

Menheniot Parish Council

Zoom meeting to discuss withdrawal of 77 Bus Service

Meeting Notes 31.08.2022

Menheniot Parish Council

Cllr Jerry Tucker

Cllr Eve Easterbrook

Cllr Tony Clarke

Cllr Adrian Cole

John Hesketh Parish Clerk

The meeting started at 18.00 and closed at 19.15

Appendices

Appendix 1 Feedback from residents

Appendix 2 Exchange of emails between MPC and GoBus

Appendix 3 Current alternatives operating in Cornwall

Item	Narrative
1 Intro	<p>On 23 August, Clerk took a telephone call from a St Germans resident informing him that the 77 bus service that currently runs from Menheniot to Liskeard would be withdrawn from 4 September. No prior notification or consultation had been carried out with the parish council. Cornwall Council fund the service.</p> <p>Clerk visited each of the three bus stops in the parish (Menheniot Church, Merrymeet and Lower Clicker) and there were no notices posted to inform passengers that the service would be withdrawn.</p> <p>At their weekly meeting on the same day, Clerk passed this information onto Cllrs Tucker and Easterbrook asked that Cllr Smith be asked to look into the matter. Cllr Smith has since written to GoBus and Cornwall Councillor Philip Desmonde (Cabinet member for Transport). Clerk has written to CC asking for background information that was used to make the final decision.</p> <p>The 77 Bus Service runs from Monday to Saturday, northbound from Menheniot church to Liskeard Post Office via Pengover Green, Merrymeet and Morrisons. There are 3 services into Liskeard (0935, 1205 and 1635) and 2 services back (1140 and 1410).</p> <p>We have no data on usage, but have requested this from CC.</p>
2 First actions	<p>Posters giving notice of the withdrawal of service were posted at each of the 3 bus shelters and 6 parish notice boards on 24 August. Postings also made on all our social media accounts. Feedback is attached in Appendix 1.</p> <p>Cllrs Smith and Cole have written separately to Cornwall Councillor Philip Desmonde. Cllr Desmonde replied on 4 September (see Appendix 2). An email from Cllr Smith to GoSouthwest (operators of the service in Menheniot) has had a reply from the company's Customer Experience Manager (Appendix 2).</p>

3 Clerk's actions	<p>Pending a reply from CC with details of the information that was used to make the decision to withdraw, Clerk has investigated alternative transport options. These are:</p> <ul style="list-style-type: none"> ▪ Make no response (so that there is no public transport link between Menheniot and Liskeard) ▪ Hiring a minibus on a daily basis to duplicate the former route ▪ Setting up a minibus association (similar to that operated in Lerryn) ▪ Setting up a community transport scheme (similar to that operated in Feock) <p>Early indications from the two latter options are that extensive research is needed before committing to any scheme, and that there will be a period when no public transport is available to residents.</p> <p>See Appendix 3</p>
4 Meeting 31/8/22	<p>At this meeting, councillors discussed the information available to them (limited) and what actions they may take in the immediate short term.</p> <p>Councillors at the meeting agreed that they would not recommend the introduction of a short-term quick fix and would instead explore the options for alternatives. (Clerk) The matter would be raised at the next Liskeard-Looe Community Network Area meeting on 5 September to assess what (if any) joined up work could be done with adjacent parishes.</p> <p>Today's edition of the Cornish Times reports on the withdrawal of bus services and quotes a CC spokesman as saying 'We are actively engaging with community groups across Cornwall to identify where they may be able to work with us on plugging gaps in the local bus network'. This council and your Cornwall Councillor are in discussions with CC.</p>
5 Next steps	<p>Clerk will post notices at bus shelters, parish notice boards and social media reminding people that the service will cease after Saturday 3 September and that the parish council will be looking at alternative provision. There will no suggestion that the council <i>can</i> or <i>will</i> introduce its own travel scheme. Clerk will also prepare a survey of bus users to collect its own information on usage (this may be delayed until we have sight of the bus company's own data so that the two sets can be used together)</p> <p><i>Councillors are asked to use their networks to speak with people who have been affected by the service change and encourage them to feedback to the Clerk's Office.</i></p> <p>This will an agenda item on the next public meeting scheduled for 15 September.</p>

Bus 77 Feedback from postings on Facebook, Twitter, NextDoor, Emails and Telephone calls into the Clerk’s Office (23/8/22-15/9/22)

#	Ref	Purpose	Frequency	Notes
1	Poads Trust	Shopping, Doctor	3x pw	‘Not in Service’ buses passing through village
2	David at Pengover	Social?	5x pw	Has mobility issues
3	Marriott for Poads Trust residents			Concerns about limitations to residents because of age related infirmities.
4	Powell	Work, shopping, family care	4x pw	Has to go to Liskeard to charge up gas and electricity card
5	Sandra for mother	Shopping, social,	2x pw ?	Supports her mental health
6	Woodman			Current bus too big
7	Moore			Terrible news
8	Phillimore			Current bus too big
9	Jackson St Neot*			St Neot also stopping
10	Leiper Callington*	Social	1x pw	Still cautious about mixing on buses because of covid
11	Alison	??	??	cautious about mixing on buses because of covid
12	Susan*	??	??	Lives in Bethany and complaining about their lack of service.
13	Val	Dr, dentist, derriford	3x pw	Taxi not sustainable
14	Liz	Liskeard, to St Germans, to Seaton, to Torpoint and other connections such as Looe, the train station in Liskeard and the ferry to Plymouth.	??	Son has to cross A38 to reach bus stop into Liskeard – very dangerous. Speaks of another passenger who travelled daily into Liskeard to visit wife in care home. Unable to continue this now.

*Not Menheniot residents

Updated 15/9/22

Email exchange between Cllr Smith and GoSouthwest

From: Sean Smith <sean.smith@menheniotparish.org.uk>

Sent: 26 August 2022 21:00

To: james.church@gosouthwest.co.uk; **Subject:** The Removal of bus route 77 to Menheniot and surrounding area

Ref the removal of bus 77 from Menheniot and surrounding areas

Good Evening Mr Church

I write to you on the above matter, I hope you can assist me in my request for information, and a review in the decision to stop bus 77 to Menheniot,

Please feel free to pass on my comments to others should the need be necessary and anyone in the email trail please feel free to comment.

Why is it that any notices have not been passed to MPC informing MPC of this intended action, ?

I would like to ask your department to provide information as to where and how this action was reached and where all the information was sent for it to be consulted with the public and MPC, as per government guide lines? I hope these guideline have been followed and have not been circumnavigated to achieve a solution.

The small notice that MPC clerk had finally found after having to search high and low for that information was buried, I hope this was not so no one could see it, this is appalling communication, and a total disregard to the residents of Menheniot and MPC.

The two lines of a notice to stop the only bus service through the village of Menheniot has no facts just a generalisation,

I now insist and ask that all parties reconsider this decision, or please feel free to pass my email to those who can make that decision to reconsider the remove of bus 77 from Menheniot.

Considering that the government had allocated billions of pounds to provide rural bus services and that part of that billions is £13 million approx. which is allocated to Cornwall, I suggest that Menheniot receive it allocation of support, regardless or the excuse that passenger numbers are low, this is not about money it's about a life line for the community.!

I have been trying to find out and ask for an expiation as to how this was decide and by who, but as usual I am not been given that information, it has been indicated to me that Go Cornwall are saying its CCC removing the funding and making the decision. Perhaps you can assist in confirming this process and decision.

If this service is going to be removed what is going to be put in its place ?

Our CCC Councillor Phil Seeva has indicated it is not CCC making the decision, and that it is Go Cornwall, perhaps you can advise on this?

I now ask that you personally look into this matter and provide MPC with the reasons plus the facts to back up the reason as to why this only bus service has been removed, considering the economy is going to get worse and this service will be needed even more.

One of the excuses to stop this service is lack of use and that from the emails our parish clerk has received this is not true, the people of the village who use this service and depend on this service are being penalized through no fault of their own.

I am astounded that this service is being taken away no matter how many people use this bus, it is an essential link for the community no matter how many use it, costs should not come into this considering central government directive also I have followed buses driving through the village with their signs saying NOT IN SERVICE I ask what they are doing ?

I look forward to your reply, I have also copied in our MP Sheryl Murry and also or CC Phil Seeva and fellow councillors on MPC plus the parish Clerk.

I think it is only fair that go Cornwall and go south west pass on the above information to allow MPC access to that information on which the decision to terminate bus route 77 from Menheniot to Looe at Liskeard in future, was based.

I would particularly ask you to provide not only passenger numbers on this sector of the route, but also for all the other sectors. In addition full details of the fixed and variable cost savings derived from this alteration on a per trip basis and the current subsidy by Cornwall Council for this specific route.

I would also like to have confirmation that the correct process has been followed by the bus operator and that formal notices have been given of this change to a public bus service to the Local Authority and appropriate Traffic Commissioner.

Kind Regards
Cllr Sean Smith
Tel 07912465100

From: Jason Beverley <jason.beverley@gosouthwest.co.uk>
Sent: 31 August 2022 11:11
To: sean.smith@menheniotparish.org.uk
Cc: James Church <james.church@gosouthwest.co.uk>
Subject: Our ref 31762 -loss of 77 service in Menheniot.

Dear Councillor Smith,

Thank you for your email of Friday 26th August to my Colleague James Church.

Firstly, let me assure you that decisions such as this to withdraw the 77 service are not taken lightly and that we have consulted with Cornwall Council and the necessary documentation to the Traffic commissioner etc has gone through.

This decision has come about as part of a wider network review as I am sure you can appreciate the fall in passenger numbers post pandemic combined with increasing operating costs and the climate emergency mean that every bus route and timetable have come under scrutiny in the last 12 months. Unfortunately, the passenger numbers using this service are unsustainable for us to continue to provide this route.

We understand about the lifeline that routes such as this one provides for rural communities, it is not up to us to comment on how Cornwall may wish to allocate funds they receive from Central Government. However, they like all of us have to allocate our resources efficiently and responsibly and even with any additional monies for service provision cannot use money to run empty or very lightly used buses around the county.

Regarding whom has made this decision it is part of a consultation based on the results of the wider network review and these decisions are made jointly between ourselves and Cornwall based on information relating to passenger use of services.

We appreciate that it is not ideal for those in Menheniot who may have been using the 77 service and these decisions are not taken lightly but currently there are no plans for a replacement bus service that I am aware of.

Not in service buses in Menheniot if any information on the vehicle can be provided e.g. registration or fleet number I am more than happy to look into these.

kind regards

Jason Beverley
Customer Experience Manager

Email exchange between Cllr Cole and Cllr Philip Desmonde

Date: 4 Sep 2022

Subject: RE: ref the removal of Bus Number 77 Menheniot Liskeard and surrounding area

Information Classification: CONTROLLED

Dear Cllr Cole

I am sorry for the delay in getting back to you and your colleagues. Pressure of work.

I have passed on your email to Officers with a request they provide me with supporting information to provide a response to your concerns over the 77 route and Menheniot.

Sincere Regards

Philip

Philip Desmonde
Cornwall Councillor
Cabinet Member - Transport Portfolio
Pool and Tehidy (C)
07841 659912

From: Adrian Cole <ardrosa1@icloud.com>

Sent: 26 August 2022 17:46

To: Cllr Philip Desmonde <crr.philip.desmonde@cornwall.gov.uk>

Subject: Re: ref the removal of Bus Number 77 Menheniot Liskeard and surrounding area

Dear Councillor Desmonde.

I am writing in support of the comments made and the request from Cllr Smith that we have access to the information on which the decision to terminate bus route 77 from Menheniot to Looe at Liskeard in future, was based.

I would particularly ask we are provided with not only passenger numbers on this sector of the route, but also for all the other sectors. In addition full details of the fixed and variable cost savings derived from this alteration on a per trip basis and the current subsidy by Cornwall Council for this specific route.

I would also ask that we have confirmation that the correct process has been followed by the bus operator and that formal notices have been given of this change to a public bus service to the Local Authority and appropriate Traffic Commissioner.

Kind regards

Cllr Adrian Cole

Menheniot Parish Council

Current parish council alternatives to publicly funded transport services

Lerryn Area Minibus Association (LAMA)

<https://www.lerryn.net/local-groups/lerryn-area-minibus-association>

Passengers

LAMA is for You. LAMA's minibus is your community minibus. As a not-for-profit community service, we try to offer you a little more help and support than would a typical commercial bus operator. We are not allowed to carry just anyone, but if you register as a passenger or become a LAMA member, we can keep you abreast of everything we have planned. Please phone David on 01208 873792 to find out more.

What LAMA Does. Volunteer drivers take our community minibus from Lerryn via Lostwithiel to local towns, shops, garden centres and places of interest. LAMA typically runs weekly shopping trips to Bodmin and monthly to Truro and St Austell. The minibus is also used for collecting prescriptions from Lostwithiel Surgery for Lerryn residents and for undertaking periodic recreational trips to places of interest and special events. Fares are very modest.

Who may Register as a Passenger. To use the LAMA service you need to be a resident within the Lerryn Area, which encompasses Lerryn, St Veep, St Winnow, Boconnoc, Lostwithiel and the districts that surround them. You also need to meet the objects of the association, which broadly aims to support those people who need help with their transport. LAMA's objects are detailed more fully in the sections below. If for any reason you are unable to register as a passenger, you may instead register as a member (see supporters section below).

How to Register as a Passenger. Registration is free. The simplest way to register as a passenger is to phone David on 01208 873792 and he will guide you through the whole process. However, registration is not complicated and if you prefer, you may download the forms below, complete them yourself and return them to the address shown in the passenger summary.

How to Use the Minibus. Once you are registered as a passenger, the details of each month's trips will be sent to you. Details of LAMA's monthly trips will also be advertised on local noticeboards, in local newsletters and on local websites. When you are ready to travel, simply phone our booking clerk Andy on 01208 368393 to book your place and pick-up point. Under the terms of our operating permit, you must pre-book for each trip.

Feock Parish Community Transport Scheme

Our local transport scheme was founded when Cornwall Council funding cuts struck the Corlink service in Summer 2014. It offers people of all ages in the parish, left stranded without access to transport in Devoran, Feock and Carnon Downs the chance to book a volunteer driver who will give them a lift to help them get out and about to places such as Doctors, Dentist, the local shop or the hairdressers.

How does the scheme work?

1. Residents phone the booking line number below and give all details of their required journey, for example is it a return journey? do you need the driver to drop you off and pick you up again later or wait for you
2. The Parish Council will check if a volunteer is available for your journey and call you back to confirm if a volunteer is available and their name.
3. There is a recommended donation (£2.50) payable to the Parish Council via the driver for journeys, this all goes towards covering the cost of running the scheme and the mileage allowance paid to the driver, you will be advised of the recommended donation cost at the time of booking.
4. The volunteer driver will collect you in their own car and you need to pay them in cash at the time of the journey.

The car service itself is available for journeys on Monday to Friday from 9.30 am to 3.00pm (approximately). If you need to travel outside of these times please still contact us as we may be able to find a volunteer available. Bookings taken mornings only.

We will do our best to accommodate trips but it is useful for us if you can give us **at least 48 hours notice** (except for medical appointments as we understand that these sometimes cannot be made in advance). However, as the scheme is run using volunteers we cannot guarantee to have a volunteer available for every trip.

My Notes

Drivers trained by Age UK who also carry out DBS check

Drivers tell insurance company – no change in premium (work by donation)

Parish Council insurance covers drivers

7-8 volunteer drivers

NOT A LICENSED TAXI

PC keeps record of journeys and mileage

Drivers retain money and forward to PC every month

Clerk calculates reimbursement @ 45p per mile

If overall over, retained for future months

If under, PC makes up difference

Journey must start inside parish (but can be flexible for people coming into the parish, eg Spar shop, church)

Mainly used by older people for doctor's appointments.

Minibus Hire

Mykabs 6 seater

hire per single journey £30.00

Current bus	single	2.00
adult	ret day	3.00

child	single	1.80
	ret day	2.70

weekly	adult	20.00
	child	13.50