply – 6)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 32 – 56.1% Neither – 7 – 12.3% Strongly Disagree & Disagree – 18 – 31.6% (No reply – 14)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 16 – 28.6% Neither – 15 – 26.8% Strongly Disagree & Disagree – 25 – 44.6% (No reply – 15)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 – 24.0% Neither – 1 – 2.0% Strongly Disagree & Disagree – 24 – 48.0% (No reply – 21 )
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 7 – 15.9% Neither – 10 – 22.7% Strongly Disagree & Disagree – 27 – 61.4% (No reply – 27 )
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 14 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 6 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 1 Contact details left – 1
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 2
	Q11a – Number of hours	2 – 4 hours – 4 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 20 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 4 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0

Section	Information Required	Information
		Warwick – 0 Any district – 0
<b>Financial Support</b>	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 7 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 0
	Left Any Contact Details	11
<b>Equality Impact Assessment</b>	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 – 98.5% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.5%
	Equality data from survey – Gender (count & %)	Male – 12 – 18.2% Female – 54 – 81.8%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 9.1% 45 – 64 years – 23 – 34.8% 65 – 74 years – 18 – 27.3% 75+ years – 19 – 28.8%
	Equality data from survey – Disability (count & %)	Yes – 35 – 54.7% No – 29 – 45.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 64 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 3 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 4 – 66.7% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 2 – 33.3%

## Community Analysis on the Public Consultation

### Library: Southam Mobile

Section	Information Required	Information
<b>Level of local interest</b>	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 35 Meeting – N/A
	Number of survey responses received % online % paper	111 20 – 18.0% 91 – 82.0%
	Number (and %) responding on this library only	48 – 43.2%
	Number responding on other Libraries (multiple responses)	63 – 56.8%
	Q1 – The main way involved with libraries (Number)	<ul style="list-style-type: none"> <li>• Library Customer – 100</li> <li>• Friend or relative of a library customer – 1</li> <li>• Work in a library location – 1</li> <li>• Work voluntarily in library location – 0</li> <li>• Represent partner/ potential partner – 0</li> <li>• Represent/own a local business – 0</li> <li>• Represent a community group – 2</li> <li>• Responding on behalf of an organisation – 3</li> </ul>
	Number of comments made from survey (impact)	54
	Number of letters/emails received	0
Formal response by organisations	Shotswell Parish Council	
<b>Impact on Customer</b>	Themes from Public Meetings	N/A
	Themes from Road Shows	<ul style="list-style-type: none"> <li>• Unable to use – due to distance</li> <li>• Unable to use – due to lack of public transport</li> <li>• Restrict my use – distance / travel to another library</li> <li>• Impact on community – loss of meeting place / community focus</li> <li>• Impact on community – rural isolation / village cut off</li> <li>• Financial impact – cost of parking at another library</li> <li>• Financial impact – cost of travel to another library</li> <li>• Service impact – wouldn't use service</li> <li>• Educational impact – loss of social inclusion</li> <li>• Personal impact – denied access to service I pay for</li> <li>• Personal impact – social isolation as a result of closure</li> <li>• Impact on vulnerable – impact on elderly / infirm</li> <li>• Impact on vulnerable – disabled</li> </ul>
	Themes from letters/emails	<ul style="list-style-type: none"> <li>• 1 impact letters received (Cleopatra mobile)</li> </ul> The correspondent mentioned: <ul style="list-style-type: none"> <li>• Restrict my use - Distance/Travel to another library</li> <li>• Impact on Community - Loss of meeting place/community focus</li> <li>• Impact on Community - Rural isolation/village cut off</li> </ul>
	Themes from survey comments (Q6)	<ul style="list-style-type: none"> <li>• Impact on vulnerable - Elderly/infirm (26%)</li> <li>• Restrict my use – Other (22%)</li> <li>• Personal Impact - Denied access to hobby/ pleasure (13%)</li> <li>• Restrict my use - Distance/Travel to another library (11%)</li> </ul>

Section	Information Required	Information
		<ul style="list-style-type: none"> <li>Impact on vulnerable – Disabled (11%)</li> </ul>
	Q5 – % will not affect/significant impact (Count & %)	Significant – 33 – 32.7% Some – 44 – 43.6% No – 14 – 13.9% Don't Know – 10 – 9.9% (No reply – 10 )
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 63 – 66.3% Neither – 16 – 16.8% Strongly Disagree & Disagree – 16.8% (No reply – 16)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 52 – 56.5% Neither – 17 – 18.5% Strongly Disagree & Disagree – 23 – 25.0% (No reply – 19)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 34 – 43.6% Neither – 11 – 14.1% Strongly Disagree & Disagree – 33 – 42.3% (No reply – 33)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 38 – 46.3% Neither – 25 Strongly Disagree & Disagree – 19 – 23.2% (No reply – 29)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 19.1% Neither – 25 – 36.8% Strongly Disagree & Disagree – 30 – 44.1% (No reply – 43 )
<b>Area Facts</b>	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
<b>Interest in being involved/ Business Cases</b>	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 16 Businesses – 0 Local Organisations – 2 Charitable Organisations – 0 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 0 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 7 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
<b>Volunteering</b>	Q11 – Number of expressions of interest to volunteer	Yes - 14 Contact details left – 12
	Q11a – Number of hours	2 – 4 hours – 9 5 – 8 hours – 5 9 – 16 hours – 0 16 or more – 0 Any day – 3 Weekends – 3 Evenings – 3
	Q12 – Number interested in supporting activities	Yes - 30 Contact details left – 10
	Q13 – Number interested for mobile library	Yes – 16 Contact details left – 13
	Q13a – Number of hours for mobile	2 – 4 hours – 10 5 – 8 hours – 4 9 – 16 hours – 1 16 or more – 0 Any day – 5

Section	Information Required	Information
		Weekends – 3 Evenings – 4
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
<b>Financial Support</b>	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 20 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 8
	Left Any Contact Details	30
<b>Equality Impact Assessment</b>	Last question – position (ie individual, on behalf of organisation etc)	Individual – 92 – 95.8% Representing a public service provider – 1 – 1.0% Representing a private business – 0 – 0.0% Representing a voluntary group/organisation – 3 – 3.1%
	Equality data from survey – Gender (count & %)	Male – 27 – 27.8% Female – 70 – 72.2%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 1.0% 17 – 24 years – 0 – 0.0% 25 – 44 years – 12 – 11.8% 45 – 64 years – 20 – 19.6% 65 – 74 years – 33 – 32.4% 75+ years – 36 – 35.3%
	Equality data from survey – Disability (count & %)	Yes – 25 – 28.1%
	Equality data from survey – Ethnic Group (count & %)	White – All – 91 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 6 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 8 – 100.0% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 0

## Communities Overview & Scrutiny Committee 14 November 2012

### CWLEP Constitution & Governance

#### Recommendation

It is recommended that Communities Overview & Scrutiny Committee consider and comment on the report contained in **Appendix A**, and identify any areas for scrutiny as appropriate.

#### 1.0 Key Issues

- 1.1 The Coventry & Warwickshire Local Enterprise Partnership (CWLEP) has agreed to become incorporated as a company limited by guarantee. Warwickshire County Council have been asked to become a member of this new company, and to nominate two individuals to become Directors of CWLEP Ltd.

#### 2.0 Timescales associated with the decision and next steps

- 3.1 The Chairman and Chief Executive of the Coventry & Warwickshire Local Enterprise Partnership are keen to complete the establishment of the company as quickly as possible following all relevant approvals from the various partners of the CWLEP.

#### 3.0 Background Papers

1. Proposal for Decision by the Leader on or after 2 November on CWLEP Constitution (**Appendix A**)
2. Articles of Association of CWLEP Ltd. (**Appendix B**)

	<b>Name</b>	<b>Contact Information</b>
Report Author	David Hill	davidhill@warwickshire.gov.uk Tel: 01926 418603
Head of Service	Louise Wall	<a href="mailto:louisewall@warwickshire.gov.uk">louisewall@warwickshire.gov.uk</a>
Strategic Director	Monica Fogarty	<a href="mailto:monicafogarty@warwickshire.gov.uk">monicafogarty@warwickshire.gov.uk</a>
Leader	Cllr Alan Farnell	<a href="mailto:cllrfarnell@warwickshire.gov.uk">cllrfarnell@warwickshire.gov.uk</a>

## Proposed Decision to be taken by the Leader on or after the 2<sup>nd</sup> November 2012

### CWLEP Constitution

#### Recommendation(s)

It is recommended that the Leader of the Council:

1. Agrees that Warwickshire County Council becomes a member of the new Coventry & Warwickshire Local Enterprise Partnership (CWLEP) company (see attached in **Appendix A**), as discussed and agreed at the CWLEP Board meeting on 10th September.
2. Appoints two individuals to be WCC's Directors of the CWLEP company
3. Authorises the Strategic Director for Resources to complete any necessary formalities

#### 1.0 Key Issues

- 1.1 The Coventry & Warwickshire Local Enterprise Partnership (CWLEP) was established late 2010, following a request from Government for local authority and business leaders to establish private and public sector Local Enterprise Partnerships, that cover functional economic geographies and could provide strategic direction to the development and growth of the local economy.
- 1.2 The CWLEP held their first Board meeting in December 2010, and agreed some relatively informal terms of reference and governance structure. After the first 12 months of operation of the CWLEP, a strategic review was undertaken of the partnership and its activities. One of the conclusions of this review was to explore the development of a more formal structure for the CWLEP. A number of options were considered, including establishing it as a Community Interest Company or a Limited Liability Partnership, but following advice from Martineau's (lawyers appointed by the CWLEP to explore these options) it was concluded that incorporating the CWLEP as a Company Limited by Guarantee was the best option.
- 1.3 On their meeting on the 4<sup>th</sup> July 2012, The CWLEP Board agreed to "*Endorse the proposal to incorporate CWLEP as a Company Limited by Guarantee*" and asked for a constitution and structure to be developed and brought to the Board for sign-off at their next meeting (10<sup>th</sup> September 2012).
- 1.4 Martineau's worked on behalf of the CWLEP to develop a constitution, which addressed the principle concerns around; conflicts, loyalty, SME interests and the 'members' of the company – both public and private sector. The result

was the Articles of Association for the formation of CWLEP Ltd. Association (attached in **Appendix A**), which were agreed by the CWLEP Board on 10<sup>th</sup> September 2012.

- 1.5 The liability of each Member is limited to £1, being the amount that each Member undertakes to contribute to the assets of the Company in the event of its being wound up while a Member or within one year after ceasing to be a Member, for:
- payment of the Company's debts and liabilities contracted before he or she ceases to be a Member;
  - payment of the costs, charges and expenses of winding up; and
  - adjustment of the rights of the contributories among themselves

## **2.0 Options and Proposal**

2.1 Warwickshire County Council have two members on the Board of the CWLEP (Cllr Alan Farnell and Cllr Alan Cockburn), who were present at the 10<sup>th</sup> September 2012 Board Meeting and agreed, in principle, the Articles of Association and constitution for CWLEP Ltd.

2.2 The two options that Warwickshire County Council has are to either formally commit the organisation to the CWLEP Ltd. and nominate two individuals to become CWLEP Directors; or for the Council to reject these Articles of Association, not to nominate individuals to become Directors and to effectively remove the organisation from the CWLEP.

2.3 Warwickshire County Council remains committed to the principles of Local Enterprise Partnerships, and the aims and objectives of the CWLEP. WCC's legal team have reviewed the final Articles of Association, and are comfortable with the document. If WCC becomes a member of the company then it will have the right at all times to have 2 Directors on the Board. It is therefore proposed that Warwickshire County Council:

- Agrees that Warwickshire County Council becomes a member of the new Coventry & Warwickshire Local Enterprise Partnership (CWLEP) company;
- Appoints two individuals to be WCC's Directors of the CWLEP company. It is a matter for the Leader to appoint these individuals directly but it is suggested he may wish to select himself, as Leader of the Council, and the most relevant Portfolio Holder (currently Cabinet Member for Sustainable Communities).



### 3.0 Timescales associated with the decision and next steps

- 3.1 Following a decision to endorse this paper and associated recommendations, the Strategic Director of Resources will instruct officers to work with the identified Directors and the CWLEP to complete any necessary paperwork. The Chief Executive of the CWLEP is progressing the establishment of CWLEP Ltd. and it is expected that this will be concluded as quickly as possible.

### Background papers

1. Articles of Association of CWLEP Ltd. (attached in **Appendix A**)

	<b>Name</b>	<b>Contact Information</b>
Report Author	David Hill	davidhill@warwickshire.gov.uk Tel: 01926 418603
Head of Service	Louise Wall	
Strategic Director	Monica Fogarty	
Portfolio Holder	Cllr Farnell	

The Companies Act 2006

Company Limited by Guarantee

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**Articles of Association**

**of**

**The Coventry and Warwickshire Local Enterprise Partnership Limited**

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## **The Companies Act 2006**

### **Articles of Association of**

#### **The Coventry and Warwickshire Local Enterprise Partnership Limited**

### **INTERPRETATION**

#### **1. DEFINED TERMS**

The interpretation of these Articles is governed by the provisions set out in the Schedule to the Articles.

#### **2. NOT FOR PROFIT**

The Company is not established or conducted for the purpose of private gain. All profits, surpluses and/or assets are to be used and/or applied and/or re-invested principally for the objects of the Company as set out in Article 4.

### **OBJECTS, POWERS AND LIMITATION OF LIABILITY**

#### **3. ORIGINS**

The Company is established in compliance with the guidance contained in a letter dated 29 June 2010 from the Secretary of State for Communities and Local Government and the Secretary of State for Business, Innovation and Skills to Local Authority Leaders and Business Leaders.

#### **4. OBJECTS**

The objects of the Company are to promote business growth, economic development, inward investment, skills and training development, employment creation and wealth creation across the Area, for the benefit of all who live, work, and study in the Area, and all who visit the Area, including, without limitation, promoting the Strategic Business Sectors.

#### **5. POWERS**

To further its objects the Company may do all such lawful things as may further the Company's objects and, in particular, may borrow or raise and secure the payment of money for any purpose including investment and/or the raising of funds; apply for grant funding for projects; acquire and hold assets; and provide and commission professional, technical and community services on a commercial, fee paying basis.

#### **6. LIABILITY OF MEMBERS**

The liability of each Member is limited to £1, being the amount that each Member undertakes to contribute to the assets of the Company in the event of its being wound up while a Member or within one year after ceasing to be a Member, for:

- 6.1 payment of the Company's debts and liabilities contracted before he or she ceases to be a Member;
- 6.2 payment of the costs, charges and expenses of winding up; and
- 6.3 adjustment of the rights of the contributories among themselves.

## **DIRECTORS**

### **DIRECTORS' POWERS AND RESPONSIBILITIES**

#### **7. NUMBER OF DIRECTORS**

The Directors shall not be less than twelve and shall be not greater than sixteen in number.

#### **8. DIRECTORS' GENERAL AUTHORITY**

8.1 The Directors are responsible for the management of the Company's business and may exercise all the powers of the Company accordingly.

8.2 In their conduct of the Company's business the Directors shall at all times conduct themselves in a professionally responsible manner; shall have due regard to all obligations as to confidentiality where duly directed; and shall observe the Seven Principles of Public Life as established by The Committee on Standards in Public Life.

#### **9. CHAIR AND VICE CHAIR**

9.1 The Directors shall appoint a chair and Vice Chair of the Directors for such term of office as they may determine and may at any time remove him or her from office. The Chair shall be appointed from the A Directors and any Vice Chair shall be appointed from either the A or B Directors.

9.2 The Chair, if any, or in his or her absence the "A" Vice Chair or in his or her absence an A Director nominated by the Directors present, shall preside as chair of each Directors' meeting.

#### **10. DIRECTORS MAY DELEGATE**

10.1 The Directors may delegate any of their powers and/or any aspect of the day-to-day management of the Company to any person or committee; by any regular means (including by power of attorney); and on such terms and conditions and under such terms of reference (including powers further to delegate and/or on terms that a committee shall report to a particular Director or group of Directors) as they think fit.

10.2 The Directors may revoke any delegation in whole or part, or alter its terms and conditions and/or terms of reference.

10.3 In addition to Directors, a committee may contain persons who are not Directors and external appointees but, as such, shall act in an advisory capacity only.

#### **11. COMMITTEES**

Committees acting under delegated powers must follow procedures which the Directors may make and which shall be generally consistent with the Articles.

#### **12. APPOINTMENT AND REMOVAL OF DIRECTORS**

12.1 Those persons notified to the Registrar of Companies as the first Directors of the Company shall be the first Directors and shall be A Directors.

12.2 The Initial A Directors (if not appointed as the first Directors of the Company) shall be A Directors.

- 12.3
- 12.3.1 Each A Director (other than an A Director appointed pursuant to the provisions of article 12.4) shall hold office for a period of two years and shall cease to be a director at the expiry of such period unless he or she was appointed prior to the expiry of such term. The Initial A Directors listed in Part A of the definition of Initial A Directors shall be deemed to have held office since 10<sup>th</sup> September 2011 and those listed in Part B thereof shall be deemed to also have held office from 10<sup>th</sup> September 2011.
- 12.3.2 Any such re-appointment shall be made by the other A Directors then in office (including those A Directors whose term of office would expire on the same date as the director concerned) and in the event of deadlock the chair shall have a second and casting vote.
- 12.3.3 If any A Director is not re-appointed at the expiry of his term of office the other A Directors shall appoint another person as an A Director in his stead.
- 12.4 Coventry and Warwickshire Chamber of Commerce and the Federation of Small Businesses shall be entitled jointly to appoint one A Director and to remove or replace any A Director so appointed.
- 12.5 The Universities shall each be entitled to appoint one person to be a B Director and to remove or replace any B Director so appointed.
- 12.6 Warwickshire County Council and Coventry City Council shall each be entitled to appoint two persons to be B Directors and to remove or replace any B Directors so appointed.
- 12.7 The LEP District Leaders Board shall be entitled to appoint two persons to be B Directors and to remove or replace any B Directors so appointed.
- 12.8 Any appointment or removal of a Director shall be effected by notice in writing to the Company, signed by or on behalf of the relevant persons or bodies (as the case may be) and served on the Company at its registered office taking effect upon receipt or at such later time as shall be specified in the notice. Any such removal shall be without prejudice to any claim which a Director may have under any contract between him/her and the Company.
- 12.9 Notwithstanding the foregoing, a Director shall cease to hold office if:
- 12.9.1 s/he ceases to be a Director by virtue of any provision of the Companies Acts, or is prohibited from being a Director by law;
- 12.9.2 a bankruptcy order is made against him/her, or an order in a jurisdiction other than England and Wales or Northern Ireland which has a similar effect;
- 12.9.3 a composition is made with creditors generally in satisfaction of his/her debts;
- 12.9.4 the Directors reasonably believe he or she is suffering from mental disorder and/or or is otherwise incapable of acting and they resolve that he or she be removed from office;
- 12.9.5 not less than three months' prior written notice is received by the Company from the Director that the Director is resigning from office, and such resignation has taken effect in accordance with its terms (but only if at least four Directors will remain in office when such resignation has taken effect);

- 12.9.6 the Director fails to attend six consecutive Directors' meetings, having been warned by the Chair after having missed three consecutive meetings, and the Directors resolve to remove him/her for this reason;
- 12.9.7 at a general meeting of the Company, after the Director has had fair opportunity to express his/her views, a unanimous resolution is passed that the Director be removed from office.

### 13. **CALLING A DIRECTORS' MEETING**

- 13.1 Any Director may (and the Secretary, if any, must at the request of a Director) call a Directors' meeting.
- 13.2 A Directors' meeting must be called by at least 5 Clear Days' notice unless a majority of the A Directors and a majority of the B Directors otherwise agree.
- 13.3 Notice of Directors' meetings must be given to each Director and such notice shall be in Writing and may be sent by Electronic Means to Addresses provided for this purpose.
- 13.4 Every notice calling a Directors' meeting must specify:
  - 13.4.1 the place, day and time of the meeting;
  - 13.4.2 if not all the Directors are to be present in person, how it is proposed that they should communicate with each other during the meeting; and
  - 13.4.3 the business to be conducted at the meeting, with copies of all relevant documents attached, or otherwise provided to each Director as soon as reasonably practicable prior to the meeting.
- 13.5 Any Director may (on not less than 24 hours prior written notice to the Chair) appoint any other director or any other person approved by the Chair as an alternate to exercise his/her powers and discharge his/her Director's responsibilities at the meeting.
- 13.6 If an alternate director is also a Director, s/he may both exercise his/her vote and vote on behalf of his/her appointor, but shall not count as more than one director for the purposes of establishing a quorum.

### 14. **PARTICIPATION IN DIRECTORS' MEETINGS**

Any decision must be either a simple majority decision at a meeting of Directors (and a decision shall be a simple majority decision if decided by way of a casting vote) or a unanimous decision taken in accordance with Article 17.

### 15. **QUORUM FOR DIRECTORS' MEETINGS**

- 15.1 The quorum for Directors' meetings shall be five Directors and, however many Directors are participating, not less than three A Directors must be present and not less than two B Directors must be present.
- 15.2 If the total number of Directors is less than the quorum, the Directors must not take any decision other than a decision:
  - 15.2.1 to call for the A Directors to appoint further A Directors; and
  - 15.2.2 to call for those entitled to appoint B Directors to appoint further B Directors in accordance with their respective powers.

15.3 No alteration of the articles invalidates anything which the Directors have done which would have been valid had that alteration not been made.

## 16. **VOTING**

16.1 Questions arising at a Directors' meeting shall be decided by simple majority and in the event of deadlock the chair of the meeting shall have a second and casting vote.

16.2 The chair of a meeting at which not all of the Directors are present in person or represented by their duly appointed alternates, may adjourn the meeting to a date and time of his choosing at any time before a vote is taken on any issue with a view to giving the Directors not present the opportunity to attend and vote on that issue. In respect of any issue, this power of adjournment may only be exercised once.

## 17. **DECISIONS WITHOUT A MEETING**

17.1 The Directors may take a unanimous decision without a Directors' meeting by indicating to each other by any written means, in clear and unambiguous terms, including by Electronic Means, that they share a common view on a matter.

17.2 A decision which is made in accordance with Article 17.1 shall be as valid as if passed at a meeting duly convened and held, provided that written approval from each Director must be received by a prior appointed nominee or volunteer from among their number who confirms in writing back to the Directors the date and time and the substance of the decision and who formally and promptly minutes it in accordance with Article 44.

## 18. **CONFLICTS OF LOYALTY**

Any Director who has a situation in which he or she has, or can have, a direct or indirect interest that conflicts, or possibly may conflict with the interests of the Company ("a Conflict of Loyalty") will not, in accordance with the provisions of section 180(4)(b) of the Companies Acts, be in breach of his or her general duties to the Company provided that such Conflict of Loyalty is disclosed to the other Directors and does not involve any direct or indirect benefit of any nature to the Director or any connected person.

## 19. **CONFLICTS OF INTEREST**

19.1 If a proposed decision of the Directors would involve any direct or indirect benefit to a Director or any connected person or is concerned with any actual or proposed transaction or arrangement with the Company in which a Director or any connected person is interested, that Director shall declare the nature and extent of his or her interest in compliance with Sections 177 and 182 of the Companies Acts and that Director shall not participate or vote in the decision making process (which shall include any Directors' meeting or part of a Directors' meeting) or for quorum purposes.

19.2 If a question arises as to whether a Director has a conflict of interest for the purposes of this Article 19, the question shall be decided by a majority of the other Directors.

19.3 Where a Director has a conflict of interest, any Director may request that the Directors by majority vote decide whether the Director concerned should remain in the room during the decision making and voting process on the matter in question.

## 20. **REGISTER OF DIRECTORS' INTERESTS**

A register of Directors' interests shall be kept; and a Director must declare the nature and extent of any interest, direct or indirect, which he or she has in a proposed

transaction or arrangement with the Company or in any transaction or arrangement entered into by the Company which has not previously been declared.

21. **DIRECTORS' EXPENSES**

The Company may pay any reasonable expenses which the Directors properly incur in connection with their attendance at meetings of Directors or committees of Directors; general meetings; meetings with holders of investments in the Company; and otherwise in connection with the performance of their duties.

**MEMBERS**

**BECOMING AND CEASING TO BE A MEMBER**

22. **BECOMING A MEMBER**

22.1 The subscribers to the Memorandum are the first Members of the Company.

22.2 The LA Members, the Universities and the A Directors shall be admitted as Members of the Company (if they did not subscribe to the Memorandum).

22.3 The A Directors from time to time shall be Members of the Company.

23. **TERMINATION OF MEMBERSHIP**

23.1 Membership is not transferable.

23.2 Membership is terminated if

23.2.1 the Member dies or ceases to exist;

23.2.2 all of the Members (excluding any Member the subject of such a resolution) so resolve;

23.2.3 the Member, being an A Director ceases to be an A Director; or

23.2.4 otherwise in accordance with the Articles.

**DECISION-MAKING BY MEMBERS**

**ORGANISATION OF GENERAL MEETINGS**

24. **MEMBERS' MEETINGS**

24.1 The Directors may call a general meeting at any time.

24.2 The Directors must call a general meeting if required to do so by the Members under the Companies Acts.

25. **LENGTH OF NOTICE**

All general meetings must be called on at least 14 Clear Days' notice, or shorter notice if agreed by a majority of the Members representing at least 90% of the total voting rights at that meeting of those Members eligible to attend and vote.

26. **CONTENTS OF NOTICE**



26.1 Every notice calling a general meeting must specify the place, date and time of the meeting, whether it is a general or an annual general meeting, and the nature of the business to be transacted.

26.2 If a special resolution is to be proposed, the notice must include the proposed resolution and specify that it is proposed as a special resolution.

26.3 In every notice calling a meeting of the Company there must appear with reasonable prominence a statement informing the Member of his or her rights to appoint another person as his or her proxy at a general meeting.

## 27. **SERVICE OF NOTICE**

Notice of general meetings must be given to every Member, to the Directors and to the auditors of the Company.

## 28. **ATTENDANCE AND SPEAKING AT GENERAL MEETINGS**

Members who are in locations other than the place of the meeting may participate in a General Meeting, may communicate their views and may vote on resolutions that are put to the meeting, provided that the Directors are able to arrange for whatever systems of communication they consider are appropriate to ensure adequate supply and exchange of relevant information, to allow for airing of Members' views and opinions, and to govern the taking and registering of votes; and for the purpose of determining attendance and a quorum, provided that the said conditions are met, it will not be necessary for members to be personally present at the meeting.

## 29. **QUORUM FOR GENERAL MEETINGS**

29.1 No business other than the appointment of the chairman of the meeting is to be transacted at a general meeting if the persons attending it do not constitute a quorum.

29.2 The quorum for a general meeting shall be five persons entitled to vote on the business to be transacted (each being a Member, a proxy for a Member or a duly authorised representative of a Member) or 10% of the total Membership (represented in person or by proxy) whichever is greater.

29.3 If a quorum is not present within half an hour from the time appointed for the meeting, the meeting shall stand adjourned to the same day in the next week at the same time and place, or to such time and place as the Directors may determine, and if at the adjourned meeting a quorum is not present within half an hour from the time appointed for the meeting those present and entitled to vote shall be a quorum.

## 30. **CHAIRING GENERAL MEETINGS**

30.1 The Chair (if any) or in his or her absence an A Director nominated by the Directors will preside as chair of every general meeting.

30.2 If neither the Chair nor such other Director nominated in accordance with Article 30.1 (if any) is present within fifteen minutes after the time appointed for holding the meeting and willing to act, the Directors present shall elect one of their number to chair the meeting and, if there is only one Director present and willing to act, he or she shall be chair of the meeting.

30.3 If no Director is willing to act as chair of the meeting, or if no Director is present within fifteen minutes after the time appointed for holding the meeting, the Members present in person or by proxy and entitled to vote must choose one of their number to be chair

of the meeting, save that a proxy holder who is not a Member entitled to vote shall not be entitled to be appointed chair of the meeting.

**31. ATTENDANCE AND SPEAKING BY DIRECTORS AND NON-MEMBERS**

31.1 Directors may attend and speak at general meetings, whether or not they are Members.

31.2 The Chair of the meeting may permit other persons who are not Members of the Company to attend and speak at a general meeting.

**32. ADJOURNMENT**

32.1 The chairman of the meeting may adjourn a general meeting at which a quorum is present if the meeting so consents; or if the chairman reasonably considers that an adjournment is necessary to protect the safety of any person or to ensure its orderly conduct.

32.2 The chairman of the meeting must adjourn a general meeting if directed to do so by the meeting.

32.3 When adjourning a general meeting, the chairman of the meeting must:

32.3.1 either specify the time and place to which it is adjourned or state that it is to resume at a time and place to be fixed by the Directors; and

32.3.2 have regard to any directions as to the time and place of any adjournment which have been given by the meeting.

32.4 If an adjourned meeting is to be resumed more than 14 days after it was adjourned, the Company must give at least 7 Clear Days' notice to those persons to whom notice of the Company's general meetings is required to be given; and containing the information which such notice is required to contain.

32.5 No business may be transacted at an adjourned general meeting which could not properly have been transacted at the meeting if the adjournment had not taken place.

**VOTING AT GENERAL MEETINGS**

**33. VOTING: GENERAL**

33.1 A resolution put to the vote of a general meeting must be decided on a show of hands unless a poll is duly demanded in accordance with the Articles.

33.2 A person who is not a Member of the Company shall not have any right to vote at a general meeting of the Company.

33.3 Article 33.2 shall not prevent a person who is a proxy for a Member or a duly Authorised Representative from voting at a general meeting of the Company.

33.4 On a vote on a resolution on a show of hands at a meeting every person present in person (whether a Member, proxy or Authorised Representative of a Member) and entitled to vote shall have a maximum of one vote.

33.5 On a vote on a resolution on a poll at a meeting every Member present in person or by proxy or Authorised Representative shall have one vote.

- 33.6 In the case of an equality of votes, whether on a show of hands or on a poll, the chair of the meeting shall not be entitled to a casting vote in addition to any other vote he or she may have.
- 33.7 No Member shall be entitled to vote at any general meeting unless all monies presently payable by him, her or it to the Company have been paid.
- 33.8 The following provisions apply to any organisation that is a Member ("a Member Organisation"):
- 33.8.1 a Member Organisation may nominate any individual to act as its representative ("an Authorised Representative") at any meeting of the Company;
- 33.8.2 the Member Organisation must give notice in Writing to the Company of the name of its Authorised Representative; the Authorised Representative will not be entitled to represent the Member Organisation at any meeting of the Company unless such notice has been received by the Company; and the Authorised Representative may continue to represent the Member Organisation until notice in Writing is received by the Company to the contrary;
- 33.8.3 a Member Organisation may appoint an Authorised Representative to represent it at a particular meeting of the Company or at all meetings of the Company until notice in Writing to the contrary is received by the Company;
- 33.8.4 any notice in Writing received by the Company shall be conclusive evidence of the Authorised Representative's authority to represent the Member Organisation or that his or her authority has been revoked; and the Company shall not be required to look behind such notice;
- 33.8.5 an individual appointed by a Member Organisation to act as its Authorised Representative may exercise (on behalf of the Member Organisation) the same powers as an individual Member;
- 33.8.6 on a vote on a resolution at a meeting of the Company, the Authorised Representative has the same voting rights as the Member Organisation would have if it were an individual Member present in person at the meeting; and
- 33.8.7 the power to appoint an Authorised Representative under this Article 33.8 is without prejudice to any rights which the Member Organisation has under the Companies Acts and the Articles to appoint a proxy or a corporate representative.

34. **POLL VOTES**

- 34.1 A poll on a resolution may be demanded:
- 34.1.1 in advance of the general meeting where it is to be put to the vote; or
- 34.1.2 at a general meeting, either before a show of hands on that resolution or immediately after the result of a show of hands on that resolution is declared.
- 34.2 A poll may be demanded by:
- 34.2.1 the chairman of the meeting;
- 34.2.2 the Directors;
- 34.2.3 two or more persons having the right to vote on the resolution;

- 34.2.4 any person, who, by virtue of being appointed proxy for one or more Member having the right to vote at the meeting, holds two or more votes; or
- 34.2.5 a person or persons representing not less than one tenth of the total voting rights of all the Members having the right to vote on the resolution.
- 34.3 A demand for a poll may be withdrawn if:
  - 34.3.1 the poll has not yet been taken; and
  - 34.3.2 the chairman of the meeting consents to the withdrawal.
- 34.4 Polls must be taken immediately and in such manner as the chairman of the meeting directs.

### 35. **ERRORS AND DISPUTES**

- 35.1 No objection may be raised to the qualification of any person voting at a general meeting except at the meeting or adjourned meeting at which the vote objected to is tendered, and every vote not disallowed at the meeting is valid.
- 35.2 Any such objection must be referred to the chairman of the meeting, whose decision is final.

### 36. **CONTENT OF PROXY NOTICES**

- 36.1 Proxies may only validly be appointed by a notice in Writing (a "Proxy Notice") which:
  - 36.1.1 states the name and Address of the Member appointing the proxy;
  - 36.1.2 identifies the person appointed to be that Member's proxy and the general meeting in relation to which that person is appointed;
  - 36.1.3 is signed by or on behalf of the Member appointing the proxy, or is authenticated in such manner as the Directors may determine; and
  - 36.1.4 is delivered to the Company in accordance with the Articles and any instructions contained in the notice of the general meeting to which they relate.
- 36.2 The Company may require Proxy Notices to be delivered in a particular form, and may specify different forms for different purposes.
- 36.3 Proxy notices may specify how the proxy appointed under them is to vote (or that the proxy is to abstain from voting) on one or more resolutions.
- 36.4 Unless a Proxy Notice indicates otherwise, it must be treated as:
  - 36.4.1 allowing the person appointed under it as a proxy discretion as to how to vote on any ancillary or procedural resolutions put to the meeting; and
  - 36.4.2 appointing that person as a proxy in relation to any adjournment of the general meeting to which it relates as well as the meeting itself.

### 37. **DELIVERY OF PROXY NOTICES**

- 37.1 A person who is entitled to attend, speak or vote (either on a show of hands or on a poll) at a general meeting remains so entitled in respect of that meeting or any

adjournment of it, even though a valid Proxy Notice has been delivered to the Company by or on behalf of that person.

- 37.2 An appointment under a Proxy Notice may be revoked by delivering to the Company a notice in Writing given to the Company by or on behalf of the Proxy's appointor.
- 37.3 A notice revoking a proxy appointment only takes effect if it is delivered before the start of the meeting or adjourned meeting to which it relates.
- 37.4 If a Proxy Notice is not executed by the appointor of the Proxy, it must be accompanied by written evidence of the authority of the person who executed it to do so on the appointor's behalf.

## 38. **AMENDMENTS TO RESOLUTIONS**

- 38.1 An ordinary resolution to be proposed at a general meeting may be amended by ordinary resolution if:
  - 38.1.1 Not less than 48 hours' prior notice of the proposed amendment is given to the Company in Writing by a person entitled to vote at the relevant general meeting (or such later time as the chairman of the meeting may determine); and
  - 38.1.2 the proposed amendment does not, in the reasonable opinion of the chairman of the meeting, materially alter the scope of the resolution.
- 38.2 A special resolution to be proposed at a general meeting may be amended by ordinary resolution, if:
  - 38.2.1 the chairman of the meeting proposes the amendment at the general meeting at which the resolution is to be proposed; and
  - 38.2.2 the amendment does not go beyond what is necessary to correct a grammatical or other non-substantive error in the resolution.
- 38.3 If the chairman of the meeting, acting in good faith, wrongly decides that an amendment to a resolution is out of order, the chairman's error does not invalidate the vote on that resolution.

## **WRITTEN RESOLUTIONS**

### 39. **WRITTEN RESOLUTIONS**

- 39.1 Subject to Article 39.3, a written resolution of the Company passed in accordance with this Article 39 shall have effect as if passed by the Company in general meeting:
  - 39.1.1 A written resolution is passed as an ordinary resolution if it is passed by a simple majority of the total voting rights of eligible Members.
  - 39.1.2 A written resolution is passed as a special resolution if it is passed by Members representing not less than 75% of the total voting rights of eligible Members. A written resolution is not a special resolution unless it states that it was proposed as a special resolution.
- 39.2 In relation to a resolution proposed as a written resolution of the Company the eligible Members are the Members who would have been entitled to vote on the resolution on the Circulation Date of the resolution.

- 39.3 A Members' resolution under the Companies Acts removing a Director or an auditor before the expiration of his or her term of office may not be passed as a written resolution.
- 39.4 A copy of the written resolution must be sent to every Member together with a statement informing the Member how to signify their agreement to the resolution and the date by which the resolution must be passed if it is not to lapse. Communications in relation to written notices shall be sent to the Company's auditors in accordance with the Companies Acts.
- 39.5 A Member signifies their agreement to a proposed written resolution when the Company receives from him or her an authenticated Document identifying the resolution to which it relates and indicating his or her agreement to the resolution.
- 39.5.1 If the Document is sent to the Company in Hard Copy Form, it is authenticated if it bears the Member's signature.
- 39.5.2 If the Document is sent to the Company by Electronic Means, it is authenticated if it bears the Member's signature or if the identity of the Member is confirmed in a manner agreed by the Directors or if it is accompanied by a statement of the identity of the Member and the Company has no reason to doubt the truth of that statement or if it is from an email Address notified by the Member to the Company for the purposes of receiving Documents or information by Electronic Means.
- 39.6 A written resolution is passed when the required majority of eligible Members have signified their agreement to it.
- 39.7 A proposed written resolution lapses if it is not passed within 28 days beginning with the Circulation Date.

## **ADMINISTRATIVE ARRANGEMENTS AND MISCELLANEOUS**

### **40. MEANS OF COMMUNICATION TO BE USED**

- 40.1 Subject to the Articles, anything sent or supplied by or to the Company under the Articles may be sent or supplied in any way in which the Companies Act 2006 provides for Documents or information which are authorised or required by any provision of that Act to be sent or supplied by or to the Company.
- 40.2 Subject to the Articles, any notice or Document to be sent or supplied to a Director in connection with the taking of decisions by Directors may also be sent or supplied by the means by which that Director has asked to be sent or supplied with such notices or Documents for the time being.
- 40.3 A Director may agree with the Company that notices or Documents sent to that Director in a particular way are to be deemed to have been received within an agreed time of their being sent, and for the agreed time to be less than 48 hours.

### **41. IRREGULARITIES**

The proceedings at any meeting or on the taking of any poll or the passing of a written resolution or the making of any decision shall not be invalidated by reason of any accidental informality or irregularity (including any accidental omission to give or any non-receipt of notice) or any want of qualification in any of the persons present or voting or by reason of any business being considered which is not referred to in the notice unless a provision of the Companies Acts specifies that such informality, irregularity or want of qualification shall invalidate it.

42. **MINUTES**

42.1 The Directors must cause minutes to be made in books kept for the purpose:

42.1.1 of all appointments of officers made by the Directors;

42.1.2 of all resolutions of the Company and of the Directors (including, without limitation, decisions of the Directors made without a meeting); and

42.1.3 of all proceedings at meetings of the Company and of the Directors, and of committees of Directors, including the names of the Directors present at each such meeting;

and any such minute, if purported to be signed (or in the case of minutes of Directors' meetings signed or authenticated) by the chair of the meeting at which the proceedings were held, or by the chair of the next succeeding meeting, shall, as against any Member or Director of the Company, be sufficient evidence of the proceedings.

42.2 The minutes must be kept for at least ten years from the date of the meeting, resolution or decision.

43. **RECORDS AND ACCOUNTS**

The Directors shall comply with the requirements of the Companies Acts as to maintaining a Members' register, keeping financial records, the audit or examination of accounts and the preparation and transmission to the Registrar of Companies and the Regulator of annual reports, annual returns and annual statements of account.

43.1 Except as provided by law or authorised by the Directors or an ordinary resolution of the Company, no person is entitled to inspect any of the Company's accounting or other records or Documents merely by virtue of being a Member.

44. **INDEMNITY**

44.1 Subject to Article 44.2, a relevant Director of the Company or an associated Company may be indemnified out of the Company's assets against:

44.1.1 any liability incurred by that Director in connection with any negligence, default, breach of duty or breach of trust in relation to the Company or an associated Company;

44.1.2 any liability incurred by that Director in connection with the activities of the Company or an associated Company in its capacity as a trustee of an occupational pension scheme (as defined in section 235(6) of the Companies Act 2006);

44.1.3 any other liability incurred by that Director as an officer of the Company or an associated Company.

44.2 This Article does not authorise any indemnity which would be prohibited or rendered void by any provision of the Companies Acts or by any other provision of law.

44.3 In this Article:

44.3.1 companies are associated if one is a subsidiary of the other or both are subsidiaries of the same body corporate; and

44.3.2 a "relevant Director" means any Director or former Director of the Company or an associated Company.

45. **INSURANCE**

45.1 The Directors shall purchase and maintain insurance, at the expense of the Company, for the benefit of any relevant Director in respect of any relevant loss.

45.2 In this Article:

45.2.1 a "relevant Director" means any Director or former Director of the Company or an associated Company;

45.2.2 a "relevant loss" means any loss or liability which has been or may be incurred by a relevant Director in connection with that Director's duties or powers in relation to the Company, any associated Company or any pension fund or employees' share scheme of the Company or associated Company; and

45.2.3 companies are associated if one is a subsidiary of the other or both are subsidiaries of the same body corporate.

46. **EXCLUSION OF MODEL ARTICLES**

The relevant model articles for a Company limited by guarantee are hereby expressly excluded.



**SCHEDULE**  
**INTERPRETATION**

1. In the Articles, unless the context requires otherwise, the following terms shall have the following meanings:

<b>Term</b>	<b>Meaning</b>
<b>"A Director"</b> (Private Sector)	any Director appointed pursuant to the provisions of Article 12.2 or 12.3;
<b>"Address"</b>	includes a number or address used for the purposes of sending or receiving Documents by Electronic Means;
<b>"Area"</b>	the combined area of the City of Coventry and the County of Warwickshire
<b>"Articles"</b>	means the Company's articles of association;
<b>"Authorised Representative"</b>	means any individual nominated by a Member Organisation to act as its representative at any meeting of the Company in accordance with Article 33.8;
<b>"bankruptcy"</b>	includes individual insolvency proceedings in a jurisdiction other than England and Wales or Northern Ireland which have an effect similar to that of bankruptcy;
<b>"B Director"</b> (Public Sector)	any Director appointed to the Company pursuant to the provisions of Articles 12.5, Article 12.6 or 12.7;
<b>"Borough and District Councils"</b>	means:  Stratford-upon-Avon District Council Warwick District Council Nuneaton & Bedworth Borough Council Rugby Borough Council North Warwickshire Borough Council;
<b>"Chair" and "Vice Chair"</b>	have the meanings given in Article 9;
<b>"chairman of the meeting"</b>	has the meaning given in Article 29;
<b>"Clear Days"</b>	in relation to the period of a notice, that period excluding the day when the notice is given or deemed to be given and the day for which it is given or on which it is to take effect;
<b>"Companies Acts"</b>	means the Companies Acts (as defined in section 2 of the Companies Act 2006), in so far as they apply to the Company;

<b>"Company"</b>	The Coventry and Warwickshire Local Enterprise Partnership Limited;
<b>"Connected person"</b>	shall have the meaning attributed by section 252 of the Companies Act 2006 and, in addition any B Director shall be deemed to be connected with the Member or Members appointing him;
<b>"Director"</b>	means a Director of the Company, and includes any person occupying the position of Director, by whatever name called;
<b>"Document"</b>	includes, unless otherwise indicated, any document sent or supplied in Electronic Form;
<b>"Electronic Form" and "Electronic Means"</b>	have the meanings respectively given to them in section 1168 of the Companies Act 2006;
<b>"Hard Copy Form"</b>	has the meaning given in section 1168 of the Companies Act 2006;
<b>"Initial A Directors"</b>	means; Part A:  Sir Peter Rigby, Daniel Gidney, Amrik Bhabra, Martyn Hollingsworth.  Part B:  George Gillespie Michael Woodhead
<b>"instrument"</b>	means a document in Hard Copy Form;
<b>"LA Members"</b>	means:  Coventry City Council Warwickshire County Council The LEP District Leaders Board
<b>"LEP District Leaders Board"</b>	means the board representing the Borough and District Councils;
<b>"Member" or "Members"</b>	means the members of the Company from time to time;
<b>"Memorandum"</b>	the Company's memorandum of association;
<b>"participate"</b>	in relation to a Directors' meeting, has the meaning given in Article 14;

<b>“Proxy Notice”</b>	has the meaning given in Article 36;
<b>“Secretary”</b>	the secretary of the Company (if any);
<b>“specified”</b>	means specified in the memorandum or articles of association of the Company for the purposes of this paragraph;
<b>“Special Majority”</b>	a majority of not less than 75 per cent of votes in any elective process
<b>“Strategic Business Sector”</b>	means any one of the following types of business and economic activity (as decided from time to time by the Directors): <ul style="list-style-type: none"> <li>• Advanced manufacturing and precision engineering</li> <li>• Digital technologies</li> <li>• Low carbon vehicles and transportation</li> <li>• Intelligent transport</li> </ul>
<b>“subsidiary”</b>	has the meaning given in section 1159 of the Companies Act 2006;
<b>“transfer”</b>	includes every description of disposition, payment, release or distribution, and the creation or extinction of an estate or interest in, or right over, any property;
<b>“Universities”</b>	the University of Warwick and Coventry University
<b>“Writing”</b>	means the representation or reproduction of words, symbols or other information in a visible form by any method or combination of methods, whether sent or supplied in Electronic Form or otherwise.

2. Subject to clause 3 of this Schedule, any reference in the Articles to an enactment includes a reference to that enactment as re-enacted or amended from time to time and to any subordinate legislation made under it.
3. Unless the context otherwise requires, other word or expression contained in these Articles bear the same meaning as in the Companies Acts as in force on the date when these Articles become binding on the Company.

**Communities Overview and Scrutiny Committee  
14 November 2012**

**Integrated Risk Management Plan Consultation**

The draft IRMP and relevant Cabinet report are attached to give members of the Committee an opportunity to have an early input into the IRMP consultation process.

**Appendices**

**Appendix A – IRMP Cabinet Report**

**Appendix B – Draft IRMP**

**Cabinet  
18 October 2012**

**Draft Integrated Risk Management Plan**

**Recommendation**

1. That Cabinet approve the Warwickshire Fire and Rescue Service Integrated Risk Management Plan (IRMP) 2013/17 as a draft for consultation in accordance with the guidelines issued by the Department for Communities and Local Government.

**1.0 Key Issues**

**Background**

- 1.1 Since April 2003 every Fire and Rescue Authority has been subject to a statutory requirement to produce a local IRMP that sets out the Fire Authority's strategy, in collaboration with other agencies, for:
  - Reducing the number and severity of fires, road traffic accidents and other emergency incidents occurring in the area for which it is responsible;
  - Reducing the severity of injuries in fires, road traffic accidents and other emergency incidents;
  - Reducing the commercial, economic and social impact of fires and other emergency incidents;
  - Safeguarding the environment and heritage (both built and natural);
  - Providing value for money.
- 1.2 Responsibility for preparing the IRMP 2013/17 rests with the Fire Authority, and a cross party member working group, chaired by the Portfolio Holder for Community Safety, was set up to shape the proposals with professional advice provided by the Deputy Chief Fire Officer.
- 1.3 The cross party IRMP working group has met on a number of occasions to discuss the strategic proposals that have been developed to further improve firefighter safety, protect the public and do our very best.
- 1.4 Officers from Northamptonshire and Warwickshire Fire and Rescue Services have worked together to develop a consistent approach to the development and content of each service's IRMP. Having two consistent plans will support the delivery of the outcomes of the Strategic Alliance.

- 1.5 In preparing the IRMP 2013/17, reference has been made to the guidance contained within the Fire and Rescue Service National Framework published in July 2012, Health and Safety guidance, our assessment of Community Risk, the Going for Growth agenda, CFA Guidance documents and our understanding of the risks that firefighters deal with at emergency incidents.
- 1.6 The aim of the plan will be to provide the strategic direction for the Service to develop plans to reduce both existing and potential risks to the public and our Firefighters. This approach is also informed by the learning that has occurred during the development of the previous IRMP's and work undertaken to:
- Develop our understanding of risk across the County
  - Identify the most effective ways to further control risks to Firefighters
  - Target prevention activity at those communities most at risk
  - Develop our ability to deliver value for money services for the public whilst helping to balance the County Council budget.
- 1.7 The draft IRMP 2013/17 is presented as part of the formal 12 week consultation period. Consultation will be carried out countywide and the comments registered before presentation to full council.

## **2.0 Proposals for the future**

The IRMP member working group have shaped the following proposals.

- 2.1 Review our emergency response standards so that we can offer the best response across the whole county.
- 2.2 Increase training, support and leadership for Retained Duty Firefighters so that they can respond effectively to operational incidents in rural areas.
- 2.3 Introduce a core spine of wholetime operational Incident Commanders particularly across rural areas to respond to emergencies immediately so that an enhanced level of supervision and specialist knowledge is available.
- 2.4 Deploy wholetime Firefighters to do jobs that make the best use of their skills and working time, whilst maintaining a quick and safe response to operational incidents across the county.
- 2.5 Develop the role of our Fire Control Operating teams to maximise their contribution and make best use of their skills and working time, so that they can provide vital information to operational crews.
- 2.6 Develop the partnership with Northamptonshire Fire and Rescue Service and others so that we can increase capacity and make efficiency savings where possible.

- 2.7 Increase our water rescue capability to flooding / fast flowing water incidents so that we can respond to a wider range of incidents with a well-equipped and better trained team.
- 2.8 Develop our specialist rescue capability so that we can provide a response to incidents with the right skills, knowledge and equipment.
- 2.9 Review our preventative work to reduce the number and impact of emergency incidents.

### **3.0 Timescales associated with the decision and next steps**

- 3.1 Guidance has been produced to assist fire authorities in consulting and producing and publishing IRMP's and on that basis the proposed timescales are as follows:-
  - (1) Produce a draft IRMP for consultation by the 18<sup>th</sup> October.
  - (2) Consult local communities and key stakeholders on the IRMP between October and January (statutory 12 week period).
  - (3) The Fire and Rescue Authority to formally consider the outcome of consultation, commission any revisions and to formally adopt the IRMP and by the end of March.
  - (4) As part of the consultations exercise equality monitoring data will be collected of participants to ensure that the Fire & Rescue Authority is able to undertake a robust Equality Impact/Analysis prior to any decision making.

### **Background papers**

- 1. Draft IRMP 2013/17
- 2. Fire and Rescue Service National Framework
- 3. Strategic Assessment
- 4. CLG Guidance documents

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# **WARWICKSHIRE FIRE AND RESCUE AUTHORITY INTEGRATED RISK MANAGEMENT PLAN 2013-2017**





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## Foreword

We are delighted to present the **Warwickshire Fire and Rescue Authority Integrated Risk Management Plan (IRMP) 2013 - 2017**. This is a four year plan that aims to continue to provide a strong and flexible Fire and Rescue Service. This is the first time that we have developed a four year plan and it will align ourselves with the Warwickshire County Council planning cycle.

The Service is doing well in many areas including reducing the number of fires in the home to an all-time low. We congratulate the public and our staff for playing their parts in making Warwickshire one of the safest places to live in the Country.

The cost of fire to the economy has reduced significantly from £27.8 million in 2009/10 to £13.9 million in 2011/12, which indicates that the priorities in our previous IRMP (2010 – 2013) to reduce the impact of fire are working. More importantly there have been no fire related deaths in domestic premises since January 2011. We are making Warwickshire safer, but we recognise that there is still more that we can do.

There are challenges that continue to shape the Service, which we cannot control, including the current economic environment, the variable nature of risk and the national guidance that details the Governments expectation of the Fire and Rescue Service. This makes planning for the future difficult, but it is our promise to everyone in Warwickshire that we will continue to build a Fire and Rescue Service that you can be proud of.

In May 2012 as part of a review of Warwickshire Fire and Rescue Service, we consulted with focus groups, from across the county, on their expectations of the service, and our priorities

for the future. The focus groups included a cross section of members of the public and business owners from across Warwickshire. This has helped us to understand the public's and businesses expectations of the service; their valuable feedback has shaped the proposals in this plan.

We have also increased the momentum of work to look at the benefits from working with other Fire and Rescue Services and we are currently developing a partnership in the form of a strategic alliance with Northamptonshire. To date, we have jointly procured a system that helps to coordinate communication as part of our operational command and control system. We are already seeing savings as a result of this. As both services will be using the same system, this will help our control rooms to support each other in the event that either control room cannot operate. A team of Officers from both Fire and Rescue Services has also been set up to develop further ideas that will benefit the communities in Warwickshire and Northamptonshire.

The County Council, as the responsible authority for the Fire and Rescue Service, wants to provide the best possible service, and within this IRMP we have put forward a number of proposals to achieve this. We will be undertaking consultation on these proposals and there will be an opportunity for you to give us your views. If you would like further information please visit our website and follow the link to the IRMP or alternatively contact us on the details contained at the back of this document.

**Portfolio Holder**  
Richard Hobbs

**Chief Fire Officer**  
Graeme Smith

## 1. Introduction:

This IRMP aims to give the reader an understandable summary of the work that the Fire and Rescue Service has done to make Warwickshire safer. It also presents the ideas that we have developed to further protect the public and keep our firefighters safe.

Throughout this IRMP we look at risk from the perspective of both the public and our firefighters. We recognise that the risk to public safety predominately stems from fires that occur in the home, in business premises and road traffic collisions. These incidents, and rescues from fast flowing water, present considerable risks to the safety of our firefighters. We also consider the risk to heritage sites, the environment and the continuing risk from terrorism. These can affect the economy, cause disruption and impact on the day to day lives of everyone. Understanding these risks within the county provides a clearly defined baseline that we have used to develop our proposals.

The Fire and Rescue Service National Framework has recently been published and this sets out central Government's expectations of the Fire and Rescue Service. We have to assess and make plans for all foreseeable risks that could affect everyone both locally and nationally. We must also be accountable to the local community and contribute to the reduction of the national and local budget deficit.

There are many issues that continue to challenge us; not least the current economic difficulties that face the country and the need to significantly reduce public spending. These economic challenges place pressure on us to deliver a safe and effective service while facing a reduction in funding.

In addition they affect all local businesses in their day to day work. Businesses are finding it increasingly difficult to release Retained Duty System (RDS) firefighters to provide operational cover during working hours. This has a significant impact on our service, given that RDS firefighters make up 40% of our workforce, and contributes to the biggest rate and pace of change in the Fire and Rescue Service for over 70 years.

It is our intention to use this IRMP to assess risk to the public and to the Fire and Rescue Authority so that we can develop a coordinated strategy that makes the best use of the money, people and equipment that we have at our disposal.

We constantly review what resources we send to an incident and how long they take to arrive - our Response Standards. We also review the number and location of fire engines to make sure that our firefighters and vehicles are located in the best place to respond to all types of risk.

We know that time is critical when dealing with incidents where people are trapped in buildings or vehicles; we also know that some of the most serious road traffic collisions happen in rural areas. Therefore we are proposing to look at ways of providing faster response to incidents in rural locations, without compromising our response elsewhere.

Our previous plans have delivered some notable successes; we have provided our firefighters and Incident Commanders with new protective clothing, have upgraded specialist rescue equipment and have increased the amount and quality of training.

Dwelling fires are at an all time low with no fire related deaths in the county since January 2011. We have reduced our attendance to False Alarm calls, resulting in a saving of £100,000 per year. We have seen the local economic cost of fire reduce significantly. However, the number of small and deliberate fires showed a slight increase in 2011/12. We will aim to reverse the trend over the course of this IRMP.

In the future we must look at developing a more flexible approach to dealing with risk by making sure that we give our Incident Commanders the correct number of appropriately trained firefighters, with the right vehicles and specialist equipment, to deal with different types of incidents. We recognise that it will be difficult to achieve this against a backdrop of reducing budgets.

We have much to be proud of, but there is more that we can do to protect the public and to further improve the safety of our firefighters. The list below is a summary of the proposals that we would like to work on over the life time of this IRMP. Further details about our proposals can be found on page 23.

- 1. Review our emergency response standards so that we can offer the best response across the whole county.**
- 2. Increase training, support and leadership for Retained Duty Firefighters so that they can respond effectively to operational incidents in rural areas.**
- 3. Introduce a core spine of wholetime operational Incident Commanders particularly across rural areas to respond to emergencies immediately so**

**that an enhanced level of supervision and specialist knowledge is available.**

- 4. Deploy wholetime Firefighters to do jobs that make the best use of their skills and working time, whilst maintaining a quick and safe response to operational incidents across the county.**
- 5. Develop the role of our Fire Control Operating teams to maximise their contribution and make best use of their skills and working time, so that they can provide vital information to operational crews.**
- 6. Develop the partnership with Northamptonshire Fire and Rescue Service and others so that we can increase capacity and make efficiency savings where possible.**
- 7. Increase our water rescue capability to flooding / fast flowing water incidents so that we can respond to a wider range of incidents with a well-equipped and better trained team**
- 8. Develop our specialist rescue capability so that we can provide a response to incidents with the right skills, knowledge and equipment.**
- 9. Review our preventative work to reduce the number and impact of emergency incidents.**

**Our Vision, Mission, Priorities and Objectives**

**Our Vision:**  
**Protecting the community and making Warwickshire a safer place to live**

**Our Mission:**  
**Responding to emergencies when the public needs us most**

**Our Priorities:**

<b>Keeping the Public Safe</b>	<b>Keeping Firefighters Safe</b>	<b>Doing our very best</b>
Responding to fires and other emergencies	Developing the skills of our Workforce	Providing strong and effective leadership
Reducing deaths and injuries caused by fire and on the roads	Promoting the health, safety and well-being of our workforce	Delivering a value for money service
Focusing our efforts on the most vulnerable sections of the community	Providing the right equipment, vehicles and information to do the job	Meeting the expectations of the community
Being role models for young people	Reducing the occurrence of arson and anti-social behaviour	Improving all of the time
Enforcing fire safety law in the workplace	Being prepared for major threats and emergencies	Promoting equality and diversity
Protecting the environment	Recognising our workforce as our biggest asset	Working with partners to provide a better service

**Our Objectives:**

<p><b><u>For the Public</u></b></p> <p>Having highly trained firefighters available when and where the public needs them most.</p>	<ul style="list-style-type: none"> <li>▪ Review our response times across the county to make sure we prioritise emergencies that threaten life and property</li> <li>▪ Maintain the current level of high performance in reducing property fire and rescue related risks</li> <li>▪ Develop our firefighters skills and abilities to rescue casualties and save property</li> </ul>
<p><b><u>For our Firefighters</u></b></p> <p>Provide strong leaders throughout the Service who make good decisions and set high standards.</p>	<ul style="list-style-type: none"> <li>▪ Promote personal leadership at all levels</li> <li>▪ Equip all staff with the skills they need to be effective and safe in their role</li> <li>▪ Provide clear direction regarding the standards expected of them and the core role of the Service</li> </ul>
<p><b><u>Value For Money</u></b></p> <p>Using our funding wisely to deliver the best Service possible within our limited resources and contribute to balancing the County Councils budget.</p>	<ul style="list-style-type: none"> <li>▪ Reduce the overall number of buildings we operate from</li> <li>▪ Work in partnership with Northamptonshire Fire and Rescue Service and other Fire and Rescue Services to increase capacity and help reduce our costs</li> <li>▪ Become even more flexible, to meet the changing needs of the public, in the way we deploy firefighters and incident commanders</li> </ul>

## 2. About our Service

We have 16 fire stations, 22 front line fire engines and number of other specialist rescue vehicles that can be deployed across the county, 7 days a week 365 days per year. We have an annual budget of £22.3 million and it costs 11 pence per person per day to provide the Fire and Rescue Service in Warwickshire.

It is our intention to make sure that we not only respond to incidents anytime of the day or night, but that we can also maintain a level of fire cover that allows us to respond to large and / or simultaneous incidents. Currently our emergency response standards state that we will get a fire engine to attend an emergency within 10 minutes to incidents in urban areas and 20 minutes to incidents in rural areas.

We are continually identifying improvements that can reduce our response time and developing better ways of keeping our firefighters safe. Typically this can involve a change in procedures or the introduction of new equipment, for example, water rescue poles are now placed on all of our fire engines to enhance our ability to rescue people or animals from water.

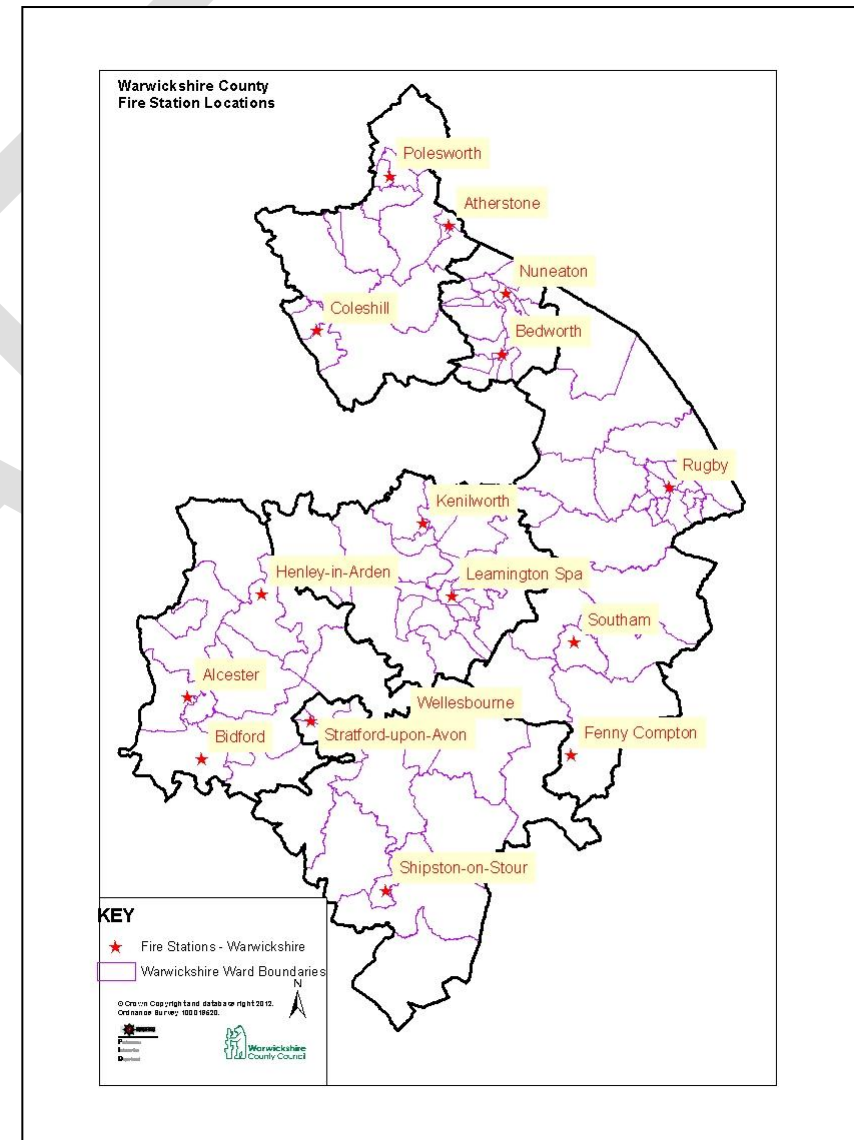
We recognise that the Fire and Rescue Service needs to become even more flexible if we are to meet the challenges over the next four years. The predicted increase in our ageing population and the difficulties of recruiting RDS will continue to challenge us. This is why we are emphasising the need to consider risk from the perspective of the public who need our help and our firefighters who need us to keep them safe. We do this by providing the best leadership, training, equipment, vehicles and procedures with the aim of having the right people in the right place at the right time.



The table below shows the location, the crewing system and the number of fire engines that are based at each fire station.

Duty System	Locations	Fire Engines	
Full Time	Nuneaton	2	
	Rugby	2	
	Leamington	2	
	Stratford	1	
	Alcester	1	
Day Crewed	Atherstone	1	
	Coleshill	1	
Retained	Atherstone	1	
	Coleshill	1	
	Bedworth	1*	
	Bidford	1	
	Fenny Compton	1	
	Henley in Arden	1	
	Kenilworth	1	
	Polesworth	1	
	Shipston on Stour	1	
	Southam	1	
	Stratford	1	
	Wellesbourne	1	
	<b>TOTAL</b>	<b>16 Fire Stations</b>	<b>22 Fire Engines</b>

\* Bedworth also has a dedicated small fires unit.





### 3. What is our core role?

Warwickshire Fire and Rescue Service's core role is to respond to the public and businesses when they need us most. Whilst we will always strive to prevent emergency incidents from occurring in the first place through our prevention and protection strategy, it is inevitable that they will occur, and we need to ensure the safety of the public and our staff whilst we deploy firefighters to save life and property.

The most serious emergency incidents that we are called to involve people trapped in buildings and vehicles that require us to rescue them using specialist skills and equipment. Typically this is a building fire or road traffic collision. When an emergency does occur we do our very best to have the right vehicles, the best protective clothing and equipment, the best training and the right numbers of highly trained firefighters to send to an emergency incident.

During a Service review in May 2012 we consulted with the public and business communities, where the following issues were discussed:

- Are our current emergency response standards right? Is the time it takes a fire engine to get to an emergency within the county appropriate?
- Do we need to look at different response times to different types of incident based on the inherent risks?

- Do we measure our response standards correctly or do we need to enhance these to include not just how quickly we get there but how effective our whole response is?
- How do we organise and support our Retained Duty System (RDS) firefighters? Do we need to look for innovative ways of providing response in rural areas? What impact will this have on our wholetime crews?
- What is important to the public and business community? Is our balance of response to emergencies, preventive work and legislative fire safety in commercial premises right?
- Is the way we deliver prevention activity, such as fitting smoke alarms and schools education, the right use of our time? How do we balance this against our other priorities such as operational training and the gathering of operational risk information?

We are aware of the expectations that are placed on the services that we provide to the public. The results of the recent consultation exercise confirmed that responding to emergencies when they occur is considered to be our core role by the communities that we serve.

The Government is clear that they want us to prepare for all potential risks that threaten life and property within the county. These expectations were set out in the new Fire and Rescue Services National Framework in July 2012 and it identified the following three priorities;

- *identify and assess the full range of foreseeable fire and rescue related risks their areas face, make provision for prevention and protection activities and respond to incidents appropriately;*
- *work in partnership with their communities and a wide range of partners locally and nationally to deliver their Service and*
- *be accountable to communities for the Service they provide.*

The new framework provides clear direction that we need to make plans to deal with all foreseeable risks that could affect anyone in Warwickshire, whilst also maintaining our ability to contribute to wide scale regional and national emergencies. This means that we need to develop and maintain skills to deal with wide ranging incidents including;

- fighting fires;
- releasing casualties that are trapped in buildings and in vehicles;
- chemical leaks and spills;
- water based incidents;
- civil unrest;
- national emergencies and terrorism;

The following documents offer strategic guidance to the Fire Authority on managing their risk



**Operational Assurance**

This toolkit will be used by Fire and Rescue Services across the country to assess their performance in Community Risk Management, Prevention, Protection, Response, Health & Safety, Training & Development, call management and Incident Support

**National Framework**

This provides an overall strategic direction to fire and rescue authorities

**Community Risk**

This assessment provides an accurate picture of issues affecting the county and will facilitate the review and identification of priorities

**Health & Safety Guidance**

This report is a summary of the main findings from the 8 inspections of Fire and Rescue Services (FRS) carried out by the Health & Safety Executive (HSE) in 2009/10

#### 4. How are we doing?

In 2011/12 we invested in equipment and clothing to make sure that our firefighters have the very best tools to do the job.

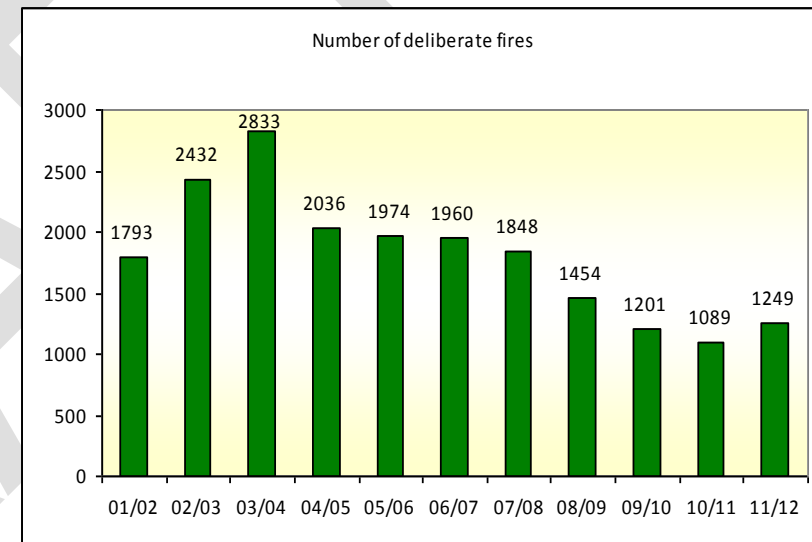
- We have improved the availability of wholetime firefighters by introducing a new crewing system that provides the right number of firefighters required to crew our fire engines.
- We have introduced a computerised system that allows our RDS to tell us their availability in advance. This means that we can predict and manage the availability of our staff.
- We have introduced a new command support vehicle to assist our Incident Commanders to deal with the often complex incidents that we attend. Commanders now have a dedicated area that helps them to communicate with our Fire Control operators and access all of the information they need to make informed command decisions.

Home Fire Safety Checks and the fitting of smoke detectors is the main part of our prevention strategy for the people in Warwickshire. We have targeted our Home Fire Safety Checks to make sure we can reach those most in need of our services.

Over the last two years the number of accidental dwelling fires has reduced by 16% to 174. Warwickshire Fire and Rescue Service is now the best performing Fire and Rescue Service in the country and there has been no fire related deaths in a property since January 2011.

Deliberate fires (arson) increased slightly with 160 more fires occurring in 2011/12. Out of 1249 incidents Nuneaton & Bedworth

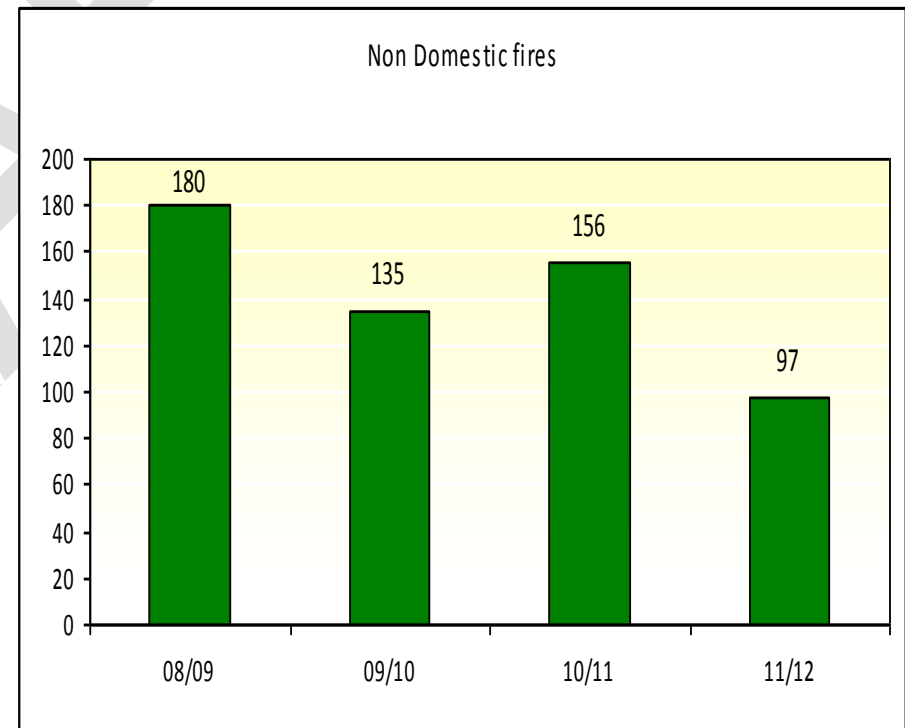
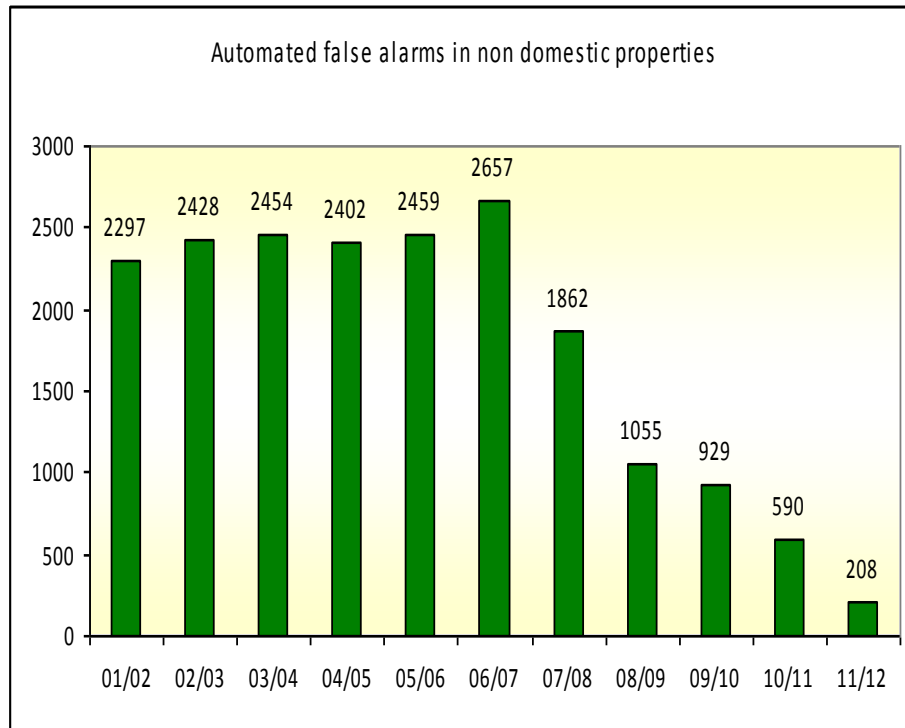
district accounted for 657 of these, with a large proportion of deliberate fires involving items such as grass and refuse. To combat this we have introduced a small fires unit in the area to quickly deal with this type of incident and we have a dedicated arson reduction team located in the Justice Centre in Nuneaton.



Road safety and the reduction of Road Traffic Collisions (RTCs) remains a priority both nationally and locally. Although we work in partnership with other agencies to reduce the number of RTCs, unfortunately there has been a small increase in the number of people killed and seriously injured on our roads from 309 in 2009 to 313 in 2012.

We have changed the way we respond to automatic fire alarms; in the past we would attend all alarms from systems that notify us of a potential fire. We now challenge the information provided and only send an immediate response at certain times of the day to premises defined as high risk or where there is a confirmed fire. This has resulted in a 73% reduction in the number of times we attend an unwanted fire alarm call. The graph below shows the reduction in response over the past 10 years.

Under the Regulatory Reform (Fire safety) Order, the fire safety inspection process has changed significantly and developed into a risk based audit programme that prioritises the premises that we visit. Between 2010 and 2012 our fire safety officers visited 895 commercial properties and gave advice on 785 issues. This helps keep businesses and their customers safe. The graph below shows the reduction in non-domestic fires over the last 4 years.



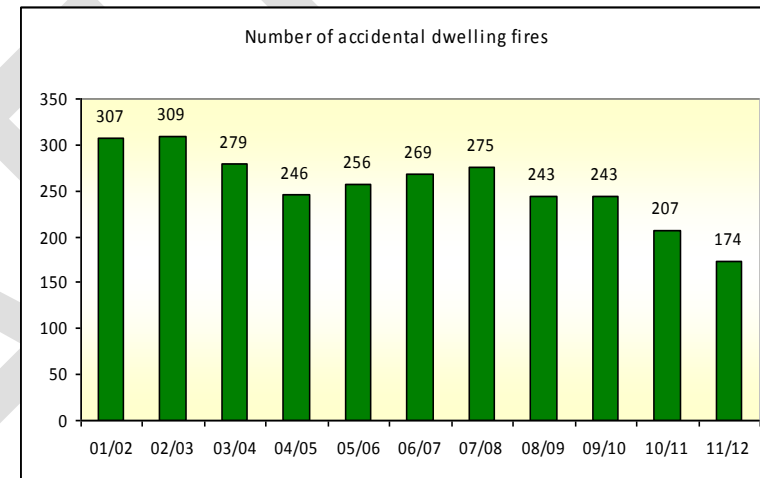
## 5. Making Warwickshire safer

Below are some of the improvements we have made during the period of our previous IRMP:

- We increased firefighter availability by reducing the number of shifts lost to sickness and injury (420 fewer shifts lost in 2011/12) which has saved in the region of £90,000. We have introduced an annual fitness assessment to ensure all operational firefighters and officers maintain their fitness and are ready to attend operational incidents.
- We reduced our impact on the environment by introducing a small fires unit to deal with small fires in the Nuneaton & Bedworth areas. We targeted this area because of the increasing problem with arson fires. The unit is now sent when appropriate, rather than sending a full size fire engine, which has resulted in some cost savings.
- We reduced our attendance to automatic fire alarms by 73%, down to 206 attendances in 2011/12 from 590 the previous year.
- We enhanced our flood response by introducing telescopic rescue poles on all fire engines.
- We targeted Home Fire Safety Checks at the most vulnerable, with 95% being completed in homes that are assessed to be most at risk from fire.
- Staff and volunteers completed 8700 Home Fire Safety Checks during 2011/12.
- We developed a partnership with Warwickshire Young Carers Support Service to develop the skills of young people who care for a disabled relative.
- We improved the advice we give to business by deploying firefighters to inspect premises within their areas. This also ensures our firefighters are familiar with their local risks. We continue to offer advice and support through a dedicated team to premise owners while undertaking a Fire Safety enforcement role. We will continue to focus on premises that constitute the greatest risk to people, for example care homes and hotels.
- We doubled the “real” fire training that we have provided to our firefighters, rather than simulated heat and smoke training.
- We invested in and improved our facilities and vehicles to support, assess and train our incident commanders.
- We developed a sprinkler campaign, which included the demonstration of the benefits of a sprinkler system during a fire in domestic property. The demonstration was covered by BBC West Midlands in spring 2012 and gave much needed coverage to our on-going campaign for domestic sprinkler systems.



Over the last 10 years we have reduced the total number of emergency incidents that we attend. The graph below shows that we have reduced fires in the home significantly.



The Service, as part of its strategic alliance with Northamptonshire, will explore possibilities for operating a joint headquarters function and explore a joint training provision.

Things that we have had to stop delivering in order to contribute to the budget deficit are:

- setting up a community and emergency safety forum
- setting up a business fire and emergency safety forum

## 6. Our Partnership with Northamptonshire

In September 2011, Northamptonshire and Warwickshire County Councils' Fire Authorities resolved to explore the benefits of a partnership to be formed between Northamptonshire Fire and Rescue Service and Warwickshire Fire and Rescue Service.

Both County Councils have legal and moral responsibilities to do their very best with tax payers' money to provide Fire and Rescue Services that keep the public and our firefighters safe.

The challenges that face all Fire and Rescue Services means that they cannot act alone; they must work with political leaders at both local and national level, other Fire and Rescue Services, community groups and professional bodies, in order to deliver services within allocated budgets.

In this last respect a critical financial challenge, primarily as a result of the recent Governmental Public Spending Policy, has emerged over the last few years. The pace and scale of change that now confronts both services means that we need to seriously reconsider how we can best meet our statutory responsibilities to provide services in the future.

Both services are dealing with similar challenges relating to balancing budgets, the constant pressures to reduce the number and severity of emergencies and to keep our firefighters safe. It makes sense to look at how we deal with these challenges together rather than in isolation. As the partnership develops we will be able to share our experiences, knowledge and expertise which will help us to become stronger and more effective in dealing with the challenges in the future.

The partnership will be developed through an agreement called a Strategic Alliance. This means that we will work together utilising officers from both services to deliver better outcomes for the public. One of the main aims of the partnership is to explore and identify the opportunities to rationalise and improve the value provided by both services. Initial areas have been identified for review and development. We plan to:

- Examine the potential to share a joint fire control function
- Explore the potential for sharing common training facilities and function
- Review the retained duty system firefighter training and capability
- Explore the potential for the provision of a joint fire safety enforcement function
- Explore the joint provision of technical services and Transport
- Explore the provision of a joint community safety function which includes – sprinkler campaigns
- Explore how the services infrastructures can work together

Managers from both services are reviewing the above areas and have made progress towards the establishment of joint ways of working. Both services have made good progress with the joint fire control function by purchasing the same equipment and systems used for operational command and control.

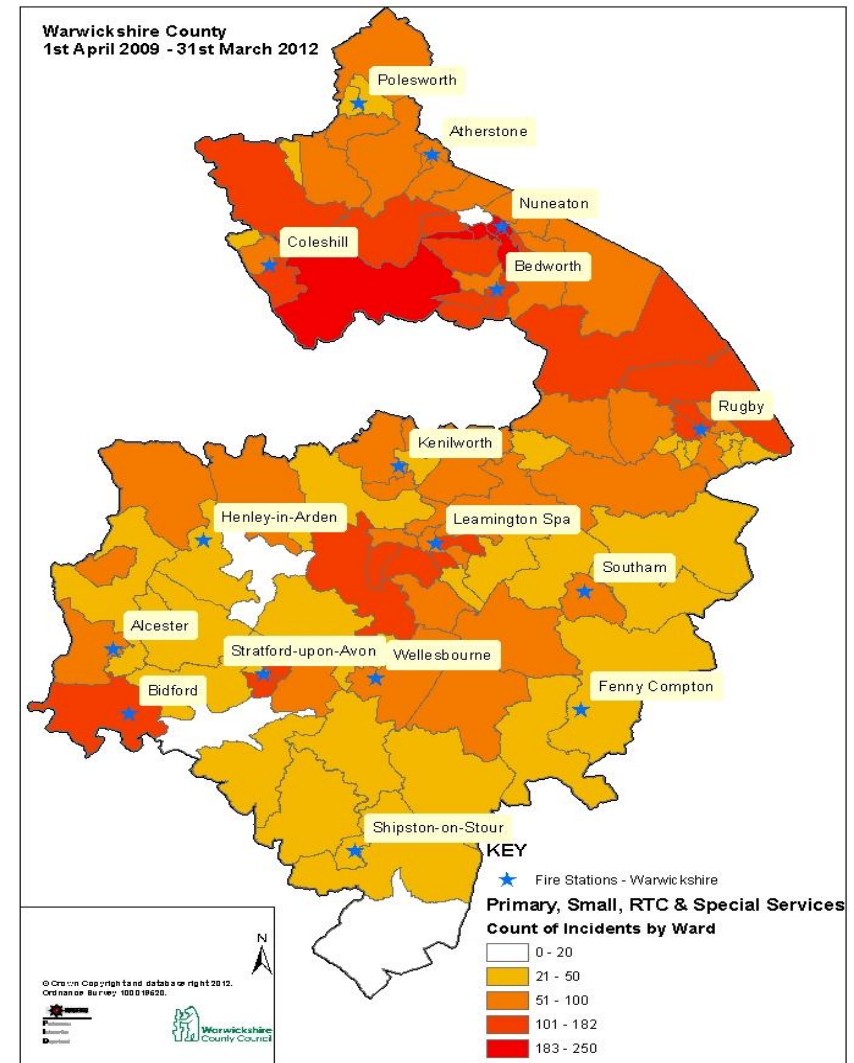


## 7. What is risk?

Our definition of risk is the danger and likelihood that someone or something could be harmed or damaged. To reduce risk and increase public and firefighter safety the Government introduced new legislation in 2004 that required all Fire and Rescue Services to think differently about how they use their funding to achieve this. Since then Warwickshire Fire and Rescue Service has continually reviewed risk across the county and has developed plans to deal with the situations that threaten the safety of the public and expose our firefighters to risk. This includes the development of plans to respond to emergencies as fast and safely as we possibly can. When developing our plans we continue to work with other agencies and will consult with our representative bodies to find the best way to collectively provide a better service to the public and protect the safety of our firefighters.

We consider a wide range of issues and information when assessing risk. This can range from local planning applications to major incidents that could impact across the county and possibly further. We understand what creates risk and how it might vary with location and we are ready and prepared to respond to a wide range of emergencies anywhere in the county.

The National Framework for Fire and Rescue Services emphasises the need for us to respond to all foreseeable risks. Our continued analysis of risk tells us where we can expect different types of incidents to occur, so we are able to, for example, recognise where major flooding is likely to happen. We look at historical information and we understand the areas of our county where incidents are likely to happen. The map opposite shows the hot spots across the county for large and small fires, road traffic collisions and other calls that require us to carry out a rescue or service.



## 8. How do we think community risk will change?

### Demographic, Social and Economic Trends

The Warwickshire Observatory was commissioned to identify the demographic issues that are relevant to WFRS and we wish to acknowledge their involvement in the production of this section of the report, which is also informed by the Quality of Life Survey.

### Population - Age

The predicted increase (120,000 people) in total population across Warwickshire between 2010 and 2035 could increase the demand placed on the Fire and Rescue Service. National statistics indicate that the elderly are amongst the most vulnerable from fire. This means that prevention activity needs to be targeted to ensure that older people, especially those living in remote rural areas are aware of and receive home fire safety advice.

### Population - Geography

There is a forecast of significant population increase across the county by 2035. This increase is predicated to be relatively evenly spread across the county. The locations of our fire stations mean that we are well placed to deal with additional emergency response demand.

### Planning Gains

In order to meet the expected increase in preventative work by 2035 the service will seek to develop its prevention agenda. The proactive promotion of fire protection combined with effective response arrangements will be a service priority.

The service will continue to promote the installation of sprinkler systems in premises where the occupants are more vulnerable.

### Health

The links to an ageing population in Warwickshire and healthy lifestyle indicators are of particular concern. Alcohol related harm is a priority for both health and community safety partners in Warwickshire. Whilst fire related deaths are an all-time low in 2012 there is still the potential for harm especially for people who have alcohol and other drug related problems. We will work with community groups who can deliver home fire safety messages to high risk groups.

### Deprivation, Education and Unemployment

The high level of deprivation, low educational attainment and high unemployment in Nuneaton, Bedworth and North Warwickshire are a cause for concern in relation to deliberate small fires and accidental dwelling fires. The introduction of the Small Fires Unit will help to provide a suitable response to small fires and we will continue to engage with young people where this does not affect our core role. This initiative fits well with the Government and County Council approach to Troubled Families.

### Links between Deprivation and Arson

The number of deliberate fires across the county increased from 1089 in 2010/11 to 1249 in 2011/12. This represents an increase of 160 fires or 14.6%. Nuneaton & Bedworth District accounted for 52.6% of all arson incidents last year (657 fires).

## 9. How do we plan to reduce risk?

We constantly identify, assess and make plans to deal with the risks that are associated with providing an effective Fire and Rescue Service. This happens regularly at a high level when the Fire and Rescue Service's Brigade Command Team reviews the risks facing the Service, and identify how to respond to these risks to keep the public and our firefighters safe. It also happens at every emergency incident when our teams work together to identify, assess and reduce risk.

We recognise that the levels and types of risk vary in urban areas and rural areas. It is our job to provide the best level of service that controls risk for everyone in Warwickshire. Therefore we are proposing to review our emergency response standards to provide the best and most effective service for all communities in Warwickshire.

We identify and mitigate risk through day to day activity, by reviewing our operational performance at emergencies, by inspecting commercial buildings, by exchanging information with other agencies, and by pre-planning for emergencies that might occur.

We use a wide range of data, from comprehensive historical incident data to more predictive sources that are based on lifestyle information. This helps us to understand the factors associated with changing populations and lifestyles. We use this data to feed our understanding of developing trends and to predict future demand.

We use a computer based software system called the Fire Service Emergency Cover Toolkit (FSEC) to analyse and identify the best

locations for our resources, to ensure the most effective response to emergencies when they occur. The toolkit helps us to assess the risks associated with proposed housing and commercial developments to decide if we need to build a new fire station or change crewing arrangements at an existing station.

Locally, our approach to countering risk at individual emergency incidents is based on safe systems of work. We ensure firefighters have the correct training, knowledge and skills, the right equipment and clear operational procedures. We have installed a computer onto every fire engine, which contains operational risk information on specific buildings and design information on vehicles to assist firefighters when attending road traffic collisions

At county level the service is a key member of the Local Resilience Forum (LRF) which maintains a "Community Risk Register". Warwickshire Fire and Rescue Service have the responsibility as lead agency for a number of the risks within this register. The register identifies a range of possible emergencies within Warwickshire such as major transport incidents, environmental risks and health pandemics.

We have operational plans to respond to these larger types of incidents, as well as maintaining effective cover to respond to any other emergencies across our county. For example we may attend a fire that requires 10 fire engines, specialist rescue vehicles and a command structure of five senior officers. At the same time we must be able to respond to one or more other incidents that happen simultaneously; a house fire or road accident that may require an additional three fire engines, further specialist vehicles and a separate command structure.

Whilst we aim to maintain the right number of fire engines and firefighters at all times, we recognise that this can be challenging. We therefore have reciprocal contingency arrangements in place with our neighbouring Fire and Rescue Services. However, this can result in additional costs.



## 10. How much do we cost and how do we spend your money

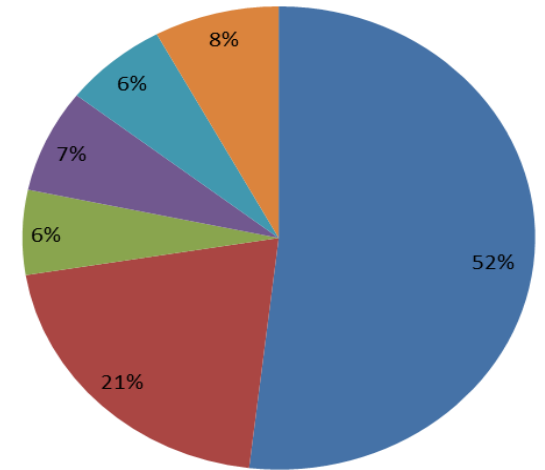
In 2011/12 it cost £22.3 million pounds to provide Fire and Rescue Services in Warwickshire.

This expenditure represents an average cost of 11 pence per day for each person living in Warwickshire.

The service spends over half of its funding responding to emergencies and carrying out community fire prevention and commercial fire protection, for example home fire safety checks and business premises inspections. This is illustrated in the table below and chart opposite.

Type of Expenditure	2011/12 Outturn £'000	% Spend
Responding to emergencies / community fire prevention and commercial fire protection	£11,563	52%
Fire stations, operational equipment, fire engines and transport and fire hydrants	£4,591	21%
Training and Health and Safety	£1,318	6%
IT and Communications	£1,609	7%
Warwickshire County Council Support Charges (finance, HR and performance, legal and customer services)	£1,461	6%
Other (including the Service Improvement Plan and the one off costs of the Atherstone-on-Stour fire)	£1,760	8%
<b>Total Expenditure 2011/12</b>	<b>£22,302</b>	<b>100%</b>

**Fire and Rescue Service  
Expenditure 2011/12**



- Responding to emergencies / community fire prevention and commercial fire protection
- Fire stations, operational equipment, fire engines and transport and fire hydrants
- Training and Health and Safety
- IT and Communications
- Warwickshire County Council Support Charges
- Other

## 11. Our Proposals for the future

We continuously challenge the things we do and are always looking to see if we can do things better. Based on these areas of improvement we continue to develop proposals to make sure that we keep the public safe, keep our firefighters safe and make the best possible use of our budget. We also seek to build on the success of the service improvement plan. These proposals will be worked on over the four year life of this IRMP and subject to an annual review.

### 1. Review our emergency response standards

At present, our response standards to rural locations are different to urban areas, as travel times to rural areas are longer. We want to review our response standards and propose the best way that we can reduce our average response time to emergency incidents across the whole of the county. We want to improve our initial response times to rural locations, and maintain the right number of appliances and firefighters to deal with any incident.

Our current response standards for all types of emergencies are 10 minutes in urban area and 20 minutes in rural areas, we will look to improve response standards across the whole of the county.

### 2. Increase training, support and leadership for Retained Duty Firefighters

There are nationally acknowledged challenges with the recruitment, retention and the delivery of suitable and sufficient training to RDS firefighters.

There is a dependence on RDS firefighters for the provision of emergency cover across many parts of the country, and this is also the case in Warwickshire.

Most RDS firefighters carry out their duties in addition to other paid work, and the Fire and Rescue Service is usually their secondary employer. RDS firefighters are currently paid to attend their fire station for two hours per week to train, carry out equipment checks and receive inputs regarding operational policies and procedures. They respond to emergencies on an on-call basis and they must live or work within five minutes of their fire station.

The amount of time RDS firefighters have to train is less than their wholetime colleagues. The challenge for the service is to identify ways in which it can do things differently in order to ensure that we continue to provide the most effective firefighting and rescue service possible and on that basis we will review the RDS provision with a view to increasing public and firefighter safety.

### **3. Introduce a core spine of wholetime Firefighters across rural areas to respond to emergencies immediately**

This proposal will look to use wholetime firefighters to make rapid initial interventions at road traffic collisions and other emergencies, especially in rural locations. This would help us to save life and property by getting to the scene of an emergency much quicker than we currently can.

Other Fire and Rescue Services have developed different ideas to improve the safety of their firefighters including initial rapid response vehicles that are crewed all of the time by wholetime firefighters located in rural areas. These not only respond to emergencies immediately but also provide additional support to retained duty firefighters. We will look at practices from around the country to see if these could work in Warwickshire

### **4. Deploy wholetime Firefighters to do jobs that make the best use of their skills and working time, whilst maintaining a quick and safe response to operational incidents across the county.**

Around 60% of our firefighters are full time employees, with the remainder being employed on a retained basis. It is the wholetime firefighters who are our most flexible resource; we are able to provide them with the highest level of technical training and skills. It is therefore vital that the wholetime firefighters' role should be targeted at work which makes the greatest contribution to public and firefighter safety by improving response and supervision at incidents. This means we should review the way we deploy wholetime staff to further enhance the delivery of operational priorities and to provide greater support to rural areas.

### **5. Develop the role of our Fire Control Operating team to maximise their contribution and make best use of their skills and working time**

Fire Control is staffed 24 hours a day every day of the year; it is proposed that their current role will be developed to provide a better, more effective use of their skills in order that we can continue to improve the information available for firefighters to carry out their role.

### **6. Develop the partnership with Northamptonshire Fire and Rescue Service**

The two Fire and Rescue Services initially agreed to consider 5 work streams, as areas to assess the benefit for the Strategic Alliance

1. Command and Control
2. Operational Training
3. Community Safety – Regulatory Protection (inspection) and Prevention Services
4. Technical Services – Fleet and Equipment
5. Service Delivery – Operational policy development and support

This has been widened slightly to include other work streams that focus on the developing joined IRMPs and promoting the use of sprinkler systems.

### **7. Increase our water rescue capability for responding to flooding / fast flowing water incidents**

We need to maintain and improve our ability to carry out rescues from all types of water including rivers, canals, lakes and particularly fast flowing water. In 2012 we were reminded of the danger that fast flowing water can cause, with the tragic incident at Barford on Avon, where two people lost their lives. Our improvement plan provided for an enhancement of our basic level of water rescue capability, but as the risk continues to increase we want to try and improve further.

We are proposing that we upgrade our capabilities to an enhanced level of swift water rescue. We will also explore partnerships with voluntary sector organisations that could provide some water rescue services, whilst maintaining our local response arrangements.

The Department for the Environment, Fishing and Rural Affairs (DEFRA) regulations, introduced in the autumn of 2010, recommended that all Fire and Rescue Services should adopt nationally recognised categories of teams who can respond to specific types of incidents. It is proposed that WFRS consider training and equipping personnel to these recommended standards.

To meet the required DEFRA level the Service will need to 'up-skill' the existing boats and water rescue capability currently based at Rugby. Without enhancement training, WFRS would not be able to provide a satisfactory response to any fast flowing water incident.

### **8. Develop our capability for specialist rescue**

The Service responds to a variety of incidents, some of which require specialist knowledge, skills, training and equipment. The Service will review its readiness for these types of incidents and where necessary provide to our crews an enhanced level of training and equipment, enabling them to respond safely and effectively to a wide range of emergencies.

### **9. Review our preventative work to reduce the number and impact of emergency incidents**

Our work with the community in reducing the number of emergencies is not only a statutory duty; it is also a vital element in saving lives and limiting the economic impact caused by fires in the county. We must make sure that we comply with the Fire and Rescue Services Act (FRSA) 2004. We propose that without compromising public safety we look for different ways to carry out fire prevention, such as using non frontline staff to carry out HFSCs. This would enable us to free up firefighters' time, which can then be redirected to operational training, risk information gathering and enforcement of fire safety in commercial premises. We will continue to target the most vulnerable members of the community and to promote the installation of sprinkler systems in commercial and domestic property.



## 12. Consultation

### Why we are consulting

It is our aim to deliver effective services that keep the public and our firefighters safe whilst supporting the County Council to balance its budget.

We encourage everyone who has a view on these IRMP proposals, including our staff, the public and elected members across Warwickshire to;

- provide relevant feedback on any or all of these proposals
- make suggestions that add to, or replace these proposals which achieve the same outcomes or better

### What will happen with the results?

The answers given and views expressed to the questions will be used to inform and develop the IRMP. The proposals will be shaped by the response from the public consultation and will be presented to the Fire Authority for consideration and approval.

### When we are consulting

The consultation will be launched in October 2012. We will collect responses for a period of 12 weeks.

### Who we are consulting with

It is our intention to consult with:

- our staff
- the public
- elected members
- our local partners (Police, Primary Care Trust)
- our neighbouring Fire and Rescue Services

### How we are consulting

We began to develop these proposals in May 2012 consulting with groups that represented the public and businesses at the start of the development of the IRMP. We discussed what they want from the service and what things we should prioritise over the next four years.

We now want to hear from you about these proposals please write to the IRMP Consultation Team to let us know what you think.

### Conditions of Service

Matters relating to staff and Conditions of Service will be subject to more detailed consultation with representative bodies.

### Specific Detailed Proposals

The detailed proposals that will be developed over the lifetime of this IRMP will be the subject of separate specific consultation. These proposals will be presented in the IRMP annual action plans.

We have produced an IRMP [consultation web page](#) with lots of additional information that you can use to inform your response to the proposals set out here. The list below is a summary of the links to documents that can be found on the IRMP webpage:

- [Fire and Rescue Services Act 2004](#)
- [Civil Contingencies Act 2004](#)
- [Regulatory \(Fire Safety\) Act 2005](#)
- [Fire and Rescue National Framework for England](#)
- [Quality of life in Warwickshire](#)
- [Warwickshire County Council Community Risk Register](#)
- [Operational Assessment and fire peer challenge toolkit](#)

Please email your comments and the equality monitoring form to:  
[IRMP@warwickshire.gov.uk](mailto:IRMP@warwickshire.gov.uk)

or write to:  
Chief Fire Officer  
IRMP Consultation Team  
Warwickshire Fire and Rescue Service  
Service Headquarters  
Warwick Street  
Leamington Spa  
CV32 5LH

## **EQUALITY MONITORING**

Warwickshire County Council is committed to promoting and achieving equality and fairness for all. The information requested below helps us monitor and understand the profile of our customers, staff and members. It is confidential and anonymous, and it cannot be attributed back to you.

Under the Public Sector Equality Duty section of the Equality Act 2010, we have a legal duty to understand the communities we serve, our customer profile and the profile of our staff and members. This Duty can only be met by effective monitoring of the protected characteristics as identified in the Equality Act 2010.

Please complete the questionnaire below, and return to IRMP Consultation, Warwickshire Fire and Rescue Service, Service Headquarters, Warwick Street , Leamington Spa, CV32 5LH or email it to [IRMP@warwickshire.gov.uk](mailto:IRMP@warwickshire.gov.uk)

<b>Are you male or female?</b> <i>Please tick one box only</i>	
Male <input type="checkbox"/>	Female <input type="checkbox"/>

<b>How old are you?</b> <i>Please tick one box only</i>					
Under 18 <input type="checkbox"/>	18 – 29 <input type="checkbox"/>	30 – 44 <input type="checkbox"/>	45 – 59 <input type="checkbox"/>	60 – 74 <input type="checkbox"/>	75 + <input type="checkbox"/>

<b>Do you have a long standing illness or disability? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)?</b> <i>Please tick one box only</i>	
Yes <input type="checkbox"/>	No <input type="checkbox"/>

<b>How would you describe your ethnic origin?</b> <i>Please tick one box only</i>	
<input type="checkbox"/> White - British	<input type="checkbox"/> Asian or Asian British Any other background
<input type="checkbox"/> White - Irish	<input type="checkbox"/> Black or Black British - Caribbean
<input type="checkbox"/> White - Any other background	<input type="checkbox"/> Black or Black British - African
<input type="checkbox"/> Mixed - White and Black Caribbean	<input type="checkbox"/> Black or Black British - Any other background
<input type="checkbox"/> Mixed - White and Black African	<input type="checkbox"/> Other Ethnic Group - Chinese
<input type="checkbox"/> Mixed - White and Asian	<input type="checkbox"/> Other Ethnic Group - Gypsy or Traveller
<input type="checkbox"/> Mixed - Any other mixed background	<input type="checkbox"/> Any other Ethnic group
<input type="checkbox"/> Asian or Asian British - Indian	
<input type="checkbox"/> Asian or Asian British - Pakistani	
<input type="checkbox"/> Asian or Asian British - Bangladeshi	

<b>What is your religion, even if you are not currently practicing?</b> <i>Please tick one box only</i>	
<input type="checkbox"/> None	<input type="checkbox"/> Jewish
<input type="checkbox"/> Christian	<input type="checkbox"/> Muslim
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Sikh
<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say
Other (please specify)	

Do you consider yourself to be ... ? <i>Please tick one box only</i>	
<input type="checkbox"/> Heterosexual or straight	<input type="checkbox"/> Other
<input type="checkbox"/> Gay or lesbian	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Bisexual	

*Thank you for your time in completing this form.*



## 14. Glossary

**Automatic Fire Alarms** – a signal from a system installed into a property that is monitored. If there is no fire and the alarm has been set off for another reason such as dust, insects or a malfunction of the alarm, this is classed as an Automatic False Alarm.

**Availability** - When a station has its fire appliances available to attend emergency incidents.

**Chimney Fires** - A fire that is contained within a chimney.

**Efficiency Saving** - A change that results in doing more with the same amount of resources, i.e. money or people.

**Emergency Response Cover** - The expected distances fire crews can cover within a given time from the station.

**Environment Agency** - Non governmental body with the aim to protect and improve the environment.

**Environmental Protection Unit** - provides specialist equipment to contain spillages of chemicals that may do harm to the environment and its wildlife.

**False Alarm Malicious** - Emergency calls made when there is no danger present, and which the caller knows to be false.

**False Alarm Malicious Attended** - False Alarms Malicious calls that fire engines are deployed to attend.

**False Alarm Malicious Not Attended** - False Alarms Malicious calls that Fire Control Operators challenge, and subsequently do not deploy fire engines.

**False Alarm Good Intent** - Emergency calls made in good faith when there is no danger present.

**Fire Control Operators** - Fire control room staff who answer 999 calls and deploy fire engines to emergency incidents.

**Fire and Rescue Authority** – The Authority that governs the Fire and Rescue Service. The Authority is made up of the full 62 elected members of the County Council who have specific responsibilities under the Fire and Rescue Services Act 2004.

**Fire Service Emergency Cover Toolkit (FSEC)** - A computer based program which allows us to assess the different types of risks in different areas based on past emergency incidents.

**Home Fire Safety Checks** – A review of the specific fire hazards in a home. This can include the fitting of smoke detectors.

**Incident Recording System (IRS)** – An incident reporting system used by all Fire and Rescue Services across the country. All emergency incidents which are attended have a full report written up detailing the incident.

**Integrated Risk Management Plan** - The Fire and Rescue Authorities plan for improving public safety, reducing the number of fire incidents and saving lives.

**Local Resilience Forum (LRF)** - The executive group representing all category 1 responders from the region, with responsibility for ensuring that an appropriate level of preparedness is achieved whilst enabling effective multi agency liaison to ensure effective response to emergency incidents.

**Operational Response Capability** - The number and different types of equipment for example, fire engines and rescue boats.

**Property Fires** - Fires which take place in homes and/or buildings which belong to someone and have value.

**Primary Fires** - Fires which occur in any type of property including homes, businesses and vehicles.

**Retained Duty Firefighters** - Firefighters who have primary employment elsewhere, but are available to respond to emergencies on an on-call basis. Also known as Retained firefighters.

**Risk** - the danger and likelihood that someone or something could be harmed or

**Road Traffic Collision (RTC)** - Is an incident where a vehicle collides with another vehicle or object which potentially causes people to be trapped within the vehicle.

**Rural Area** - Areas where our response standard is 20 minutes.

**Special Services** - Types of incident where no fire takes place but where a fire engine still attends. This includes incidents such as flooding and large animal rescues.

**Statutory Duties** – The services that the Fire Authority is required to deliver through various Acts of Law including the Fire and Rescue Service Act 2004.

**Small Fires** - Fires which occur in open areas, such as fields or hedges, or which are contained in objects such as bins. These have a lesser value than primary fires.

**Urban Area** – Areas where out response standard is 10 minutes.

**Wholetime Fire Stations** - Stations which are crewed by full-time firefighters providing 24 hour cover every day of the year.

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