

# **Report on community transport provision in Cherwell District**



## **Results for and on behalf of Cherwell District Council**

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## **Report on existing community transport provision in Cherwell District and possible ways of enhancing this provision**

### **Summary**

A key finding from this research is that awareness of the work of formal car schemes (and particularly Banbury Volunteer Bureau) is extremely limited in the district, particularly in comparison with the more widespread awareness of Cherwell District Dial-a-Ride.

This lack of awareness is evident amongst residents (including those with mobility impairments) and amongst local councils, who were also rarely aware of the existence of the scheme. Conversely parish councils and meetings were very likely to say that informal lift-giving is taking place within their communities, and were also commonly willing to help recruit volunteers in meeting the needs of their residents.

The recent transport needs surveys in the area highlight that accessing medical appointments is a common problem for a minority of people in rural Cherwell, particularly when GP practices are themselves in a rural location. In these circumstances public transport is unlikely to be able to meet these needs, and it is in this area that further work could yield results through the enhancement of existing community transport provision.

If awareness of the work of volunteer driving were to be increased, and more volunteers recruited in villages where there currently are none, there would be an improvement in the accessibility of services for those who are experiencing isolation.

### **Recommendations**

As parish councils and parish meetings have now been informed through the survey, that work is being carried out in this field, some will be more receptive to further contact in an attempt to recruit more volunteer drivers in their villages.

A simple exercise such as writing an article for publication in local village newsletters in parishes identified in section 4.4 below could yield some results: experience has shown that this method of recruitment is much less successful than face to face recruitment, although it can provide a limited number of new volunteer drivers. This type of article, would in any case also go some way to raising awareness of the existence of volunteer car schemes (and Banbury Volunteer Bureau in particular).

It is also important that the findings of the project are reported back to the parishes and the community transport schemes who have provided information, and this could be achieved at the same time as carrying out the further work carried out in meeting the objective of recruiting further volunteers.

## **1.1 Introduction**

The overall objective of this project is to improve access to services for residents in Cherwell, particularly those in rural communities.

The focus was to identify current provision of community transport within Cherwell district and also to carry out a needs assessment to come up with recommendations to enhance provision in Cherwell.

The project was commissioned by Graham Helm, Head of Safer Communities and Community Development, Cherwell District Council and was carried out by the Community Transport Advisers at ORCC. The time of the Community Transport Advisers was the main resource available. Support was also given by Daniel Messer, Geographical Information Systems Officer, at Cherwell District Council, who created the district maps used to show responses to the parish questionnaire.

## **1.2 What we already knew about Community Transport in the District (baseline)**

This district differs from the others in Oxfordshire in that it is served by two large community transport providers and now has very few of the village-based schemes which characterise the other districts (particularly, for example, South Oxfordshire, which is chequered with these smaller scale volunteer car schemes).

BCTA provides dial-a-ride services to the whole district and is a long-established example of a community transport provider of significant size. Dial-a-ride provision for the villages is focussed on one of the three service centres: Banbury, Bicester and Kidlington and passengers would not be able to travel across the district using this service. It may be that the effectiveness of this scheme (and its ability to cover dispersed needs across the district) is the reason for a lack of village schemes. There are also two recent examples which indicate that this is the case: the operations of both the Deddington surgery minibus scheme, and Age Concern Banbury are now being carried out by BCTA who were able to take on the work when the individual ventures were no longer viable.

Less well-known (as confirmed by transport needs surveys in the area) is the Banbury Volunteer Bureau Car Scheme. However, this volunteer car scheme provides a vital (and widespread) service for those needing to get to medical appointments and day centres - including hospital appointments in the Horton and the John Radcliffe. This scheme has in recent years expanded into the Bicester area and is now serving villages further to the south of the district.

## **1.3 Methodology and limits of the report**

Within the time frame an efficient method of consultation and analysis needed to be carried out. Parish Councils and meetings were considered the best means of achieving consultation throughout the district although responses will not necessarily give as precise a picture of usage of services as if residents themselves are consulted.

Nevertheless, a questionnaire (Appendix 1) asking communities for more information on usage and availability of community transport options was sent to all parishes. Responses were collected and collated to assess whether there were any trends in terms of difficulties accessing services and in relation to community transport provision. If any particular gaps in community transport provision were identified, further work could be recommended in these areas to enhance provision and

improve access to services within the district. The gaps in provision might be geographical, or might be in relation to certain types of journey which are causing particular problems.

In 2008, during the review of bus services by OCC in the Banbury area, several parishes undertook transport needs surveys and data for these reports is obtained via questionnaires which are circulated directly to households within the villages. In 2009 further parishes within the district – those in the Bicester and Kidlington area, also carried out transport needs surveys. Relevant conclusions from these surveys have also been used to inform this report.

Finally, the two major providers of Community Transport in the District were also consulted and information from them on perceived gaps was also obtained.

## **2.1 Transport Needs Surveys.**

As stated above, two reviews of subsidised bus services were recently carried out by Oxfordshire County Council in the district. During the consultation period, the Community Transport Adviser at ORCC offers assistance to parishes who may be affected by any changes with carrying out a transport needs survey. A study such as this allows the parish council (or meeting) to obtain information on which destinations are important for residents and for which purpose, in addition to enabling them to flag up any serious problems accessing services or isolation within their community. A copy of the questionnaire which is distributed is included in Appendix 2.

The following parishes carried out such a survey.

Banbury area:

1. Mollington
2. Drayton
3. Shutford
4. Sibford Ferris
5. Sibford Gower
6. Wroxton and Balscote
7. South Newington

Bicester area:

8. Bucknell
9. Hampton and Gay Poyle
10. Mixbury
11. Oddington
12. Souldern
13. Weston-on-the-Green
14. Upper Heyford
15. Wendlebury

Within the questionnaire residents are asked whether they are aware of the community transport schemes which serve their village. This information can then be cross-tabulated with information on the respondent's mobility to see if those who have mobility issues are aware of the schemes which could help them.

Respondents are also asked in the survey whether they would be willing to act as a volunteer for community transport schemes within their village.

## 2.2 Awareness of Community Transport Provision obtained in transport needs surveys

	Knowledge of BCTA	Knowledge amongst those with mobility impairments (number who are aware/number with impairments)	Knowledge of BVB	Knowledge amongst those with mobility impairments (number who are aware/number with impairments)	Volunteer nominated in survey?
1. Mollington	21.1%	4/9 = 44.4%	1.8%	0/9 = 0%	
2. Drayton	63.3%	3/3 = 100%	20.0%	1/3 = 33.3%	
3. Shutford	16.7%	4/7 = 57.1%	6.4%	0/7 = 0%	1
4. Sibford Ferris	42.2%	1/1 = 100%	19.2%	0/1 = 0%	
5. Sibford Gower	42.2%	10/14 = 71.4%	13.8%	1/14 = 7.1%	
6. Wroxton and Balscote	21.8%	2/6 = 33.3%	3.6%	0/6 = 0%	
7. South Newington	14.8%	1/3 = 33.3%	6.6%	0/3 = 0%	2
8. Bucknell	35.7%	6/11 = 54.5%	0%	1/11 = 9.1%	
9. Hampton and Gay Poyle	17.6%	0/0 = 0%	0%	0/0 = 0%	
10. Mixbury	0	0 = 0%	0	0 = 0%	1
11. Oddington	2.45%	0/2 = 0%	n/a	n/a	
12. Souldern	33.3%	2/3 = 66.6%	n/a	n/a	
13. Weston-on-the-Green	64.7%	3/3 = 100%	0%	0/3 = 0%	
14. Upper Heyford	11%	3/10 = 30%	0%	0/10 = 0%	
15. Wendlebury	20.7%	3/8 = 37.5%	3.4%	0/8 = 0%	
<b>AVERAGE</b>	<b>30.3%</b>	<b>52.5%</b>	<b>5.8%</b>	<b>3.8%</b>	

From this table it can be seen clearly the stark comparison in terms of awareness of BCTA as compared with awareness of Banbury Volunteer Bureau (where applicable). It is to be expected that respondents would be more aware of a dial-a-ride service using clearly marked vehicles, but the lack of knowledge of voluntary car scheme services amongst people who are responding to a transport questionnaire (and also amongst those with mobility impairments who are more likely to be the elderly) is marked. So where an average of 30.3% of all respondents are aware of Dial-a-Ride

services, only 5.8% are aware of Volunteer Bureau services. Similarly, where an average of 52.5% of those with mobility issues are aware of Dial-a-Ride, only 3.8% of the group are aware of Volunteer Bureau services.

### 2.3 Information on access to doctors' appointments obtained in Transport Needs Surveys

The following information on each village's responses in relation to accessing medical appointments has been collated for the purposes of this report.

- 1) **Mollington** – Destinations for doctors appointments are dispersed for this village with residents going to Cropredy, Banbury and Fenny Compton. Of the 25 people getting a lift or a taxi to their GP practice, 18 are aged under 25 and 7 are aged over 60. The two people who rely on taxis to get to appointments cannot drive.
- 2) **Drayton** Residents of this village largely go to Banbury for doctor's appointments. Amongst these, there are individuals who are unable to drive and who rely on lifts and taxis to get to medical appointments.
- 3) **Shutford**, Most residents go to Shennington for doctors appointments although a substantial amount go to Banbury. Of those who need a lift to see their GP 7 are over the legal age of driving.
- 4) **Sibford Ferris** Most respondents here use the Sibford surgery although it still requires most to drive to do so. Those who need a lift to go to their GP, 3 are over the legal age of driving.
- 5) **Sibford Gower** – In this village, most respondents are lucky enough to have their surgery within the village and to be able to walk to appointments. Of those who need a lift to go to their GP 3 are over the age of 75.
- 6) **Wroxton** - Shennington is the most popular destination for doctors appointments, although around a fifth of residents go to Banbury to see their doctor. Of those respondents getting a lift, 6 are going to Shennington, 3 to Banbury and 1 to Woodlands. Comments suggest that bus services to Banbury are not the right times for GP appointments.
- 7) **South Newington** – For residents here Bloxham is the most common destination for GP appointments although a significant minority go to Deddington. Of 9 respondents who need a lift to get to appointments, 4 are aged over 60.
- 8) **Bucknell** – All residents here go to Bicester for doctors appointments, and of 17 who need a lift to get there, 7 are aged over 60. 3 people also use taxis to get to appointments and one uses dial-a-ride.
- 9) **Hampton and Gaye Poyle** – Residents here go to either Islip or Kidlington, and all respondents are able to drive to get to appointments.
- 10) **Mixbury** – Residents of this village go to Brackley and Buckingham for GP appointments. Of the 7 respondents who need a lift, 1 is aged between 46 and 60 and two are aged over 75.
- 11) **Oddington** – Islip was the only surgery cited in this survey and of those who need a lift to GP appointments, 3 are aged between 17 and 45 and one is over 75.

- 12) **Souldern** – Deddington and Bicester were the two destinations for respondents in this village and 5 of them needed a lift to get to appointments and 3 take a taxi. All three taking a taxi for this purpose are aged over 61, and two live in a household with no cars.
- 13) **Weston-on-the-Green** – Islip is the surgery used by the vast majority of residents in Weston and 9 need a lift and 2 need a taxi to get there. Of nine needing a lift, 5 are aged over 75 and three are aged between 61 and 75.
- 14) **Upper Heyford** – Banbury is the most common destination for GP appointments and 5 people over the age of 60 take lifts to get there.
- 15) **Wendlebury** – Bicester is the primary destination for doctor's appointments for this village. 11 relied on lifts to get to appointments, 3 get taxis and one uses Dial-a-Ride.

## **2.4 Issues arising from the transport needs surveys.**

The results in relation to doctor's appointments, when assessed together, confirm that in most villages there are minorities of, by-and-large, elderly residents who are relying on lifts or taxis to get to medical appointments. Even in villages that have their own doctor's surgery, there are those who will need a lift because the walk may be too far.

In the Bicester review, a new question was added to ascertain whether a respondent was living in a house with no car, and as expected, those who are using taxis to get to medical appointments are mostly those who live alone and do not drive.

There are also some villages where residents are travelling in several directions to get to medical appointments and this makes these needs particularly difficult to address with public transport (which, as could be seen from responses to the Wroxton questionnaire, may anyway not be convenient because of timing issues). So, for example, in Mollington, residents travel in 3 different directions to surgeries in Cropredy, Banbury and Fenny Compton. In some villages, respondents are travelling quite a distance to appointments, as, for example, in Upper Heyford where most respondents travel to Banbury to see their doctor.



### 3 Information obtained from existing Community Transport Providers

#### 3.1 Banbury and District Volunteer Bureau

The scheme currently has volunteer drivers located in the following parishes (see diagram below for mapping of volunteers):

Banbury	14
Adderbury	2
Twyford	1
Byfield *	1
Wardington	1
Kings Sutton*	1
Horton	2
Cropredy	2
Little Bourton	1
Greatworth*	1
Sibford Ferris	1
Deddington	1
Bicester	5
Newton Purcell	1

\* parishes outside the district

Most of these drivers are willing to take clients from other parishes. However if the distance between the home of the client and the volunteer is too great, the costs of the journey becomes prohibitive as the “dead mileage” between the two must still be paid for.

Although there are now a handful of drivers in Bicester, the availability of these volunteers is limited and there is tension between the needs in the area and the driver time on offer.

#### 3.2 Banburyshire Community Transport Association (BCTA)

BCTA has recently seen a slight decrease in passenger numbers in rural areas, and in the Kidlington area. The latter may be attributable to the ability of the elderly to use their bus passes on high frequency, low-floor public transport provision which may negate the need for BCTA's services.

It does not get requests from Charlton-on-Otmoor, Mixbury, Finmere and Murcott (this ties in with the results obtained from these parishes as seen below).

There is scope for BCTA to provide more group transport in the district.

#### 3.3 Good neighbour schemes

Good neighbour schemes are local voluntary groups which offer a service in their community for those in need of help and support which cannot be supplied through Social Care and Health and other professional care agencies. These groups will sometimes offer transport in addition to these other tasks. In Cherwell District the current list of good neighbour schemes includes:

- Banbury WRVS. WRVS nationally is currently running a campaign to increase volunteer driving and more information on this scheme is available on the website:  
<http://www.giveusalift.org.uk>

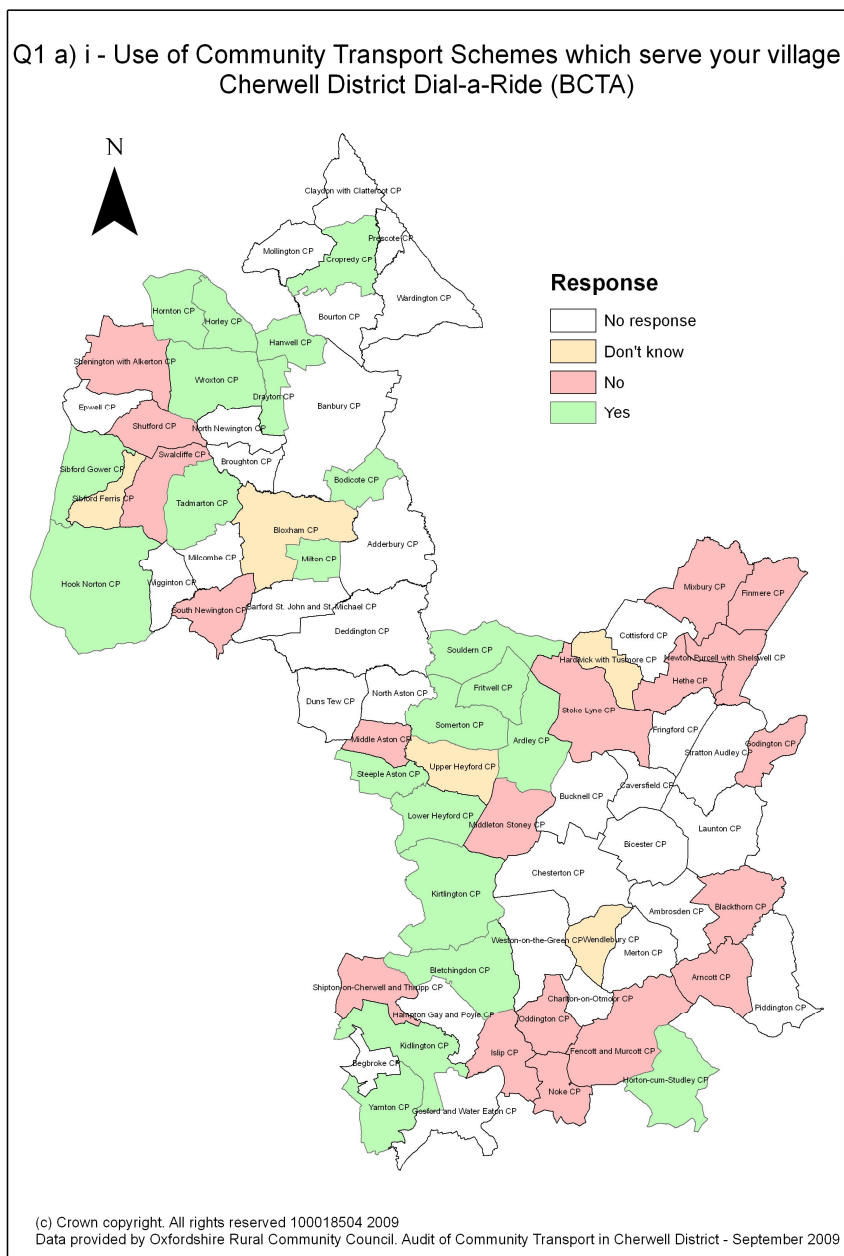
- Bicester Resource Centre – this is a good neighbour's scheme, but it does not include the provision of transport.
- Bodicote Good Neighbours Scheme – this new scheme hopes to be able to offer transport when it is fully established.
- Deddington – a good neighbours scheme but one which does not offer transport.

There is currently a Good Neighbours Scheme Stakeholder group, administered by Social and Community Services - the aim of which is to enhance and support this area of voluntary work in the County. Although these schemes are not carrying out a great deal of transport work in the district at present, experience has shown that many good neighbours schemes find that the primary need in their communities is transport and so become primarily transport providers over time. This will not necessarily be the case with these schemes as those supported by the Stakeholder Group are encouraged to offer a range of services, but it may be that if more of these schemes are encouraged to develop, they may offer some further transport options to communities.

## 4 Results of Questionnaire sent out to Parishes

### 4.1 Use of Community Transport in your village.

#### 4.1.1 Cherwell District Dial-a-Ride – map of responses



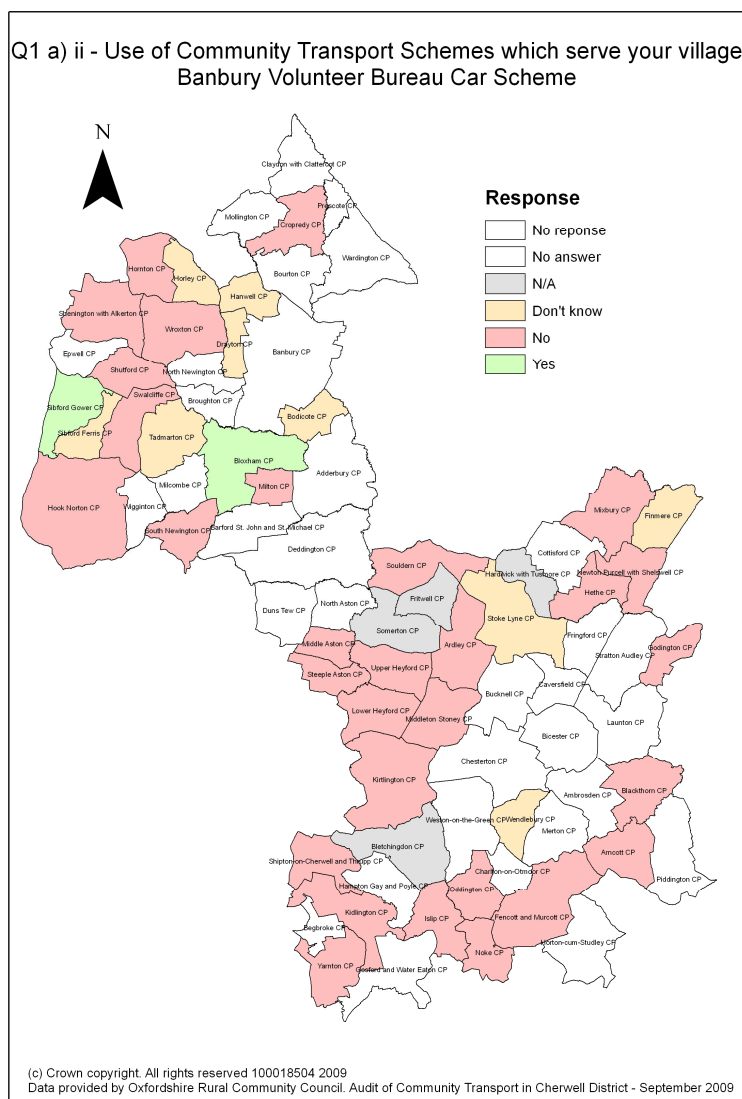
Yes	No	N/A	Don't Know
24	20	0	6

#### **4.1.2 Use of Cherwell District Dial-a-Ride**

The answers to this question need to be qualified by the fact that it is likely that in some instances the parish council or meeting is unaware of the usage of Dial-a-Ride services. More accurate figures would be available from BCTA.

The map of responses to this question illustrates that there is a split between the parishes in the south east of the district, and those in the the east and north: those in the former are less likely to think that there is usage of BCTA's services whereas, those in the latter more commonly think that they are being used. Throughout the district, more parishes think Dial-a-Ride is used than do not. There are a handful of parishes who do not know whether or not BCTA is used and there appears to be a cluster of parishes including Mixbury, Finmere and Newton Purcell who have stated that services are not being used. This concurs with the information gleaned from BCTA on parishes where their services are not being used.

#### 4.1.4 Banbury and District Volunteer Bureau Car Scheme – Map of responses

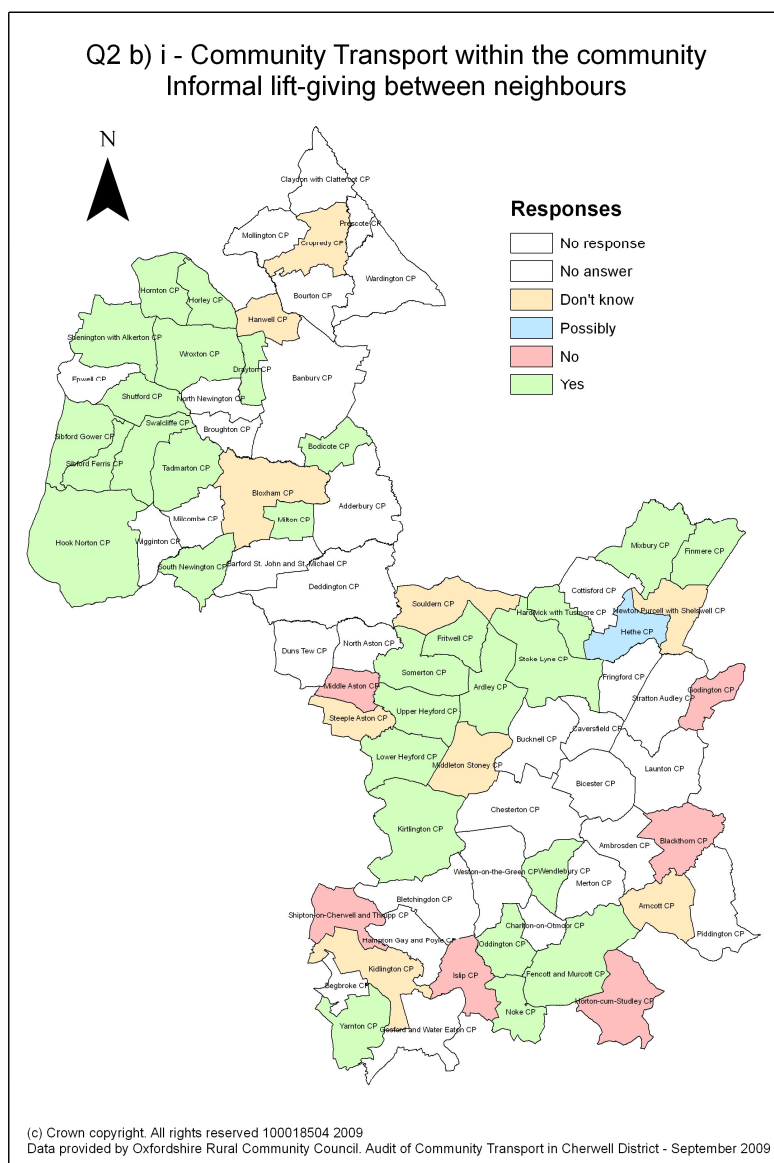


Yes	No	N/A	Don't Know
3	32	4	10

#### 4.1.5 Use of Banbury Volunteer Bureau Car Scheme

The responses to this question illustrate how knowledge amongst parishes of the volunteer car scheme is significantly lower than that of the Dial-a-Ride service with only 3 parishes stating that there is usage within their village. As stated in 2.2 above, this is likely to be partly attributable to the lack of visibility of this work. However, the responses to this question show that not only is awareness of the work of voluntary car schemes low amongst residents, it is also very low amongst local councils.

#### 4.1.6 Informal lift-giving between neighbours – map of responses

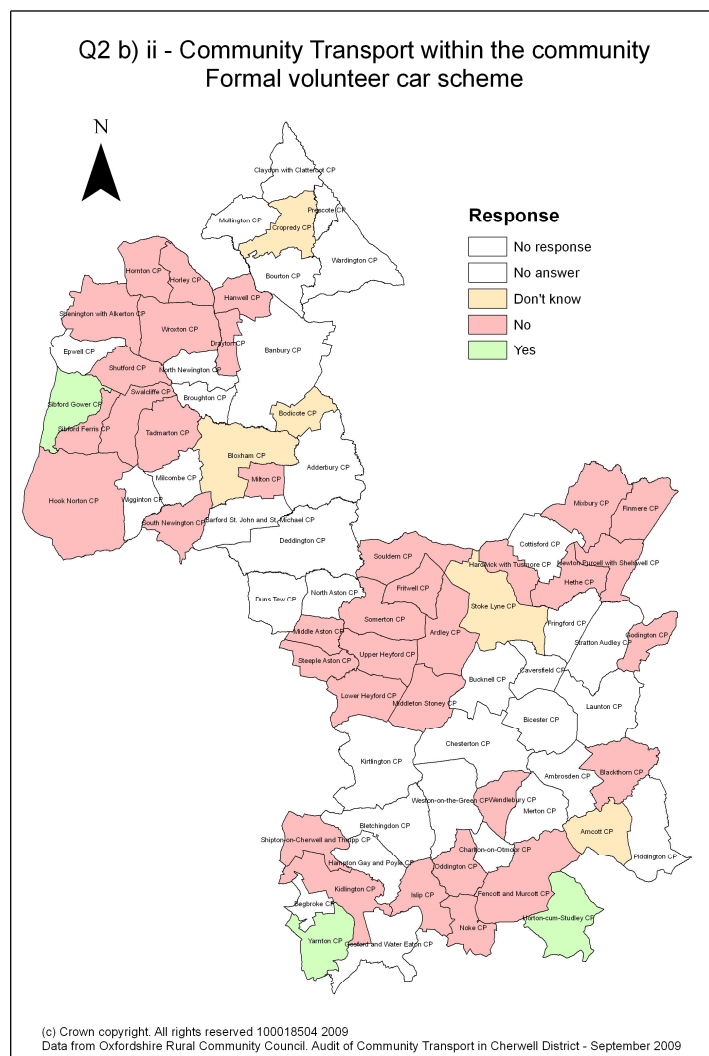


Yes	No	N/A	Don't Know
32	6	0	11

#### 4.1.7 Extent of Informal lift-giving between neighbours

The majority of parishes thought that informal lift-giving between neighbours is taking place in their villages, although a few in the south of the district did not think that this was occurring. The responses to this question contrast markedly with the responses to the question on usage of Banbury Volunteer Bureau, and illustrate the likelihood that informal lift-giving is commonly meeting needs in rural parishes.

#### 4.1.8 Formal volunteer car scheme – map of responses

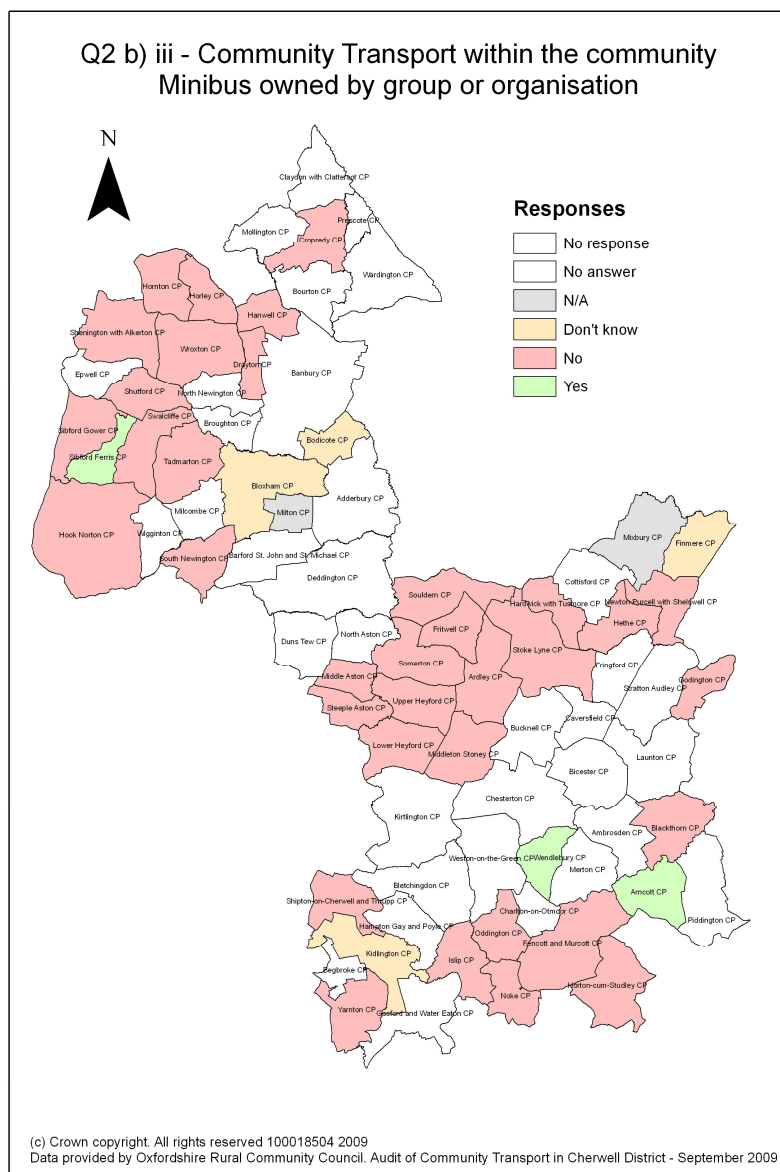


Yes	No	N/A	Don't Know
4	39	0	5

#### 4.1.8 Extent of formal volunteer car schemes

This map largely meets with expectations in that the only parishes that have known village-based organised schemes are Yarnton and Horton-cum-Studley. The Sibford Gower scheme is the only one of which ORCC is unaware.

#### 4.1.9 Minibus owned by group or organisation in the village



Yes	No	N/A	Don't Know
3	40	1	4

#### 4.1.10 Availability of minibuses in the district

Very few parishes appear to have minibuses within their communities. The Wendlebury Community Minibus would be available for hire to other groups in the area. The other minibuses alluded to (Sibford Feris and Arncott) appear to be for sole use of their organisations.



#### **4.1.11 Comments on question 1**

Many comments are made about the limitations of community transport services, including the inability to use passes on dial-a-ride, the fact dial-a-ride does not accommodate hospital and medical appointments easily. There is one comment relating to the lack of awareness of community transport provision, and another on transport difficulties that young people face in rural communities.

#### **Comments**

- Bus service recently enhanced - might reduce calls on D-a-R
- BCTA no longer accepts passes
- BCTA difficult for hospital journeys - can get there but not back. Now have a community scheme to take villagers to Drs surgery in Islip at a charge of £4 per car journey round trip and one way out - to hospital appointments in Headington and Bicester.
- Minibus linked to Sibford School. Unsure if available for community use.
- There are problems/ difficulties, but these would be solved by D-a-R however, in general people are not very aware of the great benefit of this provision.
- Not strictly dial a ride - once a week to two destinations. D-a-R suggests a service which one can run to arrange to be taken to doctors surgeries etc.
- Village minibus available to hire
- Transport from village to Oxford. We have a cohort of children moving into their teens who are really "trapped" in the parish unless they can get a "lift" out.
- Though schemes in A are available, their provision is limited in scope.
- There may be a need that is being answered by community transport within the community of Bloxham but the Parish Council is not aware of it.
- We have seen a minibus from the manor care home from Merton
- There is a scheme for medical emergencies but nothing got take people to eg. routine medical appointments
- There are minibuses owned by Glebe house and various schools. I am not certain of the extent to which they are available to others in the community. There almost certainly will be informal lift-giving, but these are private arrangements of which I have no details.
- The parish council provides a mini-bus service upon request to the Deddington Health Centre for Parishioners Appointments.

#### **4.2 Awareness of particular difficulties any residents in parish are experiencing in accessing services (eg. getting to doctor's appointments)?**

##### **4.2.1 Summary of responses**

On the whole parishes responses are that they are not aware of any particular difficulties which residents have in accessing services (25 comments to this effect).

For those that do think there are problems most believe that they are relating to access to medical services in the district. Particular reference is made to doctors' surgerys in Woodstock, Banbury, Islip, Bicester and hospital and out patient appointments generally. There are also references to the cost of accessing healthcare – including for those who use the Deddington scheme (now operated by BCTA) and in getting to medical appointments. An example is given of a pensioner who receives £30 in tokens but has to spend £10 of that each time he goes to the Horton Hospital for an appointment.

There are further comments relating to the cost of transport generally, particularly for the elderly, and the next most frequently cited issue is the timing of services – when they are infrequent, they meet very few needs.

#### **4.2.2 Responses**

- At least one severely disabled person who relies on neighbours
- 3 choices from the village Shennington, Shutford and Banbury. Only one bus to Banbury per day.
- Yes - those without cars (eg. pensioners and teenagers) have to rely on family and friends for transport.
- yes - access to doctor's surgery in Woodstock - see Q's below.
- As a PC have not been made aware of any issues that have not been sorted locally with neighbours
- Bus does not give enough time for appointments and/or/shopping - means sharing a taxi home
- Yes - as raised on recent survey - times of buses not suitable for many needs.
- Some residents have difficulties getting to medical services and into Banbury for other activities including work and entertainment.
- Yes - residents are served by doctors from Woodstock or Islip - those who cannot drive have to ask a friend to take them or hire a taxi. A few people who do not like asking favours of people have been known to catch a bus to Bicester and train to Islip or bus to oxford and bus to Woodstock! That would not be possible in an emergency situation.
- Lower Heyford Relief in Need Charity pays towards the cost of CD Dial-a-Ride - but it is still not free for many parishioners visiting Deddington Health Centre
- Yes, we have had members of the public attend recent PC meetings highlighting difficulties, especially with hospital and out patient appointments.
- Because of restrictions to the user of bus passes pensioners cannot get into Bicester until 10.40am from Arncott, unless they pay.
- No, village also has good bus service Chipping Norton/Banbury
- Replies to Parish Plan have mentioned this but no details to hand. Current problem is introduction of charging for once weekly minibs to Doctors in Deddington.
- No. Many services are located within Kidlington itself. There are frequent commercial bus services to Oxford and subsidised routes covering the outlying parts of the village.
- sorry late completed - the parish is well covered by bus services etc.

- Local service failed to arrive on several occasions - missed appointments or taxis needed.
- Round trip to doctor's in Bicester is 13 miles. People in the village look to Buckingham rather than Bicester for schools, shopping and increasingly doctors.
- Only problem is the very limited bus service that is in and out of the village
- None - everyone has a car. There is no public transport in the village and if there was no one would use it anyway.
- Low income families find transport expensive
- This has always required transport by car and residents are used to this. They either use their own car (usually) or rely on a friend or neighbour. The limited services provided by the Charlton bus company may be occasionally helpful.
- None - assistance between neighbours
- Yes - current bus service to Bicester - very limiting people can't travel in past 11am, no return in pm.
- The buses could come into SoC from the main road.
- All of the transport on offer costs more than what older people can afford. One resident gets £30 tokens and is limited to the number of times he uses DaR - one scheme cost him £10 to get to the Horton Hospital
- None - assistance between neighbours
- Many
- Yes - current bus service to Bicester - very limiting people can't travel in past 11am, no return in pm.
- Yes. It affects a few older residents who cannot drive or who do not now drive. Neighbours give a hand and help.

### **4.3 Needs within the community for group transport**

#### **4.3.1 Summary of Responses**

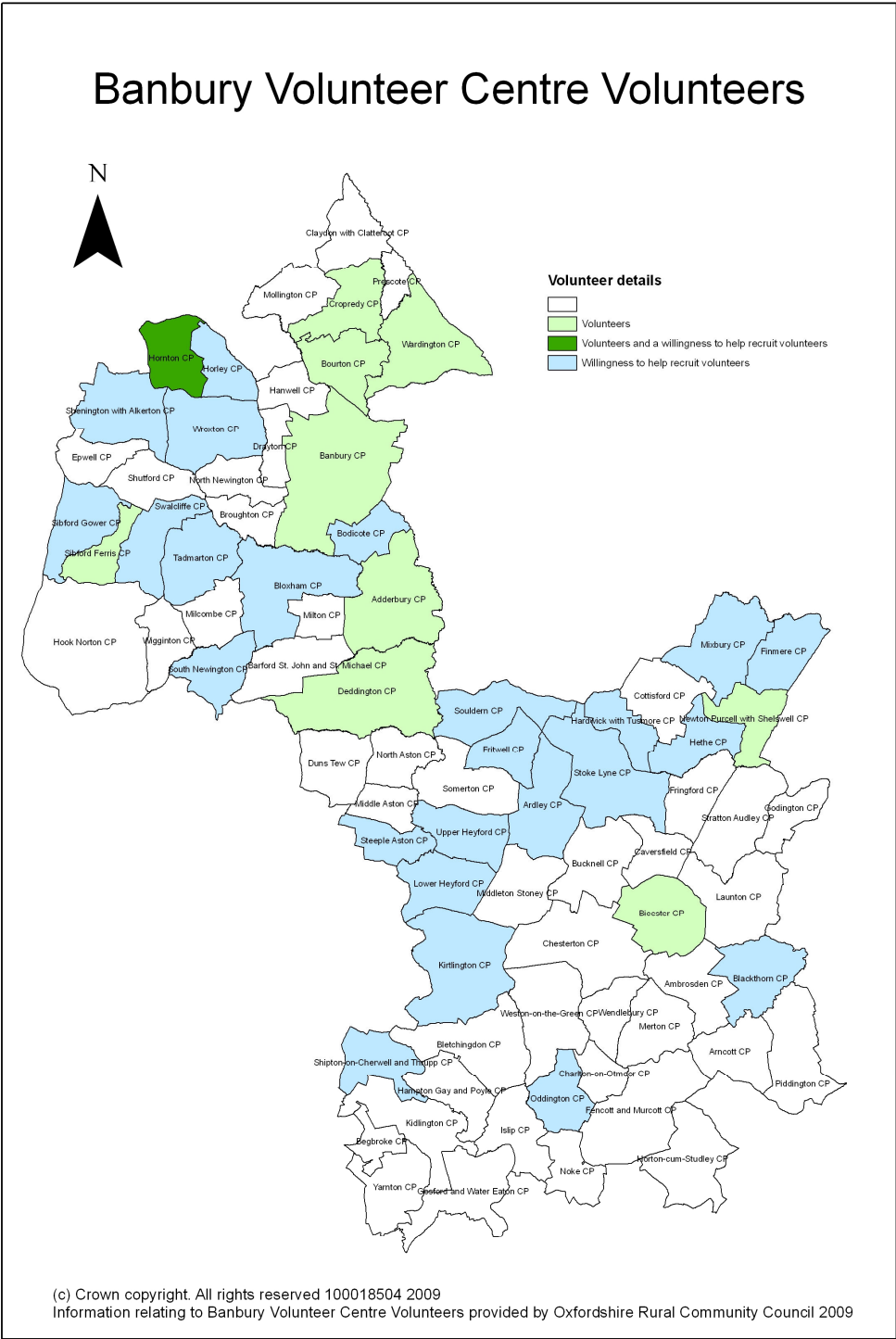
Most parishes did not think that there were any unmet needs for groups within their village, although one did mention that for youth groups private hire is expensive.

#### **4.3.2 Responses**

- Lunch club offers informal lift giving to members
- When my father wanted to go to the club in Deddington (10 mins from Bodicote) he had to go round all the villages first which was too long for him to sit in the bus
- Group trips are usually arranged by car sharing or by hire coach or minibus - eg. Garden club visits or "village outings".
- Don't know but our minibus can be used by community groups.
- No the Valentine Club either book a 49-seater coach or use BCTA. However there is some interest in looking into provision of a minibus.
- Youth club has to pay large costs for occasional outings.
- None. The village has only 50 households, so we do things informally.
- School has difficulties to get affordable transport

4.4 Would you be able to assist ORCC with recruitment of volunteer drivers in your village if it is established that there is a need in your area?

4.4.1 Map showing positive responses and where volunteers for Banbury VB are currently located



#### **4.4.2 Willingness to help with recruitment of volunteers**

Parishes were on the whole willing to assist with the recruitment of volunteers from within their villages. Apart from one parish, those that are willing to assist do not already have volunteers driving for Banbury Volunteer Bureau.

#### **4.5 Further comments on transport needs, or any other local transport issues**

##### **4.5.1 Summary of comments**

Most general comments relate to the limited frequency of services and the effect of this in villages. Hornton is an example of a village where residents do find themselves very disadvantaged by virtue of recent decisions, and highlights the very different circumstances people in rural Cherwell can find themselves in when it comes to transport.

- It is a matter of regret that the frequency of the bus service has been reduced
- Improved bus service much valued
- Now that bus passes are no longer accepted on Dial-a-Ride the Parish Council was concerned that elderly residents in Hornton now only receive 10 round trips a year to Banbury based on their allocation of bus tokens (Hornton does not have a bus service other than Dial-a-Ride). This seems unfair on our residents who pay their Council Tax but are not provided with a bus service and are now precluded from free travel throughout the year via the only alternative. The Parish Council agreed to subsidise the transport for the benefit of these elderly residents. This was raised at the Parish Liaison at Cherwell DC last June and Pauline Mcready looked in to this for us. As it was not possible to increase the number of tokens, it was suggested that we should liaise direct with BCTA who run the Dial-a-Ride Scheme. The outcome was that as the bus tokens had been used up by the end of June, BCTA invoiced the Parish Council on a monthly basis for the number of passenger journeys undertaken. The Parish Council agreed to pay for those on a trial basis so that its elderly residents are not at a disadvantage. The total cost for the period July - September will be approximately £250. This is approximately 5% of the Parish Precept and regretfully, the Parish Council has concluded that it cannot justify paying this for a further period out of a limited budget. However, it has committed to paying for a further three months next year. No blame is attached to BCTA who are always extremely helpful and clearly have to cover their costs. Kevin Powell at BCTA quickly came up with this suggestion when the Parish Council offered to subsidise. However, it does seem that our residents without their own transport are being unfairly treated. I am aware that Cherwell DC subsidise BCTA so it is unlikely that any further financial support will be available from them. Two or three years ago at a transport review, we asked Oxon CC if one of the Stratford Buses (Johnsons) could be re-routed through Hornton, say once a week on a Thursday, to help resolve this. This was investigated but declined. I presume that a Parish Council donation of £250 would not change this decision. However, as Oxon CC is unable to provide transport, would they consider a contribution of say £250 for

Hornton to match the Parish Council? Elderly residents would then be covered for 9 months of the year including their bus tokens. I have not contacted Oxon CC yet. As other villages must be faced with the same problem, it may be better to consider this as part of your review.

- None reported - local bus service is good.
- This village is currently only served by one bus to/from Bicester 3 days a week
- Our scheme runs on Tuesdays to take villagers to connect with Beckley Bus to Oxford at 10.18 and 14.08. We now have a bus returning from Oxford at 17.35. On Monday to Saturdays. As well as returning from Oxford at 13.30 on Tues. our scheduled service is on Wed, Thurs, Fri and Sat. (118) leaving village 10.48 and leaving Oxford at 13.30 for return as well as 17.35 Mon-Sat.
- We anxiously await latest Oxon CC Review
- NA
- Mainly the times never enough for either Bicester or Banbury
- South Newington has a very limited bus service to Banbury and CN during the day Monday to Saturday and nothing in the evening or on Sunday. This severely restricts the travel options of young people and others without cars. \*(Letter) Most households have access to a car but the limitations of the public bus services causes a problem for younger people. We have recently publicised BCTA in newsletter - feel BCTA could do more to promote. No info on Banbury VC
- (by PTR Separately) Thank you for your letter and questionnaire. I did liaise with Mrs Bickley in the completion of latter but now enclose the "dial-Ride" time table. It seems as though the problems of getting to Woodstock surgery will be resolved as from mid-December but Islip remains a problem.
- Crossing A41 to and from the Bicester/Oxford bus can frequently be dangerous.
- Fencott and Murcott have very limited public transport - just a feeder into Charlton for one bus per day.
- Finemere and Tingewick (Bucks) PCs are currently campaigning for the X5 service to visit the villages. Even a service a few times a day would be invaluable.
- The bus service is poor - the last bus Monday to Saturday is at 7.10pm and there are only two on Sundays.
- Late evening buses from Oxford and Banbury on Friday and Saturday. Restoration of Tuesday shopping trip to Bicester.
- No
- Kidlington is a very large village and the arrangements used in rural villages don't really work here.
- Only concern would be loss of ? Services could be a problem if there are cutbacks.
- Wish to have return bus service Islip to Kidlington village (shops and library) and supermarkets
- Wish to retain public transport provision.
- We live in a rural location and people who live here accept that lack of public transport is a fact of life.

- None
- We need a better bus service for all sectors of the community
- No
- This is a small parish with a mainly affluent population numbering little over 100. We have an hourly bus service and most people have access to a car.
- Community is keen to improve its public/shared transport
- In very small communities, formal transport has limited utility. The weekly bus into Oxford is now used by one or two people, mainly older folk without a car, and is valuable and highly valued by them. As long as the community can act by helping those who need it, things work.

## **APPENDIX 1 – Consultation with Parish Councils and Meetings**

### **Letter to all parishes**

**Somerton PC  
Clerk, Mr N Good  
Beck Lea, Ardley Road  
Somerton  
Bicester  
Oxon OX25 6LP**

17 September 2009

Dear Mr Good

#### **Re: Access to Services and Community Transport in Cherwell District**

Cherwell District Council has requested that the transport team here at ORCC carry out a full analysis of provision of community transport in the district, and to consider ways in which enhancements could be made in the sector to improve access to services.

As part of this project we will be contacting all parishes in the district to carry out a full audit of community transport provision – from the informal lift-giving, to the district-wide Dial-a-Ride service provided by BCTA. We will also be asking for information on any difficulties which parish councils and meetings are aware of in relation to access to services. Some parishes will have recently carried out transport needs surveys and we will also be using the information in these reports. However, we would still request that these parishes also reply to this letter so that we can be methodical in our approach of this audit.

We would therefore be most grateful if you could assist us with this project by completing the form on the attached sheet by **Friday 2<sup>nd</sup> October 2009**.

A member of the transport team will be at the Parish Liaison Meeting at Bodicote House on 11<sup>th</sup> November if, having submitted your response you wish to talk further about transport issues in your parish.

Thank you so much for your assistance with this matter.

Yours sincerely

Alix Michaelis and Emily Lewis  
Community Transport Advisers (job share)



## Reply Slip

**Q1 Are you aware of any community transport provision which is being utilised in your village?**

a) Use of Community Transport Schemes which serve your village

Cherwell District Dial-a-Ride (BCTA)	Yes	No	N/A	Don't know
Banbury Volunteer Bureau Car Scheme?	Yes	No	N/A	Don't know

b) Community Transport within the community

Informal lift-giving between neighbours?	Yes	No	N/A	Don't know
Formal volunteer car scheme?	Yes	No	N/A	Don't know
Minibus owned by group or organisation in the village (eg. primary school, scouts, care home) and is it available for community use?	Yes - please specify	No	N/A	Don't know

*Comments on*

**Q1**.....

**Q2: Are you aware of any particular difficulties any residents in your parish are experiencing in accessing services (eg. getting to doctor's appointments)?**

.....  
.....

**Q3: Are you aware of any need that community groups in your village may have for transport (eg. the local lunch club would like to provide day trips for members, but has not been able to find a suitable provider).**

.....  
.....

**Q4: Would you be able to assist ORCC with recruitment of volunteer drivers in your village if it is established that there is a need in your area?**

.....

**Q5: Any further comments on transport needs, or any other local transport issues?**

.....  
.....

APPENDIX 2 - Transport Needs Survey Questionnaire

# Xxx Parish 2009 Transport Needs Survey

In association with



Oxfordshire County Council is conducting a review of subsidised bus services in this area.

Xxx Parish Council wants to find out more about your views and practices.

We need to hear from you whether or not you use public transport.

The more comprehensive the survey the better placed we are to consider the services we need!

Just deliver your completed form to Xxx or put it in an envelope and address it to: FREEPOST RRBZ-CEUH-ZXJY, ORCC, Worton, WITNEY, OX29 4SZ by 8 May 2009.

You can complete this survey for up to 4 members of your household.

Please use a tick ✓ to answer each question.

**Q1 Age and Gender**

<i>Resident</i>	16 and under	17-24	25-45	46-60	61-75	75+
1						
2						
3						
4						

Male	Female

**Q2** If you or any member of your household has a disability, please indicate how their mobility is affected:

<i>Resident</i>	Mobility not affected	Unable to walk/walk far	Unable to drive
1			
2			
3			
4			

**Q3** How many people can drive and how many cars are there in your household?

<i>Resident</i>	Can drive	Cannot drive
1		
2		
3		
4		

Number of cars?				
0	1	2	3	4

**Q4** Do you use local bus services? If so, let us know the route numbers and destinations of up to two buses you use or have used.

<i>Resident</i>	Route (most used)	Route
<i>Example</i>	<i>Xxx to Xxx</i>	<i>Xxx to Xxx</i>
1	to	to
2	to	to
3	to	to
4	to	to

**Q5** How often do you and each of the members of your household use local bus services?

<i>Resident</i>	Daily	1 x Week	1 x Fortnight	1 x Month	Occasionally	Never
1						
2						
3						
4						

**Q6** If you use local bus services once a month or less, tell us the factors that affect which deter you from using them more frequently.

<i>Resident</i>	Wrong times	Wrong destinations	Don't know about services	Fares too expensive	No weekend/evening buses	Car is more convenient
1						
2						
3						
4						

**For questions 8 to 12 please tick more than one box where appropriate**

**Q7** Do you think bus services are well publicised in the Parish?

**Q8** Which other types of local public transport do you use ?

<i>Resident</i>	Yes	No
1		
2		
3		
4		

<i>Resident</i>	Train	Taxis	Dial a Ride
1			
2			
3			
4			

**Q9** Please tell us the destination of your journey to **work or school** and how you get there.

[illegible]

**Q10** Please tell us the destination of your **doctor's surgery** and how you get there.

Resident	Destination	Drive	Get a lift	Bus	Cycle	Walk	Dial a Ride	Taxi
1								
2								
3								
4								

**Q11** Please tell us the destination you often visit for **shopping** and how you get there

[illegible]

3									
4									

**Q12** Please tell us the destination you most often visit for **social or leisure activities** and how you get there

Resident	Destination	Drive	Get a lift	Bus	Cycle	Walk	Dial a Ride	Train	Taxi
1									
2									
3									
4									

**Q13** Are you aware of the services offered by the following Community transport schemes which serve the residents of **Souldern** parish?

<i>Resident</i>	Cherwell District dial a ride	Banbury Volunteer Bureau Car Scheme
1		
2		
3		
4		

**Q14** Would you be willing to be involved in supporting one of the above schemes (eg as a volunteer driver) or establishing your own local scheme?  
If you would, please provide your contact details

**Q15** Do you have any further comments to make on the Transport services provided in our parish?