

## HARTLEY WINTNEY PARISH COUNCIL

**POLICY NAME** Community Bus Charter  
**POLICY NO/REF** HWPC/10 2023  
**EFFECTIVE DATE/FC** 06/09/2023  
**APPROVAL**  
**DATE OF LAST REVISION** August 2023  
**VERSION NUMBER** 4  
**LEAD COMMITTEE** Planning Committee

| VERSION HISTORY |                            |  |                                |        |
|-----------------|----------------------------|--|--------------------------------|--------|
| VERSION         | APPROVED BY                | REVISION DATE  | DESCRIPTION OF CHANGE          | AUTHOR |
| 1               | Full Council<br>May 2013   | Policy Committee<br>08.10.2018   |                                |        |
| 2               | Full Council<br>05.10.2018 | Policy Committee<br>March 2021<br><br>Planning Committee<br>April 2021 |                                |        |
| 3               | Full Council<br>23.06.2021 | Planning Committee<br>August 2023                                      | Transferred to template format | SD     |
| 4               | Full Council<br>06.09.2023 |  |                                |        |

### APPROVAL AND REVIEW

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### ADDITIONAL NOTES

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## STATEMENT

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.

## TERMS AND DEFINITIONS

| TERM | DEFINITION |
|------|------------|
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### 1. Our standards

1.1 All transport provided will comply with Health & Safety legislation and regulations under the Transport Act 1985 this includes regular bus safety checks

1.2 All drivers will hold an enhanced clearance from the Disclosure and Barring Service, complete the accessible Minibus Driver Awareness Scheme training and have their driving licence verified with the DVLA.

1.3 All passengers and their relatives/carers will be treated with dignity & respect.

1.4 All service performance will be monitored.

1.5 All information provided will be managed in accordance with the Data Protection Act 2018

## 2 Our procedures

### 2.1 We will:

Provide our risk assessment to all new door to door passengers and ensure they are advised of any updates.

Consider individual passenger needs and consult passengers as appropriate.

Provide detailed route/contact information for all passengers.

Publish service and registration information on our website.

Inform all passengers as appropriate of any cancellation, significant change or delay to the service.

Provide a punctual service – except in exceptional circumstances within 10 minutes of the designated time.

Regularly monitor service provision.

Investigate and provide a written response to all complaints within 28 calendar days.

## 3 Passenger satisfaction

3.1 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)

## 4 Additional information

4.1 Further information and a copy of the Community Bus Risk Assessment is available upon request from the Executive Clerk.

## RELATED POLICIES AND OTHER REFERENCES