

West Norfolk Community Transport

What do we do and for whom.



West Norfolk Community Transport

- A registered charity, established in June 1992
- The charity's 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:

- King's Lynn Dial-a-Bus
- Rural Dial-a-Bus - Villages to Towns
- Village Link
- Shopmobility
- Home to School Bus contracts for NCC
- Home to Day Centre contracts for NCC
- Voluntary Community Car Scheme

To deliver this we have 27 vehicles, drivers, maintenance staff and admin staff working under a management team of three.

We operate as if a business although we are a not-for-profit charitable organisation

Dial-a-Bus

- The services we provide are funded by various authorities including Norfolk County Council, West Norfolk Borough Council, Breckland District Council and the CCG.
- **King's Lynn Dial-a-Bus** makes over 9,000 single passenger journeys a year covering over 80,000 miles in a year. 90%+ are aged 65 or over. 70% are female. About 38% of the journeys are to attend medical appointments.
- **Rural Dial-a-Bus** runs in West Norfolk, with 25 routes, mainly once a week, covering areas from Dereham to Burnham Market to Ely transporting about 7,800 single passenger journeys a year. 90% are aged over 65. 85% are female. Above 95% are for shopping trips.



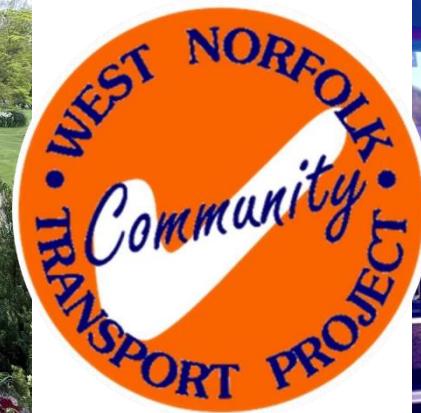
Village Link

- **Village Link** is a new service started in April 2024 to help fill in the gaps between service routes and rural links. This is fully funded by ourselves covering a set area and is a prebooked with the office taking concessionary passes and paying passengers from home addresses to set destinations.
- This has been a pilot scheme which covered a very large area we have had to make adjustments due to uptake on the new service but we are hoping more advertising we will get the passenger numbers.
- The service now operates Monday to Friday 9.30 till 14.30 covering West of Kings Lynn.



Group trips & Social outings

We visit a wide range of places for our outings, from the Seaside to gardens centres to theme parks. The possibilities are endless just talk to us on how we can help. All vehicles are tail lift accessible meaning that no-one gets left behind for those all-important social events, to bring people together.



Group Bookings

- Taking group members from care homes, schools, youth projects, theatre groups & friendship groups on trips to the zoo, seaside, garden centres or for afternoon tea.
- These trips are such an important part of people's lives giving them something to look forward too & enriching their lives with social interaction & creating new friendships.





Feedback from Clients

- “our driver is one in a million, nothing is too much trouble for him. He is a very happy, helpful & kind & a very nice person.”
- “Going on the bus is the highlight of our day, the driver is always friendly & caring & helpful as are all of the office staff when we book the bus”
- “Always look forward to the bus”
- “All the drivers are helpful, thank you”
- “Our driver was kind & thoughtful. The social side of using the transport is very important to me.”

Community Car Scheme

- Busy service across the whole of West Norfolk
- 21 Volunteer drivers
- Transported over 3,000 people in the last year
- Covering 144,502 miles
- Charging 45p & 50p a mile from the driver's 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 with mobility scooters or other equipment.
- Holiday hire within Norfolk available.
- Based in St James Car Park
- Typically used by 6 people a day
- 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**



Medical Transport for Learning Disabilities

- We are working along side Mencap to offer free transport for learning disabilities to all medical appointments in West Norfolk.



Home to School Contracts for NCC

- Mix of special needs and mainstream contracts.
- Total of 20 buses used for these routes at school journey times in West Norfolk.
- Surplus created is used to fund other activities such as Dial-a-Bus and Shopmobility.



Funding



- Norfolk County Council
- Kings Lynn & West Norfolk Borough Council
- Breckland Council
- Norfolk & Waveney CCG

- Equates to 21% of our income, this was 27% five years ago but due to extra contracts this has changed

Free Fares



	Go To Town	Dial A Bus
Ukrainian Free Passes	104 free six month passes	
Vaccination Free Transport		Over 360 journeys

Go To Town

- Started after the withdrawal of Stagecoach in 2018
- Routes around King's Lynn, Downham Market, Swaffham & Easton College
- 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



Concerns

Traffic congestion

Air pollution

New housing developments not allowing bus access

Cheap car parking

Older people working and using cars for longer

Recruitment of drivers with D1 licences and volunteers



The Future

- Advertising charity services in parish magazines, local press, Radio & Facebook
- Discussing with Norfolk County Council further funding for rural isolation in order to significantly increase service frequency and coverage
- Bringing our services to more people to help them live independently in later years
- Improve the ageing fleet for Charity vehicles

