



West Norfolk Community Transport

**What do we do, for whom, and
where are we going!**





West Norfolk Community Transport

- A registered charity, established June 1992
- The charities aims are to provide a range of safe, affordable, door to door transport services for people who are unable to access public transport services due to location, age, or mobility issues. The aim of WNCT is to provide services for people which contribute to increased levels of social inclusion.





How do we deliver our aims and objectives?

- We provide a range of tailored services to customers:
 - Dial-a-Bus
 - Shopmobility
 - Home to school bus contracts for NCC
 - Voluntary car schemes

To deliver this we have 21 vehicles, drivers, maintenance staff and admin staff working under a management team of four. We operate as if a business although we are a not-for-profit charitable organisation





Dial a Bus

- These are services we provide that are funded various authorities including Norfolk County Council, West Norfolk Borough Council, Breckland District Council and CCG
- **King's Lynn dial a bus** carries about 12,000 single passenger journeys a year. 90%+ are aged 65 or over. 70% are female. About 33% is to attend medical appointments.
- **Rural Dial a Bus** runs in West Norfolk, with 25 routes, mainly once a week, carrying about 15,000 single passenger journeys a year. 90% are aged over 65. 85% are female. Above 95% are for shopping trips





Community car scheme

- Busy service across West Norfolk
- 20 Volunteer drivers
- 45p a mile from the drivers door and back again
- Any distance, any reason





Shopmobility

- A facility for people with disabilities, arriving by car or bus, to access the town centre pedestrian area by mobility scooters and other devices
- Based in St James Car Park
- Typically used by 8 people a day
- But essential to living independently in later years
- Contributes to town centre retail economy
- Supported by Borough Council funding

Borough Council of
King's Lynn &
West Norfolk





Home to school contracts for NCC

- Mix of special needs and mainstream contracts
- Total of 11 buses used for these routes at school journey times in West Norfolk
- Surplus used to fund other activities such as Dial a Bus and Shopmobility
- Adult learning disabilities services have been reducing.





Funders

- Norfolk County Council
 - Kings Lynn & West Norfolk Borough Council
 - Breckland Council
 - Norfolk & Waveney CCG
-
- Equates to 27% of our income

Borough Council of
King's Lynn &
West Norfolk



Norfolk
County Council



Breckland
COUNCIL



Norfolk and Waveney
Clinical Commissioning Group



WNCT Ltd trading as

Go To Town

The local bus company with the big heart



Fare examples

Area	Dial A Bus	Taxi
Kings Lynn	£3 single	£6 single
Terrington St Clement	£4.50 return	£18 return
Hunstanton	£7 return	£36 return





Go to Town

- The latest addition to the WNCT group of products
- Started after the withdrawal of Stagecoach in 2018
- Routes around King's Lynn, Downham Market, Wisbech & Docking
- Funded by passenger fares & NCC contract income
- Long term aim is to generate surpluses to help us maintain loss making but socially inclusive facilities such as Dial a Bus and Shopmobility





Covid

- 1 charity bus continued to provide medical transport
- Go To Town routes considerably reduced
- Majority of staff furloughed
- Support from local and National Government
 - Corona Virus Bus Service Support Grant (CBSSG)
 - NCC continued to pay contracts
 - Local restart grants
 - Continuation of funding support from the Borough





Opening up

- Go To Town passenger levels at 70% of pre-Covid levels
- Dial a Bus has 60% usage
- Shopmobility is about 60%
- Volunteer car scheme 75% but with reduced drivers
- Provided 360 journeys to vaccination centres for people who did not have access to transport





Concerns

- Traffic congestion
- Air pollution *
- New housing developments not allowing bus access
- Cheap car parking
- Older people working and using cars for longer

* In 2019 2% of nitrogen oxide emissions was from bus and coaches whereas cars was 33%





The Future

- Advertising charity services in parish magazines & local press
- New Sunday service for Pandora, Gaywood & Docking
- New service from Docking to Hunstanton
- Working with Steele Media for more focused approach
- Pursuing new income opportunities
- Working with NCC for better bus strategy

