

Community transport 2016

Hampshire County Council is looking to redistribute their budget for the procurement of community transport across Hampshire. This may have an impact on services in Test Valley, and as a result we want to understand the current provision and use of community transport in the borough. By completing and returning this questionnaire, you will help us to minimise and manage the impact of Hampshire County Council's budget decisions.

Test Valley Community Services (TVCS) are the major provider of community transport in Test Valley. The service is mostly dependent on funding from Hampshire County Council and receives some funding from Test Valley Borough Council. The service is also dependent on the availability of volunteer drivers. Community transport plays an important role in providing residents with access to services and facilities, helping to reduce social isolation and to maintain independence for many elderly or mobility impaired residents.

Please return the completed questionnaire to Planning Policy and Transport Service, Test Valley Borough Council, Beech Hurst, Weyhill Road, Andover, Hampshire, SP10 3AJ. Alternatively you can fill it in online at www.surveymonkey.com/r/TVcommstrans

1. How do you travel for essential trips? (Please tick all that apply).

- | | |
|---|--|
| <input type="checkbox"/> Own vehicle | <input type="checkbox"/> Public transport |
| <input type="checkbox"/> Rely on family and friends | <input type="checkbox"/> Community transport (e.g. Test Valley Community Services) |

2. Please provide your home postcode.

3. What type of trip, if any, do you struggle to get transport for? (Please tick all that apply).

- | | |
|--|---|
| <input type="checkbox"/> Social (shopping/leisure trips) | <input type="checkbox"/> I do not struggle with transport |
| <input type="checkbox"/> Medical (doctor/dentist/hospital) | |

4. Have you ever experienced any of the following situations? (Please tick all that apply).

- | |
|--|
| <input type="checkbox"/> Missed a medical appointment due to lack of transport |
| <input type="checkbox"/> Felt isolated and unable to get out more |

5. Do you have access to public transport (e.g. local bus services)?

- Yes Yes but it does not travel at the right times
 Yes but I cannot use it (e.g. due to disability) No
 Yes but it does not travel to the right places

6. Does your community/village have a Dial-a-Ride service?

- Yes but I do not use it No, and I would not use it if there was
 Yes, I use it less than once a week No, but I would use it if there was
 Yes, I use it at least once a week

7. If you do not use the Dial-a-Ride service, please tell us why not?

8. Does your community/village hire one of the group hire minibuses from TVCS for outings or activities?

- Yes
 No

9. Test Valley's community car scheme is not funded by Hampshire County Council and will therefore not be affected by their budget restructure. However, it would be useful for us to know if your community/village has a community car scheme?

- Yes, but I do not use it No, and I would not use it if there was
 Yes, and I use it regularly No, but I would use it if there was
 Yes, and I use it infrequently

10. Does your community/village have some facilities which you can walk to or services that can be received at home (e.g. grocery shopping, hairdresser, chiroprapist)?

- Yes, both Yes, services received at home
 Yes, facilities in walking distance No, neither

11. Would you like to enquire about volunteering to drive a community minibus or car to assist a neighbour/member of your community to access nearby facilities?

Yes

No

If yes, please provide us with your name and contact details

12. What positive experiences has the availability of community transport provided for you? (E.g. perhaps it has helped you see friends more often and therefore feel less isolated).

Thank you very much for taking the time to fill in this survey!

Data Protection Declaration

All personal information collected through this survey will be treated strictly in accordance with the Data Protection Act 1998. The information will be held on file (either manually or electronically) by Test Valley Borough Council and may be used for purposes that are in connection with this survey. Additionally, information may be provided upon request to other Test Valley Borough Council services for the purposes of the survey.