

# Hartley Wintney Parish Council – Community Bus Charter

## Our Aim

Working in collaboration with the Rosie Minibus Organisation, our aim is to provide a local transport service for the benefit of the Hartley Wintney Community and surrounding area.

We aim is to provide a balance between a timetabled bus service, a door to door shopping service, transport for the elderly to local events and enabling trips for local organisations.

## Our Standards

- All transport provided will comply with Health & Safety legislation and regulations under the Transport Act 1985 this includes regular bus safety checks
- All drivers will hold an enhanced clearance from the Disclosure and Barring Service, complete the Minibus Driver Awareness Scheme training and have their driving licence verified with the DVLA.
- All passengers and their relatives/carers will be treated with dignity & respect.
- All service performance will be monitored.
- All information provided will be managed in accordance with the Data Protection Act 2018

## Our Procedures

- To provide our risk assessment to all new door to door passengers and ensure they are advised of any updates.
- To consider individual passenger needs and consult passengers as appropriate.
- To provide detailed route/contact information for all passengers.
- To publish service and registration information on our website.
- To inform all passengers as appropriate of any significant change or delay to the service.
- To provide a punctual service – except in exceptional circumstances within 10 minutes of the designated time.
- To regularly monitor service provision.
- To investigate and provide a written response to all complaints within 28 calendar days.

## Passenger Satisfaction

Should you wish to make any comments or complaints about the service we provide you can do so by telephoning 01252 847912.

In writing to: Hartley Wintney Community Bus  
1<sup>st</sup> Floor, Appleton Hall  
West Green Road  
Hartley Wintney  
RG27 8RQ  
Email: [communitybus@hartleywintney-pc.gov.uk](mailto:communitybus@hartleywintney-pc.gov.uk)

## Additional Information

For further information, please contact the Executive Clerk or the Chairman of the Policy Committee.

## Amendment Record

Version 1: May 2013  
Version 2: Reviewed by Policy Committee – 8<sup>th</sup> October 2018  
Adopted by Full Council – 5<sup>th</sup> November 2018  
Version 3: Reviewed by Policy Committee March 2021 and Planning Committee April 2021  
Adopted by Full Council – 23<sup>rd</sup> June 2021