

Agenda – Y Pwyllgor Menter a Busnes

Lleoliad:	I gael rhagor o wybodaeth cysylltwch â:
Ystafell Bwyllgora 1 – Y Senedd	Gareth Price
Dyddiad: Dydd Mercher, 11 Tachwedd 2015	Clerc y Pwyllgor 0300 200 6565
Amser: 09.15	SeneddBusnes@Cynulliad.Cymru

Rhag-gyfarfod preifat

(09.15–09.30)

1 Cyflwyniad, ymddiheuriadau a dirprwyon

2 Ymchwiliad i Wasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru

(09.30–10.15)

(Tudalennau 1 – 27)

Margaret Everson MBE, Cyfarwyddwr, Defnyddwyr Bysiau Cymru

Barclay Davies, Dirprwy Gyfarwyddwr, Defnyddwyr Bysiau Cymru

Robert Saxby, Cynrychiolydd Gogledd Cymru, Defnyddwyr Bysiau Cymru

Dogfennau atodol:

Y Briff Ymchwil

EBC(4)–26–15 (p.1) Tystiolaeth gan Ddefnyddwyr Bysiau Cymru (Saesneg yn unig)

3 Ymchwiliad i Wasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru

(10.15–10.55)

(Tudalennau 28 – 54)

Rhodri Evans, Uwch-gynghorydd Cyfathrebu, Ffederasiwn Busnesau Bach

Rhyan Berrigan, Swyddog Polisi (Mynediad a Thrafnidiaeth), Anabledd Cymru

Graeme Francis, Pennaeth Polisi a Materion Cyhoeddus, Age Cymru



Dogfennau atodol:

EBC(4)-26-15 (p.2) Tystiolaeth gan Anabledd Cymru (Saesneg yn unig)

EBC(4)-26-15 (p.3) Tystiolaeth gan Age Cymru (Saesneg yn unig)

EBC(4)-26-15 (p.4) Tystiolaeth gan y Ffederasiwn Busnesau Bach (Saesneg yn unig)

Egwyl (gan gynnwys dwy funud o dawelwch)

(10.55-11.15)

4 Ymchwiliad i Wasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru

(11.15-12.15)

(Tudalennau 55 – 87)

Siân Summers-Rees, Cyfarwyddwr Cymru, Cymdeithas Cludiant Cymunedol

Phil Taylor, Rheolwr Trafnidiaeth ac Addysg, Prosiect Ieuenctid a Chymunedol Aberfan ac Ynysowen

Sarah Leyland-Jones, Uwch Swyddog Trafnidiaeth Gymunedol/Hyfforddiant, Cymdeithas Mudiadau Gwirfoddol Powys

Dogfennau atodol:

EBC(4)-26-15 (p.5) Tystiolaeth gan Gymdeithas Cludiant Cymunedol (Saesneg yn unig)

EBC(4)-26-15 (p.6) Tystiolaeth gan Gymdeithas Mudiadau Gwirfoddol Powys (Saesneg yn unig)

5 Papurau i'w nodi

5.1 Llythyr i Weinidog yr Economi, Gwyddoniaeth a Thrafnidiaeth ynghylch Cyllideb Ddrafft 2016-17

(Tudalennau 88 – 91)

Dogfennau atodol:

EBC(4)-26-15 (p.7) Llythyr i Weinidog yr Economi, Gwyddoniaeth a Thrafnidiaeth ynghylch Cyllideb Ddrafft 2016-17

5.2 Llythyr i'r Gweinidog Addysg a Sgiliau a'r Dirprwy Weinidog Sgiliau a Thechnoleg ynghylch Cyllideb Ddrafft 2016–17

(Tudalennau 92 – 95)

Dogfennau atodol:

EBC(4)–26–15 (p.8) Llythyr i'r Gweinidog Addysg a Sgiliau a'r Dirprwy Weinidog Sgiliau a Thechnoleg ynghylch Cyllideb Ddrafft 2016–17

5.3 Gwybodaeth ychwanegol a ddarperir gan y Dirprwy Weinidog Sgiliau a Thechnoleg yn dilyn cyfarfod y Pwyllgor ar 21 Hydref

(Tudalennau 96 – 97)

Dogfennau atodol:

EBC(4)–26–15 (p.9) Gwybodaeth ychwanegol a ddarperir gan y Dirprwy Weinidog Sgiliau a Thechnoleg yn dilyn cyfarfod y Pwyllgor ar 21 Hydref (Saesneg yn unig)

Ôl-drafodaeth breifat

(12.15–12.30)

Eitem 2

Mae cyfyngiadau ar y ddogfen hon

Cynulliad Cenedlaethol Cymru	National Assembly for Wales
Y Pwyllgor Menter a Busnes	Enterprise and Business Committee
Gwasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru	Bus and Community Transport Services in Wales
BCT 42	BCT 42
Defnyddwyr Bysiau Cymru	Bus Users Cymru

Consultation questions

Question 1 –How would you describe the current condition of the bus and community transport sectors in Wales?

Passenger numbers in Wales were 107 million in the year 2013-2014, down from 115 million in the year 2011-2012 (SB 8/2015, Statistical Bulletin, 28 January 2015).

Generally, the bus sector in Wales is surviving but not helped by a continued lack of integration with land use planning. Housing and light industrial estates continue to be developed with no thought about access by buses.

There are some busy corridors where operators have invested in new vehicles and the service appears to be healthy although some users would say that fares are too high.

For older people particularly some of their local bus services have already disappeared, which impacts on their ability to access GP surgeries, hospitals, shops and visit friends and relatives. People who attend our bus user surgeries will tell us that they can get to evening events but cannot get home again. Others will tell us that they can get to work but the last bus departs before they finish work.

The withdrawal of evening services by most companies has an impact on the elderly and the young. The elderly probably will not travel and the young will use "mum and dad's taxi service".

There is an expectation that Community Transport will 'plug the gap' but the CT sector faces similar funding issues to other bus operators. Community Transport is in the main a volunteer driver based service with all the challenges that presents and their services are generally in fairly deep rural areas and tend to be demand responsive.

Question 2 – why do you think the number of bus services and the number of bus passengers is declining in Wales?

Cuts in services can result in fewer passengers and this in turn can lead to further cuts in services. At our bus user surgeries we are told that when evening or Sunday services are withdrawn passengers will use private cars or taxis or not take the journey at all.

There is a lack of integration with land use planning. Housing estates are built with no suitable road or turning provision for buses and large out of town shopping centres continue to be developed with no thought given to access by anything other than the private car. Health centres are consolidated in edge of town locations which can be accessed only by taxi or private car.

The bus was the traditional means to go shopping to the high street but the advent of internet shopping coupled with out of town shopping centres has resulted in less travel to shops. Town centres are declining and this is also a factor.

The development of employment centres on the edges of towns makes travel for shift work increasingly difficult or impossible by bus

Fewer evening journeys have reduced passenger numbers because they might be able to get to the cinema or bingo etc but often have no return service after 7 pm so will travel in a private car or taxi, or not go at all. This isolation can then impact on health and wellbeing.

The private car is seen as inexpensive because no-one factors in depreciation, tyres, insurance, tax, etc. and free car parking is an added attraction for out of town centres.

There is probably a greater proportion of rural services in Wales than in Scotland or England and thus a greater reliance on public money through subsidies. It is therefore not surprising that services in Wales have been hit hardest at a time of reducing public expenditure.

Evening and Sunday services are the first to be axed when funding dries up. These services provide vital links for people who work late and for people who rely on evening services for leisure purposes. The young and the elderly are most affected. The result is more people are dependent on cars.

Bus stations are not given the status they should have. Cardiff has closed its bus station without having a replacement open, Merthyr Tydfil bus station is not the best passenger experience and Port Talbot and Bridgend bus stations close in the evening. Swansea has a good bus station but it is poorly placed for integration with rail services.

Provision of information is crucial in promoting use of the bus and in some areas the lack of availability of up to date printed information probably has

also had an impact on bus use.

Question 3 – what do you think is the social, economic and environmental impact of recent changes in bus and community transport service levels?

There is a clear cost to individuals and to the economy. People have to take taxis to health centres and places of work; lack of suitable bus services impacts on non emergency patient transport;

Elderly people in particular suffer from reducing bus and community transport services. It leads to isolation in their own homes and leaves them susceptible to loneliness and possibly depression.

If there are fewer public transport options people will need to source private transport and this inevitably results in higher emissions.

There is a reduced quality of life for those who rely on buses for leisure purposes particularly in the evenings.

There have also been cases of hardship particularly for disabled people where services have changed suddenly without consultation. This is partly being addressed by a sub group of the Public Transport Users Advisory Panel (PTUAP) led by Community Transport Association (CTA Cymru) who are producing a *Toolkit : Inclusivity and accessibility of the consultation process on changes to bus and community transport services in Wales*. The toolkit will apply to organisations in receipt of public funding in the first instance but it is hoped others will enter into the spirit of the toolkit's requirements.

People have to rely more on non-emergency ambulance transport or friends and family/taxis to get to/from hospital appointments.

Out of centre retail parks are booming, whilst town/city centres are in decline.

Question 4 –what do you think the Welsh Government should do to support bus and community transport in Wales?

Welsh Government and local authorities should lead on Improving the bus stop environment; developing easy and convenient interchanges with proper signage; standardisation of provision of information across Wales; information on rail where appropriate at bus stations and on bus times at rail stations; bus priority measures; integrated ticketing (there are more opportunities now with new technology such as the use of contact less bank

cards for smart ticketing); integration between all forms of public transport.

Re-establish separate body(ies) focusing on public transport to enable organisational stability.

Accurate and easily available timetable information is vital to encourage people to use buses. It doesn't matter how good the bus network is if people can't work out how to use it. Maybe a national advertising campaign (and not just in transport hubs where you are preaching to the converted) to showcase the bus network in Wales and how to access Traveline Cymru.

Not all local authorities produce timetable books and this makes journey planning difficult for some users. Bus stations are closing their information offices to save money so in some places there is complete lack of information.

Because of budget constraints, local authorities don't have spare manpower to keep bus stop info up to date. Having old incorrect timetables in situ is worse than none at all. Electronic displays were once installed but most local authorities have long been unable to afford to maintain them and they are switched off.

Not everybody has access to the internet and especially when out and about – this is when you need the information generally. Not all people have Smart phones. Bus users have differing requirements for information and suitable formats should be available.

Question 5 –what do you think Welsh local authorities should do to support bus and community transport services?

The current financial environment makes it extremely difficult for local authorities to dramatically improve performance,

The former Sewta region had developed outline framework of how to improve performance through regional strategies whilst still taking account of local circumstances.

A subgroup of the Bus Policy Advisory Group (BPAG) has developed a set of quality standards that would result in a consistent quality of provision of bus services across Wales and these quality standards would be monitored by local authorities.

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Not all local authorities produce timetable books any more. This makes journey planning difficult. Bus stations are closing their information offices to save money so in some place there is complete lack of information.

Because of budget constraints, local authorities don't have spare manpower to keep bus stop info up to date. Having old incorrect timetables in situ is worse than none at all.

Not everybody has access to the internet and especially when out and about – this is when you need the information generally. Not all people have Smart phones.

Improve bus stops and bus stations. A significant number of bus stops are still without raised boarders and there is a lack of up-to-date information at stops in many local authority areas. Too many bus stations are considered unimportant yet they are used by a significant number of the population.

Question 6 - what do you think about proposals to devolve bus registration powers to Wales? How should these be used?

The Traffic Commissioner's office in Leeds deals with registration of services for Wales and England and there is no Welsh language capability.

Devolving bus registrations to Traveline Cymru, for example, would result in having all Welsh registrations in one place and it would enable an accurate network map to be made and maintained.

All information on and changes to bus services would transfer immediately to Traveline Cymru's information website thus ensuring updating of its systems and provide accurate and up to date bus timetable/routing information to the travelling public.

There is currently no requirement for a bus operator to notify Traveline Cymru of any new, cancelled or amended service. This means they are totally reliant upon operator goodwill/relationships to obtain changes in order to keep their data to the bus user as up to date as possible.

There would also be an income stream to Wales because the fees would be paid to Traveline Cymru.

Question 7 – please tell us whether you think further powers to regulate the bus industry in Wales are required and why?

Use of the SQBP powers under the 2008 Act can achieve much of what is needed by working with existing commercial services and there are examples of good practice in this area.

The National Assembly for Wales also has procurement powers and it will be interesting how these are used.

Perhaps further exploration of franchising would be useful.

Question 8 – what other action can be taken to ensure that bus and community transport services meet the needs of people in Wales?

Bus stations, like railway stations, should become a "national asset" and be managed (via local authorities) by the Welsh Government.

It would be useful if bus stations came under the remit of the Welsh Government, as it might avoid situations such as Cardiff being without a bus station for two years or more.

Please tell us anything else you would like to mention on this topic, thank you for contributing to our inquiry.

Congestion charging could be introduced in the centre of Cardiff at peak times, Mon-Fri. The delays to buses entering or leaving the city due to congestion are excessive and "car free days" should be encouraged.

Local authorities should improve integration between bus and rail. There were opportunities in Newport and Port Talbot for the bus and rail stations to be closer together.

Disclosure of information

Unless you ask us not to, we will publish your response. The Assembly's policy on disclosure of information can be accessed [here](#), please ensure that you have considered these details carefully before submitting information to the Committee. This policy can be requested in other formats by contacting the Committee Clerk.

Submitting evidence

If you wish to submit evidence, please send an electronic copy of your submission form to SeneddEcon@assembly.wales.

Alternatively, you send it to:
Clerk,
Enterprise and Business Committee
National Assembly for Wales
Cardiff Bay, CF99 1NA.

Eitem 3

Cynulliad Cenedlaethol Cymru
Y Pwyllgor Menter a Busnes

National Assembly for Wales
Enterprise and Business Committee

Cynulliad Cenedlaethol Cymru	National Assembly for Wales
Y Pwyllgor Menter a Busnes	Enterprise and Business Committee
Gwasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru	Bus and Community Transport Services in Wales
BCT 46	BCT 46
Anabledd Cymru	Disability Wales

Consultation questions

Question 1 –How would you describe the current condition of the bus and community transport sectors in Wales?

Disability Wales recognises that at the core of full inclusive participation in society is the right to access all public transport modes, including buses. Inaccessible transport remains a significant barrier to independent living for many disabled people.

In general, accessible buses and services are increasing in line with the deadline, stated in the Public Service Vehicle Accessibility Regulations 2000 (PSVAR).

The PSVAR require facilities such as low floor boarding devices, visual contrast on step edges, handholds and handrails, priority seats and provision for passengers in wheelchairs.

All buses designed to carry 22 passenger or more and used on local or scheduled services will be required to be fully PSVAR compliant by 2015, 2016 or 2017 (depending on the bus type).

The transition will take place over time and transport operators will inevitably use a mixed fleet of accessible and non-accessible vehicles.

- Since 31 December 2000, new full size single deck buses over 7.5 tonnes and double deck buses have been required to be fully accessible to disabled people, including wheelchair users.
- All full size single deck buses over 7.5 tonnes will be fully accessible from 1 January 2016, and all double deck buses from 1 January 2017.
- All buses weighing up to 7.5 tonnes will be fully accessible from 1 January 2015 and coaches by 1 January 2020.
- Also since 31 December 2000, new buses weighing up to 7.5 tonnes and coaches have had improved access for ambulant and sensory impaired passengers and, from 1 January 2005, new buses weighing

up to 7.5 tonnes have to be wheelchair accessible.

On the whole bus accessibility is improving albeit at a slower rate than we would like: access barriers to full inclusion still exist.

Bus Passenger Survey 2010. Key findings concluded that:

Overall the results from the 2010 Bus Passenger Survey present a positive picture of users' views about bus services in Wales. There is very little difference of opinion between disabled and other bus users about bus services in Wales. The survey shows that:

- 81% of disabled bus users are generally satisfied with the bus services they use.
- Almost three quarters (73%), of disabled bus users are satisfied with their personal safety at the bus stop, with 84% satisfied with their personal safety on the bus service itself.
- 90% of disabled bus users are satisfied with the ease of getting on and off the bus service.
- 89% of disabled bus users are satisfied with the length of time their journey took on the bus service.
- 89% of disabled bus users are satisfied with the helpfulness and attitude of the driver of the bus
- 90% of disabled bus users are satisfied overall with the bus journey they were making when they were handed the survey form

These statistics should be treated with caution because many disabled people under-report access issues and negative experiences encountered. Under-reporting reasons could include lack of confidence needed to report issues, stress and bother of reporting which could exasperate some impairments and embarrassment or fear of not being taken seriously.

It is worth noting that many disabled people are not confident using public transport services due to the physical, attitudinal and communication barriers encountered, including lack of assistance and negative attitudes of staff. Discriminatory attitudes and behaviour towards disabled people still occur. Without significant improvements to counter negative experiences, it is highly unlikely that disabled people who use cars would be able to choose buses as a real alternative. Lack of accessible and inclusive bus services, and limited options for many disabled people wanting to use their local bus network mean there is less choice for disabled people to adopt environmentally sustainable behaviours

Bus companies correctly state that legally they do not need to have their entire fleet fully accessible until 2020, but some companies are using the deadline as an excuse for continued poor service for disabled passengers. In rural areas especially, there is a lack of low level buses, this is a major concern for many disabled people. Bus operators in rural areas use older vehicles, thus it is more likely that their fleet have stepped access: it may not be cost effective to upgrade their buses to match access requirements.

Some local areas have an accessible alternative to public transport.

Initiatives include:

- Barbara bus in Gwynedd (North West Wales)¹
- Similarly Pembrokeshire Association of Community Transport Organisations (PACTO) a number of schemes run in the Pembrokeshire area (South West Wales)²
- In Rhondda Cynon Taff/ Mountain Ash area, there is a bus service called Accessible Caring Transport which aims to provide community transport services and schemes to disabled people and older people.³

Adequate provisions of Community Transport are available to some communities across Wales, however, some areas have no accessible alternatives to public transport at all. In recent years some Community Transport providers have gone into liquidation due to budget cuts such as Caerphilly's 'CATS' community Transport.

Access barriers include:

Stepped entry only: Common in rural areas because smaller bus operators tend to use older vehicles. Wheelchair users are unable to use many bus services in rural Wales because of stepped access barriers. Many older people and disabled people with mobility impairments also find stepped access very difficult to negotiate.

Low height of bus stops: mostly but not limited to rural areas. Bus stops are often very low, resulting in a high step up requirement when boarding. When alighting, many ambulant disabled people find that the high step down can also cause them problems.

On board the majority of buses in Wales there is a limited number of wheelchair spaces available: having only one or two wheelchair spaces on low floor buses means that a group of wheelchair users are not able to travel together.

Motorised scooter users are often denied passage on low level buses because not all bus companies allow motor scooters on board. Conditions of carriage are sometimes displayed on board a bus. There is usually a maximum allowed weight, some motor scooters are heavier than allowed by the conditions of carriage. Each bus company has its own policies relating to carriage of motor scooters which could confuse disabled passengers.

Inconsistency of various bus operators' policies, rules and regulations on access and carriage is a source of ambiguity for many disabled passengers.

Community Transport very often attempts to fill the gaps left behind by bus service cuts and could be required to do so considerably more in the future despite continued funding cuts to their own budgets. However there are costs to older and disabled passengers; since April 2013 concessionary bus passes can no longer be used on the majority of Community Transport

¹ <http://www.barbarabus.com/>

² http://www.pembrokeshiretransport.co.uk/content.asp?nav=688,735&parent_directory_id=673

³ <http://www.shape-it.org/Community/TravelTourism/TransportRCT/AccessibleCaringTransport.aspx>

services in Wales. Many eligible older people and disabled people cannot therefore take advantage of free bus travel due to inaccessible or non-existent bus services.

Many Community Transport providers frequently rely on volunteer drivers giving their time for free, which dramatically reduces the time frame in which the service can run, especially when compared to services of larger bus operators. A like for like comparison is unfair due to a resource disparity. Fewer resources are available to Community Transport initiatives (and smaller bus operators) which lessen their capacity to initiate access improvements.

The Welsh Government support of the Traws Cymru, the longer distance bus services, are an important part of the integrated public transport network in Wales which are not financially viable for many service providers to take on. This commitment to long distance services remains positive; these routes reach areas of Wales not otherwise serviced by bus or rail, thus avoiding rural isolation for those who do not have access to cars.

The Traws Cymru website states that “the buses provide vital public transport for many communities across Wales, while also giving visitors an accessible, affordable and environmentally friendly option for exploring the scenic beauty of the country.” This links in with the environmental benefits of providing accessible, fully inclusive bus services throughout Wales. (see Question 3)

Question 2 – why do you think the number of bus services and the number of bus passengers is declining in Wales?

Bus services – Running costs and falling passenger numbers hugely affects business viability. Profit margins decrease due to a fall in passenger numbers coupled with the rising costs of fuel. The repercussions of the legislation and commitment making all buses accessible to all by 2020 may also impact on service provision. Many smaller operators may not have the financial capacity to update their fleet. Rather than spend money on new vehicles they could close before legalities force them to cease trading. Pending legislation could cause concern for smaller operators especially in rural areas who are more likely to have old rolling stock vehicles on the road.

The Welsh Government have to be mindful come 2020 because many rural towns and villages could lose vital transport links completely. Negotiations with larger operators or contingency funding to bridge accessibility modifications i.e. accessible vehicles. Funds may need to be allocated to smaller operators to ensure continuity. Contingency plans should be considered sooner rather than later in order for potential problematic routes / areas to be mapped out, disabled passengers' fears alleviated and solutions identified, before smaller bus operators cease services due to cost implications in 2020.

Bus passengers. In short; affordability, quality, reliability, consistency of access requirements being met, frequency of services and convenience, are all factors in diminishing passenger numbers.

Access barriers, as mentioned in the previous question impede disabled passengers' enjoyment of bus travel. The low number of wheelchair spaces available remain problematic. Often there is not a dedicated wheelchair space, instead wheelchair users must compete with parents with buggies over the sole accessible space. There have been instances of wheelchair users being unable to board a bus due to parents refusing to vacate the wheelchair space. A legal challenge to determine who has priority is still going through the courts after a lengthy legal wrangle in England⁴.

Many individuals on low incomes, including disabled people, often live in transport poverty. Disabled people are financially hit the hardest due to Welfare reforms. Disabled people who lose their Mobility Higher Care component when transferred from Disability Living Allowance to Personal Independence Payment could be faced with having to purchase and run an adapted car themselves. This may cause some disabled people to lose their car all together. Accessible bus services would be required then more than ever to avoid disabled people having to rely on friends and family giving lifts. That is if bus services in their area are indeed accessible and actually exist and also whether disabled people can make use of their local bus services and concessionary pass. Disabled peoples' right to independent living will be under threat.

Car use increases year on year, once young people, who make up a large passenger number base learn to drive and have a car, very few return to using buses, this is something that needs to be addressed. Initiatives to explore how bus operators can keep young adult bus passengers after they pass their driving tests are crucial. With new initiatives such as Young Persons Discounted Bus Travel Scheme for 16 – 18 year olds, which was previously limited to those in education, it is hoped that, travel will no longer be confined to work and education but will also include social and leisure purposes. Which could broaden its appeal and potentially increase uptake. An on board marketing campaign strategically aimed at young people and bus operators publicizing the scheme has started.

Question 3 – what do you think is the social, economic and environmental impact of recent changes in bus and community transport service levels?

⁴ <http://www.bbc.co.uk/news/uk-england-leeds-30376446>

Social:- Lack of social interaction potentially caused by bus service cuts would impact on disabled peoples' opportunity to live independently and impact on their health too, especially their mental health as one of its effects would be loneliness. For a number of disabled people, public transport is their preferred or only option of transportation. Some appreciate the low costs of using public transport and relief at not having to look for suitable parking spaces; while others endeavour to do their part in combating climate change. Disabled people wanting to be 'green' may be forced to use cars and given no choice of an alternative in the matter. Accessible transport is crucial for these people to live independently in their communities and to be able to fully access the services which they require. Some disabled people do not own a car or are unable to drive and so for these people their reliance on public transport is even greater.

Economic:- Bus fares are increasing every year, with fare increases there could be a knock on affect with an increased economic pressure to maintain the cost effectivity of concessionary passes subsidiaries. Fuel costs have soared in recent times, this also puts pressure on bus operators to increase fares to maintain their profit margins. In all bar two Local Authorities in Wales (Newport and Cardiff) bus operators are privately owned, therefore services are run for profit not for passenger comfort / satisfaction.

This fact should be carefully considered throughout the decision making process because financial viability would be the key priority as to whether a bus route continues or are is removed. Routes defined as 'Socially necessary services' could these in theory expand due to the possibility that commercial services could reduce in number?

The expense could put off many fare paying customers. Concessionary passes are invaluable to disabled people who can access bus services, who would otherwise face social isolation in their communities. Without accessible bus services, economically deprived areas would continue not to prosper due to lack of public transport to and from places of work, education, leisure and health settings.

Transport Poverty Wales: from the Poverty Site on 2006:⁵

Relating to the adequacy of bus services in Wales:

Among households without a car, two-fifths describe the local bus service as failing to meet their needs for travel to the town centre or the shops while two thirds say it does not meet the need for travel to the hospital. Among households with a car, the proportion in each of these cases is higher still.

Almost all households (90%), and irrespective of whether they have car, say that the bus service does not meet the need either for travel at night or travel on Sundays.

Local bus services do not meet the need for weekday travel for the majority

⁵ <http://www.poverty.org.uk/w75/index.shtml>

in any part of Wales. Support for the view that local bus services do not meet weekday travel needs is highest in the Valleys, at 80%. At the same time, the proportion of people with daily access to a car is lowest in the Valleys, at 55%.⁶

The 2004 'Living in Wales' survey included a question about satisfaction with public transport. Although levels of satisfaction were much higher than suggested by the 2004 Welsh Consumer Council Survey, the geographic pattern was similar: high levels of dissatisfaction in rural areas (Powys, Ceredigion, Monmouthshire and Carmarthenshire) and some Valleys authorities (Rhondda Cynon Taff and Blaenau Gwent).⁷

People often use a form of transport due to lack of alternatives rather than choice. Four-fifths of bus users in Wales would prefer to travel by car.⁸

Bus service costs have risen by 31% over the last 20 years.⁹ Since 1991, the cost per passenger journey has increased more in Wales than in other parts of Great Britain.¹⁰

Environmental: Many disabled people rely on private vehicles to remain independent in the community, getting from A to B reliably. Many car drivers who would leave or already have left the car behind due to good quality transport, i.e. to commute, would be pushed into driving again due to potential cuts in services. Therefore there would be a negative impact on the environment. More cars on the road means an increase in carbon emissions, which is the opposite of climate change initiatives that actively encourage and advocate alternative forms of transport usage rather than reliance on car travel, for commuting, hospital trips or to partake in leisure activities for example. However, disabled people who can only maintain their independence by using private cars rather than inaccessible public transport alternatives should not be criticised.

Smaller bus operators may not be able to invest in pricey greener vehicles. Adding greener vehicles to their fleets may not be financially viable or sustainable. Incidentally, the charity Guide Dogs Cymru have historically commented that greener vehicle engines (i.e. electric) were quieter and therefore harder to hear which could cause safety concerns and an access barrier for blind or visually impaired bus passengers.

Question 4 –what do you think the Welsh Government should do to support bus and community transport in Wales?

⁶ Omnibus Survey for Wales, Welsh Consumer Council, 2004

⁷ Living in Wales, 2004 and Omnibus Survey for Wales, Welsh Consumer Council, 2004.

⁸ Bus travel in Wales, Welsh Consumer Council, 2001.

⁹ *10 year transport plan*, 2003

¹⁰ Transport Statistics Wales 2004

Continued commitment to the concessionary bus passes is a must to ensure disabled people and older people maintain their right to independent living, enabling independent travel within their community thus avoiding social isolation.

As mentioned in Question 1, consistency is key. Without standard referencing tools such as a common thread policy implemented throughout on scooter carriage and bus vs pram priority clarification disabled passengers would face a wide and varied experiences throughout Wales which is not conducive guaranteed access every time disabled passengers want to board a bus. Inconsistency in service provision causes stress and worry which could prevent many disabled people using buses, although they possess a concessionary pass, due to negative travel experiences in the past.

We agree with all of the key recommendations of in the Report of the Bus Policy Advisory Group.

Stability of funding in order for bus operators plans to be established over a certain time frame. Giving scope and solidity to new projects or initiatives, guaranteeing to see them through.

A consistent pan-Wales approach to bus service provision, operator policies and standards throughout Wales. Joined-up networking across boundaries and between operators is essential for understanding connectivity and enhancing fluidity of services.

Network Partnerships – Local Authorities, bus operators and other local services in the area such as health provision and community transport should be encouraged.

Kick start funding – short term financial support for new commercial service initiatives to mitigate potential early loss of revenue. (In accordance with the geographical Local Authority variations to bus subsidiary grants presently).

Investment in infrastructure – roads and connectivity, to ensure a more joined up approach with commercial bus services and Community Transport and other transport modes, to make bus travel more appealing i.e. changing road layouts to cut down in journey times especially in peak hours which would make regular commutes quicker.

All Wales - fair fares – fare standardisation and simplicity. Complex and expensive fare systems put off fare paying potential passengers. To compete with the car and the train bus fares need to remain competitive and comparable to make bus travel a viable affordable option. A joint ticketing system could be fraught with difficulties but could make bus travel more appealing. However money would need to be invested to progress this initiative.

Creation of an information task group to improve information provision,

looking at digital technology. But progress in and investment in new technology should not hinder passengers who are digitally excluded, i.e. a high number of disabled people do not have access to online facilities due to costs incurred. Information should be provided in accessible formats to ensure access to information for all. Accessible information includes Large Print, Easy Read and Braille etc. to ensure information is conveyed in the most appropriate method.

Disability Wales strongly advocates real time information provision, visual and audio announcements at bus stops and on board, to ensure fully inclusive access to information for disabled passengers with sensory impairments.

Establishing a Welsh Bus standard – to establish uniformity of practices and procedures. Using incentives rather than punishments for bus operators using best practices. Rewards for service standards reached would improve passenger experiences. It is hoped that within the standard meeting disabled passengers' access requirements should be included as a determiner of good practice.

Coordination with health and education related transport to avoid duplication could enhance disabled passengers experience with different types of transport operating complementarily rather than as unrelated entities. Collaboration is key.

Youth Concessionary Fares Policy (which we cannot comment on in detail) However having a policy in place could enhance young people's passengers experience. Reducing fare costs could improve social inclusion of young people, and encourage more young people onto the bus.

Subsidies and service related bus services:

A roll out of an 'Orange Wallet' type scheme which should be adopted nationally by all bus operators, whereby disabled passengers can indicate whether they are deaf, have autism or require extra time to reach their seat in written flash cards contained in the orange wallet. Originally the orange scheme was aimed at individuals with Autistic spectrum disorders¹¹.

Improved, Continuing Professional Development accredited, driver training is a must – driver certificates of competence currently include a disability module which mainly concentrates on manual handling of wheelchairs and ramps etc. A more holistic approach to training content is required, including modules relating to improving service provision and delivery for disabled passengers which is in line with the Social Model of Disability. The Social Model of Disability recognises that people are disabled more by poor design, inaccessible services and other people's attitudes than by their impairment.

It is worth noting that Disability Awareness training is not the same as Disability Equality Training.

¹¹ <http://www.cardiffbus.com/english/feature-article.shtml?articleid=4289>

Disability Arts Cymru definitions¹²:

“Disability Awareness Training is often led by non-disabled people who are professionals in the medical or caring professions. This training has a medical focus; it informs participants about disabled people’s impairments, and ways of ‘overcoming’ disability.

Disability Equality Training is always led by trainers who are disabled people. The focus is on disabled and non-disabled people working together to overcome the disabling barriers in society. This training has a holistic focus, recognising that removing physical, financial and attitudinal barriers will create a more inclusive, accessible society.”

Disability Wales unequivocally supports the requirement that any disability related training should be delivered by appropriately qualified disabled people. We do not know if this is actually the case when bus operators provide in-house training. We reiterate that ‘Apps’ and online Widgets, etc should not be the only method of communication investigated. Exploration of offline communication methods are vital to prevent discrimination against a high percentage of disabled people who are ‘digitally excluded’.

Creating a disabled passengers’ charter was mentioned in the report. A common charter operating throughout Wales could potentially provide a consistent standard of accessible travel and guarantee, positive driver attitudes and access requirements are met. Avoid ambiguity and uncertainty for both bus operators and disabled bus passengers. Disabled passenger travel experiences could improve if there was a single access standard throughout Wales, whether a rural, town or city service. A reliable and guaranteed common access standard is a must for all bus operators to abide.

Commercial services collaborative working with health boards, especially when factoring in the budget cuts to health boards, could create a more joined-up transport network, utilising what is available and increasing disabled passengers’ access by providing services which meet their needs.

The Welsh Government could enhance their use of what is already available. For example continued liaison with Traveline Cymru in providing both travel information and disability access information to disabled passengers in accessible formats. Collaboration is key to ensuring successful bus service integration. (Which was one of the proposals in the Bus Policy Advisory Group Report.)

The Welsh Bus Passenger Survey, 2010:

Bus users with a disability or long term illness¹³ found that over half of all respondents, disabled people with a range of disabilities and non-disabled people too, relied on **printed timetables** to plan their journey. Respondent percentages ranged from 52% to 63%. The highest percentages were, 60% and 63% from respondents with sensory impairments, hearing loss and sight

¹² <http://www.disabilityartscymru.co.uk/training-and-consultancy/disability-equality-training/>

¹³ <http://gov.wales/docs/statistics/2011/110721sb652011en.pdf>

loss respectively.

Question 5 –what do you think Welsh local authorities should do to support bus and community transport services?

Provide financial support to ensure daytime and evening services that match the needs of residents in communities across Wales. Ensuring a regular, affordable, reliable, ‘attractive’ service which provides a real alternative to car use. It is very often the case that evening and weekend public transport provision is overlooked when funding decisions, timetabling and route planning are made.

Recurrent open dialogue and engagement events held in towns and cities could improve relations between Local Authorities, local bus operators and disabled passengers. Community Transport should also be involved and represented at these events accordingly.

Community Transport is key to ensuring disabled people who cannot access regular bus services still remain active members of their community. Funding for Community transport is an issue, so is affordability. Local Authorities could supplement Community transport providers to enable them to accept concessionary passes and companion passes on their services.

Welsh Government liaison to establish and incorporate tender ‘conditions’ which could be attached to all funding streams, to encourage operators to improve effectiveness of their services. In addition, potentially, imposing financial penalties for non-compliance. Using both the carrot and stick approach to ensuring disabled bus passengers access requirements are met.

Question 6 - what do you think about proposals to devolve bus registration powers to Wales? How should these be used?

Devolving Bus registration could prove positive because the Welsh Government would have powers to govern services and service providers. Greater control of service provision and delivery could be beneficial, ensuring a joined-up approach across Wales. Control of the registration process could mean that the criteria could be tightened up, enhancing surety of meeting disabled passengers access requirements. At the start of the tendering process, within the early stages of bus operators business plans, policies and procedures accessibility should be paramount considerations.

Wales’s geography could affect bus service provision and transport providers. If bus regulations were devolved, geographical barriers which

often prove to be a major public transport hurdle may be better understood within Wales by the Welsh Government rather than London. Unique challenges exist for bus operators in Wales, such as increased rurality and road infrastructure and route connectivity throughout Wales. Smaller bus operators servicing rural areas with comparatively low footfall could deem particular routes financially unsustainable. People in villages using services that run through less profitable routes would be left isolated if services were to cease on cost grounds. Financially the Welsh Government could assist smaller operators to continue servicing rural areas to prevent loss of services. There would be a dramatic negative impact on already isolated communities because many of these villages are often without train stations. Bus services to these areas are therefore even more of a vital lifeline. People without access to private vehicles, older and disabled people especially, would become cut off.

Reducing carbon emissions and the negative environmental impact of increased car use is important and is a long term strategy for the Welsh Government. We support initiatives to improve the environment. However, this climate change aim, which may require a paradigm shift in car drivers' attitudes, of decreasing car usage would become academic if there is no viable alternative transport available to disabled people due to bus inaccessibility or lack of bus services.

Question 7 – please tell us whether you think further powers to regulate the bus industry in Wales are required and why?

We cannot comment in-depth, however from a general perspective further powers could prove positive if this leads to greater consistency of service provision throughout Wales. This could be achieved by enhancing reliability, affordability and accessible, inclusive travel on buses throughout Wales. As a consequence disabled passengers should be guaranteed the same positive experience of bus travel throughout the whole of Wales on all buses.

Bus operators could be held to account, monitored and scrutinised by the Welsh Government. It is hoped that more scrutiny and powers to act when operators are not providing an appropriate accessible service to disabled passengers would improve bus service and passenger experience. It is essential that the Welsh Government take operators to task when access issues are not rectified, ensuring measures are put in place to improve service provision forthwith. Financial penalty initiatives could be imposed if access barriers are not removed within certain time frames.

Question 8 – what other action can be taken to ensure that bus and community transport services meet the needs of people in Wales?

Implementation of positive, active, open and meaningful engagement at Welsh Government level and at Local Authority level, utilising organisations such as Transport Focus and Bus Users Cymru to facilitate focus groups / events with local disabled people who use the bus and disabled non-bus users. Information gathering activities such as this would attempt to establish facts such as disabled peoples' concerns and suggestions for improvements. In the past Bus Users Cymru set up Deaf bus users meetings in Caerphilly on a regular basis. Currently Bus Users Cymru have 9 generic bus surgeries in the Valleys.

Collaborative working involving strategists and decision makers within all large and small Bus companies would increase their awareness of disabled peoples' access requirements and undertaking in conjunction with Disability Equality Training (delivered by suitably qualified disabled people), using a top down approach. It is hoped that specific training would enhance decision makers' knowledge of disability issues, identifying barriers and implementing solutions.

A standardised approach to inclusive, accessible bus services throughout Wales, using a joined-up network approach across Local Authority boundaries, including bus services that cross into England, is essential. A single approach would ensure a minimum level of guaranteed access disabled passengers can expect on bus services throughout Wales. (Currently, Welsh concessionary passes can be only used on bus routes that start and finish their journey in Wales).

To incorporate a truly joined-up approach bus operators and other transport providers could work in partnership to ensure disabled passengers' access requirements are met, thus enhancing service provision. Local Health Board transport provision, Community Transport and Local Education Authority transport could work together to foster positive relations and improve accessibility of bus services in local areas. Putting disabled passengers at the heart of the decision making process.

Please tell us anything else you would like to mention this topic, thank you for contributing to our inquiry.

To reiterate the importance of concessionary travel for **social benefits**. Concessionary travel brings many benefits to its recipients and the wider population. The concessionary travel scheme enables disabled people to actively contribute to the Welsh economy, utilising public transport to access employment, education, health and leisure services, and participating fully in society.

Concessionary passes **assist** the economy; passes enable many disabled people to become economically active and remain so, with free travel to and from work. Without the pass many disabled people would not be able to afford bus fares, they would be stuck at home and reliant on benefits, which

would have a detrimental effect on the wider economy and health. Enabling disabled people who work and can access buses to commute for free impacts positively on the employment economy and increases disabled people's spending power i.e. the 'blue pound'.

The Welsh Assembly Government is fully committed to improving the skills base of the Welsh population, especially 'NEETs'. Concessionary travel opens up **education and development opportunities** for many young disabled people, who are also more likely to be NEETS, so that they can contribute to and benefit from the skills agenda.

Statistics taken from National Statistics; Young people not in education, employment or training (NEET) (Year to 31 March 2015)

- The proportion of young people who are NEET is higher for disabled people than non-disabled people for each age group.
- The proportion of disabled people who are NEET rises from 15.7 per cent at age 16-18 to 41.6 at age 19-24.
- Similarly the proportion of people not disabled who are NEET also increases by age.¹⁴

For many disabled people who require access to **health** services the concessionary scheme is vital. Without the concessionary passes the cost of hospital travel could lead to missed appointments due to unaffordable bus fares which would be detrimental to disabled people's health and the NHS.

Removal / limitation of the concessionary scheme would exclude many disabled people from taking up leisure services, which may be essential to their physical health and hugely beneficial to their psychological wellbeing. Many disabled people need support to enjoy swimming, using a gym and so on, and concessionary passes make taking a companion possible. As independent access to such facilities is unreasonably difficult, if not impossible, penalising a disabled person by making it too expensive to take a companion would mean that they could not continue to reap the benefits, or experience the enjoyment available to non-disabled people. This is a clear **reduction of independent living**.

The concessionary travel scheme is an invaluable asset to disabled people and underpins the right to independent living set out in '**Article 19**' of the '**UN Convention on the Rights of Persons with Disabilities**'. The Welsh Government has adopted the **Social Model of Disability**¹⁵ and is fully supportive of the convention and the commitment to implementing **The Framework for Action on Independent Living**: One of the key priorities in the framework is accessible transport across **all** transport modes. Fully inclusive, accessible public transport is a vital enabler of independent living.

¹⁴ <http://gov.wales/docs/statistics/2015/150729-young-people-not-education-employment-training-year-31-march-2015-en.pdf>

¹⁵

Within the Social Model of Disability, the individual's body is less relevant because people are "disabled" through lack of access to buildings, information, communication, personal support, education, and employment and by the attitudes of others

UN Convention - Article 19: To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, which includes transport provision.

Loss of local bus services could scupper the principles of the **Well-being of Future Generations (Wales) Act 2015**. Whereby, public bodies, i.e. Local Authorities have a duty to ensure due regard towards well-being. Disabled bus passengers health and well-being could be impaired if local bus services disappear. Communities would become isolated, which would affect all residents, thus preventing non car users participating in all aspects of society from social, economic and health purposes.

Disclosure of information

Unless you ask us not to, we will publish your response. The Assembly's policy on disclosure of information can be accessed [here](#), please ensure that you have considered these details carefully before submitting information to the Committee. This policy can be requested in other formats by contacting the Committee Clerk.

Submitting evidence

If you wish to submit evidence, please send an electronic copy of your submission form to SeneddEcon@assembly.wales.

Alternatively, you send it to:

Clerk,
Enterprise and Business Committee
National Assembly for Wales
Cardiff Bay, CF99 1NA.

Cynulliad Cenedlaethol Cymru	National Assembly for Wales
Y Pwyllgor Menter a Busnes	Enterprise and Business Committee
Gwasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru	Bus and Community Transport Services in Wales
BCT 28	BCT 28
Age Cymru	Age Cymru



Evidence paper

Inquiry into Bus and Community Transport Services in Wales

**Enterprise and Business Committee
National Assembly for Wales**

October 2015

Introduction

Age Cymru is the leading national charity working to improve the lives of all older people in Wales. We believe older people should be able to lead healthy and fulfilled lives, have adequate income, access to high quality services and the opportunity to shape their own future. We seek to provide a strong voice for all older people in Wales and to raise awareness of the issues of importance to them.

We are pleased to respond to the Enterprise and Business Committee of the National Assembly for Wales' call for evidence into Bus and Community Transport Services in Wales. We have commented on those areas we believe are of significant relevance to older people in Wales.

Our response includes findings from a research study into older people's experiences of bus services in Wales. This research was carried out in 2013 by the Bevan Foundation on behalf of Age Cymru, and is based on the experiences of more than 300 older people.

Consultation questions

Question 1 – How would you describe the current condition of the bus and community transport sectors in Wales?

We are extremely concerned that local bus services remain vulnerable to spending cuts or commercial decisions by operators. According to a recent report by the

Campaign for Better Transport, there have been 70 cuts or alterations to bus services and 16 services withdrawn in Wales in the last year.¹

There is a danger that reductions in bus services mean that access to a whole range of services can become impossible for some older people. Many older people rely on buses to get out and about;² 48% of pensioner households do not have access to a car compared to 26% of all households.³

Given that the Community Transport Association 'State of the Nation report (2014)'⁴ 'reflects a time of uncertainty for the CT sector, partly in the way transport is funded in Wales for 2014/15 but also due to the ongoing challenges faced by the CT sector given wider economic pressures', we would be very concerned that reductions in CT services would mean that access to vital services can become impossible for those older people that are reliant on CT services. Community transport (CT) can play a crucial role in helping older people to access essential services by providing travel where public transport cannot or does not, and on a door-to-door basis for people with specific mobility needs. CT can provide transport for older people who are unable to use public transport services due to their location or mobility, and do not have access to alternatives such as their own vehicle or are unable to afford taxi fares.

Question 2 – why do you think the number of bus services and the number of bus passengers is declining in Wales?

We believe that cuts in funding taken by the Welsh Government and local government in Wales - such as funding for the concessionary travel scheme for older and disabled people (which, according to a recent report by Campaign for Better Transport,⁵ the Welsh Government has cut £5.45m since 2013) - have had an impact on the number of services available, with further consequences in terms of passenger numbers.

Cuts in bus services are ultimately commercial decisions taken by private bus companies based on commercial viability, but these are inevitably strongly influenced by public funding and government policies.

We welcome the continued commitment by the Welsh Government in maintaining free travel on local bus services for older and disabled people. This scheme is an indispensable part of the lives of many older people,⁶ providing a vital connection to services and amenities. Research has also found that it is invaluable in helping older

¹ Campaign for Better Transport (2015) Buses in crisis. A report on bus funding across England and Wales 2010-2015.

² Age Cymru (2013) Buses – a lifeline for older people. Older people's experience of bus services in Wales. A report by the Bevan Foundation for Age Cymru.

³ Welsh Government (2015) National Transport Plan 2015 – Draft. Equality Impact Assessment – Part 1 and Part 2.

⁴ CTA (2014) A CTA State of the Sector Report. Wales 2014. CTA Cymru Wales. Community Transport Association.

⁵ Campaign for Better Transport (2015) Buses in crisis. A report on bus funding across England and Wales 2010-2015.

⁶ Older People's Commissioner for Wales (2014) The Importance and Impact of Community Services within Wales.

people in Wales to retain their independence and remain active.⁷ Furthermore, the scheme has directly supported the sustainability of a number of bus routes, which would not be commercially viable without the income it provides. We believe it is essential that this scheme is protected. This must include consideration of the rate of the reimbursement for service operators or there is a danger that socially important routes that do not make a profit will be lost.

Question 3 – what do you think is the social, economic and environmental impact of recent changes in bus and community transport service levels?

Bus and community transport services are vitally important in helping older people to maintain independence and well-being. They can ensure that communities, services, facilities and amenities are accessible to older people.

In terms of social impact, we believe that fewer bus and community transport services would lead to an increased risk that isolation and loneliness will impact upon older people's well-being. It is essential that older people in all areas have the means to get out to buy food, get medical attention, get money and pay bills, and have social contact. These are basic features of a decent life and ought to be a high priority in transport policy.

There is a danger that reductions in bus services mean that access to a whole range of services can become impossible for some older people. Access to essential services is crucial for older people. One of the key findings of our research⁸ was that getting to and from hospital is a major problem for many older people, the heaviest users of secondary care services, even in urban areas. The reconfiguration of health services across Wales is likely to lead to additional transport challenges for some older people. If specialist services are further away and there is an expectation that people will have to travel, it is vitally important that transport links are given due consideration.

Question 4 – what do you think the Welsh Government should do to support bus and community transport in Wales?

We reiterate our response to Question 2 (above) regarding the free bus travel scheme for older and disabled people. Given its importance to older people, the Welsh Government must continue to support this travel scheme for all older and disabled people. This must include consideration of the rate of the reimbursement for service operators or there is a danger that socially important routes that do not make a profit will be lost.

As quoted above, there have been 70 cuts or alterations to bus services and 16 services withdrawn in Wales in the last year.⁹ Given that one of the key priorities of the Welsh Government's draft National Transport Plan is 'Access to services', and

⁷ Older People's Commissioner for Wales (2010) Concessionary Bus Pass Research.

⁸ Age Cymru (2013) Buses – a lifeline for older people. Older people's experience of bus services in Wales.

⁹ Campaign for Better Transport (2015) Buses in crisis. A report on bus funding across England and Wales 2010-2015.

that the draft Plan's Equality Impact Assessment¹⁰ identifies that '48% of pensioner households do not have access to a car', we believe that the Welsh Government must monitor and respond to cuts and changes to bus services, with particular reference to the ability of older people to access key services.

We welcome the Welsh Government's intention in their draft National Transport Plan to 'provide funding to support socially necessary services'. Our research¹¹ highlighted significant concerns about the poor frequency of daytime services in rural areas, and services in the evenings and Sundays in all areas.

We believe that the Welsh Government, local authorities and health boards across Wales must seek to develop effective, co-ordinated transport links in light of the reconfiguration of health services across Wales, to enable older people to access these vital services.

We welcome the recommendations of the Bus Policy Advisory Group that network partnerships should be established comprising local authorities, bus operators, bus users and key trip generators including health care providers to review and develop services, and that the co-ordination of health related transport with commercial and subsidised services should be encouraged.¹²

We welcome the Welsh Government's intention in their draft National Transport Plan to 'develop options for targeted funding for bus and community transport services focused on rural services, access to hospital and other key services and access to employment sites'. We believe this should be a priority for the Welsh Government given the serious impact that a lack of access to key services can have.

The Welsh Government reduced the minimum threshold to be allocated to Community Transport (CT) to 5% of the Bus Services Support Grant (BSSG) which is allocated directly to local authorities, although its guidance recommends a target of 10%.¹³ This policy change should be kept under review as we are concerned that it may have a negative impact on the sustainability of some services.

CT operators cannot claim funding under the Welsh Government's free bus travel scheme, and most CT schemes involve charging. There is an anomaly, therefore, whereby people entitled to free bus travel in Wales are charged for using community transport; we believe that this should be addressed for the future by the Welsh Government.

Question 5 – what do you think Welsh local authorities should do to support bus and community transport services?

Many local authorities are responsible for the provision of bus stations, bus shelters and for passenger information, and we believe that improvements are needed in

¹⁰ Welsh Government (2015) National Transport Plan 2015 – Draft. Equality Impact Assessment – Part 1 and Part 2.

¹¹ Age Cymru (2013) Buses – a lifeline for older people. Older people's experience of bus services in Wales.

¹² Bus Policy Advisory Group (2014) Report of the Bus Policy Advisory Group. 24th June 2014 report.

¹³ CTA (2014) A CTA State of the Sector Report. Wales 2014. CTA Cymru Wales. Community Transport Association.

these areas, in terms of improved infrastructure at bus stops such as seating, shelter and lighting, and accessible information about bus services.

For older people with limited mobility, getting to the bus stop is a significant issue, compounded by a lack of facilities at bus stops. Some older people are able to walk short distances and stand for short periods only, so more bus stops and shelters with seating would help to make public transport more accessible. Age Cymru research¹⁴ highlighted concerns over the absence of seating at bus stops, and that many rural bus stops have no effective shelter from adverse weather.

We welcome the Welsh Government's intention regarding the 'Bus Stop Improvement Programme'¹⁵ which proposes to upgrade 10% of shelter stock on key corridors in South East Wales in terms of the provision of improved waiting facilities to assist all passengers, particularly those with reduced mobility.¹⁶ We believe that this programme should be extended to other areas of Wales.

It is essential that older people can easily access information about public transport services. Our research study¹⁷ highlighted that accessing information about bus services, especially when several operators provide services on the same route, can be very difficult. Lack of information was mentioned as a reason why some older people did not use the bus.

Our research also highlighted problems with the readability of timetable information for anyone with slight eyesight impairments. We believe that the provision of information about bus services should be accessible in various formats; many older people are not able to use, or do not have access to the internet, and therefore may not be able to access such information if it is provided online only. Services provided online need to be high quality and easy to use, whilst offline services should be of equal quality and fully accessible.

The Bus Policy Advisory Group reported that a lack of or incorrect information is one of the most common complaints made by bus users. They highlighted that passengers need simple, easy to understand information, available in multiple formats including various digital platforms as well as paper and telephone. We welcome their recommendation that an information task force be established to improve the availability of information.¹⁸

Question 6 & 7

Q6 - what do you think about proposals to devolve bus registration powers to Wales? How should these be used?

Q7 - please tell us whether you think further powers to regulate the bus industry in Wales are required and why?

¹⁴ Age Cymru (2013) Buses – a lifeline for older people. Older people's experience of bus services in Wales.

¹⁵ Welsh Government (2015) National Transport Plan 2015 – Draft. Consultation Document.

¹⁶ Ibid.

¹⁷ Age Cymru (2013) Buses – a lifeline for older people. Older people's experience of bus services in Wales.

¹⁸ Bus Policy Advisory Group (2014) Report of the Bus Policy Advisory Group. 24th June 2014 report.

Age Cymru would support proposals to regulate the bus industry in Wales (in respect of bus service registration) as this would complement existing devolved powers over transport policy.

We would hope that further powers to regulate the bus industry in Wales would lead to better integration of bus services with other forms of transport including rail and community transport.

Question 8 – what other action can be taken to ensure that bus and community transport services meet the needs of people in Wales?

Findings from our research¹⁹ confirm that older people who do use the bus are generally satisfied with the service they receive. Improvements that older people would most welcome concerned greater frequency, during the day in rural areas and in the evenings and on Sundays across the board. They also identified the routes served by buses and the proximity of bus stops to destinations as barriers to bus use, as well as reliability of services and a variety of other issues such as lack of information and poor facilities. Issues associated with disability cut across these areas.

Frequency: the main concerns were regarding services that were less than hourly, or which were very irregular, as these could force older people to spend longer at their destination than they would like and meant very long waits if a service was delayed or cancelled. Evening, Bank Holiday and Sunday services were a particular concern. In some cases there was no service at all; this was particularly the case in rural areas.

Routes and destinations: It was suggested that bus services would be better if they served a wider range of destinations or had routes that went closer to certain destinations. Some said destinations required a change of bus, often with poor connections between them. Related to this, some respondents pointed out that the routes of some buses did not go close either to people's homes or to their ultimate destination, meaning that some people are more than 20 minutes walk away from the bus stop. This was felt to be too far, especially for anyone with even a minor mobility impairment or with heavy shopping.

Others described how buses stop at the edge of facilities such as supermarkets and hospitals rather than going right to the entrance. It was pointed out how many new developments, including public services, were situated in places that had limited public transport services, or where the bus stop was some distance away or across a busy road or down a steep hill from the service in question.

Reliability: A number of older people identified reliability as a key issue for them. While they appreciated that sometimes buses were held up in traffic, they were less forgiving of buses that broke down or simply failed to turn up. The impact of poor reliability is made worse by the lack of information at the vast majority of bus stops,

¹⁹ Age Cymru (2013) Buses – a lifeline for older people. Older people's experience of bus services in Wales.

and the way the very poor facilities for those waiting e.g. the absence of seats or effective shelter from bad weather.

Disability and impairment issues: Cutting across the issues of frequency, routes and reliability is the issue of disability. It was clear that disability or impairment affected the bus use of some older people. Some said their ill health or impairment meant they could not use the bus at all. When disabled older people did attempt to travel, they faced multiple difficulties from accessing the bus itself to getting to and from the bus stop and to getting information about services. A number said that buses were not always fully accessible and that they needed help to use them.

We hope these comments are useful and would be happy to provide further information if required.

Cynulliad Cenedlaethol Cymru	National Assembly for Wales
Y Pwyllgor Menter a Busnes	Enterprise and Business Committee
Gwasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru	Bus and Community Transport Services in Wales
BCT 20	BCT 20
Ffederasiwn y Busnesau Bach	Federation of Small Businesses

Consultation questions

Question 1 – how would you describe the current condition of the bus and community transport sectors in Wales?

Most evidence indicates that the quality of service provided by the Bus and Community Transport sectors in Wales is in relative decline, even as fares and levels of subsidy increase. Wales has also seen declining demand for bus services in the recent past.

See “A Fare Deal? Regulation and Financing of Bus Services in Wales” by Professor John Preston for Public Policy Institute Wales¹ for a comprehensive overview of the current state of the bus and community transport sectors in Wales.

FSB Wales members report dissatisfaction with the current provision of bus services which do not meet the needs of business in terms of provision, frequency and reliability.

Question 2 – why do you think the number of bus services and the number of bus passengers is declining in Wales?

The number of bus trips per head has declined by 33% (adjusted for population growth) in Wales in the period 1985/6 to 2012/13. This has been accompanied by an increase in car use, particularly two car households and amongst retired households. The latter accompanies a broad increase in the number of retired households in Wales.

We have also seen fare increases in Wales during the same period of 33% with above inflation increases common² across the period.

A survey of FSB Wales members conducted in summer 2014 highlighted a lack of appropriate bus services at times which allowed business owners, staff or customers to use them. Comments were also received regarding bus stops being too far away, bus services being infrequent, unreliable and expensive.

¹ <http://ppiw.org.uk/files/2014/11/Regulation-and-Financing-of-Bus-Services.pdf>

² <http://www.walesonline.co.uk/business/business-opinion/how-public-fall-love-buses-10000521>

Question 3 – what do you think is the social, economic and environmental impact of recent changes in bus and community transport service levels?

Bus services have a key role to play in social and economic mobility across Wales, but particularly in rural areas; and in lowering vehicle based emissions, especially in our more urbanised areas.

Changes in the pattern of use and supply of bus services have the potential to significantly alter people’s access to employment and services.

Previous responses to this committee by the FSB highlight members concerns with the state of Wales’ transport network³, with 33% emphasising the need to lower public transport fares and 29% highlighting the need to improve public transport in rural areas. More specifically, 18 and 22% mention the need to improve bus and rail services respectively.

Based on the last Welsh Bus Passengers survey (2010) we can see that nearly a half of all bus users primarily use services for commuting to work or education. Changes in access to bus services will have a significant impact on those people who rely on bus transport as their primary means of transport. Second to commuting purposes comes “shopping”, and we should recognise the importance of readily available public transport to town centres and businesses within town centres to ensuring their ongoing prosperity and success.

Question 4 – what do you think the Welsh Government should do to support bus and community transport in Wales?

The Welsh Government has invested significantly in bus and community transport in Wales, with subsidy levels for Welsh services at record levels. However, it is clear that the current approach is either not working, or having very little impact on reducing what appears to be a long running decline in demand for bus services in Wales.

Welsh Government should look to ways of creating a fully integrated transport system in Wales and in the absence of full regulatory powers, should explore innovative ways of supporting bus services in

³ <http://www.fsb.org.uk/policy/rpu/wales/images/final%20integrated%20transport%20inquiry.pdf>

Wales. The Welsh Government should also work closely with Local Authorities to ensure that bus contracts include quality of service clauses for example. The Welsh Government should also establish Regional Transport Authorities to oversee travel across Wales' economic regions.

Question 5 – what do you think Welsh local authorities should do to support bus and community transport services?

In the absence of bus registration and regulation powers, Welsh Local Authorities can and should outline greater standards for quality of service within bus contracts. Welsh Government could have a role in supporting and co-ordinating such action and ensuring standards of contracts across Wales.

Question 6 – what do you think about proposals to devolve bus registration powers to Wales? How should these be used?

Bus registration power should be devolved to Wales in short order, and current wrangling over the shape of the next Wales Bill is worrying in this regard.

Bus registration powers will give Welsh Government scope to ensure quality of service provision on the Welsh network and may allow Welsh Government to explore alternative models of providing services in rural areas. It will also mean operators, who are currently heavily subsidised by Welsh Government, have far greater accountability to the WG and can be more directly required to pursue goals in line with Welsh Government policy.

However, FSB Wales supports the full devolution of bus regulation to Wales and believes the devolution of bus registration does not go far enough.

Question 7 – please tell us whether you think further powers to regulate the bus industry in Wales are required and why?

Full powers to regulate Wales' bus industry should be devolved to Welsh Government. Welsh Government should be in a position to create a fully integrated public transport system for Wales, to encompass bus and rail travel.

Full devolution of powers over Welsh bus services would allow the Welsh Government to put in place bus quality contracts in Wales. Quality contracts would constitute a limited re-regulation of the bus

market and would move bus services closer to the franchise system used on the railways. The creation of a more regulated bus network could also increase scope for public transport integration via the use of contracts between Welsh Government/Local Authorities and bus companies.

Question 8 – what other action can be taken to ensure that bus and community transport services meet the needs of people in Wales?

FSB Wales has called for the establishment of “Transport for Wales” to ensure a fully integrated Welsh transport system which assesses all new transport infrastructure on a new methodology. This methodology should give additional weighting to projects in rural areas and those which bring sustainable economic benefits. We believe such an approach would result in more effective investment in bus and community transport initiatives.

Please tell us anything else you would like to mention this topic, thank you for contributing to our inquiry.

Cynulliad Cenedlaethol Cymru	National Assembly for Wales
Y Pwyllgor Menter a Busnes	Enterprise and Business Committee
Gwasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru	Bus and Community Transport Services in Wales
BCT 37	BCT 37
Cymdeithas Cludiant Cymunedol	Community Transport Association

Consultation questions

Question 1 – how would you describe the current condition of the bus and community transport sectors in Wales?

The Community Transport Association (CTA) is the national membership association for community transport organisations in England, Scotland, Wales and Northern Ireland. CTA Wales works to support, advocate and promote the community transport sector in Wales. In preparation for this response we conducted a consultation exercise with our members through our community transport forum meetings, committee meeting and through the receipt of written responses. This inquiry response focuses primarily on the community transport sector however we have commented on bus services where we feel appropriate.

The inquiry comes at a time of uncertainty for the community transport sector, partly due to changes in the way transport is funded in Wales, but also due to the ongoing challenges faced by the community transport sector generally. In order to gain a deeper understanding of the current condition of the community transport sector this inquiry response will outline the challenges faced by the sector in turn.

In summary:

- Surveys suggest a growing demand for community transport services.
- Responding to increasing demand is restricted by:
 - Some legislative constraints of permit transport
 - Perception of decision makers that community transport is a low cost or no cost alternative

- Short term funding arrangements
- Cuts in public funding
- Increasing use of procurement for small scale services
- Issues affecting the number of volunteers

The community transport sector continues to address transport barriers faced by some of the most vulnerable people in society. The sector continually seeks to develop and maintain new services that strive to support access to public services, employment and empower people to pursue happy and independent lives. Community transport has always succeeded in finding innovative solutions to transport issues within the regulatory frameworks that govern the sector. Nonetheless, CTA is aware of increasing pressures from multiple directions that are undoubtedly eroding the ability of the sector to adapt and respond in the face of increasing demand for its services.

1. Community transport regulation

Community transport is regulated differently from conventional bus services. Community transport, excluding community car schemes, is principally run under section 19 or 22 permits. Under section 19 and section 22 of the Transport Act 1985 organisations who operate in GB **without a view to profit** can obtain a permit exempting them from the need to hold a PSV or PHV operator's licence when providing transport for a charge. Under specified conditions, the drivers of certain vehicles are exempt from the need to have PCV entitlement on their driving licence.

An example of a community transport service which is commonly delivered in Wales is a 'Door-to-door dial-a-ride service' run under section 19. These are services for individuals who can't, or find it difficult to, use or access mainstream transport services. People are usually picked up from their homes and dropped off at their destination. Section 19 permits may be granted to organisations who operate vehicles **without a view to profit** to transport their members or people whom the organisation exists to help. Service users have to be members of the community transport organisation to use section 19 services. In addition, many community transport organisations provide contracted services under S19 legislation to public service commissioners.

CTA's State of the Sector Wales report (2014)¹ demonstrated that the sector has experienced an increase in the number of community bus services run under a section 22 permit. This community bus service is a demand responsive or fixed route transport service, available to the public, and therefore passengers are not required to be a member of the organisation. Crucially a vehicle being used under a permit **must not be used with a view to profit nor incidentally to an activity which is itself carried on for profit**. This restriction prevents community transport organisations for entering into contractual relationships with profit making organisations or to undertake any activity which could result in that commercial organisation making a profit. One organisation commented *"There is a constant demand on the organisation to become self-sufficient and self-financing, and to take an entrepreneurial attitude towards its activities. We have followed this avenue but have found that the regulations and red tape are stifling our efforts"*.

The non-profit aspect of section 19 and 22 permits does create a barrier to achieving financial sustainability and as a result community transport organisations are very much reliant on funding/transport subsidies. It is quite often wrongly assumed that as some community transport services are volunteer led they do not require funding. One organisation commented *"The idea that we can give a service on the cheap because we use volunteers is misleading. Our organisation has organisation costs, and salaries to pay as well as paying expenses to our volunteers"*. It is true that many aspects of the business model for many community transport operations (for example, high levels of volunteer involvement - people freely giving their time and sometimes their own vehicles for the benefit of others, no imperative to pay a dividend to shareholders) means that they can offer good value per passenger journey, often doing more than they are paid to do. In addition, community transport organisation's providing services under contract often employ paid drivers due to the need for continuity so overheads are not necessarily less than commercial companies, but the expectation is very different. However it is important to acknowledge that whilst community transport can sometimes provide cheaper alternative services these cannot be operated without some form of investment. In some circumstances the cost per trip can be higher than in mainstream public transport, owing to the personalised and specialist nature of community transport services. Additionally quite often charging passengers for all the costs would put the services beyond the reach of the very individuals and groups that community transport exists to serve.

¹ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

Community transport is particularly well-placed to step in where conventional services are not viable or available and can use or adapt any passenger-carrying vehicle to do exceptional things. However the lack of understanding of the constraints causes particular difficulties for the community transport sector. Many community transport organisations would welcome the opportunity to support public transport as a means of improving viability, such as running feeder services as suggested by the Bus Policy Advisory Group². Although any proposals would need to be carefully planned, legally compliant and developed in partnership with the community transport sector because this has potential to infringe on the legislation preventing CT from providing services incidental to profit Also as the demand for 'traditional' community transport services is increasing (see question two) but many organisations do not have the capacity to develop new services, especially not without increased funding. In order for the community transport sector to play an increased role in the transport system yet remain within the legislative boundaries of permit based transport, it would require additional and sustainable revenue and capital funding.

The sector has raised concerns that there have been unrealistic expectations placed on them. CTA Wales has established that some community transport organisations feel there is a widespread assumption that their services will grow to fill the gaps that commercial providers leave when their services are withdrawn. However, whilst filling transport gaps is key function for community transport organisations, the current level of resource limitations often prohibit them from plugging gaps left by withdrawal of commercial operators. The situation is further compounded by the time frames imposed where community transport is often turned to as the last resort rather than looking to community transport solutions at the outset. Any service which a commercial operator has been unable to make work is unlikely to be viable without some subsidy and it is unreasonable to expose small charities to significant commercial risk. One response states *"Community Transport should also be looked at as a necessary part of the transport infrastructure. It's a necessity to fulfil the gaps that cannot be covered by commercial operators, however, this is often looked at as community transport being 'the cheap alternative' rather than part of the whole transport system"*.

The community transport sector is highly diverse and whilst some operators can deliver on larger scale transport needs, it is important

² <http://gov.wales/docs/det/report/140717-review-bus-policy-advisory-group.pdf>

to recognise that some of the smaller community transport organisations deliver very specific niche services. Pressure on these smaller organisations to develop into larger scale transport services needs to be avoided, or it could undermine the small but vital transport links that so many isolated and vulnerable people depend upon. One organisation stated “*Commercial services just do not provide the sort of service we provide to the sector of the population who need help with transport. Most of our services are bespoke services helping those with concessionary bus passes actually access suitable transport so that they can access health services, shopping, etc*”.

2. Funding

The current economic climate and the cuts to public expenditure have had a significant impact on community transport organisations. The community transport sector is not alone in feeling the effects of the current climate but it remains one of its most significant and complex challenges. Despite the increase in demand (see question 2) there has been a significant decrease in the funding arrangements for community transport resulting in growing unmet needs with associated risks.

(i) Welsh Government funding

The Welsh Government funding for community transport has experienced considerable change over the last five years. In January 2014, the Welsh Government introduced the Bus Services Support Grant (BSSG) for Local Authorities to administer. Disappointingly, the Welsh Government reduced the minimum threshold to be allocated to community to 5%; however its guidance “*strongly recommends that a figure of 10% is achieved*”. In preparation for the inquiry CTA Wales wrote to every local authority to ask for information on funding including the percentage of the BSSG allocation to community transport. To date not all local authorities have responded but what has been apparent is that the allocations vary considerably ranging from the minimum 5% to the maximum 10%. A 10% allocation does not necessarily mean that the community transport organisations in a local authority area will get a better deal as it can also depend on how many organisations receive the allocation. For example in the more

rural areas such as Powys where there is a greater prevalence of community transport a 10% allocation gets dissipated across a considerably larger number of community transport organisations.

Despite local authorities continuing to work regionally there is inconsistency in administration and management of BSSG across the regions. Some regions base payments on live mileage i.e. Kilometre support and other regions allocate funding on a grant basis. The interpretation of the BSSG guidelines on what can be funded is also inconsistent. Some local authorities do not pay for any 'dead mileage' i.e. the distance before passenger pick-up which causes particular difficulties for community transport organisations in rural areas.

The BSSG is currently awarded on a yearly basis and where budgetary decisions have not been finalised until well into the financial year, some community transport organisations have been forced to drain their financial reserves. The short-term funding arrangement is not only preventing organisations from ensuring charitable financial prudence but also prohibits forward planning and the achievement of long-term sustainability. The uncertainty and delays with BSSG make it impossible for organisations to achieve effective strategic or business planning, impacting on delivery and strategic development within the sector. Most importantly for the sector, short term funding inhibits organisations from making medium or long term commitments to their users and can restrict the ability to recruit, retain and invest in the best staff and volunteers. The Bus Policy Advisory Group report (2014)³ also recommended longer-term funding and better governance arrangements.

The continual changes to the funding arrangements for community transport and the current BSSG funding arrangements means that for some community transport organisations there is an element of 'pot-luck'. When allocating the funding there is very little consideration of how the sector can work together with local authorities and Welsh Government (in terms of strategic planning) which leaves little opportunity to foster innovation. Most disappointingly from a third sector perspective, decisions are often made without consultation of the community transport organisations or the communities

³ <http://gov.wales/docs/det/report/140717-review-bus-policy-advisory-group.pdf>

themselves, to ascertain where there is the most need.

As there are no capital funds available the sector is facing a considerable challenge in terms of vehicle replacement. CTA's State of the Sector Wales report (2014)⁴ found that 17.5% of accessible minibuses are over 7 years old and a further 37% are between 5 and 7 years old. This presents financial challenges for both maintenance and eventual replacement of vehicles and is likely to lead to many community transport organisations having to reduce their services.

The end of the Community Transport Concessionary Fares Initiative (CTCFI), which ceased in April 2013 after eight years, is still having an impact on the sector. The CTCFI provided stability to the sector and CTA Wales submitted a petition, with nearly 5k signatories, to the National Assembly in 2012 for its continuation⁵. The CTCFI also cultivated an expectation among passengers regarding the use of bus passes on community transport services so when the scheme ended, it forced some organisations to change their services from being run on s.19 permit to s.22 permit. These changes have seriously affected financial viability of some organisations. One organisation commented *"[There needs to be] recognition that CT services delivering on-demand routes on Section 22 cannot operate the service without financial support because they cannot always recuperate costs through paid fares and concessionary fares"*.

For some organisations, the move from delivering section 19 services to section 22 has led to financial instability. This financial instability has mainly arisen as a result of the low reimbursement rates for the concessionary fare (despite the fact they should be no better or no worse off as a result of participating in a concessionary scheme). Community transport organisations are further disadvantaged as they are often required to remove seats to accommodate wheelchairs but can only claim reimbursement for the one passenger. Also one organisation reported that the financial viability of the organisation had been affected by the move from section 19 to section 22 services as they had experienced reductions in membership fees as a result (service users of section 22 are not required to be members). It must therefore be recognised that community transport organisations

⁴ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

⁵ <http://www.senedd.assembly.wales/mgIssueHistoryHome.aspx?IId=3292&Opt=0>

delivering on-demand routes on Section 22 cannot operate the service without financial support as they cannot always recuperate costs through paid fares and concessionary fares.

One organisation has reported that their section 22 service proved popular with passengers travelling for health appointments with an average of 190 health related passengers per month accounting for 25% of all passengers carried. The average fare is £3 per passenger which is calculated on a not for profit in accordance with permit based transport, however between 90-95% passengers use their concessionary bus pass on this service. With a current reimbursement rate of 68% for concessionary fares, this means that they lose 96p per passenger which multiplied by the number of passengers equates to a financial deficit of up to £172 per month and £2073 per year for just one service. The situation is then further compounded because the permit based transport does not allow them to run profitable services in order to cover such losses.

As the principle motive of community transport organisations is to address local need, rather than make a profit, they often have a much higher threshold when deciding whether or when to stop running a service. Some organisations who were 'encouraged' to go down the section 22 route have been using charitable reserves to keep the services going.

(ii) Local Authority funding

Some community transport organisations also receive discretionary financial and/or in-kind support from local authorities. However as local authorities face increasingly difficult decisions on spending priorities, community transport funding has come under significant pressure. Most community transport organisations across Wales have seen their funding from their local authority funding reduced or cut completely. Local authorities who have tried to support community transport in other ways through vehicle sharing, have indicated that they will not be in a position to replace vehicles once the current leases expire.

(3) Procurement and commissioning

Community transport services are now increasingly forced into tendering arrangements to secure contracts for additional work, such as school transport to supplement their finances. CTA's State of the Sector Wales report (2014)⁶ showed that there has been a significant area of growth in non-emergency patient transport. However it must be recognised that smaller community transport organisations, providing valuable local services, may well not want to expand into additional contracted activities. Some community transport organisations feel that they are being pressured into tendering for services due to changes in the way the sector is funded exposing them to significant financial risk. *"There is a balancing act between taking on regular work (school, social services transport) to gain a regular income and remaining accessible at all times for those who cannot access regular public transport"*. Services which were previously grant funded e.g. Dial-A-Ride, are now included in procurement exercises despite the fact that by their very nature, they aren't commercially viable and such tender exercises invariably result in market failure.

There is a willingness and understanding on the part of community transport organisations regarding the need for change, however community transport organisations often find the procurement and commissioning process impossible to navigate, as it is unclear, unduly complex or introduces significant barriers to entry through the eligibility requirements. One organisation stated *"We avoid procurement opportunities as we don't have the expertise to deal with the complex issues involved and sometimes those offering opportunities are not aware of what CT has to offer"*.

Additionally, there appears to be a high degree of variability in the receptiveness of public bodies to consider social value ahead of procurement. The feedback from community transport organisations supports this assertion as they state that provisions for social value are currently not evident in the procurement and commissioning process. Another difficulty is that procurement officers do not necessarily have an understanding of transport and will not understand the uniqueness of community transport. Often requirements are onerous and unnecessarily e.g. requiring drivers to have a PCV entitlement. CTA Wales would like to see the improved

⁶ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

utilisation of Community Benefit Clauses and would encourage public sector bodies to include Community Benefit Clauses in tender documents.

(4) The European Dimension

The effects of EU driver licensing harmonisation, which took effect in 1997, mean that an increasing number of drivers who first passed a driving test from 1997 onwards are restricted in the vehicles they can drive and the services on which they are used. Since incorporation of the EC Directive in 1997, the pool of available 'existing' drivers has gradually decreased and the community transport sector has increasingly struggled to secure new volunteers and to engage paid drivers. This problem is going to get progressively worse especially as organisations do not have the funding for D1 driver training.

The move away from grant funding to procurement has further added to the concerns of commercial operators that community transport is direct competing with them for work and has an unfair competitive advantage. In response to complaints raised by commercial operators the EU Commission has started infraction proceedings against the UK Government in relation to the permit regime. The permit system has worked for over 30 years, serving both community transport organisations and passengers. The community transport sector is currently facing challenges which threaten its very existence. Most recently the European Commission found in favour of local authorities with regards to complaints made against them that claimed breach of state aid rules. However despite the favourable case law, and that the fact the infraction proceedings are still outstanding, local authorities are erroneously erring on the side of caution when it comes to engaging in contracts or funding for community transport.

(5) Volunteer recruitment

Given the reliance on volunteers, it is worrying that organisations report that one of their biggest challenges is the recruitment and retention of new volunteers. Comments from organisations included: *"Age and health causes our volunteers to retire; at present we are not getting as many joining as leaving", "Our main concern is the availability of volunteers in the future, as far less individuals of retiring age are coming forward to assist volunteer organisations*

such as ours” and “*It appears that prospective retirees may have to continue working*”. Another issue highlighted above is that volunteers who passed their driving test on or after 1 January 1997 are restricted in some circumstances in their ability to drive 9-16-passenger-seat vehicles.

Volunteer recruitment needs to be prioritised as it is likely to have a huge impact on delivery in the longer term. Organisations are also experiencing difficulties recruiting charitable trustees who are essential to ensure good governance. Community transport organisations also need to have the capacity to support and supervise volunteers and be able to offer personal development opportunities. Community transport is often said to be a cost-effective means of delivering transport because of its volunteer workforce. However, adequate funding needs to be in place to ensure that volunteers are rewarded for their efforts and are afforded a high-quality experience. Volunteers also need to be trained to ensure that the sector meets CTA’s performance quality standards e.g. MiDAS.

Question 2 – why do you think the number of bus services and the number of bus passengers is declining in Wales?

Please note response is in relation to the community transport sector.

In summary:

- Demand for most community transport services is growing not declining (except for group hire services).
- Resources and funding is a limiting factor in responding to growing demand.

CTA is pleased to report that current evidence suggests the number of passengers using community transport is actually increasing. Whilst the journeys community transport delivers account for a small proportion of the total passenger journeys made every year by the public, their significance in improving the lives of the people who use these services is undeniable. The CTA State of the Sector report for Wales 2014⁷ demonstrated that there has been an increase in range of services provided by community transport organisations. Additionally there has been a 20% increase in the membership of community transport organisations since austerity measures were

⁷ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

introduced in 2010 which also further demonstrates the increased need and demand for services and the correlation between reduced public service investment and demand for community transport. Membership increases are an important indicator of increased demand as s.19 permit regulations demand that service users must be members of the organisation in order to benefit from services run with a s.19 permit. The number of passenger journeys also increased in 2013 and totalled 2 million, with a total journey mileage of approximately 6 million miles.

As previously mentioned above community transport organisations have also been under financial pressure to secure contracted work in order to ensure the financial sustainability of their organisation.

“There has been a significant increase in the demand for community transport over the last two years especially in transport for the elderly and for young people. This is related to the fact that in these two cases there is usually no car transport and access to bus routes is often difficult or not available in these rural areas. The number of elderly people is increasing and even though they may live only 1 mile from the bus stop this is often impossible to achieve if you have difficulty in walking”.

The majority of the consultation responses also supported the findings of the CTA’s State of Sector Wales report (2014)⁸ which indicated an increase in demand for services. The only area which has witnessed a decrease is ‘group transport’ or ‘group hire’ as less community organisations, or their members, have the money or volunteers to do social activities.

As a result of the rising demand for both traditional services, and the pressure for community transport organisations to take on additional contracts, many organisations feel their capacity is stretched to their limit. There is likely to be a further increase in demand for services due to the ageing population and the poorer health record of people living in Wales and yet there is an ever reducing income. Against the backdrop of increased demand as a sector we recognise that we also need to find the time and capacity to work better in collaboration, support an integrated transport system and manage the unrealistic

⁸ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

pressures to replace conventional services.

Where there has been a reduction in community transport services this has been predominately due to the reductions in revenue funding and capital (some organisations have reduced services as they have been unable to replace vehicles). As mentioned above there is a much higher threshold for community transport organisations when deciding whether and when to stop running a service. Some organisations have been using charitable reserves to keep the services going. This finding is striking as essentially some key public transport services are being propped up using charitable funds. However one organisation stated that despite the popularity of their section 22 service, it is financially unsustainable and will be withdrawing it shortly.

Question 3 – what do you think is the social, economic and environmental impact of recent changes in bus and community transport service levels?

In summary:

- Community Transport supports the more marginalised and disadvantaged in society.
- Reduction in commercial services often leads to increasing demands on community transport.
- Cuts to community transport therefore has a significantly greater socio-economic impact due to the characteristics of the people supported by these services.
- Environmental impacts are negative through creating circumstances that increase dependence on cars and reduced ability of community transport to invest in cleaner, more fuel efficient vehicles

The social and economic impact of the changes in bus and community transport levels has been summed up in a report by Sustrans (2012) who states that *“The rising cost of transport and the inadequacy of our public transport system means people feel excluded and isolated, unable to access opportunities, from jobs to healthcare, that many take for granted”*.⁹ Since the Sustrans report in 2012 there have been further cuts to bus services which is having a profound impact on people living in both urban and rural areas of Wales.

⁹ http://www.sustrans.org.uk/sites/default/files/images/files/Access%20Denied_eng.pdf

Many third sector organisations assert there has been a disproportionate effect on the lives of some groups of people as a result of decisions to cut or reduce bus and community transport funding across Wales. Many third sector organisations have presented examples of the impact of the cuts to bus and community transport services on the health and wellbeing of people with protected characteristics.

Our Wales State of the Sector report (2014) reported that 84% of the organisations who responded are providing services for disabled people¹⁰. One organisation commented *“There is poor provision of reliable safe transport for the disabled”*. For many disabled people community transport is a lifeline and if it was no longer available this would have a huge detrimental impact on their lives, including on their physical and mental health and wellbeing. Decision makers need to have a better appreciation of how and why many people are unable to access public transport e.g. difficulty using public transport due to issues with reaching a bus stop, inaccessible vehicles, lack of information etc. Some wheelchair users feel unsafe on public transport as their chairs are not secured and others are simply unable to use public transport as they are severely disabled. Only one wheelchair user can travel on a bus at a time which prevents people from travelling together. Put simply the quality of life of many disabled people would be seriously affected without community transport as they would be unable to access key amenities and visit friends and relatives. Social exclusion can have a huge impact on a person’s health and wellbeing but health can also be affected by the inability to access GP surgeries and hospitals. One of our third sector partners, Guide Dogs Cymru, has recently raised concerns that visually impaired people in Swansea, Cardiff and Newport, have not

¹⁰ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

been able to access their GP's surgery, and other essential services due to cuts to bus services.

Our Wales State of the Sector report (2014) reported that 94% of community transport organisations deliver services for older people¹¹. A 2013 report by the RVS found that community transport schemes are of vital importance where the public transport system does not fully serve the needs of older people in the area¹². This assertion is supported by the Older People's Commissioner for Wales 2014 in her report on 'The Importance and Impact of Community Services within Wales'¹³. This report emphasises that bus and community transport services are crucial to the maintenance of public health, inclusion in society and the prevention agenda.¹⁴ Furthermore the Older People's Commissioner for Wales emphasises the importance of engaging and consulting with older people before changes or cuts to bus services are made in the following reports 'Best Practice Guidance for Engagement and Consultation with Older People on Changes to Community Services in Wales'¹⁵, and 'Effective Engagement with Local Authorities: Toolkit for Older People'¹⁶. Another report by Age Cymru (2013) highlights that the impact of poor bus services on older people is greater because of the prevalence of disability and impairments

¹¹ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

¹²

<https://www.royalvoluntaryservice.org.uk/Uploads/Documents/Reports%20and%20Reviews/Wales%20transport%20report.pdf>

¹³ http://www.olderpeoplewales.com/en/Publications/pub-story/14-02-25/The_Importance_and_Impact_of_Community_Services_within_Wales.aspx

¹⁴ http://www.olderpeoplewales.com/Libraries/Uploads/The_Importance_and_Impact_of_Community_Services_within_Wales.sflb.ashx

¹⁵

http://www.olderpeoplewales.com/Libraries/Uploads/The_Importance_and_Impact_of_Community_Services_within_Wales.sflb.ashx

¹⁶ http://www.olderpeoplewales.com/en/Publications/pub-story/14-07-01/Effective_Engagement_with_Local_Authorities_Toolkit_for_Older_People.aspx

among older age groups¹⁷.

A good public transport system is necessary to improve the economy of a country and to actively promote equality of opportunity. Many people are unable to access employment and education opportunities because of lack of transport. A report by Sustrans (2012)¹⁸ highlights that two out of five jobseekers say lack of transport is a barrier to getting a job and for young people, inaccessibility of work opportunities is cited as the most common obstacle to getting employment. CTA Wales often receives calls from the general public looking for transport solutions to enable them to commute to work. The main difficulties seem to arise if they are required to work outside normal working hours and on weekends. The community transport sector in Wales has been developing new initiatives to help young people to access employment and education. There are now three 'wheels to work' schemes in Pembrokeshire, Bridgend and a new initiative in Swansea. Recently a feasibility study was undertaken which highlighted the potential of a collaborative project across a number of local authorities regions.

Community transport makes an important contribution to the prevention agenda. If community transport services were to reduce this would have a direct impact on statutory budgets. Community transport alleviates significant pressures on health and social care services through reducing public health risks such as loneliness and isolation. One organisation points out that *"Some people using our services don't see anyone else during the week till their next journey on community transport. Our services are bespoke services operating in areas where normal public transport just can't get"*. The dangers of

¹⁷ <http://www.ageuk.org.uk/PageFiles/37166/Buses%20-%20a%20lifeline%20for%20older%20people.pdf?dtrk=true>

¹⁸ http://www.sustrans.org.uk/sites/default/files/images/files/Access%20Denied_eng.pdf

loneliness and social exclusion cannot be underestimated and can result in a whole range of physical and mental health issues. Community transport services provides a personalised level of service, often enabling individuals to maintain their independence and remain living at home for longer, resulting in less intensive and costly health or social care interventions. It also worth reiterating that the only area where the sector has experienced a decrease in demand has been for group hire as many groups are no longer in a position to run social excursions or activities and this in turn will likely impact on health and wellbeing of those members.

The environmental impact of reducing bus and community transport services is significant. With fewer bus and community transport options people have no choice but to seek private transport, if available. This results in increased car journeys with increased traffic, poorer local air quality and increased car emissions. The provision of bus and community transport services helps reduce environmental impacts and more must be done to maintain this provision as well as encourage more people to use public transport.

The lack of capital funds for vehicle replacement for the community transport sector has an environmental dimension given that many community transport organisations have to rely on older, less efficient vehicles. One organisation commented *“In times like these, when everyone is being urged to become mindful of the need to protect the climate, we still have short sighted policies preventing new technological advances and greater fuel efficiency from being supported by CT operators”*.

The Welsh Government must address the social, economic and environmental impact of reducing bus and community transport levels in Wales. These impacts are identified in the long-term outcomes in the draft National Transport Plan, for example improving access to healthcare (social), improving access to employment (economic), and

reducing the contribution of transport to air pollution and other harmful emissions (environmental)¹⁹. Similarly the social, economic and environmental impacts will need to be addressed by the Welsh Government if they are to meet seven national wellbeing goals within the Wellbeing of Future Generations (Wales) Act.

Question 4 – what do you think the Welsh Government should do to support bus and community transport in Wales?

In summary:

- Development of a National Community Transport strategy
- Review of the concessionary fare reimbursement rates for community transport
- Increased potential for collaborative, cross boundary working
- Capital investment for new, more efficient vehicles
- Review of the BSSG and a move towards a more stable, longer term funding arrangement
- Put transport planning at the centre of all major developments and ensure community transport is considered early on as part of an integrated transport provision.
- Help defend the UK permit regime for community transport

Community transport is a unique asset for the United Kingdom; unrepeated and unrivalled anywhere else in the world. It needs to be cherished and protected so it can continue to make a difference in every community across the country, but it also needs to be enabled to continue to develop and modernise in a way that keeps and enhances the confidence of policy-makers, regulators, commissioners and passengers.

CTA Wales has recommended the Welsh Government consider the development of an all-Wales strategy for community transport. An all-Wales strategy would be able to address the inconsistencies across the country in how community transport is supported and valued by Local Authorities. Many community transport organisations have expressed concerns that the Welsh Government no longer values the contribution that the sector makes and therefore a strategy which sets out a vision for the role of the sector as an integral element of the public transport network would go some way to address these concerns. One organisation states *“Suffice to say, there is a need for greater financial support of community transport provision as it is very obvious to those involved that it is looked upon as a second class, cinderella service”*. The CTA State of the Sector Wales report²⁰ found that in 2013 community transport was responsible for 2 million passenger journeys covering over 6 million miles. It would be appropriate to give greater recognition in a strategy to the current

¹⁹ <http://gov.wales/docs/det/consultation/ntp/141210-ntp-draft-en.pdf>

²⁰ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

and future role of this much needed form of transport in Wales.

A strategy would also be beneficial as it would offer an opportunity to examine the capacity of the community transport organisations in the sector in order to provide local authorities with a better understanding of its needs and experiences. An appropriate level of understanding of the challenges and capabilities of community transport among decision makers is needed to solve longer term problems.

Furthermore we would argue that a CT strategy would:-

- Foster increased collaborative working across boundaries;
- Support the sector to meet the performance quality standards;
- Enable the provision of adequate and effective information and publicity on community transport;
- Ensure funding is fair and equitable across the country and ensure that the approach to funding is consistent;
- Eliminate geographical inequity in relation to both access to, and the cost of, services for passengers;
- Support planned and sustained growth.

This recommendation is in part supported by the Bus Policy Advisory Group (2014) ²¹ as their key recommendation related to ensuring that there is a consistent pan-Wales approach to policy, standards and cross-boundary and cross-operator issues. They also recommend that in the absence of regional transport consortia, the establishment of network partnerships to ensure that key partners are working together²². CTA Wales would welcome the inclusion in such partnerships which improve the understanding of the sector. CTA Wales would welcome engaging with the work of the Bus Policy Advisory Group to achieve better integration with the conventional public transport network but we would note that more work needs to be done to understand the barriers to integration and how these challenges can be overcome.

CTA Wales welcomed the Welsh Government pilot projects in the Vale of Glamorgan and Ceredigion which involved community transport, however we were disappointed not to be involved in their planning. Greater lead in time in the future would enable CTA Wales to work

²¹ <http://gov.wales/docs/det/report/140717-review-bus-policy-advisory-group.pdf>

²² <http://gov.wales/docs/det/report/140717-review-bus-policy-advisory-group.pdf>

with community transport organisations to help inform the planning. A longer term approach needs to be informed by the experiences of the sector as a whole and as one organisation observed *“More pilot projects should be funded to examine new ways of travelling – if we carry on doing what we’ve always done we’ll carry on getting what we’ve always had!”*

The development of a strategy for community transport would require a funding review of the sector to examine the fairness of current funding arrangements. This review should include a review of the concessionary reimbursement rate for community transport organisations (see above for details). CTA Wales would like the Welsh Government consider a capital grant to fund vehicle replacement (similar to the schemes in Scotland, England and the one being proposed in Northern Ireland). The capital grant could also be linked with the expert steering group on low carbon vehicles.

The Bus Service Support Grant (BSSG) also requires review which should also consider the inconsistencies as detailed above, as well as consideration of funding on an all-Wales basis using a needs based approach to funding community transport. One community transport organisation suggested *“Perhaps give the money direct to the CT organisations rather than through local authorities. I have no idea as to how this would work but cutting out the middle man would save money which would be better spent on CT directly”*. Furthermore CTA Wales would recommend a reinstatement of a 10% minimum threshold for BSSG. Most importantly the Welsh Government should consider putting in place a longer term funding arrangement for community transport which will ensure its compliance with the Code of Practice for Funding the Third Sector²³.

As mentioned above further investment is needed to develop the community transport sector to enable it to keep up with the increased demand on its services. The CTA State of the Sector Wales report²⁴ highlighted that the demand for community transport services had significantly increased in 2013 (see question two). CTA Wales is extremely grateful for the continued support from the Welsh Government but its capacity to support the sector is limited. Additional funding would be needed to support the development of new schemes as well as capacity build organisations who are seeking to expand their services. One key area which requires funding is for training, not only to ensure that the sector can continue to provide good quality services to a high standard, but to also mitigate against the problem of driver recruitment caused by the licensing restrictions.

²³ <http://gov.wales/docs/dsjlg/publications/comm/140130-third-sector-scheme-en.pdf>

²⁴ <http://www.ctauk.org/Userfiles/PDFFlipper/State-Of-The-Sector-Wales-English/#/13>

Welsh Government has role to play in ensuring transport is considered across all departments and particularly in health. CTA Wales has been extremely pleased to have been involved in the NEPTS Transformation project. We are confident that going forward we can work with WAST to ensure that wherever possible community transport plays a role in delivery. However we are still concerned that community transport is struggling to cope with the demand for services to access both primary and secondary healthcare.

CTA Wales is acutely aware that many of the patients who access community transport would otherwise become eligible for NEPTS under the 'social need' category. Therefore without the community transport provision the costs to public purse would be considerable. Some Health Boards recognise the contribution community transport makes and either award small grants or contribute to specific services. However the position is patchy and in many areas community transport is delivering transport to health services without any financial contribution from Health Boards. The NEPTS Transformation Board will be submitting its business case to Welsh Government shortly. CTA Wales recommends that as part of the implementation of the new delivery model the NEPTS Commissioner and WAST works collaboratively with local authorities and community transport to look at innovative ways of integrated transport services and addressing the 'social need' category of patients.

We would also recommend that the Welsh Government works with CTA Wales to consider what action can be undertaken to mitigate against the future impact on the sector of the increases in the minimum wage, pension changes, lack of volunteers and driving licences restrictions. CTA Wales appreciates the funding pressures and budget restrictions placed upon the Welsh Government, however bus and community transport services must be prioritised. CTA Wales would also encourage the Welsh Government to continue to work proactively with Department of Transport and CTA to do everything in its power to support and defend the permit regime.

Question 5 – what do you think Welsh local authorities should do to support bus and community transport services?

In summary:

- Greater involvement of community transport at an earlier stage of planning to better inform decision making.
- Understand the reality of community transport services and the genuine role they play in supporting public access to services.
- Wider acceptance that transport is a cross cutting issue affecting all directorates and adapting planning processes to reflect this.
- A needs based approach to funding.
- Improved utilisation of community benefit clauses in procurement.
- Fully inclusive consultation processes prior to decisions on changes to public transport.

CTA Wales would like to work with local authorities to improve communication, consultation and engagement with the community transport sector. Most especially consultation and engagement with community transport is needed prior to decisions being made on cuts or changes to bus services. One response stated *“Greater involvement of CT providers at the earlier stage of planning would seem a sensible change so accessible transport provision is higher up on the priority list. In doing this local knowledge could be utilised to assess the implications of these new developments”*. This position is supported by the Bus Policy Advisory Group report that the that the impact on services is forecast as much as possible so that users, operators and Local Authorities can mitigate the effect, and that bus operators are encouraged to access business development support to retain services²⁵.

Better communication, consultation and engagement will result in an improved working relationship between community transport and Local Authorities. An improvement in the dialogue will also to dispel any misunderstandings and allow expectations to be managed (as outlined in question one). Some of the comments we received were as follows: -

“...they could actually listen to the CT operators and stop trying to run the CT organisations/companies for them. Give them more monetary support – CT cannot exist without some sort of financial

²⁵ <http://gov.wales/docs/det/report/140717-review-bus-policy-advisory-group.pdf>

help due to the nature of their business”.

“Nearly 4 years ago our co-ordinator died. We were told at the time by the transport dept. to just carry on with our own passengers until the lack of a co-ordinator could be resolved. We are still waiting!”

“It is clear by the council’s lack of interest in us that they are not interested in increasing usage. The result is that drivers are losing interest and giving up as more pressure is put on them to try to find alternative drivers whenever they wish to “have their own life”. As all drivers are volunteers they should not be expected to put their life on hold to ensure that the vulnerable people in the community are helped by fewer drivers

“Our local council does not communicate well. They decide on policy and advise what we MUST do. I believe they would get more co-operation if they explained their reasoning prior to introducing change”.

“Communication is the key especially in rural areas. The local people know where they need to go for basic services such as doctor, dentist or hospital services. Discussion with the locals will tell them what they need to know”.

Furthermore local authority engagement with community transport should not be limited to just the transport department. There needs to be an integrated approach which recognises the broader preventative agenda. Going forward Local Authorities need to consider the role community transport can play in the implementation of the Health and Social Wellbeing Act and Wellbeing of Future Generations (Wales) Act. More generally local authorities should have a broader recognition and understanding of policies and legislative changes that have a bearing on transport. Also through their engagement with Health Boards we would encourage Local Authorities to become a stronger advocate for community transport and support CTA Wales in their calls for funding for those ‘social need’ patients who are currently accessing community transport services.

As responsibility for the allocation of BSSG falls to local authorities CTA Wales recommends a review of its administration and management to address the inconsistencies across Wales. As far as possible we ask that local authorities make funding decisions earlier in order to comply with the Code of Practice for Funding the Third

Sector²⁶. With regards to funding CTA Wales acknowledges that Local Authorities are facing unprecedented cuts, nonetheless we would recommend that funding for community transport is protected given the disproportionate impact it would have if services were to be reduced (or had to be cut altogether). A needs based approach to funding will enable local authorities to take a local perspective on community transport, as one organisation commented *“Local Authorities by their very nature approach the question of support to community differently which is often a reflection of how each sees their own areas needs. [Our organisation] has received over many years good support from [our Local Authority]”*.

CTA Wales would also like to recommend that Local Authorities look at other innovative ways of supporting the sector, such as offering the use of social services vehicles wherever possible and in-kind support e.g. supporting the volunteer recruitment through advertising opportunities. We would also welcome more consideration of social value and community benefit within procurement processes. As mentioned in question one it is also important to ensure that there are not unnecessary requirements placed on community transport which can sometimes prevent them from tendering for services. We appreciate there is a difficult balance to be had but we would call upon local authorities to continue to support smaller community transport organisations in terms of grant funding but also do all in their power to encourage those that want to tender for services to do so.

A key concern for CTA Wales is that many people have been unable to voice their concerns regarding changes or cuts to bus services. Often the consultation processes have been inaccessible and have been seen as ‘tokenistic’. As part of the Passenger Transport User Advisory Group CTA Wales took the lead, with other partners such as the Older People’s Commissioner, Guide Dogs Cymru, Disability Wales and Bus Users Cymru” on a new publication for the Transport Minister, entitled ‘Getting There Together: Toolkit for Local Authorities: Inclusivity and Accessibility of the Consultation Process on Changes to Transport Services in Wales’. CTA Wales would encourage Local Authorities to have provide more opportunities to voice their concerns through robust and meaningful engagement and consultation. We would also

²⁶ <http://gov.wales/docs/dsjlg/publications/comm/140130-third-sector-scheme-en.pdf>

advocate for earlier impact assessments which examine the impact decisions will make on the most vulnerable people in society as well as undertaking rural proofing. A better understanding of the impact bus changes and cuts have on communities would benefit the whole of the transport sector.

Question 6 – what do you think about proposals to devolve bus registration powers to Wales? How should these be used?

CTA Wales supports proposals to devolve bus registration powers to Wales. The proposal was also supported by the majority of those who engaged in the consultation process. CTA Wales agrees with the Traffic Commissioner’s own position that Wales receives a “second rate service”. We recognise that decisions need to be quicker and more impactful and decisions taken at a more local level. The responses received indicated that organisations currently found bus registration slow and difficult. One organisation had experienced delays in their application for a section 22 as it required translation from Welsh. CTA Wales would therefore advocate for a Wales specific Traffic Commissioner and an office based in Wales with Welsh speaking staff. However we were also mindful that although we support the devolution of bus registration this comes with a caveat that extra and adequate resources are also devolved with the services.

Question 7 – please tell us whether you think further powers to regulate the bus industry in Wales are required and why?

As yet devolution of wider bus regulation powers has not been proposed. Responses from the community transport sector were mixed but on the whole organisations called for further investigation into what would be the best approach for Wales and how it could benefit the sector. CTA Wales would be keen to work with stakeholders to ensure that any further powers would support greater involvement of local communities in decision making. CTA Wales would of course advocate strongly that community transport should feature prominently in any new regulatory framework. CTA passionately believes in the benefits of greater integration and better relationships between community transport and the private sector and would support further powers if it was to achieve this goal.

CTA Wales would support further devolution of regulatory powers if it were to:-

- (i) Deliver better outcomes for passengers, especially those who use community transport and have been particularly affected by the recent budget cuts; older people, those with disabilities, the unemployed, younger people and those in low income jobs.
- (ii) Enable greater community input into the design of new routes, as well as greater accountability for and visibility of the transport needs of more vulnerable passengers.
- (iii) Be used to improve accessibility to and affordability of bus services in rural areas and small towns as well as larger city regions; in many rural areas where bus routes are unprofitable it is community transport operators who provide key services to local residents and we would support any move to help embed, sustain and grow these vitally important types of provision.
- (iv) Develop independent scrutiny frameworks to include bus user/consumer groups that are afforded significant regulatory influence (including groups representative of older people and the disabled).
- (v) Bring together disparate local authority transport budgets- i.e. Adult Social Care & Education - to enable integrated delivery and increase overall network capacity. In addition, the CTA Wales believes there should be greater collaboration with NEPTS.
- (vi) Support the introduction of franchise bus services via partnership mechanisms which integrate community transport into the overall bus network.

Devolving related powers in this sector could help the Welsh Government address Wales-specific issues and allow greater autonomy, flexibility and a clearer framework to drive forward the National Transport Plan and its links with relevant policies, strategies and legislation. CTA Wales supports discussions between the Welsh and UK Governments to ensure that decisions over bus and community transport services are clear, effective and made without lengthy delays.

Question 8 – what other action can be taken to ensure that bus and community transport services meet the needs of people in Wales?

CTA Wales would welcome plans to increase patronage on buses and would suggest that there is potential to work closer with the third sector who already operate small scale schemes such as bus champions, bus buddy schemes.

The changes to the blue badge scheme has caused a number of difficulties as some local authorities are no longer issuing blue badges to community transport organisations. Some community car schemes are now having to provide support to individuals in order to apply for their own badges which can then be used in community transport vehicles. This causes volunteers added difficulties as they do not have the capacity to support people individually and also increases the administrative burden and costs for local authorities as they will have to issue more badges.

Please tell us anything else you would like to mention this topic, thank you for contributing to our inquiry.

Cynulliad Cenedlaethol Cymru	National Assembly for Wales
Y Pwyllgor Menter a Busnes	Enterprise and Business Committee
Gwasanaethau Bysiau a Thrafnidiaeth Gymunedol yng Nghymru	Bus and Community Transport Services in Wales
BCT 34	BCT 34
Cymdeithas Mudiadau Gwirfoddol Powys	Powys Association of Voluntary Organisations (PAVO)

Consultation questions

Question 1 – how would you describe the current condition of the bus and community transport sectors in Wales?

PAVO is a membership organisation which supports the third sector, part of that sector is those organisations delivering community transport (CT). In Powys we continue to have the largest CT sector in Wales supporting eighteen organisations to deliver more than 30 services including section 19 & 22 minibuses, community car volunteer driver schemes, taxi card & group hire schemes. Many of the services operated in Powys have been there for more than 30 years showing their resilience and ability to adapt to change as well as realising the need within each community. The sector is also governed by different legislation under section 19 & section 22 with a view to not making a profit, thus enabling the services to be operated without the need for a PSV operators' licence.

In the year 2014-15 we provided 104,413 passenger journeys to 7,694 members, many of whom have no other means of accessing basic services such as their GP, shopping or social events. These individuals often state how different their lives would be without the door to door provision offered by the CT sector.

Bus services in Powys are being further reduced following financial pressures for the LA to spend less, there is an expectation that the CT sector may fill the gaps, however, Powys consistently receives far less funding from Welsh Government for the delivery of transport than most other counties despite there being greater costs involved (less people to transport over longer distances, greater cost per passenger), therefore, BSSG to the sector provides only a fraction of

the required costs to cover the services being delivered. It would appear far more sensible for the LA to work with the sector in **planning** the most appropriate services for those communities rather than looking to them all too often as a last resort.

The CT sector is often looked to as a cheap alternative, however, most of our minibus schemes operate using paid drivers, the type of passengers being transported i.e. wheelchair users reduce the loading capacity of the vehicles making the transport more expensive.

Volunteer drivers in our community car schemes are a fantastic asset, however, there is a limit to their capacity and we have also heard concerns expressed as to the number of volunteers likely to be available in the future. Most schemes in Powys report they are currently in a reasonable position regarding the recruitment and retention of volunteers, however, they believe as people remain working later in life and pensions are not accessible until later, there will be less incentive to volunteer.

The sector has experienced many changes over the years, with a drive by LA's to provide more contracted services and also a move away from grants for both capital and revenue support. Providing school contract work can have an effect on the original purpose of the scheme i.e. providing a service for those who do not have access to other forms of suitable transport.

Funding streams fluctuate for the sector and a consistent and longer term approach would be welcomed. In Powys we were for many years in receipt of the Community Transport Concessionary Fares Initiative (CTCFI) funding which lasted almost eight years and then stopped, we had LTSG, followed by RTSG, followed by BSSG, we had capital funding for vehicle replacement, which lasted one year then returned two years later only to be stopped. This approach makes the planning and delivery of services more challenging, made worse when we hear nothing until the financial year has already begun.

We have seen a reduction in the number of trusts etc. willing to support transport services, however, we have also seen how resilient many of our groups are in either, offering additional services, tendering successfully or raising money from recycling services, charity shops etc.

Question 2 – why do you think the number of bus services and the number of bus passengers is declining in Wales?

In recent years we have on the whole seen an increase in the number of passenger journeys carried out by the CT sector. However, our more recent audit showed a slight decrease for 2014/15 compared to the previous year. However, overall mileage has increased which would reflect the longer distances required for those accessing hospital appointments which are often now further afield. We have also established a SLA with Wales Ambulance Service Trust (WAST) for the delivery of 'On Request Non-emergency Patient Transport' (NEPT), this has also led to more longer distance journeys and slightly less passengers carried.

Community Transport schemes are more and more being expected to deliver contracted services which in turn mean their core activity; providing transport for those in greatest need can be affected.

With the cuts in LA budgets and less bus services available to meet the needs of the public it would surely make sense that the call upon CT will increase! Unfortunately with cuts also made in the financial support to CT, the capacity to deal with additional journeys may not be there.

Question 3 – what do you think is the social, economic and environmental impact of recent changes in bus and community transport service levels?

There is an increased need for demand responsive transport services within our most rural communities. Traditional bus services are proven to be too costly, however, rather than look at alternative solutions they are simply removed. People feel more isolated within their communities and with expensive or unreliable services are not able to access healthcare, jobs or social activities without use of a car, thus exacerbating the environmental impact.

Many older people particularly those who are wheelchair users are often solely reliant upon the support provided by CT in order to leave their homes. Community transport is often the most significant factor in keeping someone at home, thus alleviating pressure upon LA care homes and services.

Question 4 – what do you think the Welsh Government should do to support bus and community transport in Wales?

The development of an all-wales strategy on community transport would assist in delivery of consistent services across Wales. We would like Welsh Government to consider carefully the cost of providing services in our most rural counties, ensuring funding is provided to support the delivery of those services in an equitable and sustainable manner. The reduction in BSSG support from 10% minimum to 5% was devastating to Mid-Wales where we have the greatest need, the most CT, and the least funding. We need to address this issue and ensure fair and equitable service delivery is provided across the whole country and not simply where the population is greatest.

Question 5 – what do you think Welsh local authorities should do to support bus and community transport services?

In terms of community transport services LA's need to engage better with the CT sector, particularly in planning the delivery of appropriate services. With reference to the provision of CT in Powys we feel there is a need to put into practice the discourse and theory around commissioning transport services in Powys, our experience over more than 30 years surely indicates an ability to adapt to the needs of those within our communities, as well as fluctuations within funding. We need not to be considered as a final or last solution, but an equal partner in the support and delivery of high quality transport services. LA's should also stop hiding behind their '*statutory*' duties to excuse the poor provision of public transport and consider the impact on the local economy.

In recent years our experience in engaging with our Local Health Board and WAST have provided both service users and CT schemes

with a positive experience, being treated with respect and as an equal partner. As our LA and Health Board work more toward Co-production of services we would hope that our relationship could be strengthened and not lost.

Question 6 – what do you think about proposals to devolve bus registration powers to Wales? How should these be used?

The CT Sector in Powys overall supports proposals to devolve bus registration powers to Wales.

We feel this will enable decisions to be made more quickly and hopefully at a more local level, and in addition exercising the Welsh language commissioner’s duty upon organisations.

We would hope to see a Traffic Commissioner based in Wales, with all the appropriate legislative powers.

Question 7 – please tell us whether you think further powers to regulate the bus industry in Wales are required and why?

If further powers regulating the bus industry in Wales benefitted the CT sector and communities particularly in the most rural parts of Wales, then we would support any additional changes. The voice of the citizen needs to be heard and minority groups should not be adversely affected by unnecessary or unfair decision making.

We must however, consider EU regulations, National, Regional and local needs. One size does not fit all.

Question 8 – what other action can be taken to ensure that bus and community transport services meet the needs of people in Wales?

Better commissioning at LA level to include appropriate engagement with the CT sector, supported by clear strategic direction provided by Welsh Government.

Please tell us anything else you would like to mention this topic, thank you for contributing to our inquiry.

Edwina Hart AC

Gweinidog yr Economi, Gwyddoniaeth a Thrafnidiaeth
Llywodraeth Cymru

Annwyl Edwina

27 Hydref 2015

Cais am wybodaeth i lywio gwaith craffu ar y Gyllideb Ddrafft 2016-17

Diolch i chi am gytuno i fod yn bresennol yng nghyfarfod y Pwyllgor Menter a Busnes ar 14 Ionawr am 2.00pm, i drafod Cyllideb Ddrafft Llywodraeth Cymru ar gyfer 2016-17.

Cyn y cyfarfod hoffem gael y llinellau gwariant unigol yn y gyllideb ar gyfer eich portffolio sy'n berthnasol i'n Pwyllgor.

Ymrwymadau'r Rhaglen Lywodraethu

O ran yr ymrwymadau yn y Rhaglen Lywodraethu sydd o fewn eich portffolio chi, ac sy'n berthnasol i gylch gwaith y Pwyllgor hwn, byddai'r Pwyllgor yn gwerthfawrogi cael gwybodaeth mewn cysylltiad â'r canlynol:

- Manylion am y costau sy'n gysylltiedig ag ymrwymadau'r Rhaglen Lywodraethu 2016-17 a / neu unrhyw waith sy'n cael ei wneud i asesu costau o'r fath;
- A ellir cyflawni'r ymrwymadau hyn o fewn y gyllideb sydd ar gael ar gyfer cyllideb y portffolio a manylion am unrhyw feysydd lle mae fforddiadwyedd yn destun pryder; a
- Gwybodaeth ynglŷn â sut y bwriedir monitro a gwerthuso'r graddau y llwyddwyd i gyflawni'r ymrwymadau yn eich portffolios, a'r canlyniadau cysylltiedig, er mwyn dangos gwerth am arian.



Polisiau allweddol

Yn dilyn ei waith craffu ar y gyllideb ddrafft y llynedd, hoffai'r Pwyllgor gael gwybodaeth am y polisiau a'r materion canlynol yn benodol:

Trafnidiaeth

- Sut y mae'r gyllideb yn cefnogi'r modd y caiff cynlluniau trafndiaeth lleol eu cyflawni;
- Manylion ar unrhyw ddarpariaeth a wnaed yn y gyllideb ddrafft ar gyfer gwaith ar yr M4 o amgylch Casnewydd;
- Y wybodaeth ddiweddaraf am yr adolygiad o Asiantau Cefnffyrdd ac ymdrechion ehangach i wella gwerth am arian o ran gwelliannau i draffyrdd a chefnffyrdd a'u cynnal a'u cadw, yng ngoleuni adroddiad y Pwyllgor Cyfrifon Cyhoeddus yn 2015.
- Sut mae'r gyllideb ddrafft yn darparu ar gyfer gweithredu Deddf Teithio Llesol (Cymru) 2013;
- Eich dull o sicrhau bod trafndiaeth yng Nghymru yn elwa ar y cyfleoedd a ddarperir yn sgîl buddsoddiadau preifat, ffynonellau ariannu arloesol a chyllid yr UE, yn enwedig y Cyfleuster Cysylltu Ewrop, yn ystod cyfnod y gyllideb ddrafft;
- Sut mae'r gyllideb ddrafft yn darparu ar gyfer:
 - buddsoddi mewn seilwaith a gwasanaethau rheilffordd, gan gynnwys Trydaneiddio Llinellau'r Cymoedd;
 - buddsoddi yn y Metro (ar wahân i Drydaneiddio Llinellau'r Cymoedd);
 - buddsoddi mewn seilwaith a gwasanaethau bysiau a thrafnidiaeth gymunedol, gan gynnwys darpariaeth ar gyfer Cynllun Teithio Rhatach Cymru Gyfan a mytravelpass.

Economi a Gwyddoniaeth

- Cynllun Allwedd Band Eang Cymru
- Cynllun Cyflymu Cymru
- Dinas-ranbarthau
- Ardaloedd Menter, Parthau Twf Lleol, ac Ardaloedd Gwella Busnes
- Cronfa Twf Economaidd Cymru
- Ardrethi Busnes
- Cefnogaeth i allforio
- Cefnogaeth i fewnfuddsoddi
- Cefnogaeth i fentrau cymdeithasol



- Partneriaeth ar gyfer Twf - Strategaeth Twristiaeth Llywodraeth Cymru
- Pob un o'r sectorau blaenoriaeth sy'n weddill
- Gwyddoniaeth i Gymru, a'r rhaglen Sêr Cymru
- Argymhellion y Grŵp Gorchwyl a Gorffen ar y Gymraeg a Datblygu Economaidd.
- Banc Datblygu i Gymru

Ar gyfer pob un o'r polisiau uchod, fel y bo'n briodol, hoffai'r Pwyllgor weld:

- Manylion am gostau a / neu unrhyw waith a wnaed i asesu'r gost o roi'r polisiau hyn ar waith yn ystod cyfnod y gyllideb ddrafft (2016-17);
- Gwybodaeth yn ymwneud â sut y caiff y dulliau o weithredu'r polisi, a'r canlyniadau cysylltiedig, eu monitro a'u gwerthuso i ddangos gwerth am arian.

Rydym hefyd yn awyddus i weld sut y mae cydraddoldeb, cynaliadwyedd ac ystyriaeth i'r Gymraeg wedi dylanwadu ar ddyraniadau'r gyllideb.

Gwariant ataliol

Mae gennym ddiddordeb, fel yr oedd gennym y llynedd, mewn ystyried gwariant ataliol fel rhan o'n gwaith craffu ar y Gyllideb Ddrafft. Y diffiniad o wariant ataliol yr ydym yn ei fabwysiadu at y diben hwn yw:

...gwariant sy'n canolbwyntio ar atal problemau ac sy'n lleddfu'r galw am wasanaethau yn y dyfodol drwy ymyrryd yn gynnar, a thrwy hynny sicrhau gwell canlyniadau a gwerth am arian.

Gan gofio'r diffiniad hwnnw, hoffai'r Pwyllgor gael gwybodaeth am:

- Y gyfran o'r gyllideb Economi, Gwyddoniaeth a Thrafnidiaeth a ddyrennir ar gyfer camau gwariant ataliol;
- Manylion y polisiau neu raglenni penodol yn eich portffolio sy'n berthnasol i gylch gwaith y Pwyllgor hwn y bwriedir iddynt fod yn ataliol, a sut y mae gwasanaethau cyhoeddus yn cael eu trawsnewid yn ymarferol, i sicrhau eu bod yn gynaliadwy yn y dyfodol; a
- Sut y caiff gwerth am arian rhaglenni o'r fath ei werthuso, gan ganolbwyntio'n arbennig ar beth yw'r mewnbynnau penodol a'r canlyniadau a fwriedir.



Darparu ar gyfer deddfwriaeth

Byddem hefyd yn hoffi gweld:

- Gwybodaeth am y graddau y mae unrhyw ddeddfwriaeth Gymreig sydd wedi'i phasio, sydd wrthi'n cael ei phasio, neu y mae wedi'i chynllunio yn y rhaglen ddeddfwriaethol, yn debygol o gael effaith uniongyrchol neu anuniongyrchol ar eich portffolio ym mlwyddyn ariannol 2016-17.
- Sut y mae'r gyllideb ddrafft yn adlewyrchu ymrwymadau Llywodraeth Cymru o dan y Ddeddf Cenedlaethau'r Dyfodol (Cymru) 2015, yn benodol sut y cafodd y dyletswyddau o dan y Ddeddf eu hystyried wrth baratoi'r gyllideb ddrafft, a sut y mae'n mynd i'r afael â'r angen i wneud y gorau o gyfraniad [Llywodraeth Cymru] i gyflawni pob un o'r amcanion lles.
- Gwybodaeth am effaith Bil Cymru drafft ac unrhyw ddeddfwriaeth arall yn y DU sy'n cael effaith ar eich maes portffolio ar y gyllideb.

Byddem yn ddiolchgar o gael y wybodaeth uchod erbyn 17 Rhagfyr 2015.

Gyda llawer o ddiolch am ein cynorthwyo gyda'n gwaith craffu.

Yn gywir



William Graham AC

Cadeirydd y Pwyllgor Menter a Busnes



Huw Lewis AC, y Gweinidog Addysg a Sgiliau
Julie James, y Dirprwy Weinidog Sgiliau a Thechnoleg.
Llywodraeth Cymru

27 Hydref 2015

Annwyl Huw a Julie

Cais am wybodaeth i lywio gwaith craffu ar y Gyllideb Ddrafft 2016-17

Diolch i chi am gytuno i fod yn bresennol yng nghyfarfod y Pwyllgor Menter a Busnes ar 14 Ionawr i drafod Cyllideb Ddrafft Llywodraeth Cymru ar gyfer 2016-17.

Yr adroddiad ar gyllideb y llynedd

Fel y llynedd, hoffai'r Pwyllgor Menter a Busnes gael y llinellau gwariant unigol yn y gyllideb ar gyfer eich portffolio chi sy'n berthnasol i'r Pwyllgor hwn.

Ymrwymadau'r Rhaglen Lywodraethu

O ran yr ymrwymadau yn y Rhaglen Lywodraethu sydd o fewn eich portffolio chi, ac sy'n berthnasol i gylch gwaith y Pwyllgor hwn, byddai'r Pwyllgor yn gwerthfawrogi cael gwybodaeth mewn cysylltiad â'r canlynol:

- Manylion am y costau sy'n gysylltiedig ag ymrwymadau'r Rhaglen Lywodraethu 2016-17 a / neu unrhyw waith sy'n cael ei wneud i asesu costau o'r fath;
- A ellir cyflawni'r ymrwymadau hyn o fewn y gyllideb sydd ar gael ar gyfer cyllideb y portffolio a manylion am unrhyw feysydd lle mae fforddiadwyedd yn destun pryder; a
- Gwybodaeth ynglŷn â sut y bwriedir monitro a gwerthuso'r graddau y llwyddwyd i gyflawni'r ymrwymadau yn eich portffolios, a'r canlyniadau cysylltiedig, er mwyn dangos gwerth am arian.



Polisiau allweddol

Yn dilyn ein hymchwiliadau diweddar ac ein gwaith craffu ar y gyllideb ddrafft y llynedd, hoffai'r Pwyllgor yn benodol gael gwybodaeth am y polisiau a'r materion canlynol:

- Cymorth i helpu pobl, yn enwedig pobl ifanc, i gael gwaith, gan gynnwys Twf Swyddi Cymru a Hyfforddeiaethau;
- Prentisiaethau a chynlluniau dysgu yn y gwaith eraill;
- Y Fframwaith Ymgysylltu a Datblygu Ieuenctid a chymorth arall a anelir at bobl ifanc nad ydynt mewn addysg, cyflogaeth na hyfforddiant (NEET);
- Datblygu sgiliau, y Gronfa Blaenoriaethau Sector a chyllid sy'n gysylltiedig â'r Datganiad Polisi ar Sgiliau;
- Manylion y cyllid Ewropeaidd sydd ar gael ar gyfer pob un o'r pwyntiau uchod;
- Effaith y dyraniadau yn 2014-15 a 2015-16 ar golegau addysg bellach, a manylion am yr ymgysylltu a fu gyda'r sector i drafod eu dyraniadau ar gyfer 2016-17; effaith blaenoriaethu'r ddarpariaeth ar gyfer pobl ifanc 16-19 mlwydd oed; a'r effaith ar ddysgu rhan-amser oedolion mewn colegau addysg bellach;
- Y gyllideb ar gyfer Gyrfa Cymru a'r goblygiadau o ran cylch gorchwyl y sefydliad;
- Cyllid ar gyfer *Gwyddoniaeth i Gymru*, gan gynnwys hyrwyddo a chefnogi sgiliau STEM;
- Hyrwyddo a chefnogi entrepreneuriaeth ymhlith pobl ifanc;
- Y gyllideb ar gyfer addysg uwch, yn enwedig goblygiadau unrhyw newidiadau i'r cyllid ar gyfer Cyngor Cyllido Addysg Uwch Cymru; asesiad wedi'i ddiweddarau o incwm ar gyfer y sector addysg uwch; a'r modelu diweddaraf o ran costau, fforddiadwyedd a gwerth am arian y Grant Ffioedd Dysgu;
- Cefnogaeth i'r polisi Ehangu Mynediad, gan gynnwys cyllidebau ar gyfer Grant Dysgu a Lwfans Cynhaliaeth Addysg Llywodraeth Cymru.

Ar gyfer pob polisi, fel y bo'n briodol, hoffai'r Pwyllgor weld:

- Manylion am gostau a / neu unrhyw waith a wnaed i asesu'r gost o roi'r polisiau hyn ar waith yn ystod cyfnod y gyllideb ddrafft (2016-17);
- Gwybodaeth yn ymwneud â sut y caiff y dulliau o weithredu'r polisi, a'r canlyniadau cysylltiedig, eu monitro a'u gwerthuso i ddangos gwerth am arian.



Rydym hefyd yn awyddus i weld:

- sut y mae cydraddoldeb, cynaliadwyedd ac ystyriaeth i'r Gymraeg wedi dylanwadu ar ddyraniadau'r gyllideb.
- y modd y mae'r gyllideb ddrafft yn adlewyrchu ymrwymïadau Llywodraeth Cymru o dan y *Ddeddf Cenedlaethau'r Dyfodol (Cymru) 2015*, yn benodol sut y cafodd y dyletswyddau o dan y Ddeddf eu hystyried wrth baratoi'r gyllideb ddrafft, a sut y mae'n mynd i'r afael â'r angen i wneud y gorau o gyfraniad [Llywodraeth Cymru] i gyflawni pob un o'r amcanion lles.

Gwariant ataliol

Mae gennym ddiddordeb, fel yr oedd gennym y llynedd, mewn ystyried gwariant ataliol fel rhan o'n gwaith craffu ar y Gyllideb Ddrafft. Y diffiniad o wariant ataliol yr ydym yn ei fabwysiadu at y diben hwn yw:

...gwariant sy'n canolbwyntio ar atal problemau ac sy'n lleddfu'r galw am wasanaethau yn y dyfodol drwy ymyrryd yn gynnar, a thrwy hynny sicrhau gwell canlyniadau a gwerth am arian.

Gan gofio'r diffiniad hwnnw, hoffai'r Pwyllgor gael gwybodaeth am:

- Y gyfran o'r gyllideb Addysg a Sgiliau a ddyrennir ar gyfer camau gwariant ataliol;
- Manylion y polisiau neu raglenni penodol yn eich portffolio sy'n berthnasol i gylich gwaith y Pwyllgor hwn y bwriedir iddynt fod yn ataliol (gan gynnwys: cymorth i bobl ifanc nad ydynt mewn addysg, cyflogaeth na hyfforddiant; cymorth i helpu pobl yn ôl i waith, a datblygu sgiliau); a
- Sut y caiff gwerth am arian rhaglenni o'r fath ei werthuso, gan ganolbwyntio'n arbennig ar beth yw'r mewnbynau penodol a'r canlyniadau a fwriedir.

Darparu ar gyfer deddfwriaeth

Byddem hefyd yn hoffi gweld:

- Gwybodaeth am y graddau y mae unrhyw ddeddfwriaeth Gymreig yn y Pedwerydd Cynulliad yn debygol o gael unrhyw effaith uniongyrchol neu anuniongyrchol ar eich portffolios yn y flwyddyn ariannol 2016-17, yn arbennig y *Bil Addysg Bellach ac Uwch (Llywodraethu a Gwybodaeth) (Cymru) 2014* a *Deddf Addysg Uwch (Cymru) 2015*.
- Costau a goblygiadau ariannol unrhyw is-ddeddfwriaeth, lle mae'r rhain yn sylweddol ac yn effeithio ar y gyllideb yn 2016-17.



- Gwybodaeth am effaith unrhyw ddeddfwriaeth y DU yn eich meysydd portffolio ar y gyllideb, gan gynnwys unrhyw oblygiadau posibl ym *Mil Cymru drafft*.

Byddem yn ddiolchgar o gael y wybodaeth uchod erbyn 17 Rhagfyr 2015.

Gyda llawer o ddiolch am ein cynorthwyo gyda'n gwaith craffu.

Yn gywir



William Graham AC

Cadeirydd y Pwyllgor Menter a Busnes





Llywodraeth Cymru
Welsh Government

Eich cyf/Your ref
Ein cyf/Our ref

William Graham AM
Chair
Enterprise and Business Committee

5 November 2015

Dear William,

At the Enterprise and Business Committee meeting on 21 October I agreed to write with information regarding the Global Wales initiative, and to provide detail of Welsh Government's involvement in the bidding process for funding from the European Social Funds (ESF).

Information on the Global Wales initiative will be provided following its launch on 11 November. Detail on our involvement in bidding for ESF is provided below.

The Department for Education and Skills (DfES) led on 14 ESF-supported programmes (consisting of 23 individual ESF projects) under the 2007-2013 ESF Programmes. In comparison, DfES is planning to lead on 7 ESF-supported programmes (consisting of 13 individual projects) under the new 2014-2020 round. To date, 4 of these ESF-supported programmes have received approval from WEFO, with an additional 3 programmes in development.

This overall reduction in the number of projects aligns with DfES' vision to move to a more streamlined portfolio of programmes to deliver priorities under the 2014-2020 round. My officials are therefore working closely with WEFO and with organisations bringing forward ESF proposals to establish a more integrated portfolio of projects delivering against clearly identified, shared outcomes in line with the commitment made within the Skills Policy Statement to create a more simple and streamlined offer to individuals and businesses. DfES will move away from directly delivering activity in some specific areas, such as addressing the essential skills needs of those in employment; officials are currently working with regional stakeholders to develop a suite of regional skills programmes aimed at meeting this and other employer skills needs.

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA

English Enquiry Line 0300 0603300
Llinell Ymholiadau Cymraeg 0300 0604400
Correspondence: Julie.James@wales.gsi.gov.uk

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Further information on the number of projects and financial data, should be available by request from WEFO.

Under the 2014-2020 ESF Programmes the following DfES programmes have been approved:

- ReAct III (one project only operating in West Wales and the Valleys)
- Apprenticeships (two projects covering West Wales and the Valleys and two projects covering East Wales)
- Jobs Growth Wales (two projects covering West Wales and the Valleys and East Wales)
- Traineeships (two projects covering West Wales and the Valleys and East Wales)

The DfES projects listed below are Business Planning Stage:

- Skills for Employment Wales (one project covering West Wales and the Valleys)
- Technical Assistance (Two projects covering West Wales and the Valleys and East Wales)
- Progress for Success (One project covering West Wales and the Valleys)

I will write to you again following the launch of the Global Wales initiative on 11 November.

Yours sincerely

A handwritten signature in black ink that reads "Julie James". The signature is written in a cursive, flowing style.

Julie James AC / AM

Y Dirprwy Weinidog Sgiliau a Thechnoleg
Deputy Minister for Skills and Technology