

Dear Community Bus Service User

We are pleased to announce that from Monday 24<sup>th</sup> May 2021, our service will resume with a revised timetable.

As you will be aware, community transport services in Hampshire stopped operating their usual services at the beginning of the third national lockdown in January 2021.

Since then, we have been working hard to prepare our Community Bus Service for the future. We have agreed to collaborate with the Rosie Bus Organisation (RBO) to provide more integrated services using one bus.

We have purchased a new Mercedes Sprinter bus and are currently making the necessary changes and doing the driver training to get ready for service.

RBO will be resuming their services in the Summer. More information will be publicised nearer the time. We are very grateful to them for their contribution to the cost of the shared new bus.

### **New Timetable and Eligibility**

Full details of our new timetable and eligibility rules can be found on our website. A summary sheet is enclosed for your convenience.

The commuter service has been suspended indefinitely and the Friday service to Camberley is replaced by the new Reading service, commencing 11<sup>th</sup> June 2021. Our Saturday services will no longer be running.

The services offered will be reviewed regularly and adapted in line with customer demand. Suggestions for change should be made to the Community Bus Administrator, contact details below.

### **Fares**

Fares for the timetabled service remain unchanged.

Some changes to our Door to Door fare structure are required due to a change in the subsidy provided by Hampshire County Council. We are pleased to say that initially Hartley Wintney Parish Council will be providing a subsidy to keep fare increases to a minimum, particularly for Concessionary Bus Pass holders.

### **Use of Concessionary Bus Passes**

If you have a concessionary bus pass, travel after 9.00 on the Timetabled Service will be free of charge.

You will be charged the subsidised fare of £3 return for the local Door to Door Services. It will be necessary for you to show your bus pass on all journeys to obtain the concessionary fare.

## **COVID-19 Government Regulations – Please read carefully.**

**These measures apply to all journeys, regardless of whether a passenger has been vaccinated for COVID-19.**

To help protect yourself, your family, friends and the community, please continue to follow all of the Government Guidance - even if you have been vaccinated against COVID-19. The vaccines have been shown to reduce the likelihood of severe illness in most people. Even if you have been vaccinated, you could still spread COVID-19 to others.

### **Guidance for Clinically Extremely Vulnerable:**

The Government has updated its advice for those who are clinically extremely vulnerable and who were shielding until 31 March 2021.

Definitions of clinically extremely vulnerable people are included in the latest gov.uk guidance (link below). This includes people who were previously shielding and those with certain health conditions.

While you are not advised to avoid going to the shops, you may wish to continue using online delivery for food and essential shopping, or to ask family and friends for help. Further information on accessing shopping deliveries can be found below.

The Government guidelines in detail can be viewed here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/>

### **Safe Travel on the Service:**

Passengers who have used the service since the start of the COVID-19 pandemic will know that we made some changes to help keep both you and our staff safe.

These changes, which were made following a detailed risk assessment of the service, include:

- reduced seating capacity on the vehicle to support 1 meter plus social distancing (and 2 meters where Clinically Extremely Vulnerable passengers are travelling);
- adaptations in some cases to the vehicles e.g. a screen/partition around the driver;
- ensuring drivers are symptom-free, wearing appropriate protective equipment, are cleaning their hands regularly and have access to regular rapid lateral flow testing;
- keeping the windows open to ensure vehicles are well ventilated;
- more regular cleaning of our vehicles.

When looking to book and make your journey please continue to follow our tips below for safe travel:

### **Tips for Safer Travel:**

You should:

- when booking a journey make us aware of any assistance which you may require to make the journey so that we can decide how best to help you. Where passengers require assistance on/off the vehicle the driver will still be able to provide this, but they will be wearing additional protective equipment such as a face mask and gloves;
- not travel if you or anyone in your household has any symptoms or has tested positive for COVID-19, including a higher than normal temperature, new continuous cough, and/or loss

of taste/smell (for more information see: [www.nhs.uk/conditions/coronavirus-covid-19/symptoms/](http://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/));

- wear a face covering at all times for your journey, and particularly whilst on board the vehicle, unless you are medically exempt from doing so;
- make sure that you use the hand sanitiser provided when boarding the vehicle at the start of your journey and when returning to the vehicle;
- follow the driver's advice on when to get on and off the vehicle, and where you should sit in order to maintain the recommended safe distance from others;
- maintain as much distance as possible from others while using the service;
- pay by contactless
- remember to wrap up warm as the windows will be open to ensure the vehicle is well ventilated with fresh air;
- Consider accessing and using twice weekly rapid COVID-19 tests (available for free from 9 April). Further information can be found here: [COVID-19 testing and contact tracing | Health and social care | Hampshire County Council \(hants.gov.uk\)](#). Alternatively, if you need additional support, please contact the Hampshire Coronavirus Support and Helpline on the details below.

Note: The information is correct at time of writing but we reserve the right to keep the situation under review.

**The Hampshire Coronavirus Support and Helpline**  
**Hantshelp4vulnerable**  
**0333 370 4000**

The helpline is available seven days a week, from 9am-5pm, to provide information and advice, as well as practical support to frail or vulnerable Hampshire residents. This helpline is for vulnerable people who do not have any support from families, friends or their local community and who need assistance with practical issues.

If you have any questions regarding the revised services and COVID Regulations or would like to be removed from the Community Bus Users Register please contact the Community Bus Administrator via email at [communitybus@hartleywintney-pc.gov.uk](mailto:communitybus@hartleywintney-pc.gov.uk)

or write to

Hartley Wintney Community Bus  
Parish Office  
Appleton Hall  
West Green Road  
Hartley Wintney  
Hampshire  
RG27 8RQ

Your sincerely



Karyn Reid  
Hartley Wintney Parish Council Executive Clerk

