

MEETING:	CABINET
DATE:	28 JULY 2011
TITLE OF REPORT:	HEREFORDSHIRE SUBSIDISED BUS NETWORK REVIEW
PORTFOLIO AREA:	HIGHWAYS, TRANSPORTATION & WASTE

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To seek approval to achieve the required public transport route subsidy budget savings through award of contracts as set out in this report.

Key Decision

This is a key decision because it is likely to be significant in terms of its effects on communities living or working in an area comprising one or more wards in the county.

It was included in the Forward Plan.

Recommendation

THAT:

- (a) The outcome of the public consultation on the bus network review be noted;**
- (b) The recommendations for achieving the required savings for supported bus services set out at Table 1 are agreed; and**
- (c) the ongoing review of community transport services and proposals to commence a strategic review of all commissioned passenger transport services in the autumn be noted.**

Key Points Summary

- There is a pressure of £264K on the Council's route subsidy budget in 2011/12 following the withdrawal of the Rural Bus Subsidy Grant and overall reductions in funding for local government.

- Public consultation has been carried out to seek the priorities of bus users and local communities for subsidised bus services. The outcome of this consultation has informed the recommendations to achieve the required savings set out in this report.
- The pro-active approach taken to achieve the required savings through the current contracting round has been successful and has realised the required savings whilst minimising impacts on bus users.
- Savings have been achieved by private sector providers choosing to operate some services commercially and without the need for subsidy, reductions in service frequencies on more frequent urban services, reduction in evening and weekend services and contract efficiencies.
- Where, in a minority of cases, service reductions are likely to directly impact on specific communities and users, efforts have been taken to ensure that additional support will be provided by community transport providers.
- Priority has been given to services that help residents access employment, training, education, healthcare and other essential services; this approach is endorsed by the outcome of the consultation.
- A communications plan is in place to ensure that users and communities will be fully informed of any service changes in advance of the change over date of 23 October 2011.
- The ongoing review of community transport service will identify further opportunities to improve rural accessibility and integration with the bus network.
- A strategic review of all commissioned passenger transport services will commence in the autumn to consider longer term opportunities for increasing the efficiency and quality of supported transport provision in the County.

Alternative Options

- 1 This report sets out the sensible and measured approach adopted to secure the savings required to achieve a balanced budget for supported bus services. It is based on the options and priorities which have been confirmed through the public consultation exercise.
- 2 In addition, an alternative option available to the Council would have been to provide sufficient funding to cover the budget pressures impacting supported bus services. However, given the overall budget pressures facing the Council it is acknowledged that this might only have been achieved by further reductions in other services.

Reasons for Recommendations

3. To ensure that the Council continues to support financially sustainable bus services which meet the priorities of users and support the Council's wider corporate priorities.

Introduction and Background

Introduction

4. Herefordshire Council faces difficult challenges in the short and medium term as financial pressures increase on its overall funding position and specifically in respect of the provision of subsidised local bus services. Bus operators also face increasing financial pressures through

increasing operational costs such as rising fuel costs, decrease in income through reductions in concessionary travel re-imburement and the reduction in Bus Service Operators Grant (BSOG) due to come into effect in 2012.

5. In this context, and facing an immediate budget pressure in the current financial year, the Council has had to consider how best to achieve savings whilst protecting the most important bus services. It has approached this challenge in a sensible and measured way, allowing for extensive consultation and also exploring efficiencies through the contracting process to minimise the impacts of achieving the required savings.
6. It is worth noting that Herefordshire Council is not alone in facing this challenge and the need to make savings in relation to public transport provision is a common issue across most of the transport authorities in the Country. In undertaking this review, your officers have taken every effort to ensure that they could apply best practice to help achieve the required savings whilst minimising impacts on users.

The Budget Pressure and Benchmarking

7. The reduction in funding to local government and the loss of specific grants, including the Rural Bus Subsidy Grant, has placed considerable pressure on the available budget to support bus services. Whilst the Council has used reserves to help support public transport in 2011/12 the budget for route subsidies is £1.616M which is a reduction of £130K from the 2010/11 budget of £1.746M. In addition, there was a budget pressure of £134K as a result of contract price inflation in 2010/11 meaning that the overall pressure is around £264K. This means that there is a budget reduction of 7% but an overall savings requirement of 15% compared with 2010/11.
8. Other savings initiatives have already been implemented to reduce pressures on the Concessionary Fares budget. The 2011/12 budget for Concessionary Fares is £1,506K (a reduction of £292K from that available in 2010/11). We have already implemented changes to the scheme to remove free travel before 9.30 am and after 11pm on weekdays and have re-negotiated a reduced re-imburement to bus operators which should enable us to stay within budget in 2011/12.
9. As indicated above, the pressure around supported local bus services is not just affecting Herefordshire. The following summary clarifies the situation with our neighbouring English transport authorities:

Gloucestershire County Council

Gloucestershire has an overall public transport budget of £5m (excluding concessionary fares) from which they are required to make savings of £2M (40%).

Shropshire Council

Shropshire has a passenger transport budget of £3.62M. Full year savings of £387k had originally been targeted through service revisions however following public consultation, this figure has been reduced to £350k representing a 10.7% saving.

Worcestershire County Council

Worcestershire originally planned to save £2.5m from its subsidy budget out of a £4m overall bus service budget giving an overall 62.5% saving.

10. A minority of authorities have proposed to cut all funding for supported bus services. **Cambridgeshire County Council** announced its intention to cut all bus subsidy (£3M) earlier in 2011 but these proposals have been put on hold pending the outcome of a legal challenge. The challenge has been lodged under the terms of Section 63 of the Transport Act 1985,

which sets out a duty for local transport authorities to secure the provision of socially necessary passenger transport services. **Northamptonshire County Council's** original plans to withdraw all of its £3.1M subsidy for local bus services have now been replaced by plans to introduce a demand responsive network for rural areas of the county at a cost of £1.0m.

11. In comparison, the level of savings being pursued by Herefordshire Council is less than the neighbouring English authorities. In addition, it recognises the character of the county and shows support for our sparse, rural communities and the Joint Corporate Plan priorities.

The Contracting Round

12. There are 31 out of a total of 66 contracts due for renewal in September 2011 with a total value of £1.01M (representing 55% of the total value of subsidised services). The aim has been to achieve savings from this group of contracts, in the first instance, ensuring that the Council would avoid having to make penalty payments for premature withdrawal/significant change to ongoing contracted services.
13. The change over date has had to be put back to 23 October to allow for the results of the public consultation to be taken into account when determining any changes to services this year. This means that savings will need to be realised in what remains of the financial year – November to March. Clearly, this could require a deeper cut than would be necessary if the savings had been introduced at the start of the financial year. To help ease this pressure on the bus route subsidy budget a contribution will be made from other transportation budgets during the current financial year.

Bus Service Review Consultation

14. The Bus Service Review public consultation commenced 17 June and finished 15 July. It has enabled users and other stakeholders to indicate their priorities for the bus network and asked which types of service people consider are most important to retain. The consultation leaflets were widely distributed, through bus operators, public buildings and direct to stakeholders including local ward councillors and parish councils. The consultation could also be completed on-line using the Council's E-Consult facility. The consultation has been publicised both in local press and on BBC Hereford and Worcester.

Community Transport

15. There is potential for community transport to help provide access in those areas where conventional bus services are under pressure. A review of the community transport services in the County has commenced and a public consultation was undertaken in parallel with the Bus Service Review Consultation. The aim of the review is to investigate the potential for service improvement and to see if we can increase capacity, to provide a more consistent and responsive service throughout the County. We will also explore opportunities to integrate community transport with conventional bus services to maintain access, particularly for rural residents.
16. We will be discussing draft recommendations with community transport providers in October 2011 prior to setting out formal recommendations to take forward from April 2012. These recommendations will also be informed by the outcome of the bus service review to ensure that we maximise opportunities for community transport to support those communities and groups which may have been disadvantaged by service changes.
17. In advance of the findings of the Community Transport Review, discussions have been held directly with community transport providers to put in place additional support for communities which may be directly affected by changes to bus networks. This has been a positive process,

with community transport providers indicating their willingness to provide targeted support for these communities and details are set out in Table 1 below.

Key Considerations

Policy Overview

Local Transport Plan

18. The Council's public transport strategy is set out in the Local Transport Plan. Within the overall context of the Plan it is noted that public transport can help reduce congestion by providing more efficient mass transport for people in Hereford and the market towns during periods of peak traffic demand. It can also help manage the use of fossil fuels and contribute to the Council's objectives for carbon management.
19. The Plan also acknowledges the very important role that public transport plays in terms of social inclusion, enabling people to access services and activities which they might otherwise be unable to reach. The Plan clarifies that the Council should continue to support bus services which are the 'last remaining facility to a community whilst the cost of provision is less than the cost of conveying passengers by community transport'. This provision has been of particular relevance to this review and has been supported through public consultation.

Joint Corporate Plan

20. Public transport is important in terms of the Council's wider corporate vision for the local community. The provision of a sustainable transport network which enables residents to access key services is a feature of the Plan and helps support a number of the Plan's priorities and long term outcomes:
 - **5.6 Sustainable public transport provision** is a long term outcome under the priority to 'Create a Resilient Herefordshire'.
21. The bus service review, which is the subject of this report, is directly relevant to this priority. The review has also had regard to the following priorities and outcomes included within the Joint Corporate Plan:

Create a thriving economy:

- **1.1 The regeneration of Herefordshire with a particular focus on Hereford City**
- **1.2 The delivery and maintenance of key infrastructure including actions to reduce congestion**

Improve health care and social care

- **2.7 More people retaining their independence through greater choice and control**

Promote self reliant local communities

- **4.4 Ways of working that reflect the needs and priorities of people and place**

Create a resilient Herefordshire

- **5.2 Accessible services and countryside**

Consultation Findings

22. The response to the Bus Service Review Consultation has been overwhelming with well over 1200 individual responses. It is clear that bus services are extremely important to Herefordshire residents and also to representative groups including parish councils. It is also worth noting the very high level of interest shown by individual ward members. A spatial

review of the responses has been carried out, illustrating a geographically balanced response from across the County, which provides additional confidence in the robustness of the findings. The headline findings from the consultation are summarised below.

Prioritisation of bus services –

Top priorities (top first)

- Monday to Friday daytime
- Monday to Friday early morning
- Saturday daytime
- Market day

Lowest priorities (lowest first)

- Saturday evening
- Friday evening
- Sunday

Understanding the reasons for these priorities -

- Maintaining access to essential services (health and shopping etc)
- Maintaining access to education or employment
- Providing a lifeline for people

The use of Community Transport -

- 88% do not use it, 7% do
- 31% would use Community Transport if No Bus was available and 58% would not

Reasons for not using Community Transport -

- Not as convenient as public transport
- Prefer to travel by other means
- Do not know what community transport

23. The consultation has provided us with a number of very clear messages which have helped inform this review:
- a. People have prioritised those bus services which enable them to carry on their essential activities such as getting to work or education, accessing hospital and other health related services and being able to shop. These are the types of services which serve Hereford and the market towns Monday to Saturday.
 - b. In some locations the bus service is the only means people have of accessing key services (providing a 'lifeline') and people would like at least some service preserved to avoid isolation. These are typically market day services.
 - c. Whilst most respondents did not wish to see any service reduction, evening and Sunday services were not regarded as the highest priorities.
 - d. There is potential for community transport to do more and provide some mitigation where bus services are reduced but community transport needs to become more responsive to users' needs.

Contracting Round Process

24. The contracting round commenced in May 2011 with meetings with all bus operators to

discuss opportunities for contract efficiencies. The aim was to encourage operators to review their current contracts and consider how these could be delivered at lower cost. In summary, we asked operators to take into account the following opportunities:

- a. Aggregation of contracts – this would enable operators to propose the grouping of contracts to optimise vehicle usage and driver deployment, reducing overall costs of providing services;
- b. Efficiencies within contracts – operators were encouraged to propose service changes within contracts which might optimise vehicle usage and driver deployment, taking into account existing patronage levels and demand for services. Particular attention was drawn to contracts which have a high subsidy per passenger contribution to ensure that these might remain financially sustainable; and
- c. Operators running services without subsidy – a number of contracts operate with relatively low levels of subsidy and operators were encouraged to consider running these contracts commercially and without subsidy.

25. Contract tenders were issued in June and tender submissions were returned 1st July. The results of the contracting process are summarised below and have been very successful. It is pleasing to note that the efforts to improve efficiency of contracts and the provided services have been reflected in the tender submissions and should ensure that the required savings can be made whilst minimising impacts on bus users and communities.
26. In reviewing the tender submissions, your officers also needed to take into account the Council's subsidy per passenger policy which sets a ceiling in terms of the average subsidy per passenger costs at just over £4. The aim of this long standing policy is to ensure that the network remains financially sustainable whilst allowing for the support of socially inclusive services with lower levels of patronage.

Table 1: Summary of Service Recommendations

Services		Change to current service levels	Comment on Service Impact and Mitigation	Wards Affected
Hereford - Malvern (Evenings and Sundays)	476	Withdrawal of service between Ledbury, Colwall and Great Malvern on Sunday	An alternative train service is available between Ledbury and Malvern stopping at Colwall on Sundays.	Ledbury
Ledbury - Ross-on-Wye	45	Withdrawal of current Mondays to Saturdays off-peak service 45.	Partial replacement service by service 459 and other journeys between Much Marcle and Ledbury	Ledbury, Old Gore, Ross-on-Wye
Hereford - Garway/Monmouth	412	Withdrawal of service subsidy/passenger £10	Seeking to negotiate a reduced cost service at lower level of frequency. Also discussing potential for Community Transport provision.	Pontrilas, Hollington, St Martins & Hinton, Central
Hereford - Monmouth	416	No service reduction		Pontrilas, Hollington, St Martins & Hinton, Central
Coleford - Ross-on-Wye	35	No service reduction		Kerne Bridge, Ross-on-Wye
Hereford - Gloucester (Evenings)	32/38	No service reduction		Central, St Martins & Hinton, Hollington, Pontrilas, Ross-on-Wye East & West .Penyard
Ross-on-Wye - Gloucester	33	Possible reduction in service.	Seeking to negotiate a reduced cost whilst retaining same service level.	Ross-on-Wye, Penyard.
Shenmore – Hereford (Wednesday and Friday)	448	Withdrawal of service subsidy/passenger £4.49.	Seeking to negotiate a reduced cost service at lower level of frequency. Also discussing potential for Community Transport provision.	Golden Valley North, Stoney Street, Belmont
Hereford - Madley (Evenings)	449	Withdrawal of service subsidy/passenger £4.20.	Seeking to negotiate a reduced cost service at lower level of frequency.	Stoney Street, Belmont

Ross-on-Wye Town Service (Monday to Saturday)	36/36A	Saturday journeys withdrawn after 1450	No impact on weekdays. Very low patronage levels recorded on Saturday afternoons.	Ross-on-Wye, East and West
Ross-on-Wye - Howle Hill	55	No service reduction		
Leominster - Hereford	501/504	Withdrawal of the 0720 501 journey from Canon Pyon to Hereford	Alternative journey provided at 0749 by service 502	Wormsley Ridge, Burghill Holmer & Lyde, Three Elms
Leominster - Hereford	437/477	Withdrawal final journey of day (18:45 journey from Hereford and the 19:15 from Tillington)	Very low patronage levels recorded on this journey.	Burghill Holmer & Lyde, Three Elms
Holme Lacy - Hereford	453	Withdraw service to Woolhope, majority of service unaffected	Withdrawal of peak journeys to Woolhope due to low usage. Community Transport agreed to provide service replacement.	Backbury, Hollington, Old Gore
Bromyard - Hereford (Early)	418	Withdrawal of service subsidy/passenger £7.22.	Very low patronage levels recorded on this journey.	Bromyard, Hagley, Tupsley, Bringsty
Bromyard - Hereford (Monday to Saturday)	420	No service reduction	This service will be operated commercially with no need for subsidy.	Bromyard, Hagley, Tupsley, Bringsty
Hereford - Worcester (Sundays)	420	Withdrawal of service subsidy/passenger £5.65	Seeking to negotiate a reduced cost service at lower level of frequency which is likely to retain some service between Hereford and Bromyard.	Bromyard, Hagley, Tupsley, Bringsty
Railway Station - Rotherwas	78/78A	Withdrawal of off peak service	Peak hour service retained and operated commercially. Seeking to negotiate a reduced cost service for off peak journeys.	Central, St Martins & Hinton, Hollington
Hereford - Putson/Redhill	79/79A/80	Limited service reduction	This service will be operated commercially with no need for subsidy. Reduced frequency from half hourly to hourly for Saxon Gate and the Pastures.	Central, St Martins & Hinton
Hereford - Credenhill	71	Reduced frequency of service from half hourly to hourly	This maintains a good quality of service between Hereford and Credenhill	Central, St Nicholas, Credenhill
Leominster - Hereford (Various)	426	Withdrawal of Friday and Saturday evening journeys	Very low patronage levels recorded on these journeys.	Sutton Walls, Burghill, Aylestone

Bromyard – Ledbury (Saturdays)	672/673	Withdrawal of service subsidy/passenger £9.90.	Very low patronage levels recorded on these journeys.	Bromyard, Ledbury, Frome
Bromyard – Ledbury (Monday to Friday)	672/673	Withdrawal of service to Fromes Hill and Canon Frome	Very low patronage levels recorded on these journeys. Discussing potential for Community Transport provision.	Bromyard, Ledbury, Frome
Much Marcle – Ledbury (Tuesday and Saturday)	479	Withdrawal of service subsidy/passenger £5.06.	Seeking to negotiate a reduced cost at lower level of frequency which is likely to retain Tuesday service which experiences higher patronage levels.	Ledbury, Old Gore
Fromes Hill – Hereford (Wednesday)	472	Withdrawal of service subsidy/passenger £6.46.	Seeking to negotiate a reduced cost service to operate Fridays. This will retain a minimum service for this community given the withdrawal of the 672.	Frome, Backbury, Hagley
Hereford - Newton Farm (Evenings)	74/74A	Reduced frequency of service from half hourly to hourly	This will retain a reasonable evening service.	Central, Belmont
Hereford City (Evenings)	71/72/75	Withdrawal of 71. Reduced frequency of service for 72/75	Service 461 provides alternative buses to Credenhill to the withdrawn 71 service at a reduced frequency. Reduce frequency on 72/75.	Credenhill, St Nicholas, Three Elms, Aylestone
Hereford - Credenhill (Sundays)	71/79A	Withdrawal of final journey of day	Very low patronage levels recorded on this journey.	Credenhill, St Nicholas
Hereford City (Sundays)	72/75B/79	Reduced frequency	Very low patronage levels recorded on this journey.	Three Elms, Aylestone
Burford - Leominster	500	No service reduction		Upton, Leominster (N/S)
Bromyard - Leominster	482	No service reduction		Bromyard, Hampton Court, Leominster (N/S)
Much Marcle - Hereford (Saturdays)	456	No service reduction		Old Gore, Backbury, Hereford Central/Tupsley
Much Marcle - Hereford (Wednesdays)	478	No service reduction		Old Gore, Backbury, Central, Tupsley
Newent - Hereford (Wednesday)	457	No service reduction		Penyard, Old Gore, Hollington, Backbury, St Martins and Hinton, Central

Kington/Presteigne - Leominster	493-7	No service reduction	Leominster (N), Golden Cross with Weobley, Pembridge/Lyonshall/Titley, Kington Town Leominster (N/S)
Leominster Town Service	401-6	No service reduction	
Hereford - Leominster - Ludlow	492	No service reduction	Bircher, Leominster (N/S), Hampton Court, Wormsley Ridge, Sutton Walls, Burghill/Holmer/Lyde, Three Elms, Central
Goodrich - Hereford	411	No service reduction	Kerne Bridge, Llangarron, Pontrilas, Hollington, St Martins/Hinton, Central
Hereford City Early Mornings	72A/74/75B	No service reduction	Three Elms, St Nicholas, Belmont, Central, Tupsley, Aylestone
Leominster - Dilwyn - Hereford	502	No service reduction	Leominster (N), Golden Cross, Wormsley Ridge, Burghill/Holmer/Lyde, Three Elms, Central
Hereford - Credenhill/Hampton Park (ealy mornings)	71/74B	No service reduction	Credenhill, St Nicholas, Central, Aylestone, Tupsley
Kington Town Service	460/465	No service reduction	Kington Town,

27. The review of the bus services in Herefordshire has generated considerable interest from users and local communities. It has been carried out in the context of reduce funding for local government and specific financial pressures within the bus industry. In taking forward the recommendations set out in this report it will be essential to maintain clear and transparent communications to assure our communities and bus users that we have secured the best possible outcome for them and that we have minimised the impacts of the required savings. There are a number of elements to our communications plan going forward:
- a. Briefings for local ward members about the specific impacts in their areas.
 - b. Direct communication with parish councils regarding any changes within their parishes.
 - c. Communication of the outcome of the review through the local press. This will clarify the outcome of the review and its context with regard to reduction in local government funding and the similar process which other transport authorities have had to undergo.
 - d. Preparation and publicising revised timetables which will provide specific details of service changes for users. This will also incorporate updating all timetable cases at bus stops throughout the county where there will be service changes. Your officers will work directly with bus operators to ensure that these changes are widely understood by users in advance of the scheduled changeover date 23 October.

Strategic Review of Passenger Transport Services

28. During the process of the review it has been noted that, in the longer term, there is an opportunity to review the wider provision of passenger transport services commissioned by Herefordshire Public Services. This review would consider the greater economies of scale and potential efficiencies which might be realised by jointly commissioning home to school transport, bus services, community transport services and adult social care transport.
29. This will be a complex piece of work which will need to understand the different service requirements and standards which apply to different service users. However, there is a growing body of best practice established by other local authorities and excellent in house expertise which should assist with identifying the opportunities for increasing efficiency and maintaining high quality services.
30. It is proposed that this review would commence in the autumn, incorporating expertise from across the Hereford Public Services and that a further report be made to Cabinet at a later date, identifying recommendations to take forward.

Community Impact

Localities

31. A review of service changes within the 9 Localities has been completed. It demonstrates the limited extent of services affected in the rural localities and the fact that there will be no service changes in Mortimer, Kington and Weobley. It identifies the majority of services changes falling within the Hereford locality. This reflects the fact that most of the rural services originate or terminate in Hereford and more importantly that savings have been

achieved through service reduction on the more frequent off-peak, evening and Sunday services in Hereford which still enjoys a good overall level of service.

Equality Impact Assessment

32. An Equality Impact Assessment has been undertaken to ensure that our approach to achieving the required savings has not disadvantaged specific groups within the community. In summary, the Council has sought to minimise the overall impacts of the required savings on the communities in the county and within specific vulnerable groups. Whilst it is not possible to define specific services in respect of individual groups such as young people, the elderly and people with disabilities we do know that these groups are particularly dependent on bus services in general. This is due to their limited access to private transport (either financially or reduced individual mobility) and is more acute in rural locations which are more physically remote from services. With this in mind and having regard to the priorities established through the public consultation, this review has been guided by the need to prioritise bus services which maintain access to key services and also to maintain 'lifeline' services where there are no viable alternatives immediately available for essential journeys.

Financial Implications

33. The recommendations set out in the package included at Table 1 above will enable the required savings to be made whilst maintaining sustainable public transport provision throughout the County. The proposed changes have also been considered with regard to the Council's other statutory transport responsibilities in respect of Children's and Adult Social Care Services and this has confirmed that these changes would not result in additional costs within these areas of provision.

Legal Implications

34. The Council has a statutory requirement under Section 63 of the Transport Act 1985, to secure the provision of socially necessary passenger transport services. The planned process by which we are proposing to achieve the required savings demonstrates the Council's ongoing commitment to fulfilling its duties under this Act. Some transport authorities have proposed to remove all financial support for subsidised local bus services and in the case of Cambridgeshire County Council a judicial review has been instigated to challenge this position with regard to requirements under the Transport Act.

Risk Management

35. The major risk associated with the Bus Service Review is the potential for reduction or withdrawal of bus services and the resultant impact on bus users and communities. This in turn could have a significant impact on the reputation of the Council. These risks has been reduced by the limited reduction in budget provided to support local bus services and the sensible and measured approach the Council has adopted in undertaking the review, as detailed in this report. The extensive public consultation has enabled users and communities to set out their priorities for bus services and has demonstrated the overall importance of a bus network. The Review has ensured that the Council is able to continue with a bus network which supports essential journeys to key services, helping to sustain the county's economy and reducing the impact of car based travel whilst also providing a 'lifeline' for some of our more remote rural communities.

Consultees

36. The Bus Service Review has been subject to extensive public consultation including:
- a. Ward Members
 - b. Parish Councils
 - c. Bus users
 - d. Known representative groups
 - e. Bus operators
 - f. Community transport users and providers.

Appendices

None

Background Papers

Herefordshire Bus Service Public Consultation Report

Summary of Service Impacts in the Context of the 9 Localities

Equality Impact Assessment