

## Report to the Cabinet

Meeting to be held on Thursday, 12 April 2018

### Report of the Head of Service Public & Integrated Transport

#### Part I

Electoral Divisions affected:  
Brierfield & Nelson West;  
Burnley Central East; Burnley  
North East; Burnley Rural;  
Burnley South West; Nelson  
East; Padiham and Burnley  
West; Pendle Central; Pendle  
Hill; Pendle Rural;

#### Proposed Cessation of the Burnley Employment Shuttle

(Appendix 'A' refers)

Contact for further information:

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#### Executive Summary

Burnley BEST is a tendered Dial-a-Ride taxi service. The service takes passengers to employment and training opportunities within the Burnley and Pendle area where other public transport services are not available or the passenger is not able to access them.

The current contract terminates on 31 July 2018.

#### Recommendation

The Cabinet is asked to approve the cessation of the service following the termination of the current contract on 31 July 2018.

#### Background and Advice

Burnley BEST Dial-a-Ride service has operated since March 2010. The current contract with Crusader Cars expires on 31 July 2018. The contract was originally awarded on 13 March 2013.

The contractor provides the service using its own vehicles and also runs the booking service. Members of the public are able to use Burnley BEST providing that they are

'members' of the scheme and cannot make their journey on the network of public transport services in East Lancashire. County council staff provide and administer the membership list.

A flat fare of £2.00 is charged for each single journey and, in addition, a saver strip containing ten journeys for £18.00 can also be purchased. Concessionary passes are not valid on this service. The Dial-a-Ride taxi service operates Monday - Friday from 05:30 until 23:00. Passengers must book their journey at least 24 hours in advance. The service takes passengers to employment and training opportunities within the Burnley and Pendle area where other public transport services are not available or the passenger is not able to access them. Burnley BEST currently has 10 members.

Individuals who apply to join the Burnley BEST scheme have their journey assessed by the county council. If the journey can be reasonably made by public transport then their request for membership is refused. However, assistance is given to the individual in terms of a personal travel plan and timetable information to meet their needs.

	<b>Forecast 2017/18</b>
<b>Miles (in operation)</b>	21,780
<b>Passenger journeys</b>	3,629
<b>Gross cost</b>	£34,630
<b>Revenue from fares</b>	£6,648
<b>Net cost of service</b>	£27,982
<b>Subsidy per passenger journey</b>	£7.71
<b>Revenue to cost</b>	19.20%

The average subsidy of £7.71 per passenger journey is in excess of the maximum subsidy of £5 per passenger journey considered appropriate for county council tendered bus services.

## **Consultations**

A consultation has been undertaken for the scheme. All members were sent a Consultation Form and 10 members responded (there were 11 members at the time). The results of this consultation and equality analysis are detailed within the Equality Analysis which is set out at Appendix 'A'.

To summarise the Equality Analysis:

- Over the life of the scheme the number of users has decreased from 30 and now 9 users in February 2018.
- Respondents to the questionnaire were broadly reflective of the population in Lancashire.
- None of the respondents stated that they had a disability.
- None of the respondents could identify an alternative means of getting to work if the Burnley BEST facility ended, 9 indicated that they would use none of the other methods suggested and 1 respondent didn't know what they would do.

- It is unlikely that any decision to cease or change the Burnley BEST service could be said to discriminate on grounds of gender, age, ethnicity or disability as there appears not to be a disproportionately adverse effect in terms of younger or older people, ethnicity, gender or disability.
- This is a scheme which only operates in the Burnley and Pendle areas and has no equivalent supported by the county council elsewhere in Lancashire. It is arguable that residents in other parts of the county may face similar difficulties in getting to and from work or in selecting what jobs they may be able to take up and which are impracticable for similar reasons to those which the Burnley BEST consultation respondents have identified.

### **Implications:**

The current contract ends on 31 July 2018. The service carries a limited number of people however the users have no alternative public transport available to get to work/training.

If the service is to be discontinued it is recommended that members are given 3 months' notice to give them time to seek alternative arrangements. Therefore notice should be served before the end of April 2018.

### **Risk management**

#### **Financial**

The proposal to cease provision of the Burnley BEST service was included within savings option 'CMTY024 – Community Transport' and will generate an annual saving of circa £31,000.

#### **Equality and Cohesion**

The service carries a limited number of people however the users have no alternative public transport available to get to work/training.

An Equality Analysis is set out at Appendix 'A'.

#### **List of Background Papers**

<b>Paper</b>	<b>Date</b>	<b>Author</b>
N/A		
Reason for inclusion in Part II, if appropriate		
NA		