



**Environment and Community Panel**  
**Tuesday, 1st May, 2018 at 6.00 pm**  
**in the Council Chamber, Town Hall, Saturday Market  
Place, King's Lynn**

**Reports marked to follow on the Agenda and/or Supplementary  
Documents**

1. **Community Car Scheme (40 mins) (Pages 2 - 10)**

**Contact**

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**POLICY REVIEW AND DEVELOPMENT PANEL REPORT**

REPORT TO:	Environment and Community Panel		
DATE:	1 May 2018		
TITLE:	Community Car Schemes		
TYPE OF REPORT:	Update		
PORTFOLIO(S):	Culture, Heritage and Health		
REPORT AUTHOR:	Lorraine Gore / Sarah Dennis		
OPEN/EXEMPT		WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes/No

**REPORT SUMMARY/COVER PAGE****PURPOSE OF REPORT/SUMMARY:**

In March 1999 the Borough Council received Countryside Agency funding to assist local communities in the set-up of Rural Transport Partnerships (RTP's). The purpose of these RTP's was to reduce social isolation caused by the rurality of the borough, using an action plan designed by each RTP.

A Rural Transport Officer was employed to facilitate this process and she was instrumental in the set-up of the six car schemes that are still funded today. The Countryside Agency funding ceased several years ago, and the Borough Council has continued to fund these schemes, to the sum of approximately £7,600 per annum.

Currently the six schemes the Council funds are:

Middleton  
 Castle Acre  
 Great Massingham  
 Northwold  
 Burnham Market  
 Heacham \*\*

\*\* Heacham has not received funding since 2012.

Schemes are funded slightly differently. Three schemes receive an annual grant; three schemes receive payments on a quarterly basis. Schemes paid quarterly are also subject to drivers claims checks. Schemes receiving payments annually must demonstrate financial need each year, and they do so by providing an income and expenditure account for verification. A summary of each scheme and how it is funded is provided at **Appendix 1**.

A member of the public has recently raised concerns regarding the governance of a car scheme operating in West Norfolk, although not one funded by the Borough Council. Given the historical nature of the funding arrangements for community car schemes this seemed an opportune time to conduct a review.

The purpose of this report is to inform Members of the review findings and to seek views on how schemes should be funded in the future.

**KEY ISSUES:**

To ascertain how well used car schemes were in the Borough a questionnaire was sent to all 101 parishes. A copy of this questionnaire is at **Appendix 2**.

A brief summary of responses is as follows:

- From 101 parishes, 53 responded - a response rate of 52%
- Of these 53 parishes, 36 had no car scheme operating in their area, and none of these requested that one ought to be set up
- Of the 17 parishes with a car scheme operating in their area, 14 parish councils contributed something to that scheme
- Journey types included medical trips (to local GPs as well as to Papworth and Addenbrookes)
- Those parishes that knew of the Scheme in their area were very supportive of the service.

It should be noted at this stage that the review undertaken did not consider any particular routes that car schemes covered. Full details of the parish responses can be found at **Appendix 3**. All schemes funded by the Borough Council were also requested to submit their governance arrangements.

Advice was also sought from the Passenger Transport Manager at Norfolk County Council around how schemes should be charging customers and the issue of minimum charging. Some key points raised by him were as follows:

- All car schemes use volunteers who are reimbursed mileage. This is usually around 45 pence per mile
- The reimbursement of mileage can include 'dead' miles. This is the mileage between the driver's starting location and passenger pick up location
- Norfolk County Council fund a number of schemes across the county, including some covering West Norfolk
- The schemes generally do a very good job of taking people on essential journeys that they cannot do, due to disability, a lack of buses or a lack of an alternative
- Some schemes make a charge on top of the mileage to cover costs, such as administration, personnel etc. This charge, which is sometimes part of a minimum charge, cannot be passed on to the driver if it exceeds his mileage, but can be used towards scheme funds to run the service. It is not permissible to pass these extra funds for administration onto the driver if he has not completed the miles to warrant it
- There is a limit of miles that volunteer drivers can do annually, before this must be declared to HMRC
- NCC has service level agreements in place with those that they fund, and the main basis of all of these agreements is that the schemes are to supplement local transport and not compete with it.

#### OPTIONS CONSIDERED:

The Panel are requested to consider if they wish to continue to support community car schemes in West Norfolk. If this is the case then consideration could also be given to:

- a) Any eligibility criteria Members may wish to put in place for individuals
- b) Potentially to only support certain types of journeys, for e.g. medical trips only.

Members are requested to consider the three options for delivery below:

- 1. Continue to fund all six existing car schemes, subject to the criteria and governance set out below**

All existing schemes continue to receive funding at their current levels, subject to:

- One annual payment made to all schemes, pending receipt of the previous year's income and expenditure statement
- The Borough Council to cease quarterly payments and checking of claims and move to an annual payment.

**2. Current funding arrangements cease and all parishes with a scheme can request funding up to a maximum award of £500**

All current funding arrangements cease and any parish with a car scheme has the ability to apply for funding of £500 towards their scheme. This would be subject to evidence that a car scheme exists in their parish. The current budget (£7,600) would be able to fund 15 schemes in this way.

**3. The Council budget of £7,600 per annum be given to Norfolk County Council to fund West Norfolk transport schemes**

The budget be given to Norfolk County with the provision that it is to be used to fund community car schemes in West Norfolk only.

**RECOMMENDATIONS:**

Panel are recommended to agree to continue to support the valuable community car schemes in West Norfolk and to maintain the budget at the current levels. Subject to continued discussions with the Transport Manager at Norfolk County Council, it is recommended that community car schemes are administered by Norfolk County Council, as part of their Total Transport Plan, where more detail regarding routes can be considered. This recommendation is subject to any criteria regarding eligibility and journey types that Members may wish to put in place. Any changes to take place from 1<sup>st</sup> April 2019.

**REASONS FOR RECOMMENDATIONS:**

So that car schemes can continue to provide a transport service to those most affected by the rurality of the borough.

## Appendix 1 – Summary of Car Schemes Currently Funded

Car Scheme	Grant (per annum)	Payable	Method of Payment	Grant paid to date 2017/18
Burnham Market	£2,080	Annually	If financial need can be demonstrated (*)	£2,080
Castle Acre (grant paid to West Norfolk Community Transport project)	Approx. £200	Quarterly, on receipt of drivers journey sheets and a quarterly claim form	Originally the Borough Council and Parish Council funded 50% each (**)	£228
Great Massingham	£2,080	Annually	If financial need can be demonstrated (*)	£2,080
Heacham and District	£2,040	Annually	If financial need can be demonstrated (*)	NIL
Middleton	Approx. £220	Quarterly, on receipt of drivers journey sheets and a quarterly claim form	Borough Council and Parish Council fund 50% each (**)	£263
Northwold	Approx. £1,000	Quarterly, on receipt of drivers journey sheets and a quarterly claim form	Borough Council and Parish Council fund 50% each. (**)	£983
<b>TOTALS</b>	<b>Approx. £7,620</b>			<b>£5,634</b>

\* Financial need is assessed by considering a Scheme's income and expenditure account. If a Scheme holds more than one year's running costs in reserves there is deemed to be no financial need. Heacham have not been able to demonstrate financial need since 2012.

\*\* The original agreement stipulated that the Borough and relevant Parish Council funded 50% of the cost each. However, on receipt of information for each Scheme, this would appear to no longer be the case for the schemes originally funded in this way. See **Appendix 3** for details of each individual Scheme.

## Appendix 2

Please ask for: Sarah Dennis

Direct dial: (01553) 616795

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Borough Council of  
**King's Lynn &  
West Norfolk**



Clerk to the Parish Council

### Community Car Schemes

The Borough Council is trying to collate a list of all community car schemes currently operating in West Norfolk, and establishing how these schemes are funded.

Please could you complete the template attached to this letter with as much information as you can in order that we can gather as much information as possible. It would be really helpful if you could complete this as soon as you can and in any event no later than **Friday 2<sup>nd</sup> March 2018**. You can return the template via email or by post.

In the meantime, if you have any queries, please do not hesitate to contact me using the details at the top of this letter.

Yours sincerely,

Sarah Dennis  
Partnerships and Funding Officer  
Finance Services

<b>Parish Name</b>	
<b>Name of Car Scheme operating in your Parish</b>	
<b>Name of Car Scheme Administrator</b>	
<b>Email Address of Scheme / Scheme Administrator</b>	
<b>Postal Address of Scheme / Scheme Administrator</b>	
<b>Does your Parish Council contribute to any Car Scheme? If so, which one? (This may be a Scheme that operates in a different parish)</b>	
<b>How much does your Parish Council contribute to this/ these Car Scheme(s)?</b>	
<b>What is the scope of the journeys made by the Car Scheme operating in your parish? For e.g. medical journeys, shopping trips, trips to the vets etc.</b>	
<b>Is there any other information you would like to tell us, that may inform this review?</b>	

Appendix 3

**Summary of Car Schemes in West Norfolk**  
**As per Parish Responses**

Parish Name	Name of Car Scheme operating in the Parish	Parish Council Contribution?	Amount	Scope of Journeys	Other Info	Borough Council Funding	Payment Frequency	Basis of Payment
Bircham	Gt Massingham Car Scheme	Yes - Gt Massingham	150	Medical appts - doctors, dentists, opticians, chiropodist, hospital and vets, hospital visits, shopping, day centres, visits to friends / relatives, church visits, meeting or catching buses / trains. Clubs.	PC consider this Scheme well run and easily accessible. Residents of Bircham have to travel to Gt Massingham to access Doctors surgery			
Boughton	NONE							
Burnham Market	Burnham Market Area CCS	Yes - B. Market	1,000	Medical - local surgeries, hospitals (QEH, NNUH), Cromer, Papworth, Addenbrookes and community journeys		£2,080 per annum	Annual - one payment	Annual accounts submitted and financial need verified
Burnham Norton	Burnham Market Area CCS	Yes - B. Market	100	Medical - local surgeries, hospitals (QEH, NNUH), Cromer, Papworth, Addenbrookes and community journeys	The Scheme needs more drivers			
Burnham Overy	Burnham Market Area CCS	Yes - B. Market	50	Medical journeys				
Burnham Thorpe	Burnham Market Area CCS	Yes - B. Market	100	Medical journeys, shopping trips, social visits				
Castle Acre	Castle Acre Community Car Scheme	No	NA	Doctors, hospital, dentist, leisure, visiting sick and elderly, Post Office (NO shopping)	BCKLWN fund 10p per mile so instead of passengers paying 45p per mile they pay 35p per mile and the Scheme claims 10p per mile from the Borough Council	£200 approx per annum	Quarterly basis	Drivers claim sheets submitted to BC for verification
Castle Rising	NONE							
Clenchwarton	NONE							
Denver	NONE							
Dersingham	Heacham & District CCS	Yes	500	Don't know				
Downham Market Town Council	NONE							
Downham West	NONE							
East Rudham	Gt Massingham Car Scheme	Yes - Gt Massingham	250	The Scheme will transport anyone anywhere if there is a driver willing to transport them	The Scheme is invaluable in our rural area. Residents of East Rudham are able to use the Scheme for any journey at all. An invaluable service for those without their own transport. There is no bus route from East Rudham to Gt Massingham surgery so the car scheme is invaluable			
East Winch (with West Bilney)	NONE							
Emneth	Voluntary Car Scheme	No	NA	Medical trips	Scheme is funded by Cambs CC			
Feltwell	NONE							
Fritcham	NONE							
Gayton	NO monies in precept for a Car Scheme							



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**As per Parish Responses**

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Great Massingham	Gt Massingham Car Scheme	Yes	200	Medical, shopping, hairdressers, social clubs, church, visiting friends. NOT for employment	Held in very high regard by parishioners and provides a valuable service to those that would otherwise struggle to access essential amenities	£2,080 per annum	Annual - one payment	Annual accounts submitted and financial need verified
Grimston	NONE							
Harpley	Gt Massingham Car Scheme	Yes - Gt Massingham	200	Medical, shopping, Post Office, Vets, Social activities	Most journeys cannot be easily made by public transport. Many passengers are elderly. Particularly important service for medical appts			
Heacham	Heacham & District CCS	Yes - Heacham	100	Hunstanton to Sandringham for health related appts to Doctors surgeries and all hospitals including Addenbrookes and Papworth		£2,040 per annum	Annual - one payment	Annual accounts submitted and financial need verified. SCHEME HAVE NOT CLAIMED SINCE 2012
Hillington	NONE							
Magdalen	NONE							
Marham	NONE							
Methwold	NONE							
Middleton	Middleton CCS	Yes - Middleton	25%	Doctors, hospital, opticians, dentists, vets	The Scheme has been running successfully for 27 years and is very much appreciated by the many parishioners who use the Scheme	£220 approx per annum	Quarterly basis	Drivers claim sheets submitted to BC for verification
Nordelph	NONE							
North Runcton	NONE							
Northwold	Northwold Car Scheme	Yes - Northwold	1,000 (approx - based on 25% of useage costs)	Medical, Post Office, visiting the sick and any other necessary journeys for those unable to drive	Drivers receive 45p per mile. The customer pays half the cost	£1,000 approx per annum	Quarterly basis	Drivers claim sheets submitted to BC for verification
North Wootton	NONE							
Pentney	NONE							
Ringstead	NONE							
Runcton Holme	NONE							
Sandringham	Heacham & District CCS	No	NA	Mostly medical trips but very few of them				
Sedgeford	NONE							
Shouldham	NONE							
Snettisham	West Norfolk Community Transport and Heacham & District CCS	Occasional donations to Heacham Scheme	300	Not certain	Local SPAM (Snettisham Pensioners Annual Meal) group use WNCT for journeys - they have had a Lottery grant to pay for this to their monthly coffee mornings etc			
Southery	NONE							
South Wootton	NONE							
Stanhoe	Burnham Market & Gt Massingham	Yes - B. Market	120 (increased from £100)	Not supplied				
Stoke Ferry	NONE							
Stradsett	NONE & NO REQUIREMENT							
Terrington St John	No details of any operating in the area							

**Summary of Car Schemes in West Norfolk**  
**As per Parish Responses**

Parish Name	Name of Car Scheme operating in the Parish	Parish Council Contribution?	Amount	Scope of Journeys	Other Info	Borough Council Funding	Payment Frequency	Basis of Payment
Three Holes	NONE							
Tilney All Saints	None that they are aware of	NA	NA	NA	There used to be a Dial a Bus service that served the parish in 2014 from WNCT, when the contact was Brad Stein. Unsure if this is still running. One bus per week, on a Friday into King's Lynn			
Tilney St Lawrence	NONE							
Tottenhill	NONE							
Upwell	NONE							
Watlington	NONE							
Welney	NONE							
Wereham	NONE							

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Approximate funding by Borough Council per annum	£7,620
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**Parishes not responded:**

Anmer  
 Bagthorpe with Barmer  
 Barton Bendish  
 Barwick  
 Bawsey  
 Brancaster  
 Choseley  
  
 Congham  
 Crimplesham  
 Docking  
 East Walton  
 Fincham  
 Fordham  
 Fring  
 Hilgay  
 Hockwold  
 Holme next the Sea  
 Houghton  
 Hunstanton

Ingoldisthorpe  
 Leziate  
 Little Massingham  
 Marshland St James  
 North Creake  
 Old Hunstanton  
 Outwell  
  
 Roydon  
 Ryston  
 Shernborne  
 Shouldham Thorpe  
 South Creake  
 Stow Bardolph  
 Syderstone  
 Terrington St Clement  
 Thornham  
 Titchwell  
 Walpole Cross Keys  
 Walpole Highway

Walpole Parish  
 Walsoken  
 West Acre  
 West Dereham  
 West Rudham  
 West Walton  
 West Winch  
 Wiggshall St  
 Germans  
 Wimbotsham  
 Wormegay  
 Wretton

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