

Abingworth Meadows Community Transport Plan (updated 2021)

1. Context for submission of this plan

Within the terms of Horsham District Council's consent for DC/19/1707 (revisions to Abingworth Meadows Phase 3), agreement was reached in relation to the financial re-packaging of certain elements of Air Quality Mitigation and Transport Strategy commitments that were linked to original development consents (see 2.2 below for details). The updated commitment is expressed in the DC/19/1707 S106 agreement as follows:

SCHEDULE 6

Submission of an Air Quality Mitigation Strategy

The Owner Covenants with the Council that prior to commencement of development to:

1. Submit an Air Quality Mitigation Strategy to the Council for consideration and approval (such approval not to be unreasonably withheld or delayed), ^{REB} PRIOR TO THE OCCUPATION OF THE FIRST RESIDENTIAL UNIT;
2. The strategy will set out how the £31,000 contribution will be used along with £60,000 (previously agreed between Thakeham Parish and the First Owner) outlining the agreement with the Parish and how the total amount of £91,000 will be spent. This would include details of how the £60,000 has been come to and details of the Parish's Community Transport Strategy.

The additional £31,000 contribution linked to DC/19/1707 (Phase 3) was agreed after all parties had endorsed the scope and funding requirement of a financial plan for a new Thakeham community transport scheme (set out in section 3.5 of this document), also factoring-in that this scheme would make it unnecessary for the developer to provide the electric car-sharing scheme that formed part of the initial proposals under DC/19/1707.

This plan, agreed jointly by Bellway Homes and Thakeham Parish Council ('the PC'), and proposed to HDC planners, seeks to discharge the requirement above.

2. Background

2.1 Thakeham Parish Council has identified poor public transport links and over-reliance of residents on private vehicles to access facilities as a major sustainability issue for this semi-rural parish. The WSCC-subsidised scheduled bus service through Thakeham has been cut over recent years to such a minimal level that it leaves residents unable even to make a day-return journey to local 'hub' towns and villages. Meanwhile central Thakeham is absorbing an additional 208 houses at the Abingworth Meadows development, and a feature of the original consent for this scheme (Condition 25) was the need for a *Low Emission Strategy*. These community transport proposals have been developed to deliver the aims of the original consent, while also incorporating a further uplift of resource linked to the gain of 50 houses that was consented as part of DC/19/1707 in April 2020.

The PC seeks to provide community transport options for its residents via a self-sustaining, community-led scheme which helps address local air quality issues, as well as meeting the needs of those with difficulties accessing public transport who are at risk of becoming socially isolated. This package will include measures to support Abingworth development residents to reduce their reliance on CO2-emitting cars, and will also address the needs of the wider central Thakeham community which has born the impact of this development.

2.2 Abingworth Meadows original commitments. The legal commitments in the key Abingworth approvals (DC/10/1314 and DC/15/1242) included community benefit commitments relating a Low Emission Vehicle (minibus) and other deliverables within the Travel Plan. The detail is set out in Appendix 1, but the main elements were:

- Provision of ‘a Low Emission minibus serving the Abingworth development, along with a list of specific transport routes that this minibus could serve;
- Substantial provision of electric vehicle charging points at dwellings and 6 public-use EV stations in the Village Hall/Shop car park area;
- A cross-reference to a Travel Plan commitment to a ‘Travel Plan Coordinator’ role.

The detail of these commitments was left unclear, in terms of defining ‘low emission’, the size of the minibus, how services might be managed, and unspecific funding provision for each element. The PC was always sceptical of the value-for-money and actual community benefit from the ‘Travel Plan Coordinator’ role. During 2017-18 the PC worked with Abingworth Homes to clarify and rationalise exactly what the commitments equated-to, financially. The agreed upshot of this dialogue was:

Cost heading	Amount	Note
Existing commitment to purchase/adapt low-emission minibus.	£38,000	(a)
Savings from reduced no of EV charging points in Village Hall car park	£10,000	(b)
Savings from not seeking to appoint a ‘Travel Plan Coordinator’	£12,000	(c)
	£60,000	

Notes on costings

The figures above were agreed by Abingworth Homes on the following basis (at 2018 prices):

- a) Cost of a good quality 15-seat low-emission petrol minibus (*no electric models then available*);
- b) This figure recognised the saving to the developer from reducing the number of public electric vehicle charging points in the Village Hall/Shop car park area from 6 to 2 x double-charging EV stations;
- c) This figure was calculated on the basis of this role involving 20hrs/month at £13 per hour, plus employment cost overheads, travel and incidentals, for 3 years.

At this time, the PC proposed to invest these funds in a partnership with the West Sussex Community Minibus Association Storrington operation, to acquire a new minibus dedicated to Thakeham needs. That scheme was submitted to HDC planners, with this financial operating model:

	Yr 1	Yr 2	Total for 2 years
Purchase/adaptation of new 15-seat minibus	£38,000		£38,000
Vehicle operating costs (servicing, insurance, road tax, fuel)	£5000	£5000	£10,000
Organisational costs (incl. recruiting/managing drivers;)	£5000	£5000	£10,000
Fund for other deliverables (monitoring impact etc.)	£1000	£1000	£2,000
			£60,000

2.3 2019 Review

In November 2018 HDC planners signalled that although they did not oppose the general concept of re-purposing original commitments to create a community transport scheme, the specific proposal above was considered unsustainable given that the funding available would only last 2-3 years, and there was no guarantee of further tranches. In accepting this advice, the PC also reflected on the point that the proposal above offered only one capital-intensive minibus option, whereas residents’ needs were likely to be various, requiring a mixed model that also included other options, e.g. car-sharing and taxi-vouchers. This implied a need to review the best approach, informed by more research of needs.

As part of this review, the potential option of directly subsidising an improved conventional scheduled bus services was re-considered. However, outline costings from Compass Buses confirmed that restoring a single extra weekday service to Thakeham would cost £30K+ p.a., and a single Saturday service would cost £15K p.a. This scale of ongoing cost was considered prohibitively expensive and unsustainable for a single parish, and this option is not considered further here.

2.4 Ecological sustainability

The PC was always conscious of the need to keep this plan linked closely to the original condition aim to *reduce vehicle emissions*. This is particularly important in Thakeham, which borders the Storrington Air Quality Management area, and fits within a general PC commitment to plan for ecological sustainability and to seek opportunities to reduce the need for resident car journeys. The PC will complement these community transport proposals by seeking to facilitate additional facilities in central Thakeham (e.g. retail) and by improving the local rights of way network to encourage walking/cycling.

This also gels with the new HDC Corporate Plan aim to “create a great place to live” which includes specific commitments to invest in walking and cycling infrastructure (1.1.5), to update planning guidance relating to car parking spaces in new developments (1.1.6), and to increase the number of electric vehicle charging points and promote the use of more environmentally friendly vehicles (1.1.7).

2.5 The upshot of this review was to retain the core element of partnering with a specialist existing Community Transport provider, in a scheme with these updated aims:

- *Provide a diverse offer of transport options to residents, in a flexible framework that can be adapted to reflect current research on residents’ needs (see 3.4 below), and future experience of demand;*
- *Give good value-for-money and the prospect of at least a 10-year sustainable operation; and*
- *Focus on low emissions by moving to use electric vehicles as quickly as is economically viable.*

3. Revised Proposals

3.1 Thakeham residents’ community transport needs

For reasons explained in section 2, the PC has undertaken recent research into our residents’ local transport concerns and needs, and the results are summarised in **Appendix 2**. Our general interpretation of this feedback is that it confirms that residents would benefit from access to a range of different types of service. A majority are seeking regular scheduled services to local hub villages/town, while a substantial minority seek door-to-door occasional support. Importantly, the data also gives some confidence that there will be adequate numbers of potential volunteer drivers.

3.2 Partnership with [Community Transport Sussex \(CTS\)](#)

Having reviewed options, the PC now proposes to partner with CTS - the largest charitable community transport provider in Sussex. CTS operate a diverse range of minibus and volunteer-driven car schemes and is an established favoured transport provider for WSCC Social Services and HDC Community Services. This track record gives CTS great experience of maximising efficient use of vehicles and creating financially sustainable arrangements, making CTS well-placed to broker cost effective solutions for Thakeham.

3.3 New Community Transport model developed in consultation with CTS

The timing of the proposed new partnership between CTS and Thakeham PC is potentially very positive as CTS are currently at an advanced stage of discussions with WSCC focused on new post-Covid public transport strategies for West Sussex that will feature community transport schemes taking a more prominent role in provision, especially in rural and semi-rural areas. Based on initial review of needs and opportunities in Thakeham, and subject to further research into desired travel routes for our residents, CTS envisage the new partnership scheme providing the pattern of accessible services set out below.

3.3.1 Minibus-based services

These services would operate at scheduled times in ways that would be tailored in detail to meet local resident demands, as they emerge via further customer research and in-service experience. An initial model of mix of services is set out below. Central Thakeham pick-up points would include The Street and Abingworth Crescent. The scheme would move to use an all-electric minibus as soon as economically viable, which would have its resting/re-charge point at Thakeham Village Hall.

Weekday DDRT¹ services: during the time-slots: 0645-1000 & 1455-1925, CTS proposes transporting school pupils² and/or operating an early morning shuttle from central Thakeham to Storrington and/or Pulborough rail station to link up with network services. These regular services should enable central Thakeham residents to make a return journey to the 'hub' village of Storrington on any weekday. Subject to demand, there may also be potential to run a volunteer-driven electric MPV to further education centres not otherwise served by school transport, e.g. Collyers College, Horsham.

¹ DDRT = Dynamic Demand-Responsive Transport. This involves a ‘virtual line’, i.e. a scheduled route where stops are only made as needed to meet scheme participant reservations – so the schedule may be followed partly or fully.

² The schools-related element will depend on decisions that WSCC are considering with regard to best mode of travel support for pupils from central Thakeham attending Thakeham Primary School at Rock Road, Storrington. If WSCC opt for this scheme to provide this service, it would be structured to allow for before-school and after-school activities, and would enable parents to accompany young children. Otherwise, the scheme will address other needs.

Weekday D2Des³ services: From 10am to early afternoon, CTS would look towards Horsham, running shopping and recreation/fitness services for central Thakeham residents to Tesco (Broadbridge Heath), Waitrose (Horsham) and Sainsbury's (Horsham). These routes could take in villages en route (as public transport currently does) or go via Dragon's Green and Southwater.

Weekend services: CTS would be keen to explore demand for weekend services to combinations of Horsham town centre, Southwater Country Park, Broadbridge Heath Leisure Centre, Pulborough Brooks, Chanctonbury Ring and the Knepp Castle estate for residents of Storrington, Thakeham and any settlements en route.

3.3.2 Volunteer car scheme

We would also expect the volunteer car scheme to be in demand for other journeys, door-to-door, into Storrington, Pulborough and Billingshurst. This service is particularly suitable for less mobile residents. CTS are already sourcing electric vehicles with ranges up to 300 miles.

Other CTS commitments in support of the package above. CTS will...

- Move to acquire an all-electric minibus for use in Thakeham as soon as this is price-viable.
- Provide a replacement vehicle when the community bus being serviced or broken down.
- Provide additional vehicles for services in the village, should there be the demand to do so.
- Assist in recruiting and training local volunteers who would like to drive the community bus.
- Help to establish and grow a local volunteer cars scheme.

3.3.3 Taxi voucher scheme

In addition to the services above, the PC and CTS will work together to promote the existing national taxi voucher scheme, to ensure that entitled residents can access it.

3.4 Ten-year financial plan for Thakeham Community Transport scheme

	Costs			Funding / Income	
	Minibus ¹	Volunteer Cars ¹	Total		
Year 1	£30,000 [Sourcing/badging vehicle + operational costs]	£3,000 [Setup & promote new Thakeham group + operational]	£33,000	a) Abingworth Homes commitment from original S106 agreement.	£60,000
2	£20,000	£2,000	£22,000	b) Additional S106 funding linked to Phase 3 consent.	
3	£10,200	£2,000	£12,200		
4	£10,200	£2,200	£12,400		
5	£10,300	£2,200	£12,500	c) CTS income from contracts and other hire income @ £6,500 p.a. for 10 years ²	£65,000
6	£10,300	£2,000	£12,300		
7	£10,400	£2,300	£12,700		
8	£10,400	£2,300	£12,700		
9	£10,500	£2,400	£12,900		
10	£10,500	£2,400			
			£12,900		
	~£133,000	~£23,000	~£156,000	Total	£156,000

¹ The exact balance of provision (and therefore cost) between the minibus and volunteer car elements will be determined by user needs research and experience of demand through the life of the scheme.

² This is a figure that CTS are confident of meeting and are prepared to commit to this proposal as an agreed contribution.

³ D2Des = Door to Destination Service, i.e. the minibus collects booked participants from their homes within a set time period and takes them all to the same drop-off point or one of two drop-off points. It then picks up all the passengers from the destination(s) at a set time and drops them off at their respective homes. There is a standard modest return fare.

3.5 Sustainability beyond 10 years

The PC and CTS recognise that ensuring the scheme's long term sustainability will require securing funding of at least £13,000 p.a. from 2031/32 onwards. Given the lead time, there is confidence that this figure can be found and that the scheme can be made self-sustaining through a combination of income-generation by Community Transport Sussex, modest charges to scheme participants and a potential small PC annual subsidy.

4. Electric vehicle charge points

This plan depends on a future all-electric Thakeham minibus being able to have exclusive/priority access to a fast EV point at the Village Hall. The DC/19/1707 S106 agreement provides separately for this. The PC and Bellway Homes will liaise on the detail of how this is delivered: current assumptions involve a 50kW rapid charging unit, min. 80amp 3-phase supply, capable of separate metering of CT minibus use.

Thakeham Parish Council / Bellway Homes
[Month] 2021

Appendix 1: Detail of original Abingworth Meadows S106 commitments

The S106 commitments relating to the key Abingworth approvals (DC/10/1314 and DC/15/1242) include community benefit commitments relating a Low Emission Vehicle and other deliverables within the Travel Plan, which relate to each other. The key elements in the planning documents are:

a) Relevant conditions in DC/10/1314 and DC/15/1242, and discharge specifications

Attached to the decision notice for DC/10/1314 was Condition 27, specifying that: *Prior to the commencement of development, a Low Emission Strategy (LES) for the development during both construction and operational phases shall be submitted to and approved by the Local Planning Authority and the approved details maintained thereafter.*

This was re-stated as Condition 25 of the decision notice for DC/16/1242, which then mutated into condition 22 of the decision notice for DC/16/0871: *The scheme shall be implemented fully in accordance with Low Emission Strategy (LES) for the development approved under DISC/15/0374.*

Abingworth Homes subsequently submitted proposals to secure discharge of this condition under DISC/15/0374. For the purposes of this proposal the key commitments were:

- Provision of 'a Low Emission minibus serving Abingworth developments upon occupation of the 75th dwelling', along with a list of specific transport routes that this minibus could serve;
- Provision of electric vehicle charging points at dwellings and in the Village Hall/Shop car park area;
- A cross-reference to a Travel Plan commitment to a 'Travel Plan Coordinator' role.

It is worth noting that this document does not define the term 'low emission', or the size of the minibus, or how services would be managed, or specific funding provision for any of these elements.

b) Other S106 agreement references and financial agreements

The S106 agreement for DC/10/1314 contains several other relevant references, including:

- Schedule 1, para 5.3, which specifies that implementation of the Travel Plan should commence 'on the occupation of the first relevant dwelling', and para 5.6, specifying the appointment of a Travel Plan Coordinator amongst other actions.
- Air Quality Management Contribution (AQMC): the original S106 agreement provides for this contribution, which is broadly relevant to the PC's community transport concerns as it is predicated 'on measures which are required to combat the additional impacts of traffic pollution arising as a result of the Abingworth Farm permission and Chesswood Farm permission'. However, HDC planning colleagues have confirmed that the AQMC contributions are already spoken-for, including for costs relating to the Storrington Air Quality Management Zone.

c) Simplifying and rationalising S106 arrangements relating to low emissions and Travel Plan

A key concern arising from the background documents is the sense of risk that the deliverables emerging from this process will be spread too thinly and unsustainably. The PC proposes that the deliverables should be simplified to focus on the aims above, in these ways:

- **Electric vehicle charging points.** For houses in the development, HDC planners have acknowledged that electric vehicle charging requires no more than the domestic 13amp supply. Similarly no-one is now persuaded of the advisability of the original consented proposal that 'charging points should be provided in 10% of communal parking spaces' (which implies 6 points in the Village Hall/Shop car park), nor provide 'cabling to allow 30---50% in future years'. The provision of public charging points brings with it a whole range of complexities and costs that cannot be justified at a location that is not a major village hub. The PC therefore proposes that the only electric charging required is a single point controlled by the PC, for the use of a future hybrid/all-electric community minibus. The savings to the developer should be re-purposed towards the costs of the community transport partnership scheme.
- **Travel routes for the community minibus.** The original proposals included some specific routes and target groups, but these emerged as either unrealistic or superseded by events (e.g. the move of Thakeham First School to Rock Road Storrington). The PC's view is that decisions on prioritising travel routes should be driven by research of residents' needs, and monitoring demand of CT provision.

- **Travel Plan Coordinator role.** The approved Travel Plan for the Abingworth Meadows development forms part of documentation under DC/15/1242. In summary the key element of the Plan was a commitment to appoint a part-time *Travel Plan Coordinator*, 'to manage and foresee the implementation of sustainable travel measures throughout the site', working with an '*RTP Steering Group*' comprising residents and other stakeholders. In theory, this role was due to be in place (cf. S106 Schedule 1, para 5.3) as soon as Abingworth Meadows houses began to be occupied.

The Parish Council has pointed out that not only was this not delivered, but its absence was not missed. This gels with the PC view that the concept of the *Coordinator* role would in practice be unlikely to achieve much, or be good value for money. Nor is it likely to be sustainable – it would be a very unwelcome 'legacy' commitment for the developer to seek pass over to the development residents to fund and manage as an employee on an ongoing basis.

Responsibility to deliver the various actions that the *Travel Plan* envisaged for this role can be redistributed between the developer's management company, the development residents' association, the PC and CTS, along the following lines:

- Coordinating a Travel Plan Steering Group: the practical benefit of this should be reviewed and if desirable, taken forward jointly by the parties above;
- Promoting national and regional travel initiatives – to be done by a combination of the PC and CTS;
- Liaison with public transport operators – this is something the PC already does;
- Periodic surveys and submission of data to WSCC – to be done either by PC, or CTS, or commissioned from specialists, as per specific need.

Appendix 2: Thakeham Community Transport Survey analysis

General

The Autumn 2019 Parish Council newsletter contained a Community Transport survey form (Appendix 2A), and both hard copy and online responses were gathered during November. 89 responses were received (out of a total of approx. 1000 households, i.e. 9% response rate) from a self-selecting group sufficiently concerned about this issue to complete and return the survey. This is a summary analysis of responses.

Features of the sample group

Age distribution: a majority (63%) are 60+, with 30% over 70. Those in age groups 20-50 = 18%; a group of 7 (8%) in teenage years 13-19, mostly attending school/college.

Gender balance: overall modest female majority (58%). The pattern by age group was...

<20 – approx. equal Male/Female
 20-40 – large majority Female (9 out of 11)
 41-60 – modest majority Female (9 out of 15)
 60-69 – approx. equal Male/Female (15 out of 29)
 70+ - approx. equal Male/Female (13 out of 27)

Which indicates that the only real difference in interest/concern about transport between the genders occurs in the 20-40 age group, where women are more concerned.

Disability/mobility: 10% (9) respondents classed themselves as either having mobility issues or having a disability, and 6 were in need of assistance. *This confirms the need for any community transport vehicles to be fully adapted in this regard.*

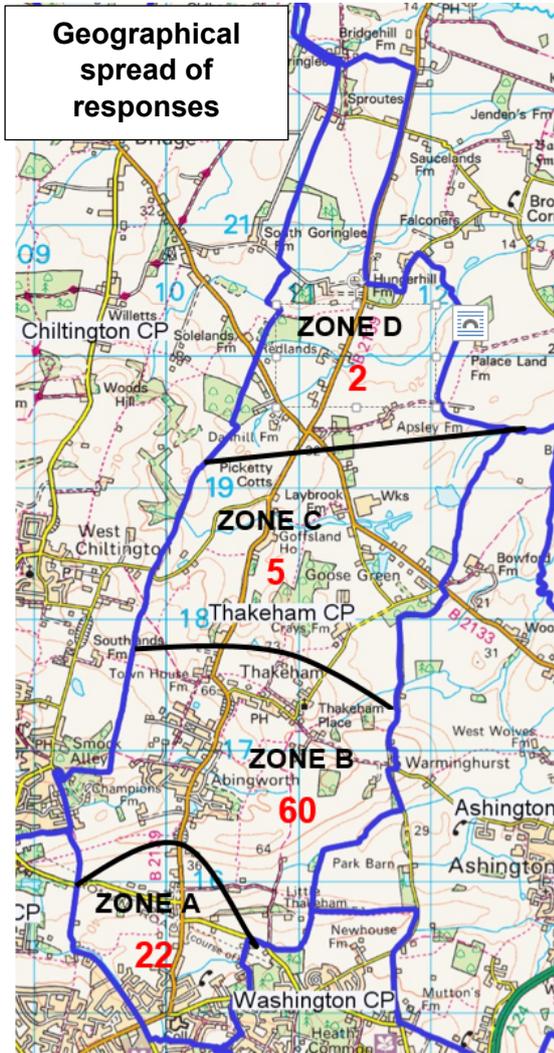
Geographical distribution. Postcode analysis shows that respondents are distributed in the area as per the map overleaf. Unsurprisingly, very much the largest group is in the zone of housing in central/north Thakeham; 60 responses from ~500 households = 12% participation; the response rate from residents of zone A, ie. eastern suburbs of Storrington (22 from ~400 households) = 6%, which indicates as expected that residents in this area benefit from access direct to the ‘hub’ village facilities of Storrington, as well as the option of more bus services to other local towns.

Existing modes of travel. A summary of the data returned is:

	Own car	Other car	Cycle	Comm Transport	Volunteer car scheme	Mcycle/scooter	Taxi	Train	Coach	Walk	Other
Daily	66	4	2	1	0	0	0	1	0	35	2
Weekly	10	22	4	1	0	1	1	6	1	20	5
Occ	4	20	15	2	4	3	30	47	12	18	5
Rarely	0	0	0	0	0	0	0	0	0	0	0
Never	5	32	56	83	82	83	31	14	61	8	40

From which we can see that for regular (daily/weekly) purposes, the private car and walking dominate, but perhaps the most interesting numbers are those for weekly and occasional use of another person’s car.

Purpose of travel: most common travel needs are social visits (71) and medical appointments (65), followed by shopping (47), work (37) and school/college (11) – which is interestingly tells us that at least 4 respondents are mature attendees at local colleges.



Willingness to get involved in a community transport scheme as a volunteer.

Of the 89 respondents, 18 indicated that they would be willing to get involved as a volunteer, either now or in the future.

This seems a very encouraging number.

Requested Destinations – are in this order of demand:

Storrington	84 (mainly central Thakeham residents)
Horsham	66
Pulborough	57
Worthing	53
Chichester	33
Brighton	22
Steyning	21
Crawley	8
Billingshurst	5

Willingness to pay for services – respondents said they were willing to pay the following average prices for return journeys of these kinds:

Weekday hospital visit	Daily commute am + pm	Evening social activity	Weekly shopping trip	Weekday GP surgery visit
£10.77	£4.49	£6.06	£4.68	£5.17

Preference re scheduled service vs pre-booked service: 54 respondents (60%) would prefer a regular scheduled service, while 35% would actually prefer a pre-booked service. (5% didn't respond)

OMR

December 2019

Thakeham survey on transport requirements

Given the low level that our bus services have been reduced to, the Parish Council is undertaking this survey research with local charity Community Transport Sussex, to identify the transport needs of our residents and to inform decisions on investing in additional services.

**Please send/deliver this form by 22 November 2019 to:
Thakeham Parish Transport Survey, Parish Office,
1 Abingworth Crescent, Thakeham RH20 3GW**

THIS SURVEY SHOULD TAKE 5 MINUTES OR LESS

ONE SURVEY PER PERSON NOT PER HOUSEHOLD

About You *Required

1. Age *

2. Gender * (tick one)

- Female
 Male
 Prefer not to say
 Other:

3. Post Code *

4. Mobility Status * (tick one)

- I have a disability
 I have a mobility problem
 I am fully mobile

5. Do you need any support when travelling? * (tick one)

- Yes No

Please turn over ➡

Your Transport Needs

6. How often do you use those modes of transport? *

(tick one per row)

	Daily	Weekly	Occasionally	Rarely	Never
Own car	<input type="checkbox"/>				
Use of another car	<input type="checkbox"/>				
Cycle	<input type="checkbox"/>				
Community transport scheme (minibus)	<input type="checkbox"/>				
Volunteer car scheme	<input type="checkbox"/>				
Motorcycle / Scooter	<input type="checkbox"/>				
Taxi	<input type="checkbox"/>				
Train	<input type="checkbox"/>				
Coach	<input type="checkbox"/>				
Walking	<input type="checkbox"/>				

Other (specify below)

7. Other mode of transport:

8. For which reasons do you need to travel the most often? *

(tick all that apply)

- Work
 School/College
 Shopping
 Social visits
 Medical appointments
 Other (specify below)

Please turn over ➡

9. What towns/villages are your main destinations? *

(tick all that apply)

- Storrington
 Pulborough
 Billingshurst
 Steyning
 Horsham
 Crawley
 Worthing
 Chichester
 Brighton
 Other (specify below)

As an individual how much would you be willing to pay for transport for the following journey (Answer for cases relevant to you. Assume a return route and indicate the value in £.)

10. On a weekday, between 10am and 2pm, to be collected from your home, taken to the local hospital (up to 20 miles) and then returned to your home before 5pm. £ _____
11. A daily "commute" service in the morning between 7am and 9am to connect with local public transport and return in the evening between 5pm - 7pm. £ _____
12. An evening or weekend service to enable you to attend social activities (cinema, youth clubs, etc) £ _____
13. A weekly shopping service (Monday-Friday daytime) starting from 1 or 2 departure points within the village and travelling to a local town or supermarket and then returning. £ _____
14. On a weekday, between 9:30am and 4pm, to be collected from your home and taken to the local GP surgery (up to 5 miles) and then returned to your home. £ _____

Please turn over ➡

15. Would you be more likely to use a regular service or a service booked for a time of your choosing? (tick one box)

- Scheduled service Booked service

Bus Services

16. Please tell us which, if any, existing bus services you currently use.

17. How well does the bus service meet your needs? (tick one box)

- 1 2 3 4 5
 Not at all Perfectly

18. What changes to the service would most improve it to better meet your transport needs?

Getting Involved

19. Assuming that full support, advice and any relevant training would be provided, would you be willing to become involved in a "good neighbour" scheme by: * (tick one per row)

- | | Yes | No |
|--|--------------------------|--------------------------|
| Becoming a volunteer driver using your own vehicle | <input type="checkbox"/> | <input type="checkbox"/> |
| Becoming a volunteer driver using a community transport vehicle | <input type="checkbox"/> | <input type="checkbox"/> |
| Becoming a volunteer helper for individuals with mobility issues | <input type="checkbox"/> | <input type="checkbox"/> |
| Being part of a "lift sharing" scheme | <input type="checkbox"/> | <input type="checkbox"/> |

20. If you are willing to be contacted about getting involved in one of these ways please provide a telephone number and/or email address.

Thank you for completing this survey.