



Complete Agenda

Democracy Services
Council Offices
CAERNARFON
Gwynedd
LL55 1SH

Meeting

COMMUNITIES SCRUTINY COMMITTEE

Date and Time

10.30 am, TUESDAY, 13TH JULY, 2021

Location

Zoom

Contact Point

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(DISTRIBUTED 05/07/21)

COMMUNITIES SCRUTINY COMMITTEE

MEMBERSHIP (17)

Plaid Cymru (9)

Councillors

Elwyn Edwards
Linda Morgan
Simon Glyn

Annwen Hughes
Edgar Wyn Owen
Berwyn Parry Jones

Aled Wyn Jones
Gethin Glyn Williams
Dafydd Owen

Independent (5)

Councillors

Elwyn Jones
Mike Stevens
Angela Russell

Kevin Morris Jones
Elfed Powell Roberts

Llais Gwynedd (2)

Councillors

Robert Glyn Daniels

Owain Williams

Individual Member (1)

Councillor
Stephen W. Churchman

Ex-officio Members

Chair and Vice-Chair of the Council

Other Invited Members

A G E N D A

1. ELECT CHAIR

To elect a Chair for 2021/22.

2. ELECT VICE CHAIR

To elect a Vice-Chair for 2021/22.

3. APOLOGIES

To receive any apologies for absence.

4. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest

5. URGENT ITEMS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

6. MINUTES

4 - 8

The Chairman shall propose that the minutes of the meeting of this Committee, held on 22ND April, 2021 be signed as a true record.

7. SALT BINS

9 - 12

To report on the current situation.

8. TRANSPORT - SOCIAL VALUE

13 - 93

To update the Committee on the progress to date.

9. PUBLIC SERVICES BOARD ANNUAL REPORT

94 - 106

To outline the progress of the work of the Public Services Board during 2020/21.

10. SCRUTINY DRAFT WORK PROGRAMME 2021/22

107

To submit the scrutiny draft work programme 2021/22 for adoption.

Communities Scrutiny Committee 22 April 2021

Attendance:

COUNCILLORS: Stephen Churchman, Simon Glyn, Annwen Hughes, Aled Wyn Jones, Berwyn Parry Jones, Elwyn Jones, Dafydd Owen, Edgar Wyn Owen, Elfed Roberts, Angela Russell, Gethin Williams and Mike Stevens.

Officers present:

Vera Jones (Democracy and Language Service Manager), Bethan Adams (Scrutiny Advisor), Eirian Roberts and Natalie Jones (Democracy Services Officers).

Present for item 5:

Councillor Dafydd Meurig (Deputy Leader) and Nonn Gwenllian Hughes (Programme Manager - Gwynedd and Anglesey Public Services Board (PSB)).

Present for item 6:

Councillor Gareth Griffith (Cabinet Member for the Environment), Dafydd Wyn Williams (Head of Environment Department), Gareth Jones (Assistant Head of Environment Department) and Andrew Parry (Public Protection Manager (Trading Standards, Markets and Fairs)).

Present for item 7:

Councillor Gareth Griffith (Cabinet Member for the Environment), Dafydd Wyn Williams (Head of Environment Department) and Gareth Jones (Assistant Head of Environment Department).

1. APOLOGIES

Apologies were received from Councillors Kevin Morris Jones, Linda Morgan, Glyn Daniels, Owain Williams and Elwyn Edwards.

2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were made.

3. URGENT ITEMS

None to note.

4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 25 February 2021 as a true record.

5. PUBLIC SERVICES BOARD - PROGRESS ON REALISING THE WELL-BEING PLAN

Submitted - the report of the Programme Manager - Public Services Board to update the members on the progress of the work streams. It was added that this was a statutory requirement under the Well-being of Future Generations Act. It was noted that the pandemic had created challenges, nevertheless, there had been progress in some areas.

It was reported that the sub-groups had gone back to their work plans and that the Board was advising them to consider their original brief and consider what had been achieved and what needed to be done.

Members were guided through the report in detail and the main points that would be of interest for the Committee members were highlighted as follows:

- It was noted that there was collaboration to increase the use of the Welsh language within public bodies, such as in receptions
- There was mention of the work that coincided with the housing strategy to secure more affordable homes in Gwynedd. It was noted that they were sharing information and collaborating in order to avoid duplicating work that had already taken place.
- There had been correspondence with Welsh Government to reiterate the importance of the availability of housing in contributing to the well-being of communities.
- Reference was made to work on climate change, and that the Sub-group had met with Natural Resources Wales and shared their area statements.

During the discussion, the following observations were made by members:-

- The Programme Manager - Public Services Board was thanked for the report in question.
- Attention was drawn to a section of the report that referred to the Board's seven operating principles and the manager was asked if it was possible to note them in the next report along with the five ways of working, to remind the Committee of what needed to be done.
- It was asked whether appraising sites for housing for local people was a task for the Planning Department.
- It was suggested that the priority should be to look at schemes and evaluate affordability and policies in order to avoid duplication.
- In relation to Climate Change, reference was made to residents who had received advice on protecting their properties from further flood damage. It was asked whether it would be possible to share additional information with residents in areas at risk of flooding.

In response to the comments, the Programme Manager - Public Services Board noted the following points:-

- It was noted that the brief of the Sub-group with the affordable housing was to look at joint development, for example, looking at dormant sites to see if there was scope to develop them.
- An additional technical group had considered this.
- She thanked for the comments on the Climate Change stream and the comments would be fed back before engagement.

RESOLVED

To accept the report, noting the observations made during the meeting.

6. CONTROL OF FIREWORK DISPLAYS

The Assistant Head of Environment Department submitted the report concisely to explain the procedures associated with fireworks.

The Cabinet Member reiterated this by noting that the purpose of the report was to respond to a notice of motion that had been adopted by the Full Council at its meeting on 3 December 2020.

It was explained that there were statutory requirements relating to the sale and storage of fireworks, what types were permitted as well as noise restrictions and sale periods.

In relation to regulation, it was noted that the Council had statutory powers relating to noise, but there was a need to gather evidence over a period of time. It was noted that the type of concerns arising from fireworks was the antisocial use which was a matter referred to the attention of the police, rather than noise in general.

The role of the Council in solving this was discussed, namely to hold campaigns to raise awareness on responsible use, working with the Fire Service, preparing press releases, using social media to promote good use (the example in appendix 2 was referenced). It was explained that the law restricted the Council's ability to change regulations regarding fireworks.

During the discussion, the following observations were submitted by members:-

- The member welcomed the report and suggested that the fireworks code needed to be amended or restrictions imposed on the licences of retailers and further guidelines given to them to avoid anti-social use.
- A concern was raised that there was an impact on farm animals which led at times to property damage when cattle were frightened.
- It was asked whether it would be possible to tighten restrictions on retailers to mitigate the harm done to farm animals and properties.
- It was reiterated that the majority of residents followed the rules and that it was only a minority who were anti-social and setting them off from the middle of October onwards, not just on Guy Fawkes night.
- It was asked how it was intended to proceed with this, and whether an additional report would be brought back to the Committee. A suggestion was made to establish a sub-group to discuss the contents including the Councillor who proposed the notice of motion.
- One member disagreed that this was a problematic issue, and reiterated that people merely needed to be tolerant for a few weeks every year when Guy Fawkes Night happened.
- It was reiterated that fireworks brought a lot of fun for children and adults and there were several possible solutions for the pet owners such as keeping them in the house or using medication.
- There was disagreement with the above-mentioned comment explaining that fireworks had not developed to be much noisier and that they had a greater impact on people.

In response to the members' observations, it was noted:

- That advising consumers before events was something the officers had been doing for a while. To improve, it was noted that improvements were possible in terms of highlighting the guidelines and also by continuing to maintain a good working relationship with the retailers.

- To proceed with the report, it was agreed to continue to raise awareness and highlight good practice and to discuss with the Councillor who had proposed the notice of motion.
- It was possible to highlight and share good practice with retailers and consumers as a way forward.

RESOLVED

To accept the report, noting the observations made during the meeting.

7. PUBLIC PROTECTION SERVICE

The Cabinet Member for the Environment provided an introduction noting that this was a report to outline the important work of the Public Protection department during the pandemic. It was reiterated that a substantial amount of work was happening behind the scenes and it was not often that everyone heard about this work which was an important part of the council.

Submitted – the report of the Head of the Environment Department who reiterated the Cabinet Member's gratitude to all the staff in the department. He went on to note that officers and staff were still busy working on Covid-29 matters in addition to their usual duties which would recommence in the next phase. He emphasised that staff were undertaking these responsibilities despite working with lower staffing numbers due to a decade of cuts.

He reiterated that the cuts had now led to a lack of resilience within the department. He drew attention to the type of cuts that had been made, for example in 2011/12 there were 63 officers within the department and that number had now fallen to 42. He continued to explain the impact of the cuts namely that there was a great demand for officers with the necessary expertise who met the requirements of the post.

He discussed another element which reiterated the lack of resilience within the department, namely there was inconsistency in the salary levels of the posts across the north Wales counties. It was explained that Gwynedd Council paid lower salaries than nearby counties and there was concern that officers would be lost as some had already moved to posts in other counties.

He referred to the solutions to the pressures on the service including appointing new officers using funding from the hardships fund. He went on to discuss their initial duties namely to engage with communities, school and local businesses. It was explained that these new officers would have the opportunity to continue as permanent technicians or officers for the department in future.

During the discussion, the following observations were made by members:

- The members expressed their thanks for the report especially in light of the information about the new Covid-19 variants that were emerging. It was reiterated that Covid-19 would be here for a while and there was a need to plan for the long term.
- In relation to matters regarding salaries, it was asked whether the jobs were being appraised to reflect a reduction in the number of departments and the additional workload. It was reiterated that there was a need to strengthen the department as there were new developments with the pandemic.

- It was agreed that there was a real need to revise the salary scale if talented officers were being lost to counties who were paying more for the same work.
- Concern was raised about mobile food trucks which were increasing during this time and whether they had received the correct authorisation to operate, in relation to food hygiene.
- It was stated that the job cuts had gone too far within the department, and consequently there was a genuine need to recruit staff. It was noted in terms of staff retention there was a need to ensure fair salaries.
- It was asked who was responsible for employing new track and trace staff in light of the high numbers that were required.
- It was acknowledged that Gwynedd Council was lower in terms of salary scale compared with adjacent counties and there was a need to act on this to retain staff. It was reiterated that there was a need to refer the matter of salary scales to the cabinet's attention.
- In light of easing restrictions, everyone was reminded of the need to support Gwynedd businesses that were reopening after a very difficult time.

In response to the above observations, the following was noted:-

- The Head of Environment Department thanked the members for their comments and their support with the report and to recommend the need to amend the salary scales.
- It was added that the jobs had been appraised and that recognition had been made for officers who were undertaking a number of additional duties.
- In relation to the new food trucks that were appearing, it was assured that everyone require a food hygiene permit and every business needed was required to display its hygiene score on the site.
- It was noted that there was no specific procedure for licensing locations at the moment in Gwynedd.
- It was agreed that there was a need to look at new food trucks in order to ensure safety and appropriate behaviour.
- It was confirmed that Welsh Government paid the salaries of track and trace officers and that Flintshire received the money and allocated it. It was noted that Gwynedd officers were employed by Flintshire. It was explained that this happened to avoid inconsistency in the job evaluation and to ensure consistency of salaries.

RESOLVED

- (a) To accept the report, noting the observations made during the meeting.**
- (b) To recommend that the Cabinet consider looking at staff salary scales across the Council and how they compare with the salaries of neighbouring councils.**

The meeting commenced at 10.30am and concluded at 11:50am.

Committee	Communities Scrutiny Committee
Date	13 July, 2021
Title	Salt Bins
Cabinet Member	Councillor Catrin Wager
Author	Steffan Jones, Head of Highways and Municipal
Purpose	Report on the current situation

1. Introduction

- 1.1 In October 2015 the Department contacted the Community and Town Councils informing them of the Council's decision in December 2014 not to provide and fill salt bins in the future as part of their 'Efficiency Savings Plan', a figure of £100k. It was also noted that the Council had no statutory duty to provide salt bins to the public. The new arrangement saw the Community and Town Councils contributing towards the cost of filling the salt bin, however the asset would remain in the ownership of the Council along with any insurance matters.
- 1.2 I note below some background to the Winter Maintenance Service and update on the current situation highlighting issues that have arisen since the change was introduced.

2. Background and Current Situation

2.1 Rocksalt

- New supply agreement with Salt Union.
- Salt supplied on 'stock management': replenishing stores for use.
- Blaenau and Llandygai Strategic Salt Store, Bangor (jointly with Welsh Government) enables the Council to retain more salt than previous years.

Although we and the Welsh Government have a better resilience to salt stocks, there is still a possibility of a restriction on salt consumption, i.e. there is no guarantee of supply for salt bins for example.

- 2.2 We have 6 Salt Domes throughout the County and these can be found in Caernarfon, Afonwen, Dolgellau, Blaenau Ffestiniog, Bala and Mona.
- 2.3 The table below highlights the tonnage that can be stored in them:

Cibyn Caernarfon	2500 t
Afonwen Pwllheli	3000 t
Bala Road Dolgellau	3500 t
Blaenau Ffestiniog	4000 t
Bala	3000 t
Mona	1800 t
Strategic – (Blaenau and Llandygai)	4000 + 5000 = 9000 t

- 2.4 We have a process of gritting priority roads, including main roads, main bus routes and emergency service routes. These have been implemented on an area basis.
- 2.5 Other than Bangor High Street, The Maes/Pool Street, Caernarfon which are 'pedestrianised' and Priority 1 Gritting routes, we do not grit footways until the Main Network (Priority 1) has been treated and resources allow.
- 2.6 Next in priority are the Secondary Routes - if left untreated and the situation continues after 36 hours. As a result, footways will be addressed when resources allow. Historically, we would use the municipal workforce to treat footways in our towns earlier in the process if resources and circumstances allow.
- 2.7 Gritting for others - We have specific arrangements with the Health Trust, emergency services to ensure continuity of service such as gritting, dealing with waste and keeping depots open. Special arrangements for situations of serious illness and bereavements as they arise. Gritting of schools, access to libraries, leisure centers etc, this is done under an agreement/arrangement with the municipal workforce. This is undertaken by hand, small vans/ grit/salt bags.
- 2.8 Salt Bin – We must have an appropriate container (waterproof), it is environmentally destructive/a crime not to do this. They are subject to vandalism, abuse (used for litter/dog fouling and so on).
- Need a dedicated container, located in a safe place, does not cause visibility, navigation and access problems. Need to control its use, prevent abuse, use by others.
- 2.9 Existing Salt Bins - The salt bins are located at known trouble spots including on slopes, junctions and sharp bends on non-priority roads. They are not on main priority gritting routes.
- 2.10 Role of Community and Town Councils (existing)
- Appendix 1 gives details of the Community and Town Councils that have signed up to date
 - Cost of filling a salt bin - now £42 per salt bin (cost of a gang of two to fill and salt) trying to package work
 - Difficult to put in a number of applications/we haven't seen a very hard winter/the number that require a salt bin to be filled on an ad-hoc basis
 - If every Community Council committed to the arrangement have the bins filled once in a winter season, this would equate to approximately £21k
 - There is no statutory requirement to supply salt bins
 - We know historically that many help themselves to the salt and some on private roads
 - Certainly the procedure is now under control when it comes to requests for salt bins
 - This is agreed with the Community/Town Council where we would look at relocating an existing bin rather than a new one (there are very few applications).

3. Next Steps

3.1 While you can see that many of the Community and Town Councils have signed up, since the change was introduced we have not had a very hard winter to see how the system works.

3.2 It is fair to note that concerns have been raised and the following points highlights some of these issues.

- Our secondary priority routes do not cover some of the existing salt bin locations
- A number of Community and Town Councils haven't signed up to the arrangement.
- Our employees have expressed concerns about driving along some narrow and steep roads
- Potential impact on private insurance of some of our drivers
- Historically, inconsistency in the number of salt bins in some communities. This would see a high cost to the community if all salt bins were to be filled.

3.3 Different ways of operating

- Provide grit bins in urban and rural areas for local residents to use (the Service will need extra budget to deliver)
- Look at the timing of our secondary priority routes arrangements
- Provide a service where the salt bin would be filled at the beginning of the season seeing Community Councils paying for any further refill during the winter season
- Introduce the service based on high routes (threshold/agreement required)
- Base the number of salt bins on the population of the ward
- Look at opportunities of working with the local community (e.g. introducing a plow system for farmers).

3.4 Arrangements in place by other authorities

The Service has made contact with authorities across Wales and the table below highlights the current position:

8	Indicates a procedure where there are no salt bins
3	Identifies a procedure of salt deposition at the edges of problem locations
6	Identifies the salt bin system as we had here in Gwynedd
5	Not reported back

Highways and Municipal Department Salt Bins

Arfon			Dwyfor			Meirionnydd		
Committed								
Community Council	Number	Applications 2021	Community Council	Number	Applications 2021	Community Council	Number	Applications 2021
Abergwyngregyn	8	1	Botwnnog	9		Arthog	8	4
Bangor	11		Llanaelhaearn	8		Brithidr, Llanfachreth a Rhydymain	13	4
Bontnewydd	3		Llanbedrog	3		Corris	2	
Llanberis	28		Llannor	5		Dolgellau	10	
Llanddeiniolen	62	2	Llanystumdwy	5		Dyffryn Ardudwy	4	
Waunfawr	4		Pistyll	6		Ffestiniog	25	24
Llandygai	36	1	Pwllheli	5	1	Ganllwyd	10	
Betws Garmon	6		Tudweiliog	3	3	Harlech	6	
Llanllechid	10	1	Clynnog	19	3	Llanbedr	5	
Felinheli	17	1	Llanengan	10		Llanegryn	3	3
Pentir	15	1				Llanelltyd	8	3
Caernarfon	11					Llanfair	7	1
Llanllyfni	25					Llanfihangel y Pennant	6	1
Llandwrog	18					Llanfrothen	9	2
						Llangelynnin	12	4
						Llangywer	10	10
						Llanuwchllyn	17	6
						Maentwrog	8	
						Mawddwy	13	13
						Talsarnau	10	2
						Tywyn	2	
						Bermo	9	9
Total: 14			Total: 10			Total: 22		
Not Committed								
Bethesda			Aberdaron	8		Aberdyfi		
Llanwnda			Beddgelert	8		Bala		
Llanrug			Buan	1		Bryncrug		
			Criccieth	2		Llandderfel		
			Dolbenmaen	41		Llanycil		
			Nefyn	6		Pennal		
			Porthmadog	8		Penrhyndeudraeth		
						Trawsfynydd		
Total: 3			Total: 7			Total: 8		

Agenda Item 8

NAME OF SCRUTINY COMMITTEE	Communities Scrutiny Committee
DATE OF MEETING	13 July 2021
TITLE	Update - Strategic Review of the Public Transport Service
AUTHOR	Dafydd Wyn Williams, Head of Environment Department
CABINET MEMBER	Councillor Gareth W Griffith
PURPOSE	To update the Committee on the progress to date

1. BACKGROUND

- 1.1 This report is submitted to the Committee in order to provide an update on the Transport Strategic Review.
- 1.2 The Environment Department presented a report to the Leadership Team on 9th October 2018 outlining the difficulties with bus companies which has affected passengers in Gwynedd since 2014. The report identified risks, and the principal risk, given the history, was over-reliance on bus companies. The main impact of this risk, amongst others, was an increase in public transport costs in Gwynedd thus reducing the number of services available for users.
- 1.3 In order to mitigate these risks, the Department stated that it intended to conduct a comprehensive review of the Public Transport provision and consult with communities to address the following:
- Identify the need
 - Assess the social value
 - Prioritise services
 - Offer public transport through innovative methods and get more for our limited money
- 1.4 A further report was presented to the Communities Scrutiny Committee on 4 April 2019 offering an update, and specifically outlining the aim of the Public Transport review and how it would be carried out. It was explained that the review would take into consideration the existing public transport network and assess whether it is fit for purpose, with the aim of establishing a safe, reliable and cost-effective network for the future.
- 1.5 An update was provided to the Leadership Team on 24 September 2019, and the Scrutiny Committee on 26 September 2019 [Appendix 1] on the progress of the Strategic Review of the Public Transport Service.
- 1.6 To remind the Communities Scrutiny Committee, we intend to complete this review by undertaking the 7 following steps:
1. Identify the need amongst the public; not only the demand by those who currently use public transport but also what would encourage other members of the public to use public transport. This will be done through engagement and consultation.

2. Having established the need, the current network will be surveyed to ensure that it can meet the needs of the travelling public. This will include making any necessary changes to the network.
 3. Having established the network, it will then be necessary to consider what type of provision will be the safest, most reliable and most cost effective. This is where we will need to draw on the experience of other authorities and experts to evaluate options.
 4. Consult with communities to share the results of the review and the time-line for establishing the new network before commencing the tendering process.
 5. Initiate the tendering process.
 6. If the funding is insufficient to meet the need, then we will need to prioritise the bus routes depending on the analysis of Social Return on Investment.
 7. Commence the new service.
- 1.7 The Department is keen to trial alternative ways of meeting transport needs by means of, e.g. using community transport methods, on-call services, mini-buses, taxis, etc.
- 1.8 The timetable for action was outlined [Appendix 2] and it is now timely to report on the progress to date to the Communities Scrutiny Committee.
- 1.9 The main purpose of this report is to provide you with an update on progress and the next steps to be taken by the Department.

2. UPDATE

Survey work

- 2.1 To ensure the Department understands what services our residents need and to also understand the purpose for individuals' journeys, essential information was gathered through the use of surveys.
- 2.2 Paper questionnaires were collected, mainly from community events that had been organised in advance in different locations throughout the County. Officers also sat on buses or in bus stops and completed the questionnaires with the users. A number of questionnaires were collected on-line, and the success in securing such a large number of responses was down to members and officers publicising the need to respond.
- 2.3 The work of analysing the questionnaires has now been completed, and the information gathered has fed into two main work streams:
- Identify the 'social value' of the (subsidised) services that we deliver.
 - Review our 'public transport network' to ensure that we meet the need in the most effective way

3. THE SOCIAL VALUE OF SERVICES THAT WE DELIVER

- 3.1 It should be noted that commercial services or the 'Snowdon Sherpa' services have not been included as part of the work on 'social value'. A separate report has been completed to consider Parking and Public Transport needs in Northern Snowdonia through the 'Snowdon Partnership'.

3.2 A comprehensive report was commissioned by us and prepared by Bangor University [Appendix 3], which explains in detail the background, and methodology which led to reaching the results. Social value has been calculated for the 39 subsidised bus routes. In considering the social value and the cost of providing a service on a particular route, the Social Return on Investment [SROI] can be identified. The SROI methodology has been recommended by the Treasury as a form of assessment, and of course, consideration of social value is a particularly important aspect to us in light of the Well-being of Future Generations (Wales) Act 2015.

3.3 As we consider the SROI ratio, there is substantial difference between various routes. At one end we have 9 routes outlining a social value of over £10 for every £1 invested, and at the other end, 4 routes outline a social value of less than £1 for every £1 invested. The relevant table is included in table 12.2 of the report in Appendix 3 and is included below in Table 1.

Table 1: The Social Value Methodology for comparison of bus routes (as Table 12.2 in the report in Appendix 2)

Social value ratios of more than £10 : 1		Social Value Ratios between £10 : 1 a £6 : 1		Social Value Ratios between £6 : 1 a £3 : 1		Social Value Ratios less than £3 : 1	
1) Route 38	£59.96	10) Route 1F	£9.93	19) Route 83	£5.87	29) Route 29	£2.97
2) Route 88	£36.36	11) Route 8	£9.79	20) Route 37	£5.30	30) Route 27	£2.75
3) Route 3B	£22.89	12) Route 67S	£9.02	21) Route 76	£4.78	31) Route 1S	£2.34
4) Route 30	£16.38	13) Route 28	£8.53	22) Route 17	£3.98	32) Route 1NS	£2.25
5) Route 12E	£14.31	14) Route 85	£8.16	23) Route 1E	£3.91	33) Route 23	£2.20
6) Route 93	£13.63	15) Route 39	£7.96	24) Route 18	£3.64	34) Route 88S	£2.03
7) Route 5E	£12.44	16) Route 35	£6.77	25) Route 3	£3.44	35) Route 67E	£1.31
8) Route 1N	£11.38	17) Route 92	£6.21	26) Route 3S	£3.27	36) Route 8S/18S	£0.76
9) Route 78	£10.69	18) Route 1A	£6.15	27) Route 91	£3.11	37) Route 14	£0.72
				28) Route 33	£3.08	38) Route 2S	£0.44
						39) Route 8AB	£0.31

3.4 Very briefly, the work identified that passengers of all ages benefit from subsidised bus services. The report draws our attention to an ageing population who are reliant on Public Transport for their independence. The report also highlights that around 1 in every 5 households in Gwynedd are without a vehicle. The report concludes that subsidised bus services offer a positive social value in that they enable people to travel to their work, education, to the shops, medical appointments, opportunities to volunteer and socialise and care for others.

4. REVIEWING THE PUBLIC TRANSPORT NETWORK

4.1 The existing Public Transport network has developed gradually over a number of years, and no comprehensive review has been undertaken to ensure that we are meeting the need in the most effective way possible.

4.2 With the wealth of information that was gathered through the questionnaires together with the results of the social value report prepared by Bangor University, we have a unique opportunity to examine the existing network in detail and ensure that it is fit for purpose and meets the demand.

- 4.3 The Environment Department has received specialist support from Transport for Wales (TfW) to examine the network. They have undertaken very thorough work which identifies some services that are duplicated by the 'Traws Cymru' services (which are subsidised by the Welsh Government). This of course begs the question whether one service could address both local needs and 'Traws Cymru' needs? This question has been considered very carefully, and it is possible, however the Traws Cymru Services (in particular routes T2 and T3) would need to run every hour rather than every two hours.
- 4.4 Welsh Government has now commissioned work to consider bus networks throughout Wales with a view to securing better consistency and flow through the Counties to transport our residents in the most effective way. Officers from the Department are working very closely with Transport for Wales and ARUP company to this end and are eager to ensure that important rural services are protected.
- 4.5 In addition, the Department has begun discussions with Welsh Government officers to understand whether it might be possible to increase the frequency of the 'Traws Cymru' services. At present, significant costs seem to be preventing this. Broader options are being considered, which include co-funding in an attempt to establish a comprehensive network that meets the needs of those travelling locally and those wishing to travel further distances. It is encouraging that the Gwynedd has received over £3.7 million to prepare infrastructure and purchase electric buses to address the Traws Cymru bus service T22 [between Blaenau Ffestiniog and Caernarfon via Cricieth and Rhoslan]. This additional service will provide a better service to the Gwynedd communities between Blaenau Ffestiniog and Caernarfon
- 4.6 At the same time, the Department has been considering tender packages for subsidised services, and again we are liaising with TfW with regard to ensuring that we are innovative in securing services that offer value for money whilst meeting the need. The Department's aim is to re-tender the Arfon Area of the County first, with the new services to begin operating in September 2021. During 2021, the Department intended to re-tender services in Dwyfor, with Meirionnydd being re-tendered in 2022, but the COVID pandemic has forced the Department to postpone this work.
- 4.7 Generally, the public's use of Public Transport services is substantially lower, and from the feedback we receive, the reason behind this is confidence in mixing with others on the journey in the context of the COVID pandemic. There are also restrictions on the numbers able to travel on a bus and the need to keep windows open and wear face covering. The Department is working with Public Transport providers as well as other bodies to try to re-establish passengers' confidence and enable the most vulnerable people in our communities to have the freedom to live independently once more.

5. RELEVANT TIMETABLE

- 5.1 The Department's intention, in accordance with the timetable, was to proceed to the tendering process to have the Arfon part of the new network in place by September 2020, with the remaining areas to follow. The challenging times which have struck us with COVID 19 has means that we have had to re-think this. The Department is of the opinion that prices would not be competitive as companies' confidence is low. Therefore a decision has been made to postpone starting the re-tendering process until spring 2021.

- 5.2 The Department is working with Transport for Wales and ARUP company to review the bus network in Gwynedd within the national context of the national bus network review.
- 5.3 The department is working to set purposeful infrastructure and purchase electric buses to run the T22 service [Blaenau Ffestiniog to Caernarfon] with a view to starting those services in spring 2022
- 5.4 The Department will monitor the use of Public Transport Services and work with the providers and other bodies to promote and re-establish passengers' confidence which has been undermined due to the pandemic.

Appendices

- Appendix 1: Report to the Communities Scrutiny Committee 26.09.19
- Appendix 2: Timetable for Action
- Appendix 3: Bangor University Report

APPENDIX 2

Gwynedd Transport Review Timetable

Meeting with Bangor University	16 January 2019	DWW/RWW
Consult with Community Councils Arfon 17 Councils	February 2019	RWW
Consult with Community Councils Dwyfor 17 Councils	March 2019	RWW
Consult with Community Councils Meirionnydd 30 Councils	April 2019	RWW
Consult with the travellers - questionnaire 40 routes, every journey Monday to Sunday	January to April 2019	Team Members
Consult with Operators Clynnog & Trefor/Berwyn/Nefyn Coaches	5 March 2019	RWW
Consult with Operators Lloyd's Coaches/John's Coaches	6 March 2019	RWW
Consult with Operators Gwynfor's Coaches	7 March 2019	RWW
Consult with Operators Llew Jones/Arriva	8 March 2019	RWW
Prepare a new Timetable	Ongoing	RWW/RJJ/LLW
Open day to understand the needs of the residents Arfon 4 Locations Bangor Caernarfon Penygroes Bethesda	April 1 - 5	Team Members

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Open day to understand the needs of the residents Dwyfor 3 Locations Pwllheli Botwnnog Porthmadog	April 8 - 12	Team Members
Open day to understand the needs of the residents Meirionnydd 3 Locations Dolgellau Tywyn Blaenau Ffestiniog	April 15 - 18	Team Members
Analyse the information/submit the report	May to June 2019	Bangor University
Submit the findings of the Review to the Cabinet	July 2019	DWW
Complete the new network	31 August 2019	Team Members
Publish new timetables on the Council's website.	1 - 30 September 2019	RWW
Open day to publish the new timetable Arfon 4 Locations Bangor Caernarfon Penygroes Bethesda	9 - 13 September 2019	Team Members
Open day to publish the new timetable Dwyfor 3 Locations Pwllheli Botwnnog Porthmadog	16 - 20 September 2019	Team Members
Open day to publish the new timetable Dwyfor 3 Locations Pwllheli Botwnnog Porthmadog	23 - 27 September 2019	Team Members
Tendering Process	October/December 2019	
Inform all suppliers of the intention to commence the tendering process - send termination letters	October 2019	DWJ

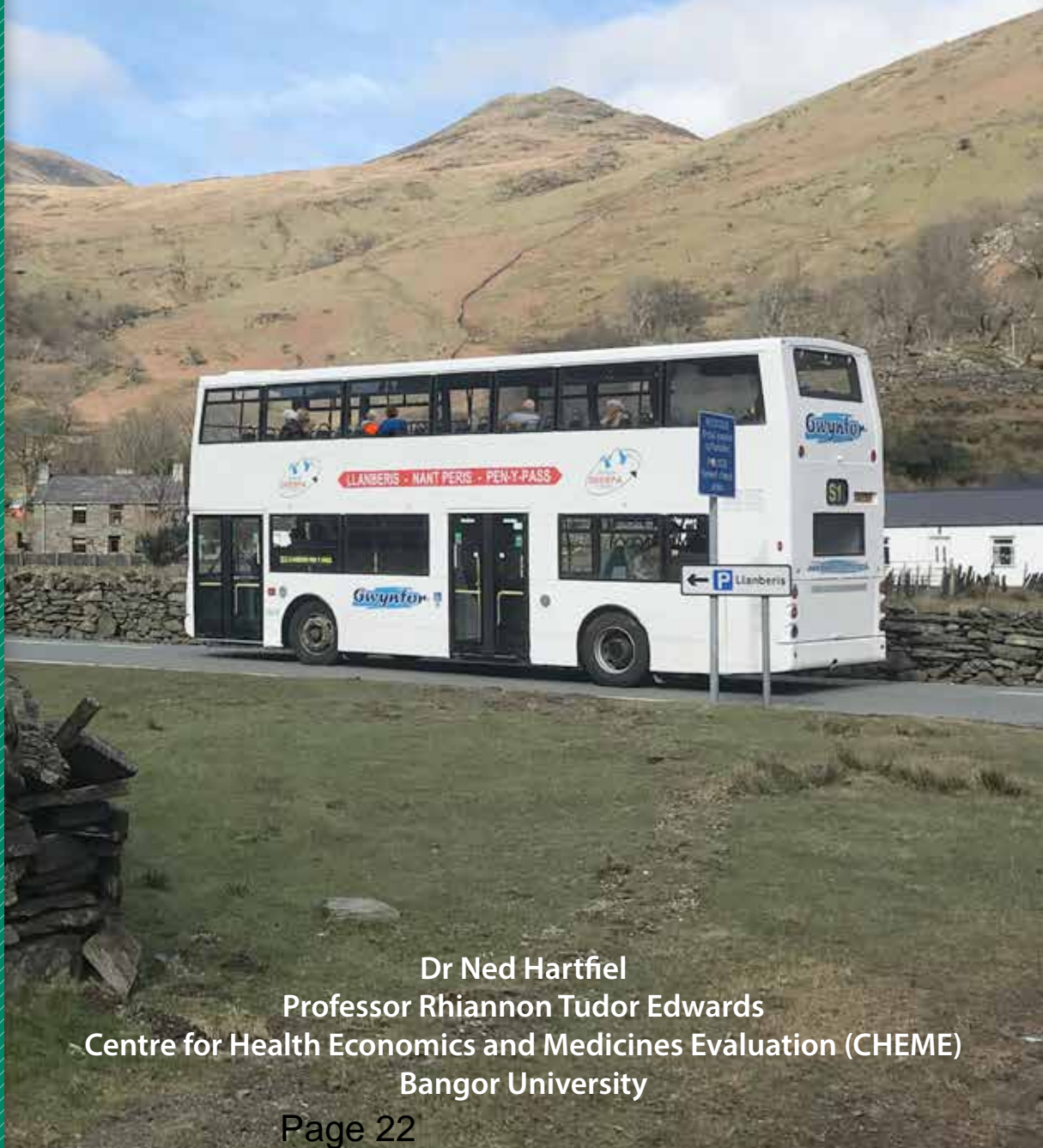
APPENDIX 2

Prepare contracts for tendering	1 - 14 October 2019	LLR/RWW
Permission from the Contracts Unit	14 - 15 October 2019	CHT/JE
Tendering period (Sell2Wales and eTenderWales) - inform operators that the tender is live and provide Business Wales details	15 - 17 October 2019	Contracts Team
Tender Closing Date	17 November 2019	
Evaluating Tenders	18-22 November 2019	LLR/RWW
Assess financial implications (cost of the new network)	25 November 2019	ALL
Award, and a 10 day cooling-off period.	25 - 29 November 2019	LLR
Publish timetables	1 - 3 January 2020	LLR/NWW
Inform the Traffic Commissioner	56 days	Operators
New network commences	April 2020	



Social value of subsidised routes to bus passengers in Gwynedd

"Giving beneficiaries a voice in resource allocation decisions"



Dr Ned Hartfiel
Professor Rhiannon Tudor Edwards
Centre for Health Economics and Medicines Evaluation (CHEME)
Bangor University



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Executive Summary

Background

This study estimated the social value generated for 1,729 bus passengers in Gwynedd who completed questionnaires between February and July 2019. Social value was estimated by comparing the social value generated for passengers with the costs incurred by the Local Authority (LA) in providing subsidised bus services.

Measuring social value involved quantifying and monetising the importance that bus passengers placed on the main outcomes they experienced, which included access to paid employment, access to healthcare appointments, access to social activities and shopping, access to education and training, and access to volunteering or caring for family members.

Methods

A social return on investment (SROI) methodology was used to estimate the social value to passengers. Reasons for an SROI approach included: first, SROI is a practical form of social cost-benefit analysis (social CBA), which is recommended in HM Treasury's Green Book (2018) for assessing the impact of interventions on social welfare; second, SROI is rooted in stakeholder involvement, which is an important component of the Wellbeing of Future Generations (Wales) Act 2015; third, SROI has previously been used as a method for estimating social value in community transport schemes in Scotland and Northern Ireland; and fourth, the monetised outcomes used in this SROI were based on 'wellbeing valuation', a consistent and robust method recommended in HM Treasury's Green Book (2018).

Results

The findings showed that the annual cost to the LA in subcontracting 39 subsidised bus routes in 2019 was £1,854,221. This cost enabled 1,230,054 passenger journeys. The average cost per passenger journey was £1.51, which was calculated by dividing the annual cost to the LA by the number of annual passenger journeys.

Quantitative and qualitative data from passenger questionnaires showed that the 39 subsidised bus routes generated substantial social value. Depending on the route, the social value per passenger journey ranged from £4.73 to £17.54. Providing transport to and from paid employment comprised the largest source of social value for passengers. Bus routes with a higher percentage of journeys for paid employment tended to generate higher social value ratios.

Social value ratios were calculated for each route by dividing the social value per passenger journey by the cost per passenger journey. When the 39 routes were compared, there was a wide variety of social value ratios with nine routes reporting ratios greater than £10 for every £1 invested, and four routes showing social value ratios of less than £1 for every £1 invested. These four routes had a lower number of annual passenger journeys (less than 5,000 per year) and a smaller percentage of passenger journeys to and from paid employment (less than 20%). Restructuring of these four routes is recommended.

Conclusion

Although some restructuring of routes is required, questionnaire data indicated that passengers of all ages benefited from subsidised bus services. With a rapidly ageing population and with more than one in five homes without a car in Gwynedd, subsidised bus services deliver positive social value by enabling people to travel to work, school, shops, social activities, healthcare appointments, volunteer opportunities, and to family members who need caring for.



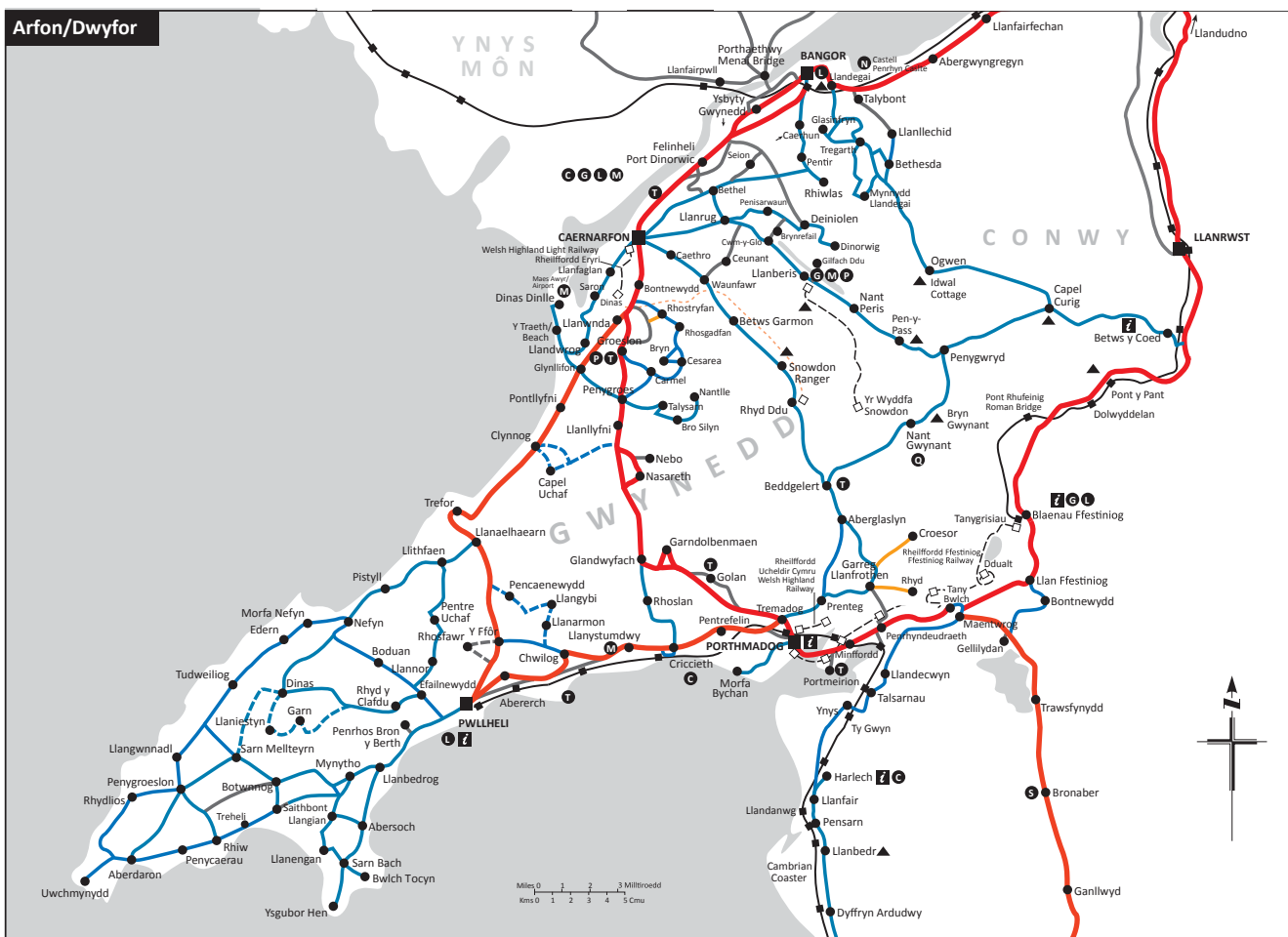
1. About Gwynedd

Geographically, Gwynedd is the second largest county in Wales (Figure 1.1). Home to Snowdonia National Park, Gwynedd is mainly a rural county with a population of approximately 124,000 people. Approximately 21% of homes in Gwynedd have no car and rely on public bus services to access employment, education, healthcare appointments, social activities and shopping. Without public bus services, people without cars are at risk of social exclusion, and this often includes the elderly (Transport Scotland, 2015).

Between 1981 and 2011, the number of older people in Gwynedd over age 80 increased by 96.2%, while the number of young people under 16 decreased by 10.1% (Gwynedd and Môn Public Services Board, 2017). It is expected that the number of people over age 80 will increase by another 60% in the next 20 years, while the number of people aged 16 to 64 will increase by only 2% (Gwynedd and Môn Public Services Board, 2017).

With a rapidly ageing population in Gwynedd, older people and their carers will require good public transport to health services (Gwynedd and Môn Public Services Board, 2017). Access to healthcare facilities is essential, especially in Gwynedd where a high percentage of people are at risk of chronic health conditions due to being overweight or obese (52%), smoking (22%) and drinking more than the recommended amount of alcohol (42%) (Gwynedd and Môn Public Services Board, 2017).

Figure 1.1: Gwynedd bus routes



2. About subsidised bus services

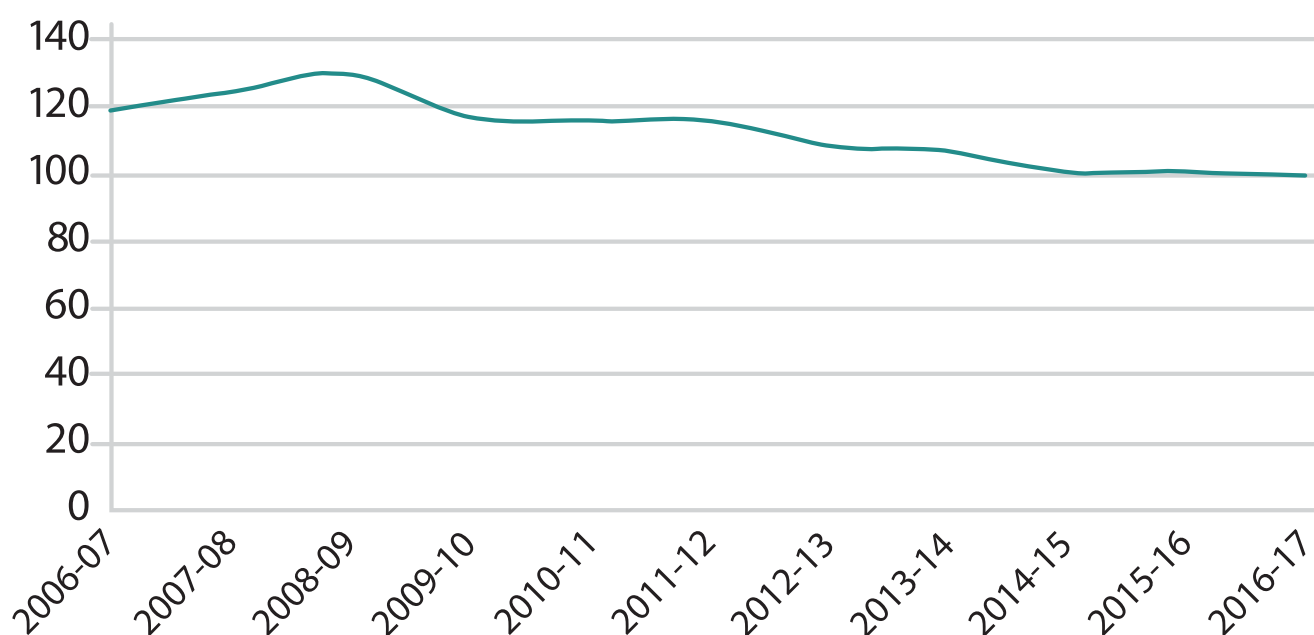
Approximately 80% of bus services in Wales are commercially operated and 20% are subsidised (Welsh Government, 2018). Commercial bus services earn profit when the income from bus fares exceeds the cost of providing the service. Subsidised bus services, on the other hand, are provided by the LA on a discretionary basis. Although there is no legal duty for LAs to provide subsidised services, the Transport Act (1985) states that LAs have a statutory duty to intervene where it is 'socially necessary'. Although no clear definition of 'socially necessary' is provided, subsidised routes offer services in areas where there are no commercial routes, or they operate at times when commercial services are not viable, such as evenings or Sundays.

In Gwynedd, the majority of the subsidised services are in rural areas where the number of passenger journeys tends to be lower, and where the length of journey means that the operating costs are frequently higher. These subsidised routes are considered 'socially necessary' because they enable young people to get to school and be more independent, working age adults to get to and from work, and older people to get out of the house to attend social activities and healthcare appointments.

In 2011, a 28% cut to LA transport funding in Wales resulted in a significant reduction in subsidised bus services (Campaign for Better Transport, 2018). Between 2014 and 2017, the number of subsidised bus miles in Wales dropped by 36% in Wales, and the number of passenger journeys on subsidised bus routes decreased by 44% (Figure 2.1).

Figure 2.1: Bus passenger journeys in Wales (subsidised and commercial routes combined)

Passenger journeys (million)



Source: Department for Transport



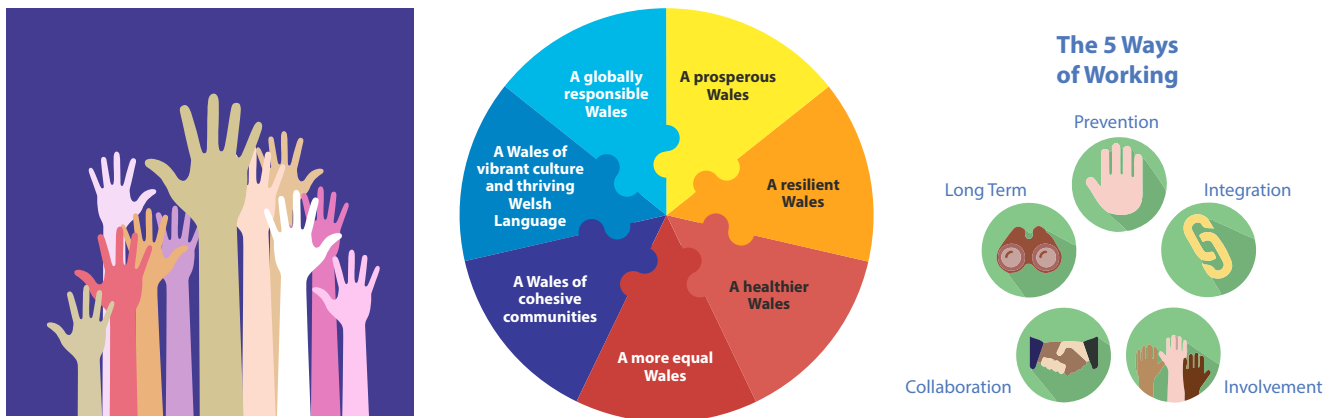
This reduction in public spending led to a substantial decrease in the capacity for LAs to financially support subsidised bus services which operate in evenings, on Sundays and in rural areas. People without cars are most affected, and this includes people on low incomes, the elderly and people with disabilities who rely on the bus service to maintain their independence and access essential services. This also includes the 5% of the workforce in Wales who rely on public bus services to travel to and from work, and young people who depend on the bus for education, training and work opportunities (Campaign for Better Transport, 2011).

3. Introduction to this evaluation

In response to funding cuts, LAs have tried to maintain the benefits of subsidised services by reducing the frequency of evening and Sunday services. LAs have also restructured or discontinued some services, especially routes with fewer passenger journeys or those with a high 'cost per passenger journey'. Although cost per passenger journey is frequently used to rank bus services, LAs are increasingly interested in the reasons for passenger journeys and the degree to which specific bus services enable passengers to access essential services such as employment, education, healthcare and social activities. In Wales, the Wellbeing of Future Generations (Wales) Act 2015 requires LAs, when making decisions, to collaborate with and take into account the impact of their decisions on the wellbeing of people (Welsh Assembly Government, 2015) (Figure 3.1).

To align with the Wellbeing of Future Generations (Wales) Act 2015, this evaluation provides LAs with an alternative method to cost per passenger journey for prioritising subsidised bus services. Through quantitative and qualitative data collected from 1,729 questionnaires, this evaluation estimates the 'social value per passenger journey' generated for passengers who travelled on 39 subsidised bus routes in Gwynedd between February and July 2019. In this evaluation, 'social value' refers to "the value that bus users enjoy from accessing particular services that they would not otherwise have easy access to" (Department for Transport, 2013).

Figure 3.1: Wellbeing of Future Generations (Wales) Act 2015



4. Social cost benefit analysis (Social CBA)

To measure and monetise social value, social CBA is often recommended (HM Treasury, 2018). When there is no clear competitive market for a good or service, social CBA can be used to assess whether an activity or programme should be implemented (New Economics Foundation, 2013). Social CBA seeks to measure not only economic costs and benefits, but also important social outcomes which may be difficult to monetise, such as improved wellbeing or reduced loneliness. To measure and monetise social outcomes, social CBA uses relevant quantitative and qualitative data collected from those who are most affected by specific activities or programmes (New Economics Foundation, 2013).

In this evaluation measuring the social value of bus services to passengers, the Department of Transport (2013) recommends two possible social CBA methods: willingness to pay (WTP)/willingness to accept (WTA), and social return on investment (SROI).

4.1 Willingness to pay / Willingness to accept

WTP/WTA is a widely used tool for assigning monetary values to non-market goods or services. This method uses specially constructed questionnaires to elicit estimates of people's willingness to pay or willingness to accept a particular outcome (Fujiwara and Campbell, 2011). In 2013, the Department for Transport used a WTP/WTA approach to estimate the social value of public bus services to passengers. Their approach involved presenting passengers with a series of hypothetical two-way choices, and asking passengers which they would prefer. They also asked passengers to rank three or more alternative scenarios in order of preference. For example, passengers were asked to imagine that their LA was faced with having to make cuts to services. Passengers were then presented with a variety of different scenarios and asked to put each scenario in order of their preference.

Disadvantages of the WTP/WTA approach include hypothetical bias, protest valuations and WTP/WTA disparity (Fujiwara and Campbell, 2011). Hypothetical bias refers to hypothetical scenarios not reflecting behaviour and preferences in the real world (Fujiwara and Campbell, 2011). Studies have also shown that when people have a longer time to think about hypothetical scenarios, WTP amounts decrease (Fujiwara and Campbell, 2011). Protest valuations refer to people putting forward a zero valuation when they object to the idea of paying for a good or service. WTP/WTA disparity refers to scenarios presented in terms of receiving a service (WTP) or losing a service (WTA). Research indicates that due to 'loss aversion', WTA values are often much higher than WTP values for the same service (Kahnemann et al., 1993).

4.2 Social return on investment (SROI)

SROI is a relatively new method for assigning monetary values to non-market goods or services. SROI is a pragmatic form of social CBA which estimates the social value generated from activities that seek to improve the wellbeing of people and communities (Cabinet Office, 2012). In Scotland and Northern Ireland, SROI has been used as a method for estimating the social value of community transport. In 2009, SROI was used to evaluate a transport to employment (T2E) scheme in Highland Scotland (Wright et al., 2009). The social value for T2E passengers was estimated from the net increase in income from passengers obtaining employment (i.e., wages from employment minus loss in welfare benefits). However, intangible benefits to T2E passengers such as improved self-esteem or increased life stability were not monetised.

In 2011, SROI was used to measure the benefits of community transport in rural Northern Ireland (Gauge NI, 2011). This study estimated the social value to 'dial-a-lift' passengers by using a variety of financial proxy values to monetise outcomes such as increased independence, improved health, increased social interaction and confidence, and improved access to education, employment, recreation and shopping. Although this SROI reported considerable social value generated from investment in community transport, the financial proxies were subjective. One criticism of many SROI reports is that they lack consistent and robust financial proxy values for monetising important social outcomes.

4.3 SROI (using wellbeing valuation)

To overcome the criticism of using subjective financial proxies, SROI increasingly incorporates ‘wellbeing valuation’ to value non-market goods or services (Carpenter, 2015). Recommended alongside stated preference techniques such as WTP/WTA in HM Treasury’s Green Book (2018), wellbeing valuation is a robust and consistent technique based on people’s ratings of their happiness or life satisfaction using outcome values calculated from large national datasets such as the British Household Panel Survey (Fujiwara, 2014).

Based on wellbeing valuation, the Social Value Bank contains the largest set of methodologically consistent social value metrics. The Social Value Bank monetises a broad range of community outcomes including values for employment and training, volunteering and social participation, improved health and physical activity. The Social Value Bank is often used as a valuation tool for SROI and social CBA (Carpenter, 2015).

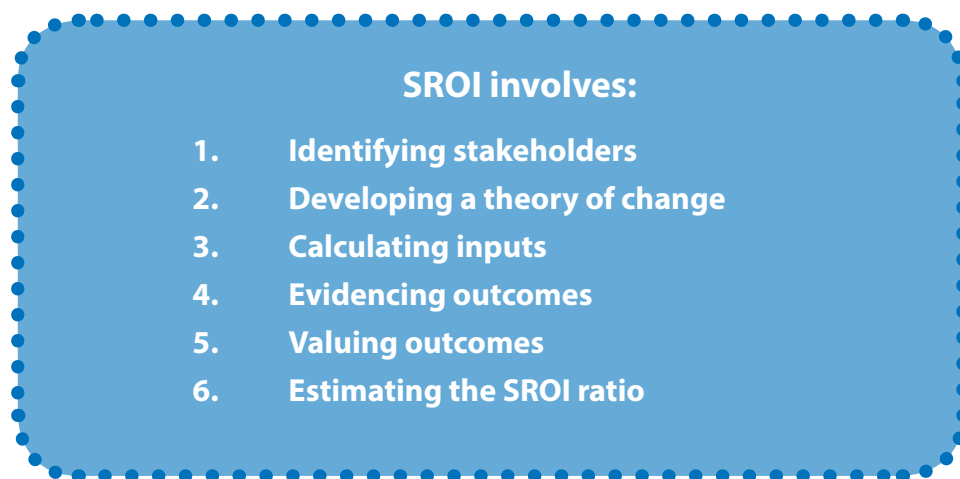
4.4 SROI (in this evaluation)

One important aim of this SROI was to monetise the main outcomes experienced by bus passengers on subsidised routes, thus giving beneficiaries a voice in resource allocation decisions. This SROI measured relevant and significant passenger outcomes and then assigned financial values from the Social Value Bank. To generate the SROI ratio, passenger outcomes were monetised and then compared with the costs incurred by the LA:

$$\text{SROI ratio} = \frac{\text{Social value of passenger outcomes}}{\text{Cost of providing subsidised bus services}}$$

The main stages involved in conducting SROI analysis are described in the Cabinet Office Guide to Social Return on Investment (Cabinet Office, 2012) (Figure 4.1):

Figure 4.1: Main stages of SROI analysis



SROI methodology is aligned with the Wellbeing of Future Generations Act (Wales) 2015 which requires LAs, when making decisions, to collaborate with and take into account the impact they have on the wellbeing of people (Welsh Assembly Government, 2015). One key principle of SROI is that it is grounded in direct stakeholder engagement. This ensures that what matters most to the people is counted and reflected in decision-making (New Economics Foundation, 2013).

SROI makes it possible to calculate a ratio of benefits to costs. For example, a ratio of £3 : £1 indicates that an investment of £1 delivers £3 of social value. In this evaluation, social value refers to the value that bus passengers experience from accessing activities they would not otherwise have easy access to.

5. Identifying stakeholders

The first stage of this SROI analysis was to identify the relevant and significant stakeholder(s). To achieve this, a focus group (n=10) was created in January 2019 at the onset of the evaluation. The focus group consisted of bus passengers, Gwynedd County Council staff and Bangor University researchers. The focus group determined that bus passengers were the key beneficiary of subsidised services and that key social outcomes were access to employment, healthcare appointments, social activities, shopping, volunteering, education and training, and caring for family members.

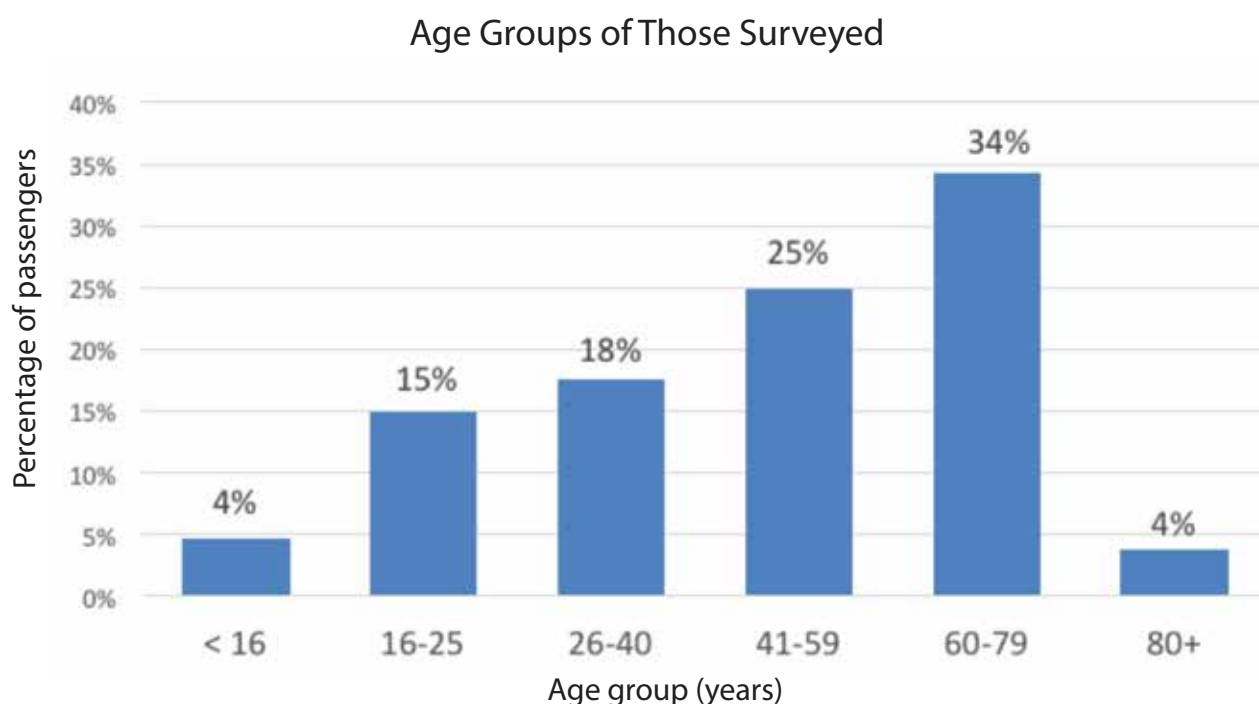
The focus group then drafted a questionnaire which was piloted with approximately 30 bus passengers. Based on feedback from passengers, the draft questionnaire was refined and a final version of the Gwynedd Local Bus Questionnaire 2019 (Appendix 1) was created in Welsh and English. During the six-month evaluation period (1 February 2019 to 31 July 2019), paper copies of the questionnaire were distributed to bus passengers at bus stops and while travelling on the bus. Distribution of questionnaires was carried out by LA employees, many of whom spoke both Welsh and English.

In addition to paper questionnaires, bus passengers were invited to complete an online version of the questionnaire. The online questionnaire was available in Welsh and English on the Gwynedd County Council website from 1 March 2019 until 30 April 2019. During the six-month evaluation period, more than 2,000 questionnaires were completed, of which 1,729 (1,228 paper and 501 online) were relevant for the 39 subsidised routes.

Results from the questionnaire indicated that:

- ◆ 60% of passengers were female
- ◆ 50% had some type of concessionary bus pass
- ◆ 15% were between the ages of 16 and 25 (Figure 5.1)
- ◆ 18% were between the ages of 26 and 40 (Figure 5.1)
- ◆ 25% were between the ages of 41 and 59 (Figure 5.1)
- ◆ 38% were age 60 or older (Figure 5.1)

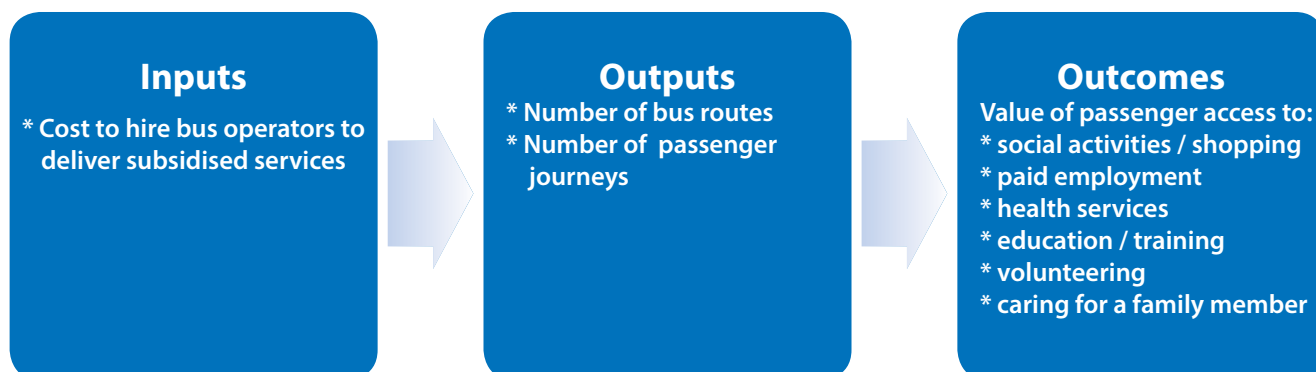
Figure 5.1: Age groups of passengers who use subsidised bus routes



6. Developing a Theory of Change

A Theory of Change diagram was created to illustrate the outcomes experienced by bus passengers (Figure 6.1). The theory of change describes the links between inputs, outputs and outcomes:

Figure 6.1: Theory of Change



7. Inputs

Gwynedd County Council provided cost data for the 12-month period from 1 November 2018 to 31 October 2019. According to this data, more than a million (1,230,054) passenger journeys were undertaken on the 39 subsidised routes at a cost to the Council of £1,854,221. The average cost per passenger journey was £1.51 (Table 7.1).



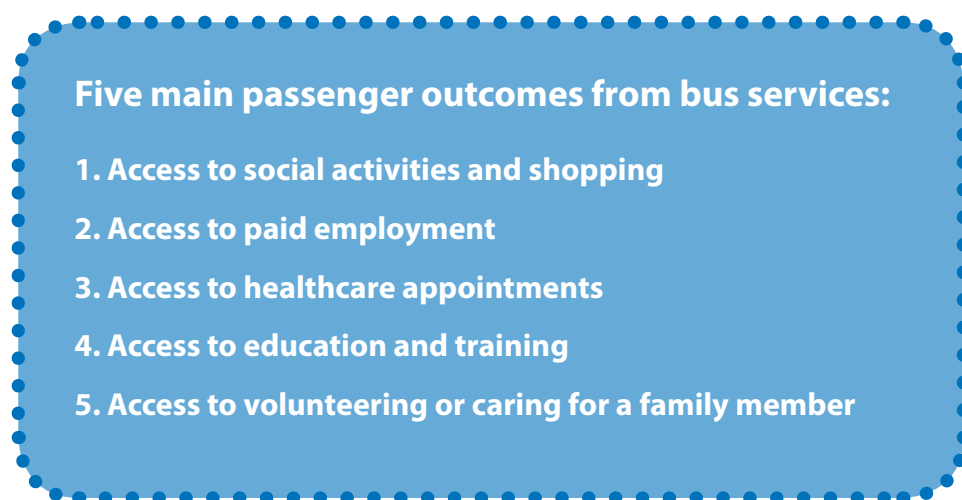
Table 7.1 Cost per passenger journey for each of 39 subsidised bus routes

Service	Journey	Passenger journeys per year	Passenger journeys per week	Annual cost to operate service	Cost per passenger journey
38	Harlech - Barmouth	█	█	█	£0.23
88	Caernarfon - Llanberis	█	█	█	£0.39
93	Clipa Caernarfon	█	█	█	£0.51
12E/12S	Pwllheli – Caernarfon (evening)	█	█	█	£0.52
3B	Porthmadog - Blaenau	█	█	█	£0.59
30	Dolgellau - Tywyn	█	█	█	£0.72
78	Maesgeirchen	█	█	█	£0.93
1N	Caernarfon – Penygroes – Nantlle	█	█	█	£1.04
5E	Bangor - Caernarfon	█	█	█	£1.04
8	Nefyn - Pwllheli	█	█	█	£1.11
92	Caernarfon – Maes Barcer	█	█	█	£1.11
1F	Caernarfon - Carmel	█	█	█	£1.38
37	Blaenau Ffestiniog	█	█	█	£1.41
39	Dolgellau – Bermo – Harlech - Porthmadog	█	█	█	£1.50
1A	Llanllyfni - Nasareth	█	█	█	£1.53
67S	Bangor – Bethesda (Sunday)	█	█	█	£1.62
28	Dolgellau - Tywyn	█	█	█	£1.75
35	Dolgellau – Blaenau Ffestiniog	█	█	█	£2.03
85/85S	Caernarfon - Dinorwig	█	█	█	£2.15
83/83S	Bethel - Caernarfon	█	█	█	£2.38
3S	Pwllheli – Porthmadog (Sunday)	█	█	█	£2.55
18	Pwllheli - Abersoch	█	█	█	£2.69
23	Clipa Pwllheli	█	█	█	£2.71
76	Bangor - Bethesda	█	█	█	£2.76
17	Pwllheli - Aberdaron	█	█	█	£2.87
91	Caernarfon – Dinas Dinlle and Locals	█	█	█	£2.89
1NS	Caernarfon – Nantlle (Sunday)	█	█	█	£3.26
33	Dolgellau – Dinas Mawddwy	█	█	█	£3.38
27	Pwllheli - Llithfaen	█	█	█	£3.43
3	Pwllheli - Porthmadog	█	█	█	£3.87
29	Clipa Tywyn	█	█	█	£3.88
1E	Caernarfon - Porthmadog	█	█	█	£3.91
1S	Caernarfon (Sunday)	█	█	█	£3.92
88S	Caernarfon – Llanberis (Sunday)	█	█	█	£5.27
67E	Bangor – Bethesda (evening)	█	█	█	£6.17
8S/18S	Pwllheli – Abersoch (Sunday)	█	█	█	£6.32
2S	Bangor – Dolgellau (Sunday)	█	█	█	£10.86
8AB	Dinas – Rhydyclafdy - Pwllheli	█	█	█	£15.49
14	Caernarfon – Pwllheli (Berwyn)	█	█	█	£18.45
		1,230,054 (total)	23,654 (total)	£1,854,221 (total)	£1.51 (average)

8. Outcomes

The bus questionnaire provided information on reasons for passenger journeys and how much the bus service improved the lives of passengers. Five outcome areas were identified by the focus group as relevant and significant for passengers (Figure 8.1).

Figure 8.1: Main outcomes



8.1 Outcome indicators

Indicators for each outcome were derived from specific questions in the bus passenger questionnaire (Table 8.1).

Indicators for four of the five main outcomes were generated from Question 7 of the bus questionnaire, which asked: *"How much does this bus service improve your life by providing travel to and from..."*

- ♦ employment (7a)
- ♦ volunteering (7b)
- ♦ caring for a family member (7c)
- ♦ social activities (7d)
- ♦ going to shops (7e)
- ♦ education or training sessions (7g)

For each outcome, passengers were asked to indicate how much the bus service improved their life on a scale from 0 (not at all) to 10 (very much). The quantity for each outcome was then calculated by counting the number of passengers with scores of 8 or more for each outcome indicator. Scores of 8 or more indicated that the outcome was relevant and significant to the passenger (Appendix 1).

Access to healthcare appointments

The indicator for access to healthcare appointments was generated from question 11 of the bus questionnaire which asked passengers: *"If this bus was not running, how many healthcare appointments would you have missed last year?"* The average number of missed healthcare appointments was then calculated for each route, and for all 39 routes combined (Table 8.1).



Table 8.1: Outcome indicators

Passenger outcomes	Outcome Indicators	Method for calculating quantity	Quantity of outcomes
1. Social activities or shopping*	Question 7d: "How much does this bus service improve your life by providing travel to and from social activities including meeting up with friends?" Question 7f: "How much does this bus service improve your life by providing travel to and from going to shops including banks and the post office?"	Scores of 8 or more indicated that the outcome was relevant and significant to the passengers.	909 of 1729 passengers (53% of passengers)
2. Paid employment	Question 7a: "How much does this bus service improve your life by providing travel to and from paid employment?"	Scores of 8 or more indicated that the outcome was relevant and significant to the passengers.	405 of 1729 passengers (23% of passengers)
3. Healthcare appointments	Question 11: "If this bus was not running, how many healthcare appointments would you have missed last year?"	The average number of missed healthcare appointments per passenger per year were calculated for each route.	3.12 missed appointments per passenger (n=1729)
4. Education and training	Question 7g: "How much does this bus service improve your life by providing travel to and from education or training sessions?"	Scores of 8 or more indicated that the outcome was relevant and significant to the passengers.	188 of 1729 passengers (11% of passengers)
5. Volunteering and caring for a relative**	Questions 7b: "How much does this bus service improve your life by providing travel to and from volunteering?" Question 7c: "How much does this bus service improve your life by providing travel to and from caring for a friend or relative?"	Scores of 8 or more indicated that the outcome was relevant and significant to the passengers.	126 of 1729 passengers (7% of passengers)

*Social activities or shopping were combined into one outcome as research indicates that shopping is a significant part of older people's social activity and connectedness (Toepoel, 2013). Because shopping and social activities are highly correlated for older people, social activities (7d) and shopping (7f) were combined, rather than double-counted. The highest score between 7d and 7f was used as the outcome quantity.

**Volunteering and caring for a relative were also combined into one outcome due to the similar nature of the activity. Research shows that volunteering and caring for a relative (as an unpaid carer) make a significant contribution to the health and wellbeing of people in the UK (The Kings's Fund, 2013). Because volunteering and caring for a relative were seen as two different activities by passengers, the scores for 7b and 7c were added to determine the outcome quantity.

8.2 Evidencing outcomes

Quantity of Outcome 1: Access to social activities and shopping

53% of passengers (n = 909) on the 39 subsidised routes reported that accessing the bus service for social activities and shopping improved their life by a score of 8 or more on a scale of 0 to 10. Without the bus, many passengers said that they would feel stuck at home, isolated, lonely and unable to get out and meet friends. Passengers reported that the bus service enabled them to visit friends and family, access shops and pubs, participate in community and outdoor activities, feel socially connected, maintain their independence, and improve their mental health.

Accessing shops and pubs

- ◆ "I go out weekly to the pub. If there is no bus, I have no social activity" (Pass 4, Route 1E)
- ◆ "I would be unable to go shopping. I would feel very isolated and have no social life" (Pass 6, Route 1N)
- ◆ "We only have a small shop in the village, no post office or bank. It's important to have the service to get out of the village (Pass 2, Route 27)

Maintaining social connection

- ◆ "I wouldn't be able to go out and see friends. I couldn't go out shopping. I would feel isolated and depressed" (Pass 1, Route 1A)
- ◆ "Most of my friends have died. I would be lost without the bus. The only people I see in the day are the people on the bus" (Pass 5, Route 17)
- ◆ "It would be a very lonely life without the bus" (Pass 2, Route 3)

Participating in community and outdoor activities

- ◆ “It would be hard for me to go to evening classes every night (Pass 2, Route 12E/12S)
- ◆ “I would have less time outside, less time walking and seeing people” (Pass 2, Route 8AB)
- ◆ “I have been to the beach this morning with friends, and I wouldn’t be able to go if this bus wasn’t going” (Pass 11, Route 30)

Fostering independence

- ◆ “I live alone and the bus is essential for my social life and to get to the bank. The bus helps me to be independent” (Pass 2, Route 3B)
- ◆ “I have depended on this service for over five years. It has allowed me to live my life as independently as possible. Because of a heart condition, I am unable to walk very far. Therefore I depend on the service to take me shopping and to meet up with friends” (Pass 2, Route 93)

Improving mental health

- ◆ “I depend on the bus at night to socialise and meet up with friends. This gives me freedom and makes me feel better” (Pass 1, Route 5E)
- ◆ “Shopping would become almost impossible. I would be unable to see my family. I struggle with anxiety and depression. Without the bus service, this would become much worse. I would become isolated and very lonely” (Pass 15, Route 37)
- ◆ “I would be unable to socialise. This service is so important for my mental health” (Pass 2, 67S)

Quantity of Outcome 2: Access to paid employment (full-time or part-time)

23% of passengers (n = 405) reported that accessing the bus service for paid employment improved their life by a score of 8 or more on a scale of 0 to 10. Without the bus, many reported that they would lose their job or have to move to a new location. Passengers stated that the bus enabled them to keep their job and maintain their quality of life without having to pay high prices for taxis or to go on benefits.

Losing their job

- ◆ “I couldn’t work, as it would completely change my shift patterns. I would probably get fired due to inability to meet shift patterns” (Pass 13, Route 67E)
- ◆ “I would lose hours at work. This would be enough to lose my job. Without work, I will have no money. My intention is to go to uni, and this would not be possible without the bus” (Pass 20, Route 3B)

Paying high prices for taxis

- ◆ “I can’t work if there are no buses, because I don’t drive. I will be grounded. It means so much expenditure on taxis” (Pass 6, Route 5E)
- ◆ “It would be much harder to get to work, and I would have to spend a lot more on travel” (Pass 8, Route 67S)

Having to move

- ◆ “I would have to move for my job” (Pass 5, Route 67E)

Going on benefits

- ◆ “I would not be able to work and would go on benefits” (Pass 19, Route 18)

Experiencing financial hardship

- ◆ “I would not be able to get to work which would impact my financial situation. I don’t have a car” (Pass 4, Route 1NS)
- ◆ “I work at the SPAR, 8am – 12pm. I depend on the bus for work and to keep my family” (Pass 8, Route 30).
- ◆ “If the bus service was removed, I would lose my job causing financial hardship for me and my family” (Pass 15, Route 39/99)



Quantity of Outcome 3: Access to healthcare appointments

The 1,729 bus questionnaires indicated that without the bus service, each passenger would have missed an average of 3.12 healthcare appointments per year.

Paying too much for taxis

- ◆ "I would have to pay for a taxi to take me to the doctors, and this would cost a fortune" (Pass 7, Route 1A)
- ◆ "I could not get to the doctors, hospital or dentist in Caernarfon. I'm on a pension, so taxis are not affordable, and I can't afford to run a car" (Pass 6, Route 88)

Cancelling appointments

- ◆ "I go to the hospital in Bangor in a lot. I would be stuck and have to cancel my appointments" (Pass 12, Route 1A)
- ◆ "I would not be able to reach the dentist and optician. I could not go to hospital for appointments" (Pass 19, Route 3B)

Relying on other sources of transportation

- ◆ "I have diabetes. I need to get to the surgery in Penygroes and to the nurse in Caernarfon. Without the bus, I would have to depend on friends to take me there" (Pass 4, 1F)
- ◆ "I have to go to hospital a lot. I have only one working eye. I would need to move closer to the hospital or use ambulance transport a lot more often" (Pass 14, Route 18)

Quantity of Outcome 4: Access to education and training

11% of passengers (n = 188) reported that being able to access the bus to attend education or training improved their life by a score of 8 or more on a scale of 0 to 10. Without the bus, many reported that they would not be able to get to school or would have to rely on family members, such as parents, for transport. For many passengers, bus services were considered essential to access opportunities for education and self-development.

Dropping out of school

- ◆ "Without the bus, I wouldn't be able to attend school" (Pass 8 and 20, Route 5E)
- ◆ "I can't get to school to get an education without the bus" (Pass 4, Route 76)
- ◆ "My mum works, so I need the bus to go to school" (Pass 8, Route 91)

Depending on family to get to school

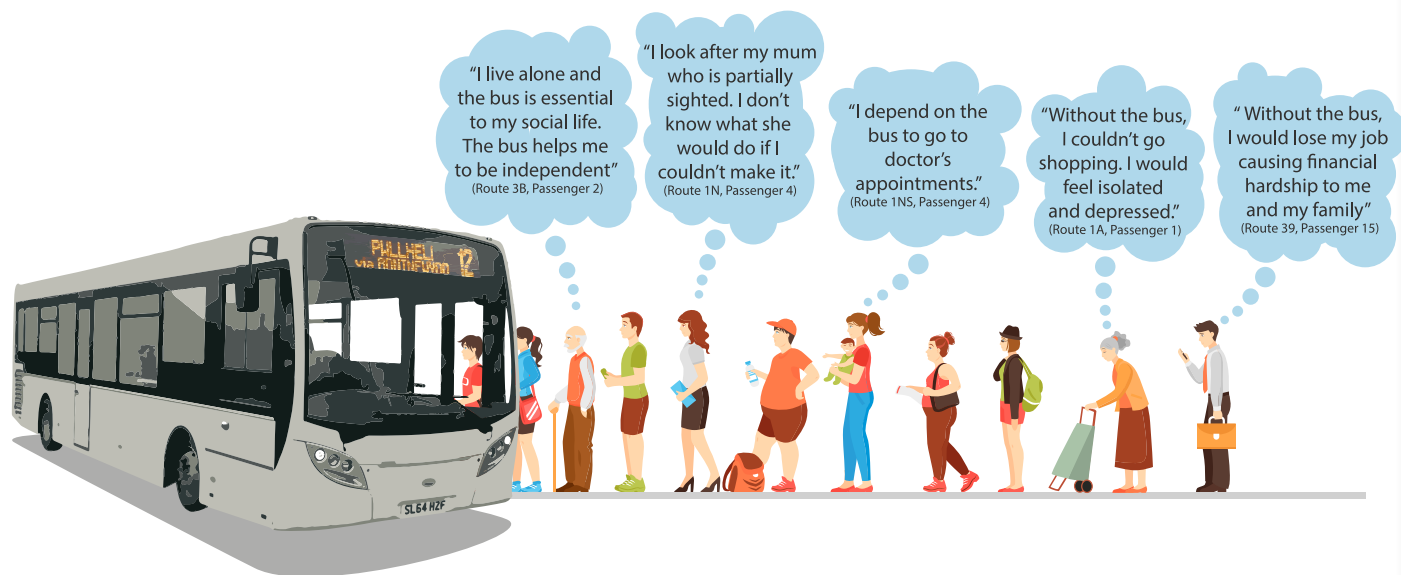
- ◆ "I would have to ask my family to take me to school" (Pass 11, Route 91)

Facilitating self-development

- ◆ "The bus is important to get out and educate myself" (Pass 8, Route 37)

Dropping out of college or university

- ◆ "I wouldn't be able to go to uni, even pass my course, without the buses" (Pass 3, Route 85S)



Quantity of Outcome 5: Access to volunteering or caring for a family member

7% of passengers (n = 126) reported that accessing the bus service for volunteering or caring for a family member improved their life by a score of 8 or more on a scale of 0 to 10. Without the bus, many passengers would not be able to volunteer or to care for family members.

Volunteering

- ◆ "I am a volunteer for the Age Concern lunch club in Penygroes, and they rely on me turning up" (Pass 4, 1N)
- ◆ "Without the bus, I could not get to my voluntary work in Caernarfon" (Pass 6, Route 88)

Caring for parents

- ◆ "I look after my mum who is partially sighted, and I go every day to take care of her. I don't know what she would do if I couldn't make it" (Pass 4, Route 1N)
- ◆ "I need to go see my mother every day who is over 80. I care for my mother, get her shopping. The bus service is very important" (Pass 9, Route 3B)
- ◆ "I'm a carer for my father. I need to see him every day to check if he's OK, and to take him shopping" (Pass 6, Route 35)

Caring for other family members

- ◆ "I am a carer for my brother who lives in Porthmadog. If the bus service wasn't running, it would have a significant effect on me and my family" (Pass 7, Route 3B)
- ◆ "I rely on the bus to visit my husband in hospital" (Pass 2, Route 2S)
- ◆ "I would have to move. I am helping to care for grandchildren while their parents go to work" (Pass 13, Route 18)



9. Valuing outcomes

Financial proxies for four of the five main outcomes were sourced from the Social Value Bank (HACT, Value Calculator v.4.0, 2019). Based on wellbeing valuation, the Social Value Bank is the largest source of methodologically consistent and robust social values providing a basic assessment of social impact and evidence of value for money. For one of the main outcomes (i.e., access to healthcare appointments), the financial proxy was sourced from NHS Wales (2019) and NHS England (2019).

- ***Paid employment:*** To monetise 'paid employment', the Social Value Bank assigns a value of £12,034 per year for a full-time job and £1,229 per year for a part-time job (HACT, Value Calculator v.4.0, 2019). The mean value between full-time and part-time employment is £6,632 per year.
- ***Social activities and shopping:*** To monetise 'social activities and shopping', the Social Value Bank assigns a value of £1,850 per year for 'being a member of a social group' including 'regular attendance at a group meet-up' (HACT, Value Calculator v.4.0, 2019).
- ***Healthcare appointments:*** To monetise 'healthcare appointments', NHS Wales estimates that a missed hospital appointment costs the NHS £150 (NHS Wales, 2019), and that a missed GP appointment costs the NHS £30 (NHS England, 2019). The mean value between a missed hospital appointment and missed GP appointment is £90 per missed appointment.
- ***Volunteering and caring for friend/relative:*** To monetise 'volunteering and caring for a relative', the Social Value Bank assigns a value of £3,249 per year for 'regular volunteering at least once per month' (HACT, Value Calculator v.4.0, 2019).
- ***Education and training:*** To monetise 'education and training', the Social Value Bank assigns a value of £1,224 per year for 'vocational training' (HACT, Value Calculator v.4.0, 2019).

Calculating total social value for all 39 subsidised routes

The quantity of each outcome (section 8.2) was then multiplied by the financial proxy to determine the total social value (Table 9.1).

Table 9.1: Quantity of outcomes and financial proxies

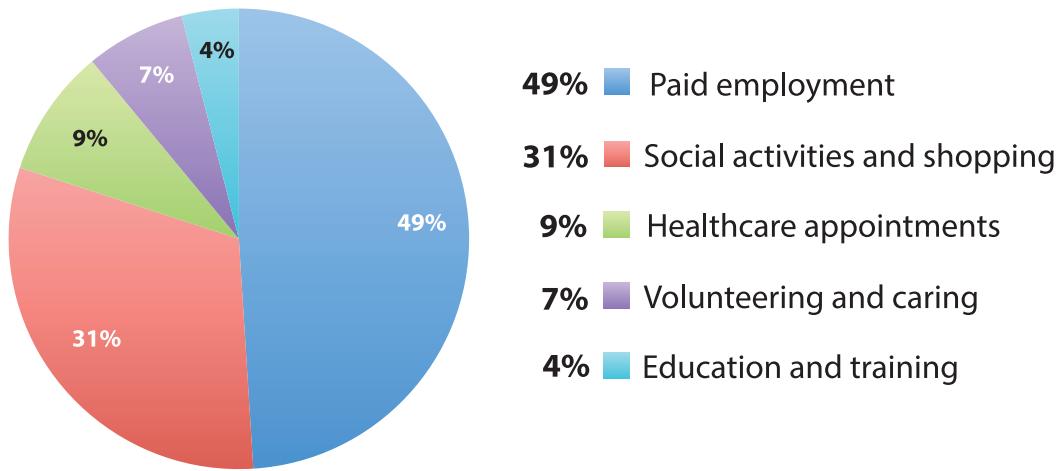
Passenger outcomes	Quantity	Financial Proxies	Source	Social Value (%)
Paid employment	405 of 1729 passengers	£6,632 per person per year	Social Value Calculator ¹	£2,685,960 (49%)
Social activities and shopping	909 of 1729 passengers	£1,850 per person per year	Social Value Calculator ¹	£1,681,650 (31%)
Healthcare appointments	3.12 missed appointments per passenger (n=1729)	£90 per missed appointment	NHS Wales ² NHS England ³	£485,503 (9%)
Volunteering and caring	126 of 1729 passengers	£3,249 per person per year	Social Value Calculator ¹	£409,374 (7%)
Education and training	188 of 1729 passengers	£1,124 per person per year	Social Value Calculator ¹	£211,312 (4%)
Total Social Value for 1,729 passengers who completed questionnaires				£5,473,799

¹ <https://www.hact.org.uk/value-calculator>

² <http://www.wales.nhs.uk/sitesplus/861/page/59579>, 4 March 2019

³ <https://www.england.nhs.uk/2019/01/missed-gp-appointments-costing-nhs-millions/>, 2 January 2019

Figure 9.1: Contribution of main outcomes to total social value



10. Calculating the social value ratio

In calculating the social value ratio, it was not possible to obtain questionnaire data from all passengers on subsidised bus routes. Therefore, questionnaires were completed by a percentage of passengers from each route. From these completed questionnaires, the social value per passenger journey was calculated for each route.

In addition, each passenger who completed a questionnaire accounted for more than one passenger journey if they travelled daily, weekly or monthly. Therefore, the number of passenger journeys per year for each route was based on passenger responses to question 3 of the questionnaire which asked:

'How often do you use the bus service?' (passengers could tick a box for *daily*, *weekly*, *monthly* or *other*).

Based on passenger responses to question 3, it was assumed that passengers who ticked *'daily'* averaged 3 journeys per week; those who ticked *'weekly'* averaged 1 journey per week; and those who ticked *'monthly'* averaged 1 journey per month. It was also assumed that those who ticked *daily* and *weekly* travelled for 47 weeks per year, those who ticked *monthly* travelled for 11 months per year (Table 10.1).

Table 10.1: Assumptions for estimating number of passenger journeys

Passenger response to question 3	Assumptions for estimating passenger journeys	Passenger journeys per year
Daily	3 journeys per week for 47 weeks per year	141
Weekly	1 journey per week for 47 weeks per year	47
Monthly	1 journey per month for 11 months per year	11

When these assumptions were applied, the total number of passenger journeys per year for the 1,729 completed questionnaires was 147,168, which was 12% of the annual 1,230,054 passenger journeys reported in the data provided by the LA (Table 7.1).

10.1 Estimating the social value ratio

The social value per passenger journey was then calculated by dividing the total social value for the 1,729 passengers (£5,473,799, Table 9.1) by the total number of estimated passenger journeys for the 1,729 passengers (147,168). The result was a social value per passenger journey of £37.19 (Table 10.2).

10.2 Estimating 'deadweight'

To minimise the risk of overclaiming the social value, SROI methodology requires 'deadweight' to be considered. Deadweight refers to what would have happened anyway if bus services were not running. In this evaluation, deadweight was estimated based on passenger responses to question 9 of the bus questionnaire which asked:

'If this bus service was not running, how would you make this journey?' (passengers could tick a box for *drive*, *walk*, *cycle*, *taxi*, *lift from friends/family*, or *would not make journey*).

Of the 1,729 questionnaire responses, 69% of passengers indicated that they would find another means of transport if the bus service was not running, and 31% reported that they would not make the journey. The deadweight percentage was therefore estimated at 69%, which represents the percentage of passengers who would have found another means of transport even if the bus was not running (Department for Transport, 2013).

According to the Department of Transport (2013), social value for bus passengers is counted only for those who would not make the journey (31%) in absence of the bus service. Passengers who would use a different means of transport in absence of the bus would still be able to access activities (i.e., employment, education, healthcare, social activities, shopping, volunteering or caring), and therefore they would receive the associated social benefits. When the deadweight percentage of 69% was applied, the social value ratio was £7.63 for every £1 invested. This ratio represents the base case scenario for the combined 39 bus services (Table 10.2).

Table 10.2: Calculating the Social Value Ratio

Total Social Value (1,729 passengers questionnaires)	£5,473,799
Total number of passenger journeys per year (1,729 passenger questionnaires)	147,168
Social value per passenger journey	£37.19
Cost per passenger journey	£1.51
Social value ratio (before deadweight)	24.63
Social value ratio (with 69% deadweight)	£7.64 : £1 (base case)
Social value ratio (with 50% of outcomes)	£3.82 : £1 (conservative case)
Social value ratio (with 50% deadweight)	£12.32 : £1 (optimistic case)

11. Sensitivity analysis

The base case ratio of £7.64 : £1 was based on assumptions derived from the quantitative and qualitative data in the 1,729 completed questionnaires. The base case scenario assumed that individual passenger scores of 8 or more in question 7 of the questionnaire indicated that an outcome was relevant and significant. It is possible that not every passenger who rated a particular outcome (i.e., access to social activities/shopping, employment, education, volunteering/caring for a relative) a score of 8 or more on a scale of 1 to 10 (question 7 of questionnaire) was actually entitled to the full social value as listed in the Social Value Bank. Therefore, the conservative case assumed only 50% of outcomes, resulting in a social value ratio of £3.82 : £1 (Table 10.2).

It is also possible that the deadweight percentage of 69% was too high. Although 69% of passengers indicated that they would find another means of transportation (if the bus service was not running), many also commented on the high expense of taxis, and the inconvenience of relying on family and friends for lifts. This indicates that there may be a higher number of passengers who would not make the journey without the bus. An optimistic scenario, therefore, assumed a deadweight percentage of 50%, which resulted in a social value ratio of £12.32 : £1 (Table 10.2). Considering both the conservative and optimistic scenarios, it is likely that the social value ratio for the combined 39 subsidised bus routes ranged between £3.82 and £12.32 for every £1 invested (Table 10.2).

12. Comparing bus routes

When subsidised bus routes were compared, there was a wide variety of social value ratios ranging from £59.96 : £1 (Route 38) to £0.31 : £1 (Route 8AB) (Table 12.1).

Nine bus routes reported social value ratios greater than £10 : £1 (shaded in green, Table 12.1).

Four routes showed social value ratios less than £1 : £1 (shaded in yellow, Table 12.1). For these four routes, the cost per passenger journey was more than £6 (Table 12.1).

Table 12.1: Social value per passenger journey and social value ratios

Service	Journey	Questionnaires completed (sample size) ¹	Cost per passenger journey	Social value per passenger journey	Social value ratio
38	Harlech - Barmouth	28 (5%)	£0.23	£13.79	£59.96 : £1
88	Caernarfon - Llanberis	60 (6%)	£0.39	£14.18	£36.36 : £1
3B	Porthmadog - Blaenau	142 (10%)	£0.59	£13.50	£22.89 : £1
30	Dolgellau - Tywyn	16 (4%)	£0.72	£11.79	£16.38 : £1
12E/12S	Pwllheli - Caernarfon (evening)	33 (2%)	£0.52	£7.44	£14.31 : £1
93	Clipa Caernarfon	25 (3%)	£0.51	£6.95	£13.63 : £1
5E	Bangor - Caernarfon	138 (46%)	£1.04	£12.94	£12.44 : £1
1N	Caernarfon - Penygroes - Talysarn - Nantlle	65 (12%)	£1.04	£11.83	£11.38 : £1
78	Maesgeirchen	29 (28%)	£0.93	£9.94	£10.69 : £1
1F	Caernarfon - Carmel	42 (12%)	£1.38	£13.71	£9.93 : £1
8	Nefyn - Pwllheli	28 (4%)	£1.11	£10.87	£9.79 : £1
67S	Bangor - Bethesda (Sunday)	28 (23%)	£1.62	£14.61	£9.02 : £1
28	Dolgellau - Tywyn	27 (6%)	£1.75	£14.93	£8.53 : £1
85	Caernarfon - Dinorwig	182 (31%)	£2.15	£17.54	£8.16 : £1
39	Dolgellau - Bermo - Harlech - Porthmadog	71 (9%)	£1.50	£11.94	£7.96 : £1
35	Dolgellau - Blaenau Ffestiniog	27 (15%)	£2.03	£13.74	£6.77 : £1
92	Caernarfon - Maes Barcer	44 (13%)	£1.11	£6.89	£6.21 : £1
1A	Llanllyfni - Nasareth	39 (9%)	£1.53	£9.41	£6.15 : £1
83	Bethel - Caernarfon	142 (43%)	£2.38	£13.97	£5.87 : £1
37	Blaenau Ffestiniog	37 (14%)	£1.41	£7.47	£5.30 : £1
76	Bangor - Bethesda	89 (23%)	£2.76	£13.81	£4.78 : £1
17	Pwllheli - Aberdaron	28 (8%)	£2.87	£11.41	£3.98 : £1
1E	Caernarfon - Porthmadog	12 (8%)	£3.91	£15.27	£3.91 : £1
18	Pwllheli - Abersoch	59 (16%)	£2.69	£9.78	£3.64 : £1
3	Pwllheli - Porthmadog	75 (57%)	£3.87	£13.30	£3.44 : £1
3S	Pwllheli - Porthmadog (Sunday)	20 (16%)	£2.55	£8.35	£3.27 : £1
91	Caernarfon - Dinas Dinlle and Locals	53 (21%)	£2.89	£9.00	£3.11 : £1
33	Dolgellau - Dinas Mawddwy	6 (3%)	£3.38	£10.41	£3.08 : £1
29	Clipa Tywyn	10 (6%)	£3.88	£11.53	£2.97 : £1
27	Pwllheli - Llithfaen	16 (8%)	£3.43	£9.43	£2.75 : £1
1S	Caernarfon (Sunday)	8 (5%)	£3.92	£9.16	£2.34 : £1
1NS	Caernarfon - Nantlle (Sunday)	13 (28%)	£3.26	£7.34	£2.25 : £1
23	Clipa Pwllheli	27 (13%)	£2.71	£5.95	£2.20 : £1
88S	Caernarfon - Llanberis (Sunday)	23 (35%)	£5.27	£10.70	£2.03 : £1
67E	Bangor - Bethesda (evening)	28 (52%)	£6.17	£8.06	£1.31 : £1
8S/18S	Pwllheli - Abersoch (Sunday)	13 (26%)	£6.32	£8.30	£0.76 : £1
14	Caernarfon - Pwllheli (Berwyn)	21 (68%)	£18.45	£13.26	£0.72 : £1
2S	Bangor - Dolgellau (Sunday)	9 (20%)	£10.86	£4.83	£0.44 : £1
8AB	Dinas - Rhydyclafdy - Pwllheli	16 (29%)	£15.49	£4.73	£0.31 : £1
Average of combined subsidised bus routes		44 (12%)	£1.51	£11.54	£7.64 : £1

¹ sample size based on number of annual passenger journeys from questionnaires (Table 10.1)

12.1 Comparing the social value method with the cost per journey method

When the social value method (Table 12.2) was compared with the cost per journey method (Table 12.3), nine routes were at the top of both lists (shaded in green), and six routes were at the bottom of both lists (shaded in yellow).

Table 12.2: Social value method for comparing bus routes

Social value ratios greater than £10 : 1		Social value ratios between £10 : 1 and £6 : 1		Social value ratios between £6 : 1 and £3 : 1		Social value ratios less than £3 : 1	
1) Route 38	£59.96	10) Route 1F	£9.93	19) Route 83	£5.87	29) Route 29	£2.97
2) Route 88	£36.36	11) Route 8	£9.79	20) Route 37	£5.30	30) Route 27	£2.75
3) Route 3B	£22.89	12) Route 67S	£9.02	21) Route 76	£4.78	31) Route 1S	£2.34
4) Route 30	£16.38	13) Route 28	£8.53	22) Route 17	£3.98	32) Route 1NS	£2.25
5) Route 12E	£14.31	14) Route 85	£8.16	23) Route 1E	£3.91	33) Route 23	£2.20
6) Route 93	£13.63	15) Route 39	£7.96	24) Route 18	£3.64	34) Route 88S	£2.03
7) Route 5E	£12.44	16) Route 35	£6.77	25) Route 3	£3.44	35) Route 67E	£1.31
8) Route 1N	£11.38	17) Route 92	£6.21	26) Route 3S	£3.27	36) Route 8S/18S	£0.76
9) Route 78	£10.69	18) Route 1A	£6.15	27) Route 91	£3.11	37) Route 14	£0.72
				28) Route 33	£3.08	38) Route 2S	£0.44
						39) Route 8AB	£0.31

Table 12.3: Cost per journey method for comparing bus routes

Cost per passenger journey less than £1		Cost per passenger journey between £1 - £2		Cost per passenger journey between £2 - £3		Cost per passenger journey greater than £3	
1) Route 38	£0.23	8) Route 1N	£1.04	18) Route 35	£2.03	27) Route 1NS	£3.26
2) Route 88	£0.39	9) Route 5E	£1.04	19) Route 85	£2.15	28) Route 33	£3.38
3) Route 93	£0.51	10) Route 8	£1.11	20) Route 83	£2.38	29) Route 27	£3.43
4) Route 12E	£0.52	11) Route 92	£1.11	21) Route 3S	£2.55	30) Route 3	£3.87
5) Route 3B	£0.59	12) Route 1F	£1.38	22) Route 18	£2.69	31) Route 29	£3.88
6) Route 30	£0.72	13) Route 37	£1.41	23) Route 23	£2.71	32) Route 1E	£3.91
7) Route 78	£0.93	14) Route 39	£1.50	24) Route 76	£2.76	33) Route 1S	£3.92
		15) Route 1A	£1.53	25) Route 17	£2.87	34) Route 88S	£5.27
		16) Route 67S	£1.62	26) Route 91	£2.89	35) Route 67E	£6.17
		17) Route 28	£1.75			36) Route 8S/18S	£6.32
						37) Route 2S	£10.86
						38) Route 8AB	£15.49
						39) Route 14	£18.45

12.2 Social value per passenger journey

The subsidised bus routes reported a social value per passenger journey ranging from £4.73 to £17.54 (Table 12.4). Routes with a social value per passenger journey of more than £10 (shaded in green) reported mostly higher percentages of social value from transport to and from employment (Table 12.4). Five routes (shaded in yellow) reported a social value per passenger journey of less than £7. These routes had a considerably lower percentage (20% or less) of social value from transport to and from employment (Table 12.4).

Table 12.4: Comparing bus routes using social value per journey

Social value per passenger journey more than £10			Social value per passenger journey less than £10		
Service	Journey	Social value per passenger journey (% of social value from employment)	Service	Journey	Social value per passenger journey (% of social value from employment)
85	Caernarfon - Dinorwig	£17.54 (57%)	78	Maesgeirchen	£9.94 (49%)
1E	Caernarfon - Porthmadog	£15.27 (60%)	18	Pwllheli - Abersoch	£9.78 (57%)
28	Dolgellau - Tywyn	£14.93 (39%)	27	Pwllheli - Llithfaen	£9.43 (29%)
67S	Bangor – Bethesda (Sunday)	£14.61 (74%)	1A	Llanllyfni - Nasareth	£9.41 (0%)
88	Caernarfon - Llanberis	£14.18 (59%)	1S	Caernarfon (Sunday)	£9.16 (0%)
83	Bethel - Caernarfon	£13.97 (52%)	91	Caernarfon – Dinas Dinlle	£9.00 (27%)
76	Bangor - Bethesda	£13.81 (41%)	3S	Pwyllheli – Porthmadog (Sun)	£8.35 (20%)
38	Harlech - Barmouth	£13.79 (28%)	8S/18S	Pwllheli – Abersoch (Sunday)	£8.30 (31%)
35	Dolgellau – B. Ffestiniog	£13.74 (57%)	67E	Bangor – Bethesda (evening)	£8.06 (72%)
1F	Caernarfon - Carmel	£13.71 (51%)	37	Blaenau Ffestiniog	£7.47 (46%)
3B	Porthmadog - Blaenau	£13.50 (53%)	12E/12S	Pwllheli – Caernarfon (eve)	£7.44 (57%)
3	Pwllheli - Porthmadog	£13.30 (49%)	1NS	Caernarfon – Nantlle (Sunday)	£7.34 (62%)
14	C’fon – Pwllheli (Berwyn)	£13.26 (53%)	93	Clipa Caernarfon	£6.95 (19%)
5E	Bangor - Caernarfon	£12.94 (54%)	92	Caernarfon – Maes Barcer	£6.89 (20%)
39	Dolgellau – Harlech - Port	£11.94 (24%)	23	Clipa Pwllheli	£5.95 (0%)
1N	C’fon – Penygroes - Nantlle	£11.83 (41%)	2S	Bangor – Dolgellau (Sunday)	£4.83 (0%)
30	Dolgellau - Tywyn	£11.79 (33%)	8AB	Dinas – Rhydyclafdy - Pwllheli	£4.73 (0%)
17	Pwllheli - Aberdaron	£11.41 (41%)	Average		£7.74 (29%)
8	Nefyn - Pwllheli	£10.87 (52%)			
88S	Caernarfon – Llanberis (Sun)	£10.70 (51%)			
33	Dolgellau – Dinas Mawddwy	£10.41 (0%)			
Average		£13.37 (46%)			

13. Discussion

This study used a SROI methodology for quantifying and monetising five main passenger outcomes, which included access to: employment, social activities/shopping, healthcare, education, and volunteering/caring. These five outcomes were selected by the focus group at the onset of the evaluation and were informed by evidence from previous studies estimating the social value of bus services to passengers (Gauge NI, 2011; Department for Transport, 2013; KPMG, 2016).

Strengths of this study

Previous studies have evaluated the overall social value of bus services, but this was the first to compare the social value to passengers of different subsidised bus routes within one LA. Second, the validity of the results was strengthened from quantitative and qualitative data collected from 1,729 questionnaires completed by passengers, thus giving a voice to primary beneficiary. Third, with an emphasis on direct stakeholder involvement, this evaluation was aligned with the Wellbeing of Future Generations (Wales) Act 2015. Fourth, the monetised outcomes used in this evaluation were derived from a consistent and robust method (i.e., wellbeing valuation) recommended in HM Treasury's Green Book (2018) for measuring social CBA.

Limitations of this study

First, the reliability of the results may have been hampered by variations in the amount of data collected for each route. The average number of questionnaires completed per route was 44, but this ranged from 6 (Route 33) to 182 (Route 85). The sample size (based on the estimated number of passenger journeys) for Route 33 was 3%, compared with a sample size of 31% for Route 85 (Table 12.1). The sample size for each route was important in considering the degree to which the data from completed questionnaires was representative of all passenger journeys for a particular route. It was possible that questionnaire data from routes with smaller sample sizes was not representative of all passengers using these routes.

It is also conceivable that 'strategic bias' could have influenced the results. In this study, strategic bias refers to the possibility that bus passengers over-reported the value of the bus service in order to influence the LA's decision-making process (Meginnis et al., 2018). Although strategic bias could have affected the social value ratios for the combined 39 services, it would not have affected the comparison between routes.

13.1 Main findings

1) Subsidised bus services in Gwynedd deliver positive social value to passengers

Results of this study showed that subsidised bus services generated positive social value to passengers. Quantitative and qualitative data from 1,729 questionnaires indicated that subsidised services enabled passengers to travel to and from work, education, shopping, social activities, healthcare appointments, volunteering opportunities and caring for elderly parents. When all 39 subsidised bus routes were combined, the social value ratio ranged from £3.82 : £1 (conservative case) to £12.32 : £1 (optimistic case), with a base case of £7.64 : £1 (Table 10.2).

These results indicated that for every £1 invested in subsidised bus services, approximately £3 to £13 of social value was generated for passengers. These social value ratios are comparable with previous community transport and bus transport studies where the social value ratios ranged from £3.07 : £1 (Wright, 2009) to £8.17 : £1 (Department of Transport, 2013) to £12 : £1 (Gauge, 2011).

2) Transport to and from employment was associated with a higher social value per passenger journey

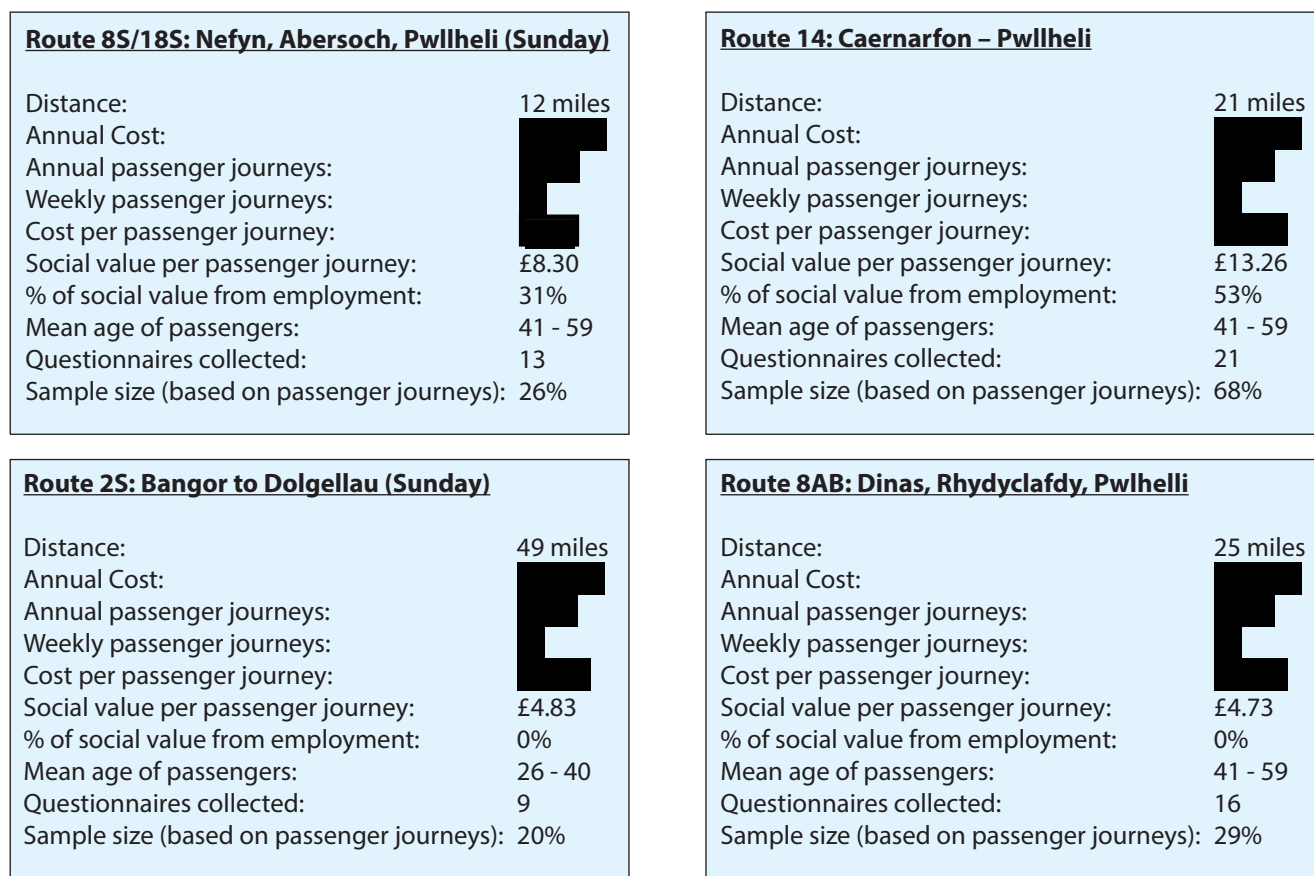
The social value per passenger journey for each of the 39 routes ranged from £4.73 (Route 8AB) to £17.54 (Route 85). The routes with the highest social value per passenger journey were generally those that provided transport to and from employment (Table 12.4). Five routes with a social value per passenger journey of less than £7 reported a lower percentage (20% or less) of passenger journeys to and from employment (Table 12.4).

3) Restructuring recommended for four routes with social value ratios less than £1 : £1

Four routes (8S/18S, 14, 2S, 8AB) showed social value ratios of less than £1 : £1. Each of these routes reported less than 100 passenger journeys per week. The cost per passenger journey for these four routes ranged between £6.32 and £18.45 (Figure 13.1). Restructuring of these four routes is recommended (Figure 13.1).

However, one of the four services (Route 14) reported a high social value per passenger journey (£13.26) due to a higher percentage (53%) of passenger journeys to and from paid employment. Although this was not enough to offset the high annual operating costs (£47,290) and a low number of passenger journeys (49 per week), it is recommended that care should be taken when restructuring Route 14 to ensure that passengers can access employment, thus preventing possible social isolation and benefit payments.

Figure 13.1: Profile of four routes with social value ratios less than £1 : £1



14. Conclusion

Quantitative and qualitative data from 1,729 completed passenger questionnaires indicated that 39 subsidised bus routes generated substantial social value to passengers. Providing transport to and from paid employment comprised the largest source of social value for passengers, and routes with a higher percentage of passenger journeys for paid employment generated higher social values.

When the 39 routes were compared, there was a wide variety of social value ratios with nine routes reporting ratios greater than £10 for every £1 invested, and four routes showing social value ratios less than £1 for every £1 invested. Low social value ratios were mainly due to high annual operating costs, a low number of annual passenger journeys, and fewer passenger journeys to and from paid employment. Restructuring of the four routes with social value ratios less than £1 : £1 is recommended.

Although some restructuring of routes is required, questionnaire data from the combined 39 subsidised services showed benefits for passengers of all ages. Young people reported that the bus service enabled them to get to school, spend time with their friends and rely less on their parents to attend activities. Working age adults noted that the bus service was essential to get to and from employment, and was an important means of transport in caring for their elderly parents. Older people needed the bus to get out of the house, to reduce loneliness, to shop, attend social activities and visit the GP. Without the bus, older people said that they would feel isolated, lonely and depressed. With a rapidly ageing population in Gwynedd and with more than one in five homes without a car, subsidised bus services provide a crucial means of transportation for many people in Gwynedd.

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Appendix 1: Gwynedd Local Bus Questionnaire 2019

Service _____ Date _____ Time: _____

Pick Up: _____

Destination: _____

1) Your Age

< 16	16 - 25	26 - 40	41 - 59	60-79	80+

2) Your sex

Male	
Female	
Prefer not to answer	

3) How often do you use this bus service?

Daily	Weekly	Monthly	Other (note)

4) In a usual week, which days do you use this bus service?

Mon	Tues	Wed	Thurs	Fri	Sat	Sun

5) How did you pay for this journey?

Concessionary bus pass	
Weekly or monthly pass (60+)	
Weekly or monthly pass (disabled)	
16+ ticket	
Cash	
Other (please state below)	

Other _____

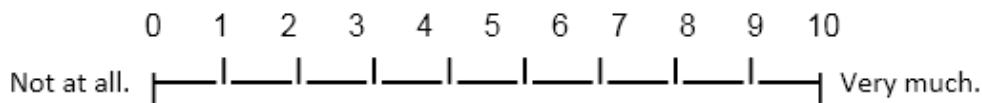
6) Reason for this journey today?

Getting to work	Being a Volunteer	Caring for someone	Health services	Going shopping	Education/ training	Physical activities	Social activities

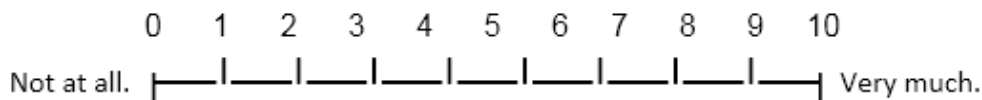


7) How much does this bus service improve your life by providing travel to and from...

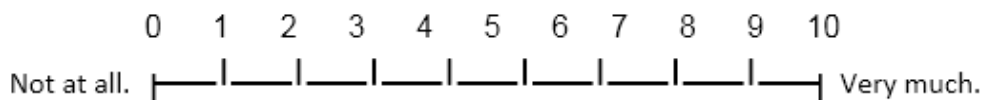
a) **paid employment?** Not applicable_



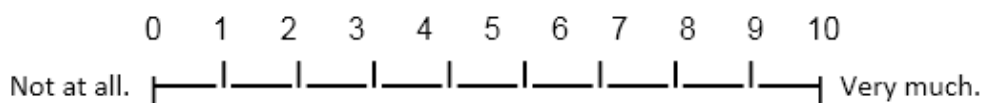
b) **volunteering?** Not applicable_



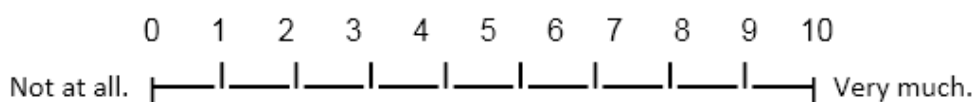
c) **caring for a friend or relative?** Not applicable_



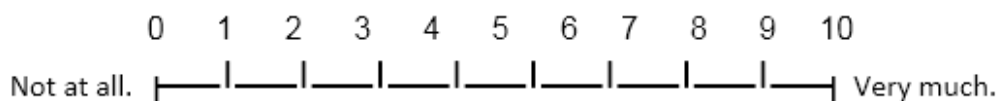
d) **social activities (i.e., meeting up with friends)?** Not applicable_



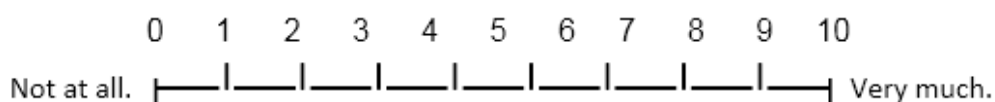
e) **healthcare appointments?** Not applicable_



f) **Going to shops, including banks and the post office?** Not applicable_

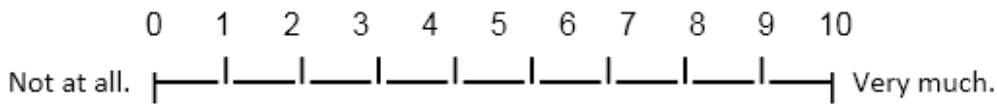


g) **education or training sessions?** Not applicable_

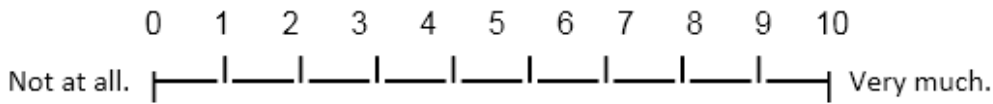


8) How much does this bus service improve your life by helping you to...

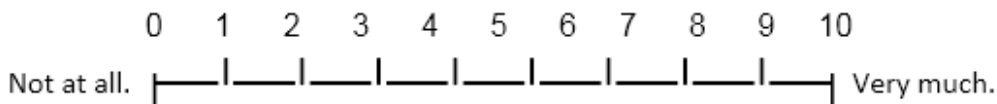
a) **get out more and interact with others?** Not applicable_



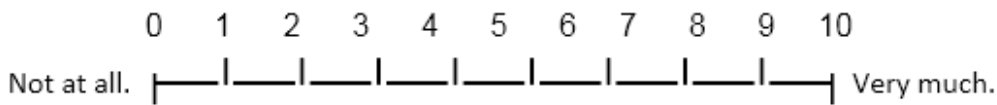
b) **have more freedom and independence?** Not applicable_



c) **do things that enable you to feel more positive and happy?** Not applicable_



d) **get out more to walk, exercise and improve your physical health?** Not applicable_



9) If this bus was not running, how would you make this journey?

Drive	Walk	Cycle	Taxi	Alternate bus service	Lift from friends/family	Would not make journey	Other (state below)

Other _____

10) If this bus was not running, how much would it cost you to make this journey?

<input type="checkbox"/> £0	<input type="checkbox"/> £0 - £3	<input type="checkbox"/> £3 - £6	<input type="checkbox"/> £6 - £9	<input type="checkbox"/> £9 - £12	<input type="checkbox"/> £12 - £15	<input type="checkbox"/> £15 - £18	<input type="checkbox"/> £18 - £21	<input type="checkbox"/> Over £21
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11) If this bus was not running, how many healthcare appointments would you have missed last year?

<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 - 9	<input type="checkbox"/> 10 - 14	<input type="checkbox"/> 15 - 19	<input type="checkbox"/> Over 20
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12) If this bus was not running, how would it affect your life (eg., work, education, social activities, etc)?



Appendix 2: Social value summary of each bus route

Route 1A Port - Llanllyfni – Penygroes – C’fon	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	39		
% paper	72%		
% online	28%		
% female	69%		
Mean age	60-79		
Concessionary pass	69%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.53		
Passenger journeys (from Questionnaires)	██████		
% of annual passenger journeys	9%		
Social Value			
◆ Social activities and shopping	27/39	£1,850 (member of social group)	£49,950 (54%)
◆ Health services	5.49(39)	£90 per missed appointment	£19,270 (21%)
◆ Employment	0/39	£6,632 (full-time/part-time employment)	£0 (0%)
◆ Education	3/39	£1,124 (vocational training)	£3,372 (4%)
◆ Volunteering and caring	6/39	£3,249 (volunteering)	£19,494 (21%)
Total Social Value			£92,086
Deadweight			69%
Total Social Value (after deadweight)		£92,086 x 0.31	£28,547
Social Value per passenger journey		£28,547 / 3,030	£9.41
Social Value Ratio		£9.41 / £1.53	£6.15/£1

Route 1A	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I wouldn't be able to go out to see friends. I couldn't go out shopping. I would feel isolated and depressed. There are no shops in Groeslon (Pass 1). ◆ I am 85yrs old, and at my age I should not have to struggle to carry bags from Penygroes to Llanllyfni. Also, my pension goes into HSBC, and since there is no bank in Penygroes, I have to travel to Caernarfon (Pass 3). ◆ There are a few buses going through Llanllyfni for shopping in Caernarfon. I would have to get a taxi, and this would be expensive (Pass 4). ◆ I would be socially isolated. I would not be able to do weekly shopping for my nutrition, nor socialise with others and attend cafés and lunch clubs. I would not be able to access the bank as there is no HSBC in Penygroes. I have no local family to take me to shops as frequently as I would like (Pass 10).
Healthcare appointments	<ul style="list-style-type: none"> ◆ There are a few buses going through Llanllyfni to the doctor in Penygroes. I would have to get a taxi, and this would be expensive (Pass 4). ◆ I would have to pay for a taxi to take me to the doctors, and this would cost a fortune" (Pass 7) ◆ I wouldn't be able to get to Caernarfon to the clinic to cut my toe nails. I wouldn't be able to go Ysbyty Eryri in Caernarfon for my appointments every 3 months (Pass 8). ◆ I rely heavily on buses as my husband is always in hospital. When he isn't, we always have appointments with doctors. I also rely on buses for shopping and meeting up with friends and family. Because of my husband's illness, I need to get out for my own health too (Pass 9). ◆ I go to the hospital in Bangor a lot. I would be stuck and have to cancel my appointments. I like to go out on the bus, and this helps my mental health (Pass 12).
Other:	<ul style="list-style-type: none"> ◆ I would have to think of moving house. I don't want to do that as I have lived in Groeslon for 45yrs. (Pass 1).

Route 1E Caernarfon – Porthmadog	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	12		
% paper	100%		
% online	0%		
% female	33%		
Mean age	41-59		
Concessionary pass	33%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£3.91		
Passenger journeys (from Questionnaires)	893		
% of annual passenger journeys	8%		
Social Value			
◆ Social activities and shopping	6/12	£1,850 (member of social group)	£11,100 (25%)
◆ Health services	0(12)	£90 per missed appointment	£0 (0%)
◆ Employment	4/12	£6,632 (full-time/part-time employment)	£26,528 (60%)
◆ Education	0/12	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	2/12	£3,249 (volunteering)	£6,498 (15%)
Total Social Value			£44,126
Deadweight			69%
Total Social Value (after deadweight)		£44,126 x 0.31	£13,679
Social Value per passenger journey		£13,679 / 893	£15.27
Social Value Ratio		£15.27 / £3.91	£3.91/£1

Route 1E	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ There is no pub in the village so I take the bus 2x per week to get to the pub (Pass 3). ◆ I go out weekly to the pub. If there is no bus, I have no social activity (Pass 4).
Employment:	<ul style="list-style-type: none"> ◆ I would lose my job (Pass 1). ◆ I work and need the late bus (Pass 8). ◆ I baby sit, and I wouldn't be able to get to work (Pass 2). ◆ I would lose my job and socialise less (Pass 5).
Independence:	<ul style="list-style-type: none"> ◆ I would lose my independence (Pass 6).

Route 1F Caernarfon – Carmel - Porthmadog	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	42		
% paper	24%		
% online	76%		
% female	64%		
Mean age	41-59		
Concessionary pass	48%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.38		
Passenger journeys (from Questionnaires)	3,215		
% of annual passenger journeys	12%		
Social Value			
♦ Social activities and shopping	22/42	£1,850 (member of social group)	£40,700 (29%)
♦ Health services	4.17(42)	£90 per missed appointment	£15,763 (11%)
♦ Employment	11/42	£6,632 (full-time/part-time employment)	£72,952 (51%)
♦ Education	3/42	£1,124 (vocational training)	£3,372 (2%)
♦ Volunteering and caring	3/42	£3,249 (volunteering)	£9,747 (7%)
Total Social Value			£142,534
Deadweight			69%
Total Social Value (after deadweight)		£142,534 x 0.31	£44,186
Social Value per passenger journey		£44,186 / 3,215	£13.71
Social Value Ratio		£13.71 / £1.38	£9.93/£1

Route 1F	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ♦ I would be stuck in the house. I would have to depend on the children but they work and have busy lives. Taxi is expensive if you're on a small pension (Pass 1). ♦ I would be stuck at home and depend on my children, but they work so this wouldn't be possible all the time (Pass 2). ♦ I would lose me independence and going to the library (Pass 3). ♦ I would also lose my freedom to meet up with friends. I don't want to be in the house all day. I would be depressed (Pass 4).
Healthcare appointments	<ul style="list-style-type: none"> ♦ I have diabetes. I need to get to the surgery in Penygroes and to the nurse in Caernarfon. Without the bus, I would have to depend on friends to take me there (Pass 4).



Route 1N C'fon – Penygroes - Talysarn - Nantlle	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	65		
% paper	31%		
% online	69%		
% female	78%		
Mean age	41-59		
Concessionary pass	35%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.04		
Passenger journeys (from Questionnaires)	5,998		
% of annual passenger journeys	12%		
Social Value			
◆ Social activities and shopping	36/65	£1,850 (member of social group)	£66,600 (29%)
◆ Health services	4.65(65)	£90 per missed appointment	£27,203 (12%)
◆ Employment	14/65	£6,632 (full-time/part-time employment)	£92,848 (41%)
◆ Education	6/65	£1,124 (vocational training)	£6,744 (3%)
◆ Volunteering and caring	11/65	£3,249 (volunteering)	£35,739 (15%)
Total Social Value			£229,134
Deadweight			69%
Total Social Value (after deadweight)		£229,134 x 0.31	£71,032
Social Value per passenger journey		£71,032 / 5,998	£11.83
Social Value Ratio		£11.83 / £1.04	£11.38/£1

Route 1N	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would be housebound with no life and no social activities (Pass 2). ◆ I would more or less be housebound. I go to Caernarfon every day. I like having a bet on the horses, and I do it at Caernarfon. I also go to Iceland, Morrisons, Asda, Home Bargains and the Post office (Pass 3). ◆ I would also feel very isolated and have no social life. This bus service is vital to the life of our village community (Pass 6). ◆ I would be unable to go shopping and I would also feel very isolated and have no social life. This bus service is vital to the life of our village community (Pass 6).
Employment	<ul style="list-style-type: none"> ◆ I would lose my job and feel isolated (Pass 7). ◆ Getting to work would be very difficult (Pass 6).
Volunteering and caring	<ul style="list-style-type: none"> ◆ I'm a volunteer for the Age Concern lunch club in Penygroes. They rely on me turning up (Pass 4). ◆ I also look after my mum who is partially sighted, and I go every day to take care of her. I don't know what she would do if I couldn't make it. I also go with her on the bus to hospital appointments (Pass 4).
Independence	<ul style="list-style-type: none"> ◆ I would not be as independent without the bus (Pass 5).

Route 1NS Caernarfon – Nantlle - Porthmadog	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	13		
% paper	100%		
% online	0%		
% female	69%		
Mean age	26-40		
Concessionary pass	31%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£3.26		
Passenger journeys (from Questionnaires)	1,363		
% of annual passenger journeys	28%		
Social Value			
♦ Social activities and shopping	6/13	£1,850 (member of social group)	£11,100 (34%)
♦ Health services	1.08(13)	£90 per missed appointment	£1,264 (4%)
♦ Employment	3/13	£6,632 (full-time/part-time employment)	£19,896 (62%)
♦ Education	0/13	£1,124 (vocational training)	£0 (0%)
♦ Volunteering and caring	0/13	£3,249 (volunteering)	£0 (0%)
Total Social Value			£32,260
Deadweight			69%
Total Social Value (after deadweight)		£32,260 x 0.31	£10,001
Social Value per passenger journey		£10,001 / 1,363	£7.34
Social Value Ratio		£7.34 / £3.26	£2.25/£1

Route 1NS	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ♦ I would be stuck at home and not able to get around (Pass 1). ♦ I would not be able to see friends (Pass 2).
Employment	<ul style="list-style-type: none"> ♦ I would lose my job and feel isolated (Pass 3). ♦ I would not be able to get to work which would impact my financial situation. I don't have a car (Pass 4).



Route 1S Caernarfon - Porthmadog	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	8		
% paper	100%		
% online	0%		
% female	50%		
Mean age	26-40		
Concessionary pass	13%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£3.92		
Passenger journeys (from Questionnaires)	310		
% of annual passenger journeys	5%		
Social Value			
◆ Social activities and shopping	3/8	£1,850 (member of social group)	£5,500 (60%)
◆ Health services	0.5(8)	£90 per missed appointment	£360 (4%)
◆ Employment	0/8	£6,632 (full-time/part-time employment)	£0 (0%)
◆ Education	0/8	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	1/8	£3,249 (volunteering)	£3,249 (36%)
Total Social Value			£9,159
Deadweight			69%
Total Social Value (after deadweight)		£9,159 x 0.31	£2,839
Social Value per passenger journey		£2,839 / 310	£9.16
Social Value Ratio		£9.16 / £3.92	£2.34/£1

Route 1S	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ Without the bus, I would not be able to meet with friends (Pass 2). ◆ It would reduce the frequency of visits (Pass 3).

Route 2S Bangor-Dolgellau	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	9		
% paper	100%		
% online	0%		
% female	67%		
Mean age	26-40		
Concessionary pass	22%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£10.86		
Passenger journeys (from Questionnaires)	492		
% of annual passenger journeys	20%		
Social Value			
◆ Social activities and shopping	4/9	£1,850 (member of social group)	£7,400 (95%)
◆ Health services	0.33(9)	£90 per missed appointment	£268 (5%)
◆ Employment	0/9	£6,632 (full-time/part-time employment)	£0 (0%)
◆ Education	0/9	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	0/9	£3,249 (volunteering)	£0 (0%)
Total Social Value			£7,668
Deadweight			69%
Total Social Value (after deadweight)		£7,668 x 0.31	£2,377
Social Value per passenger journey		£2,377 / 492	£4.83
Social Value Ratio		£4.83 / £10.86	£0.44 / £1

Route 2S	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I wouldn't be able to go to visit friends (Pass 1). ◆ I need this bus to visit my parents who live in Bangor (Pass 3). ◆ I work all week, and I use this service to go see my family on the weekends (Pass 4).
Volunteering and caring	<ul style="list-style-type: none"> ◆ I rely on the bus to visit my husband in hospital (Pass 2).



Route 3 Porthmadog - Pwllheli	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	75		
% paper	33%		
% online	67%		
% female	73%		
Mean age	41-59		
Concessionary pass	45%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£3.87		
Passenger journeys (from Questionnaires)	6,053		
% of annual passenger journeys	57%		
Social Value			
◆ Social activities and shopping	39/75	£1,850 (member of social group)	£72,150 (28%)
◆ Health services	3.47(75)	£90 per missed appointment	£23,423 (9%)
◆ Employment	19/75	£6,632 (full-time/part-time employment)	£126,008 (49%)
◆ Education	6/75	£1,124 (vocational training)	£5,620 (2%)
◆ Volunteering and caring	10/75	£3,249 (volunteering)	£32,490 (12%)
Total Social Value			£259,691
Deadweight			69%
Total Social Value (after deadweight)		£259,691 x 0.31	£80,504
Social Value per passenger journey		£80,504 / 6,053	£13.30
Social Value Ratio		£13.30 / £3.87	£3.44/£1

Route 3	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I do not drive so I rely on the bus. Without the bus service, my life would be extremely restricted. It would affect my life very deeply as I would only be able to travel when my husband is home (i.e. evenings + weekends). We live in a rural area and I would be very isolated and lonely. As I suffer from depression this would really have a major impact (Pass 1). ◆ It would be a very lonely life without the bus, difficult to get food as there is no shop in village. Pwllheli is the nearest shopping centre which is over four miles return. It's too far for someone over 80 to walk with a shopping trolley (Pass 2). ◆ I would not be able to shop properly. I would have less food in house and a shortage of money due to taxi fares. I would feel depressed and isolated (Pass 3). ◆ I would have to stay at home as I could not afford the weekly taxi fares to visit friends and family (Pass 4). ◆ It would be a pain. I would have to shop locally which is a lot more expensive (Pass 6). ◆ I would lose touch with friends (Pass 9). ◆ I would have to get a taxi but this is expensive. I wouldn't go out as often (Pass 12).
Employment	<ul style="list-style-type: none"> ◆ I would have to learn how to drive to go to work (Passenger 8).
Volunteering and caring	<ul style="list-style-type: none"> ◆ I would go less often and have to pay for someone to look after my parents (Pass 10). ◆ I would spend less time with my mum. I wouldn't be able to take her places (Pass 11).
Independence	<ul style="list-style-type: none"> ◆ I would struggle and have to ask my parents for lifts (Pass 5). ◆ It would be hard. My parents would have to go back and forth to take me to Pwllheli (Pass 7).

Route 3B Porthmadog – Blaenau Ffestiniog	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	142		
% paper	36%		
% online	64%		
% female	57%		
Mean age	41-59		
Concessionary pass	37%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£0.59		
Passenger journeys (from Questionnaires)	11,882		
% of annual passenger journeys	10%		
Social Value			
♦ Social activities and shopping	68/142	£1,850 (member of social group)	£125,800 (24%)
♦ Health services	2.90(142)	£90 per missed appointment	£37,062 (7%)
♦ Employment	41/142	£6,632 (full-time/part-time employment)	£271,912 (53%)
♦ Education	13/142	£1,124 (vocational training)	£14,612 (3%)
♦ Volunteering and caring	21/142	£3,249 (volunteering)	£68,229 (13%)
Total Social Value			£517,615
Deadweight			69%
Total Social Value (after deadweight)		£517,615 x 0.31	£160,461
Social Value per passenger journey		£160,461 / 11,882	£13.50
Social Value Ratio		£13.50 / £0.59	£22.89/£1

Route 3B	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ♦ I live alone and the bus is essential for my social life and to get to the bank. The bus helps me to be independent. I am sight impaired and the bus enables me to attend a sight low vision group which supports my wellbeing (Pass 2). ♦ I would be a lonely lady. I wouldn't be able to meet my friend going to Welsh classes. Shopping would be more expensive, and I wouldn't be able to go further than Blaenau Ffestiniog (Pass 14). ♦ I wouldn't be able to go anywhere. I would have to depend on friends who are over 80, and I wouldn't like to ask them. I would stay in. Without the bus service, I would feel lonely isolated and depressed (Pass 17). ♦ I would feel isolated. I wouldn't have moved to Blaenau if there wasn't a bus service. (Pass 22).
Employment	<ul style="list-style-type: none"> ♦ I would lose hours at work. This would be enough to lose my job. Without work, I will have no money. (Pass 20) ♦ I would lose my job without the bus (Pass 21). ♦ I would have to find another job (Pass 24). ♦ I depend on the bus service to get to work (Pass 30).
Healthcare appointments	<ul style="list-style-type: none"> ♦ As I don't drive, I rely on the bus to go to and from hospital appointments. I have paid over £300 for a taxi to go to hospital appointments (Pass 15). ♦ I would not be able to reach the dentist and optician, or go to hospital for appointments (Pass 19). ♦ I would have to depend on my family to take me to doctors (Pass 27).
Volunteering and caring	<ul style="list-style-type: none"> ♦ I am a carer for my brother who lives in Porthmadog. If the bus service was not running it would have a significant effect on me and my family (Pass 7). ♦ This would be a massive impact on me I need to go see my mother every day who is over 80 and she lives in Blaenau. I care for my mother, go and get her shopping. The bus service is very important (Pass 9). ♦ I could not volunteer which would affect my mental health (Pass 19).



Route 3S Porthmadog – Pwllheli (Sunday)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	20		
% paper	100%		
% online	0%		
% female	50%		
Mean age	26-40		
Concessionary pass	15%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.55		
Passenger journeys (from Questionnaires)	1,220		
% of annual passenger journeys	16%		
Social Value			
◆ Social activities and shopping	13/20	£1,850 (member of social group)	£24,050 (73%)
◆ Health services	1.20(20)	£90 per missed appointment	£2,160 (7%)
◆ Employment	1/20	£6,632 (full-time/part-time employment)	£6,632 (20%)
◆ Education	0/20	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	0/20	£3,249 (volunteering)	£0 (0%)
Total Social Value			£32,842
Deadweight			69%
Total Social Value (after deadweight)		£32,842 x 0.31	£10,181
Social Value per passenger journey		£10,181 / 1,220	£8.35
Social Value Ratio		£8.35 / £2.55	£3.27/£1

Route 3S	Comments from bus passengers
Social activities and shopping	◆ I would see friends less (Pass 3).
Employment	◆ I couldn't get to work without the bus (Pass 1).
Healthcare appointments	◆ It would be much harder to make healthcare appointments (Pass 2).
Independence	◆ Without the bus, my friend would have to take me, and I would lose my independence (Pass 4).

Route 5E Bangor – Caernarfon (evenings)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	138		
% paper	45%		
% online	55%		
% female	49%		
Mean age	26-40		
Concessionary pass	19%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.04		
Passenger journeys (from Questionnaires)	12,120		
% of annual passenger journeys	46%		
Social Value			
◆ Social activities and shopping	61/138	£1,850 (member of social group)	£112,850 (22%)
◆ Health services	3.25(138)	£90 per missed appointment	£40,365 (8%)
◆ Employment	41/138	£6,632 (full-time/part-time employment)	£271,912 (54%)
◆ Education	17/138	£1,124 (vocational training)	£19,108 (4%)
◆ Volunteering and caring	19/138	£3,249 (volunteering)	£61,731 (12%)
Total Social Value			£505,966
Deadweight			69%
Total Social Value (after deadweight)		£505,966 x 0.31	£156,849
Social Value per passenger journey		£156,849 / 12,120	£12.94
Social Value Ratio		£12.94 / £1.04	£12.44/£1

Route 5E	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I depend on the bus at night to socialise and to meet up with friends. This gives me freedom and makes me feel better (Pass 1). ◆ I am a student! I use the bus for social mobility. It's important to get the bus to be independent (Pass 2). ◆ I would not be able to go out except a friend or family can give me a ride. It is the only way I can get to church, which is very important to me (Pass 13). ◆ I wouldn't be able to see my friends (Pass 17). ◆ I couldn't see family, and it will affect my social life (Pass 18). ◆ I wouldn't see my friends/boyfriend as much, as they live in Caernarfon (Pass 22). ◆ It makes it more difficult for me to go to the gym because it's too far to go to and from (Pass 16).
Employment	<ul style="list-style-type: none"> ◆ I can't work if there are no buses because I don't drive. I will be grounded, that means so much expenditure on taxi (Pass 6). ◆ I would be out of a job (Pass 7). ◆ I'll lose my job; I will be unemployed (Pass 9). ◆ It is the only way I can get to work; I would have to get a job closer to home (Pass 12). ◆ I would be unemployed without the bus (Pass 21).
Education and training	<ul style="list-style-type: none"> ◆ I depend on bus service for college (Pass 5). ◆ I wouldn't be able to go to school (Pass 8). ◆ I wouldn't be able to go to school (Pass 20).
Volunteering and caring	<ul style="list-style-type: none"> ◆ I need the bus service for volunteering purposes (Pass 4).
Independence	<ul style="list-style-type: none"> ◆ I will be solely dependent on my parents to take me around (Pass 10).



Route 8 Nefyn - Abersoch - Pwllheli	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	28		
% paper	36%		
% online	64%		
% female	64%		
Mean age	41-59		
Concessionary pass	43%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.11		
Passenger journeys (from Questionnaires)	2,560		
% of annual passenger journeys	4%		
Social Value			
◆ Social activities and shopping	17/28	£1,850 (member of social group)	£31,450 (35%)
◆ Health services	3.82(28)	£90 per missed appointment	£9,626 (11%)
◆ Employment	7/28	£6,632 (full-time/part-time employment)	£46,424 (52%)
◆ Education	2/28	£1,124 (vocational training)	£2,248 (2%)
◆ Volunteering and caring	0/28	£3,249 (volunteering)	£0 (0%)
Total Social Value			£89,748
Deadweight			69%
Total Social Value (after deadweight)		£89,748 x 0.31	£27,822
Social Value per passenger journey		£27,822 / 2,560	£10.87
Social Value Ratio		£10.87 / £1.11	£9.79/£1

Route 8	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I need the bus to go shopping (Pass 3). ◆ I depend on the bus to go shopping (Pass 4).
Employment	<ul style="list-style-type: none"> ◆ I would have to depend on friends and family to get a lift to and from work in Pwllheli (Pass 5).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I depend on the bus to go to the dentist (Pass 4).
Other	<ul style="list-style-type: none"> ◆ Devastated without the bus. I am on benefits, and I can't walk home on crutches (Pass 1). ◆ I can't get to the job centre, and I would lose out on payments (Pass 2).

Route 8AB Dinas – Rhydyclafdy - Pwllheli	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	16		
% paper	100%		
% online	0%		
% female	44%		
Mean age	41-59		
Concessionary pass	50%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£15.49		
Passenger journeys (from Questionnaires)	1,338		
% of annual passenger journeys	29%		
Social Value			
◆ Social activities and shopping	8/16	£1,850 (member of social group)	£14,800 (73%)
◆ Health services	1.63(16)	£90 per missed appointment	£2,347 (11%)
◆ Employment	0/16	£6,632 (full-time/part-time employment)	£0 (0%)
◆ Education	0/16	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	1/16	£3,249 (volunteering)	£3,249 (16%)
Total Social Value			£20,396
Deadweight			69%
Total Social Value (after deadweight)		£20,396 x 0.31	£6,323
Social Value per passenger journey		£6,323 / 1,338	£4.73
Social Value Ratio		£4.73 / £15.49	£0.31/£1

Route 8AB	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would see friends less often (Pass 1). ◆ I would have less time outside, less time walking and seeing people (Pass 2). ◆ I wouldn't see friends (Pass 3).
Employment	<ul style="list-style-type: none"> ◆ I couldn't work (Pass 4).
Other	<ul style="list-style-type: none"> ◆ I would have less exercise. I don't do much walking usually (Pass 5).



Route 8S Nefyn - Abersoch - Pwllheli (Sunday)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	13		
% paper	100%		
% online	0%		
% female	46%		
Mean age	41-59		
Concessionary pass	54%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£6.32		
Passenger journeys (from Questionnaires)	799		
% of annual passenger journeys	26%		
Social Value			
◆ Social activities and shopping	7/13	£1,850 (member of social group)	£12,950 (61%)
◆ Health services	1.54(13)	£90 per missed appointment	£1,802 (8%)
◆ Employment	1/13	£6,632 (full-time/part-time employment)	£6,632 (31%)
◆ Education	0/16	£1,124 (vocational training)	£0
◆ Volunteering and caring	0/16	£3,249 (volunteering)	£0
Total Social Value			£21,384
Deadweight			69%
Total Social Value (after deadweight)		£21,384 x 0.31	£6,629
Social Value per passenger journey		£6,629 / 799	£8.30
Social Value Ratio		£8.30 / £6.32	£0.76/£1

Route 8S	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would have less adventure, limited places to visit (Pass 2). ◆ I would not get out of the house or go food shopping (Pass 3). ◆ I would be stuck in the house and wouldn't be able to go anywhere (Pass 4).
Employment	<ul style="list-style-type: none"> ◆ I would struggle to get to and from work. It is a 7 mile walk (Pass 1).

Route 12E/12S Caernarfon – Trefor- Pwllheli (Evenings, Sundays)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	33		
% paper	100%		
% online	0%		
% female	48%		
Mean age	26-40		
Concessionary pass	27%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£0.52		
Passenger journeys (from Questionnaires)	2,925		
% of annual passenger journeys	2%		
Social Value			
◆ Social activities and shopping	13/33	£1,850 (member of social group)	£24,050 (34%)
◆ Health services	1.00(33)	£90 per missed appointment	£2,970 (4%)
◆ Employment	6/33	£6,632 (full-time/part-time employment)	£39,792 (57%)
◆ Education	3/33	£1,124 (vocational training)	£3,372 (5%)
◆ Volunteering and caring	0/33	£3,249 (volunteering)	£0 (0%)
Total Social Value			£70,184
Deadweight			69%
Total Social Value (after deadweight)		£70,184 x 0.31	£21,757
Social Value per passenger journey		£21,757 / 2,925	£7.44
Social Value Ratio		£7.44 / £0.52	£14.31/£1

Route 12E/12S	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ It would be hard for me to go to evening classes every night and miss seeing people (Pass 2). ◆ I wouldn't be able to see my friends especially when the weather is bad (Pass 3). ◆ I wouldn't be able to go for a pint with friend at night (Pass 7). ◆ I don't drive wouldn't be able to see friends and family on the weekend (Pass 8). ◆ I wouldn't be able to go to ASDA in town to shop (Pass 10). ◆ I wouldn't go to Pwllheli to shop (Pass 12). ◆ I would stay at home more, be isolated, see nobody and get depressed (Pass 14).
Employment	<ul style="list-style-type: none"> ◆ I would lose my job which is paying good (Pass 13).
Independence	<ul style="list-style-type: none"> ◆ I would have to depend on mum for lifts (Pass 1). ◆ I would have to ask for lifts and taxi (Pass 6). ◆ I couldn't go swimming. I would have to depend on my mum to take me there and back (Pass 11).



Route 14 Caernarfon – Trefor - Pwllheli	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	21		
% paper	95%		
% online	5%		
% female	57%		
Mean age	41-59		
Concessionary pass	43%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£18.45		
Passenger journeys (from Questionnaires)	1,750		
% of annual passenger journeys	68%		
Social Value			
◆ Social activities and shopping	12/21	£1,850 (member of social group)	£22,200 (30%)
◆ Health services	5.10(21)	£90 per missed appointment	£9,639 (13%)
◆ Employment	6/21	£6,632 (full-time/part-time employment)	£39,792 (53%)
◆ Education	0/21	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	1/21	£3,249 (volunteering)	£3,249 (4%)
Total Social Value			£74,880
Deadweight			69%
Total Social Value (after deadweight)		£74,880 x 0.31	£23,213
Social Value per passenger journey		£23,213 / 1,750	£13.26
Social Value Ratio		£13.26 / £18.45	£0.72/£1

Route 14	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would not be able to shop in Pwllheli, I would have to go to little shop in Trefor with no choice (Pass 2). ◆ I can't buy a lot of shopping if I would cycle (Pass 3). ◆ I would lose touch with friends (Pass 8). ◆ I would come to Pwllheli less often, and local business would lose money (Pass 9).
Employment	<ul style="list-style-type: none"> ◆ I wouldn't be able to carry on working (Pass 7). ◆ I haven't got a car, and it would take longer to cycle to work (Pass 3).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I wouldn't be able to go to the doctors because I'm disabled. I couldn't afford a taxi (Pass 1). ◆ I depend on the bus to go to for doctors' appointments (Pass 10).
Independence	<ul style="list-style-type: none"> ◆ I don't drive, and I don't want to rely on other people for lifts (Pass 4). ◆ I can't drive so I would be stuck in Llanalhaearn (Pass 5). ◆ I would be stuck in Trefor (Pass 6).

Route 17 Aberdaron - Pwllheli	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	28		
% paper	75%		
% online	25%		
% female	57%		
Mean age	41-59		
Concessionary pass	50%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.87		
Passenger journeys (from Questionnaires)	2,596		
% of annual passenger journeys	8%		
Social Value			
◆ Social activities and shopping	17/28	£1,850 (member of social group)	£31,450 (33%)
◆ Health services	5.32(28)	£90 per missed appointment	£14,406 (15%)
◆ Employment	6/28	£6,632 (full-time/part-time employment)	£39,792 (41%)
◆ Education	1/28	£1,124 (vocational training)	£1,124 (1%)
◆ Volunteering and caring	3/28	£3,249 (volunteering)	£9,747 (10%)
Total Social Value			£95,519
Deadweight			69%
Total Social Value (after deadweight)		£95,519 x 0.31	£29,611
Social Value per passenger journey		£29,611 / 2,596	£11.41
Social Value Ratio		£11.41 / £2.87	£3.98/£1

Route 17	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would feel stuck in the house and unable to meet up with friends. I would feel lonely and isolated (Pass 1). ◆ No social interaction. Can't shop. Depend on the bus for food (Pass 3). ◆ I use the bus to go out to see friends and shop. I would be isolated if there was no bus (Pass 4). ◆ Most of my friends have died. The only people I see in the day is the people on the bus (Pass 5). ◆ I would lose touch with friends (Pass 10). ◆ I would have less access to food shopping (Pass 12).
Employment	<ul style="list-style-type: none"> ◆ I couldn't go to work (Pass 2). ◆ I would lose my job (Pass 8). ◆ I would need a new job (Pass 9).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I would have to depend on friends for lifts to healthcare appointments (Pass 7). ◆ My doctor is in Pwllheli, so I would have to arrange beforehand and ask friends for lifts (Pass 11).
Volunteering or caring	<ul style="list-style-type: none"> ◆ Mum needs someone to care for her, and this bus allows me to see her (Pass 13).



Route 18 Abersoch - Pwllheli	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	59		
% paper	92%		
% online	8%		
% female	51%		
Mean age	41-59		
Concessionary pass	36%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.69		
Passenger journeys (from Questionnaires)	5,131		
% of annual passenger journeys	16%		
Social Value			
◆ Social activities and shopping	20/59	£1,850 (member of social group)	£47,000 (29%)
◆ Health services	2.07(59)	£90 per missed appointment	£10,992 (7%)
◆ Employment	14/59	£6,632 (full-time/part-time employment)	£92,848 (57%)
◆ Education	4/59	£1,124 (vocational training)	£4,496 (3%)
◆ Volunteering and caring	2/59	£3,249 (volunteering)	£6,498 (4%)
Total Social Value			£161,834
Deadweight			69%
Total Social Value (after deadweight)		£161,384 x 0.31	£50,169
Social Value per passenger journey		£50,169 / 5,131	£9.78
Social Value Ratio		£9.78 / £2.69	£3.64/£1

Route 18	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I depend on the bus for food shopping and see friends and family (Pass 1). ◆ I need the bus to get out of the village, to shop, and to see people and family (Pass 3). ◆ Without the bus, I couldn't shop, and I would lose my independence (Pass 4). ◆ I wouldn't be able to go to local shops in Pwllheli (Pass 8). ◆ I couldn't go to Abersoch with friends as easily (Pass 9). ◆ I can't afford to drive so I wouldn't be able to go out of the house (Pass 23). ◆ I wouldn't be able to leave Abersoch. There is only one local shop in Abersoch which is expensive (Pass 25).
Employment	<ul style="list-style-type: none"> ◆ I would be unable to travel to work (Pass 5). ◆ I would have to walk to work and back. I can't afford taxis (Pass 7). ◆ I would not be able to go to work and would go on benefits (Pass 19). ◆ I would have to quit work (Pass 20). ◆ I would need new closer job (Pass 21). ◆ I wouldn't be able to work in Pwllheli, and I would lose my job (Pass 26).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I have to go to hospital a lot. I have only one working eye. I would need to move closer to the hospital or use ambulance transport a lot more often (Pass 14).
Education and training	<ul style="list-style-type: none"> ◆ I need the bus to get home or be stuck at school (Pass 2).
Volunteering or caring	<ul style="list-style-type: none"> ◆ I need to take food to my parents as they don't drive. I would have to depend on others or my husband to take me (Pass 12). ◆ I would have to move. I am caring for grandchildren while their parents go to work (Pass 13).
Independence	<ul style="list-style-type: none"> ◆ It would make life more complicated. I would have to hassle family for lifts (Pass 10). ◆ My husband would have to drive me everywhere (Pass 11).

Route 23 Pwllheli local service	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	27		
% paper	96%		
% online	4%		
% female	59%		
Mean age	60-79		
Concessionary pass	67%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.71		
Passenger journeys (from Questionnaires)	2,524		
% of annual passenger journeys	13%		
Social Value			
◆ Social activities and shopping	23/27	£1,850 (member of social group)	£42,550 (88%)
◆ Health services	2.44(27)	£90 per missed appointment	£5,929 (12%)
◆ Employment	0/27	£6,632 (full-time/part-time employment)	£0 (0%)
◆ Education	0/27	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	0/27	£3,249 (volunteering)	£0 (0%)
Total Social Value			£48,479
Deadweight			69%
Total Social Value (after deadweight)		£48,479 x 0.31	£15,024
Social Value per passenger journey		£15,024 / 2,524	£5.95
Social Value Ratio		£5.95 / £2.71	£2.20/£1

Route 23	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would stay at home (Pass 2). ◆ I would feel lonely and isolated if there were no buses. I couldn't meet up with friends (Pass 3). ◆ I would stay at home more (Pass 4). ◆ I would feel lonely. I wouldn't be able to socialize with friends on the bus (Pass 5). ◆ I use it to meet my friends at Weatherspoon's and to go shopping (Pass 6). ◆ I need the bus to food shop (Pass 7). ◆ The bus takes me out of Morfa to shop for food (Pass 8). ◆ I would feel stuck and isolated (Pass 9). ◆ I would rarely see friends, and find it hard to get into town to shop (Pass 10).
Employment	<ul style="list-style-type: none"> ◆ I would have no job (Pass 10).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I would miss doctors' appointments (Pass 1). ◆ I need the bus to go to the dentist (Pass 7). ◆ I would have no job, rarely see friends, and find it hard to get into town to shop (Pass 10).



Route 27 Llithfaen – Llannor - Pwllheli	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	16		
% paper	94%		
% online	6%		
% female	56%		
Mean age	41-59		
Concessionary pass	56%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£3.43		
Passenger journeys (from Questionnaires)	1,504		
% of annual passenger journeys	8%		
Social Value			
◆ Social activities and shopping	11/16	£1,850 (member of social group)	£20,350 (45%)
◆ Health services	5.38(16)	£90 per missed appointment	£7,747 (17%)
◆ Employment	2/16	£6,632 (full-time/part-time employment)	£13,264 (29%)
◆ Education	1/16	£1,124 (vocational training)	£1,124 (2%)
◆ Volunteering and caring	1/16	£3,249 (volunteering)	£3,249 (7%)
Total Social Value			£45,734
Deadweight			69%
Total Social Value (after deadweight)		£45,734 x 0.31	£14,178
Social Value per passenger journey		£14,178 / 1,504	£9.43
Social Value Ratio		£9.43 / £3.43	£2.75/£1

Route 27	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I couldn't go out to shop and to meet friends. I would feel very lonely (Pass 1). ◆ We only have a small shop in our village, no post office or bank. So important to have the service to get out of the village (Pass 2). ◆ I wouldn't be able to do my weekly shop (Pass 5). ◆ I would feel isolated. I can't drive and to shop locally is expensive (Pass 7).
Employment	<ul style="list-style-type: none"> ◆ I need the bus to get home from work. Without the bus, I would have to get a taxi which would be expensive (Pass 6).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I would have to get the doctor to come when ill (Pass 8).
Independence	<ul style="list-style-type: none"> ◆ I would lose my freedom and have to depend on family for a lift (Pass 3). ◆ I would have to depend on family and friends (Pass 4).

Route 28 Tywyn - Dolgellau	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	27		
% paper	41%		
% online	59%		
% female	70%		
Mean age	41-59		
Concessionary pass	37%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.75		
Passenger journeys (from Questionnaires)	1,750		
% of annual passenger journeys	6%		
Social Value			
◆ Social activities and shopping	15/27	£1,850 (member of social group)	£27,750 (33%)
◆ Health services	2.48(27)	£90 per missed appointment	£6,026 (7%)
◆ Employment	5/27	£6,632 (full-time/part-time employment)	£33,160 (39%)
◆ Education	1/27	£1,124 (vocational training)	£1,124 (2%)
◆ Volunteering and caring	5/27	£3,249 (volunteering)	£16,245 (19%)
Total Social Value			£84,305
Deadweight			69%
Total Social Value (after deadweight)		£84,305 x 0.31	£26,135
Social Value per passenger journey		£26,135 / 1,750	£14.93
Social Value Ratio		£14.93 / £1.75	£8.53/£1

Route 28	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would be isolated in Dolgellau and lose my independence (Pass 1). ◆ I like to meet people on the bus. I would be lonely and lost without it (Pass 2). ◆ I use the bus to get some bits and bobs from the shops, and my friends lives in Tywyn (Pass 5).
Employment	<ul style="list-style-type: none"> ◆ I work in Tywyn and need to get to work on a daily basis from Rhosefain. Taxis are very expensive and I can't afford them (Pass 3). ◆ I use the bus to go to work and back (Pass 4).



Route 29 Tywyn local service	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	10		
% paper	80%		
% online	20%		
% female	70%		
Mean age	26-40		
Concessionary pass	30%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£3.88		
Passenger journeys (from Questionnaires)	752		
% of annual passenger journeys	6%		
Social Value			
◆ Social activities and shopping	8/10	£1,850 (member of social group)	£14,800 (53%)
◆ Health services	2.40(10)	£90 per missed appointment	£2,160 (8%)
◆ Employment	1/10	£6,632 (full-time/part-time employment)	£6,632 (24%)
◆ Education	1/10	£1,124 (vocational training)	£1,124 (4%)
◆ Volunteering and caring	1/10	£3,249 (volunteering)	£3,249 (11%)
Total Social Value			£27,965
Deadweight			69%
Total Social Value (after deadweight)		£27,965 x 0.31	£8,669
Social Value per passenger journey		£8,669 / 752	£11.53
Social Value Ratio		£11.53 / £3.88	£2.97/£1

Route 29	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I'm 84. I depend on the bus to get out and I would not go out as often without it. The taxi would cost £8 and I would get 2 dinners for that (Pass 2). ◆ I don't drive. The bus gets me out to socialize and to shop in Tywyn (Pass 3).
Volunteering or caring	<ul style="list-style-type: none"> ◆ I need the bus to do my mum's shopping for her (Pass 1).

Route 30 Tywyn - Minffordd - Dolgellau	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	16		
% paper	81%		
% online	19%		
% female	56%		
Mean age	41-59		
Concessionary pass	56%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£0.72		
Passenger journeys (from Questionnaires)	1,056		
% of annual passenger journeys	4%		
Social Value			
◆ Social activities and shopping	11/16	£1,850 (member of social group)	£20,350 (51%)
◆ Health services	1.50(16)	£90 per missed appointment	£2,160 (5%)
◆ Employment	2/16	£6,632 (full-time/part-time employment)	£13,264 (33%)
◆ Education	1/16	£1,124 (vocational training)	£1,124 (3%)
◆ Volunteering and caring	1/16	£3,249 (volunteering)	£3,249 (8%)
Total Social Value			£40,147
Deadweight			69%
Total Social Value (after deadweight)		£40,147 x 0.31	£12,446
Social Value per passenger journey		£12,446 / 1,056	£11.79
Social Value Ratio		£11.79 / £0.72	£16.38/£1

Route 30	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I wouldn't be able to go to the classes at the leisure centre (Pass 1). ◆ I have no car & live outside Tywyn, so it would be more difficult for me to go places (Pass 2). ◆ I wouldn't be able to see friends for pickup at Minffordd to go on group walks. This would adversely affect my health, wellbeing and social life (Pass 3). ◆ The bus is the only means to get out and about (Pass 4). ◆ There is not much to do in Minffordd. I like to go to Tywyn and Dolgellau on the bus. It would be a lonely life without the bus service (Pass 5). ◆ I wouldn't be able to keep my gym appointments. I do walking football which I love at the leisure centre. I would feel isolated (Pass 6). ◆ I wouldn't be able to go anywhere. I would be stuck in the house, feel low and wouldn't see anyone (Pass 7). ◆ I have been to the beach this morning with friends. I wouldn't be able to go if this bus wasn't going (Pass 11).
Employment	<ul style="list-style-type: none"> ◆ I work at the Spar 8-12pm. I depend on the bus for work to pay bills and keep my family (Pass 8).



Route 33 Dolgellau – Brithdir – Dinas Mawd	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	6		
% paper	50%		
% online	50%		
% female	50%		
Mean age	60-79		
Concessionary pass	100%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£3.38		
Passenger journeys (from Questionnaires)	329		
% of annual passenger journeys	3%		
Social Value			
◆ Social activities and shopping	5/6	£1,850 (member of social group)	£9,250 (84%)
◆ Health services	3.33(6)	£90 per missed appointment	£1,798 (16%)
◆ Employment	0/6	£6,632 (full-time/part-time employment)	£0 (0%)
◆ Education	0/6	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	0/6	£3,249 (volunteering)	£0 (0%)
Total Social Value			£11,048
Deadweight			69%
Total Social Value (after deadweight)		£11,048 x 0.31	£3,425
Social Value per passenger journey		£3,425 / 329	£10.41
Social Value Ratio		£10.41 / £3.38	£3.08/£1

Route 33	Comments from bus passengers
Social activities and shopping	◆ The bus is handy to go to Euro-spar (Pass 2).

Route 35 Dolgellau – Blaenau Ffestiniog	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	27		
% paper	52%		
% online	48%		
% female	67%		
Mean age	26-40		
Concessionary pass	22%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.03		
Passenger journeys (from Questionnaires)	2,654		
% of annual passenger journeys	15%		
Social Value			
◆ Social activities and shopping	16/27	£1,850 (member of social group)	£29,600 (25%)
◆ Health services	1.67(27)	£90 per missed appointment	£4,058 (3%)
◆ Employment	10/27	£6,632 (full-time/part-time employment)	£66,320 (57%)
◆ Education	7/27	£1,124 (vocational training)	£7,868 (7%)
◆ Volunteering and caring	3/27	£3,249 (volunteering)	£9,747 (8%)
Total Social Value			£117,593
Deadweight			69%
Total Social Value (after deadweight)		£117,593 x 0.31	£36,454
Social Value per passenger journey		£36,454 / 2,654	£13.74
Social Value Ratio		£13.74 / £2.03	£6.77/£1

Route 35	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would be stuck at home without the bus. The service gets me out to do my shopping, to visit my brother every day in Blaenau, and to reach places like Llandudno and Bangor (Pass 1). ◆ I can't drive and depend on bus to see my family in Llanelltyd (Pass 3). ◆ I like to go see my friend who has come home from hospital (Pass 4). ◆ Without the bus, I wouldn't see my friends (Pass 5). ◆ I like to go on the bus to get the gossip. I meet nice people on the buses (Pass 9).
Employment	<ul style="list-style-type: none"> ◆ The bus enables me to get to work (Pass 2). ◆ I work in Spar in Blaenau, and I need the bus to go to work or I'll lose my job (Pass 8).
Education and training	<ul style="list-style-type: none"> ◆ The bus enables me to get my child to school (Pass 2).
Volunteering or caring	<ul style="list-style-type: none"> ◆ I'm a carer for my father. I need to see him every day to check if he's ok and to take him shopping (Pass 6).



Route 37 Blaenau Ffestiniog local service	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	37		
% paper	81%		
% online	19%		
% female	62%		
Mean age	41-59		
Concessionary pass	46%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.41		
Passenger journeys (from Questionnaires)	4,758		
% of annual passenger journeys	14%		
Social Value			
◆ Social activities and shopping	17/37	£1,850 (member of social group)	£31,450 (27%)
◆ Health services	4.41(37)	£90 per missed appointment	£14,685 (13%)
◆ Employment	8/37	£6,632 (full-time/part-time employment)	£53,056 (46%)
◆ Education	8/37	£1,124 (vocational training)	£8,992 (8%)
◆ Volunteering and caring	2/37	£3,249 (volunteering)	£6,498 (6%)
Total Social Value			£114,681
Deadweight			69%
Total Social Value (after deadweight)		£114,681 x 0.31	£35,551
Social Value per passenger journey		£35,551 / 4,758	£7.47
Social Value Ratio		£7.47 / £1.41	£5.30/£1

Route 37	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ Without the bus, I would not be able to communicate with other people or go shopping (Pass 1). ◆ I would not shop and meet people without it. Appointments would be impossible (Pass 2). ◆ It's the only way I have to get out of the house (Pass 10). ◆ It would have a negative impact on my physical and mental health. I would have to think of moving house (Pass 12). ◆ I would be stay at home, wouldn't see anybody, and get depressed (Pass 13). ◆ Shopping would become almost impossible. I would be unable to see my family. I struggle with anxiety and depression and this would become much worse. I would become isolated and very lonely (Pass 15).
Employment	<ul style="list-style-type: none"> ◆ I would lose my job (Pass 3). ◆ Without the bus, it would be hard to take my son to school and me to work (Pass 9). ◆ I would be unable to get to work (Pass 15).
Healthcare appointments	<ul style="list-style-type: none"> ◆ Without the bus, I would not be able to go to the health centre for appointments (Pass 1). ◆ I would be unable to attend healthcare appointments (Pass 15).
Education and training	<ul style="list-style-type: none"> ◆ I need the bus to get to and from my education (Pass 5). ◆ I need the bus to go to school (Pass 6). ◆ I need bus to go to school (Pass 7). ◆ The bus is important to get out and educate myself (Pass 8).
Independence	<ul style="list-style-type: none"> ◆ I would lose my freedom without the bus (Pass 11). ◆ I would be very much less independent and having to depend on other people (Pass 14).

Route 38 Barmouth - Harlech	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	28		
% paper	36%		
% online	64%		
% female	68%		
Mean age	60-79		
Concessionary pass	61%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	0.23		
Passenger journeys (from Questionnaires)	1,595		
% of annual passenger journeys	5%		
Social Value			
◆ Social activities and shopping	14/28	£1,850 (member of social group)	£25,900 (37%)
◆ Health services	3.93(28)	£90 per missed appointment	£9,904 (14%)
◆ Employment	3/28	£6,632 (full-time/part-time employment)	£19,896 (28%)
◆ Education	2/28	£1,124 (vocational training)	£2,248 (3%)
◆ Volunteering and caring	4/28	£3,249 (volunteering)	£12,996 (18%)
Total Social Value			£70,944
Deadweight			69%
Total Social Value (after deadweight)		£70,944 x 0.31	£21,993
Social Value per passenger journey		£21,993 / 1,595	£13.79
Social Value Ratio		£13.79 / 0.23	£59.96/£1

Route 38	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I depend on it to get out and for shopping in Porthmadog (Pass 2). ◆ I would be unable to get to Co-op or Barmouth Library every Friday or Barmouth Post office. I don't have a car I don't drive (Pass 3). ◆ I am 65 and drive but choose to live in Harlech knowing that there is a bus service I can use as I get older. I live by the bus stop (Pass 4). ◆ I use the bus to travel to Porthmadog to go shopping and to go to the library (Pass 5).
Employment	<ul style="list-style-type: none"> ◆ Without the bus, I would be out of work. This service is crucial in order to get to and from work (Pass 1).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I use the bus to travel to Wrexham to the Hospital to see a specialist (Pass 5).



Route 39/99 Dolgellau – Bermo- Harlech - Porthmadog	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	71		
% paper	55%		
% online	45%		
% female	52%		
Mean age	60-79		
Concessionary pass	75%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.50		
Passenger journeys (from Questionnaires)	5,040		
% of annual passenger journeys	9%		
Social Value			
◆ Social activities and shopping	49/71	£1,850 (member of social group)	£90,650 (47%)
◆ Health services	4.01(71)	£90 per missed appointment	£25,624 (13%)
◆ Employment	7/71	£6,632 (full-time/part-time employment)	£46,424 (24%)
◆ Education	2/71	£1,124 (vocational training)	£2,248 (1%)
◆ Volunteering and caring	9/71	£3,249 (volunteering)	£29,241 (15%)
Total Social Value			£194,187
Deadweight			69%
Total Social Value (after deadweight)		£194,187 x 0.31	£60,198
Social Value per passenger journey		£60,198 / 5,040	£11.94
Social Value Ratio		£11.94 / £1.50	£7.96/£1

Route 39/99	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would be unable to shop at convenient hours. The railway station is a bit of a walk. On the way back the walk is uphill, and having a bad back and arms I would not be able to do it with my trolley. A lot of people along the bus route totally depend on it (Pass 8). ◆ I am 75 years old and it would severely reduce my ability to meet friends and to shop (Pass 10). ◆ As I am unable to drive, I would have to sell my house and move to a town (Pass 11). ◆ The bus is a life line for me. Being over 80 and now unable to drive, trips to Barmouth and Porthmadog are essential for life's necessities and meeting friends. I would be housebound if there was no bus and lose my independence, which is essential when you get older (Pass 12). ◆ At 82, I rely on the bus entirely. Without it, my life would be very stressful (Pass 13). ◆ It would have a serious effect on my social wellbeing. I use buses every day and rely on this service 39 to link with other bus service for example Llandudno/Bangor. (Pass 16). ◆ The affect would be devastating. I live in Llanfair on my own and use the buses every day to go to Porthmadog , Caernarfon, to see friends and socialise (Pass 19). ◆ I have Parkinson disease and live 1 mile from the shops. During the summer the town is congested with tourist and I get very anxious to park my car. I need to access the health service in Wrexham Caernarfon and Dolgellau with the bus (Pass 21). ◆ I would be isolated at home, and depend more on friends and family. I wouldn't have freedom anymore to shop and would be depressed (Pass 22). ◆ I would lose a lot of things that make my life better such as doctors, shops, keeping fit, seeing my friends (Pass 23).
Employment	<ul style="list-style-type: none"> ◆ I would lose my job causing financial hardship for me and my family (Pass 15). ◆ If the bus was not running I would be unemployed (Pass 20).
Expense	<ul style="list-style-type: none"> ◆ I would have to move house (Pass 4).

Route 67E Bangor – Tregarth - Bethesda - Gerlan	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	28		
% paper	100%		
% online	0%		
% female	43%		
Mean age	26-40		
Concessionary pass	18%		
Annual cost of route	██████0		
Passenger journeys (annual)	██████		
Cost per passenger journey	£6.17		
Passenger journeys (from Questionnaires)	3,182		
% of annual passenger journeys	52%		
Social Value			
◆ Social activities and shopping	8/28	£1,850 (member of social group)	£14,800 (18%)
◆ Health services	1.50(28)	£90 per missed appointment	£3,780 (5%)
◆ Employment	9/28	£6,632 (full-time/part-time employment)	£59,688 (72%)
◆ Education	4/28	£1,124 (vocational training)	£4,496 (5%)
◆ Volunteering and caring	0/28	£3,249 (volunteering)	£0 (0%)
Total Social Value			£82,764
Deadweight			69%
Total Social Value (after deadweight)		£82,764 x 0.31	£25,657
Social Value per passenger journey		£25,657 / 3,182	£8.06
Social Value Ratio		£8.06 / £6.17	£1.31/£1

Route 67E	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would not be able to leave Gerlan/Bethesda, access my bank, meet friends, attend hospital appointments. It would deteriorate my mental health (Pass 1). ◆ I'd be isolated (Pass 8). ◆ I wouldn't be able to see my girlfriend (Pass 14).
Employment	<ul style="list-style-type: none"> ◆ I wouldn't be able to work. I would probably lose my job (Pass 3). ◆ It would make a lot of hassle for me to find a stable job and be independent (Pass 4). ◆ I would have to move for my job (Pass 5). ◆ I'd lose my job (Pass 8). ◆ I wouldn't be able to go to work or to town (Pass 9). ◆ We depend on the bus to get to work and get home (Pass 10). ◆ I couldn't work. I would probably get fired – due to inability to meet shift patterns (Pass 13).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I wouldn't be able to go to the GP surgery (Pass 14).
Education and training	<ul style="list-style-type: none"> ◆ I wouldn't be able to get an education (Pass 12).
Expense	<ul style="list-style-type: none"> ◆ It would affect me financially, spending £15 every day to get to work will be bad for me (Pass 2). ◆ I'd have to move and start driving again (Pass 6). ◆ I'd have to buy a car (Pass 11).



Route 67S Bangor - Tregarth - Bethesda - Gerlan (Sun)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	28		
% paper	96%		
% online	4%		
% female	43%		
Mean age	41-59		
Concessionary pass	25%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.62		
Passenger journeys (from Questionnaires)	1,891		
% of annual passenger journeys	23%		
Social Value			
◆ Social activities and shopping	8/28	£1,850 (member of social group)	£14,800 (17%)
◆ Health services	1.89(28)	£90 per missed appointment	£4,763 (5%)
◆ Employment	10/28	£6,632 (full-time/part-time employment)	£66,320 (74%)
◆ Education	0/28	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	1/28	£3,249 (volunteering)	£3,249 (4%)
Total Social Value			£89,132
Deadweight			69%
Total Social Value (after deadweight)		£89,132 x 0.31	27,631
Social Value per passenger journey		£27,631 / 1,891	£14.61
Social Value Ratio		£14.61 / £1.62	£9.02/£1

Route 67S	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would be stranded in Bethesda on my only day off from my role as a full time carer (Pass 1). ◆ I would be stuck in the house and unable to socialise . This service is so important to me for my mental health (Pass 2). ◆ Because I don't work, it will be difficult to see family because they all have left here (Pass 5). ◆ There are no banks in Bethesda and you need the bus (Pass 11). ◆ I will be stuck at home without the bus (Pass 12).
Employment	<ul style="list-style-type: none"> ◆ I wouldn't be able to work (Pass 3). ◆ I wouldn't be able to go to work, and I'd lose my independence (Pass 4). ◆ It will a lot more expensive to get to work (Pass 7). ◆ It would be much harder to get to work! I would have to spend a lot more on travel (Pass 8). ◆ I could not get to work (Pass 9). ◆ I would lose my job (Pass 10).
Healthcare appointments	<ul style="list-style-type: none"> ◆ To go to the GP surgery you need the bus (Pass 11).

Route 76 Bethesda - Mynydd Llandygai - Bangor	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	89		
% paper	71%		
% online	29%		
% female	70%		
Mean age	26-40		
Concessionary pass	12%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.76		
Passenger journeys (from Questionnaires)	6,518		
% of annual passenger journeys	23%		
Social Value			
◆ Social activities and shopping	36/89	£1,850 (member of social group)	£66,600 (23%)
◆ Health services	2.48(89)	£90 per missed appointment	£19,865 (7%)
◆ Employment	18/89	£6,632 (full-time/part-time employment)	£119,376 (41%)
◆ Education	29/89	£1,124 (vocational training)	£32,596 (11%)
◆ Volunteering and caring	16/89	£3,249 (volunteering)	£51,984 (18%)
Total Social Value			£290,421
Deadweight			69%
Total Social Value (after deadweight)		£290,421 x 0.31	£90,031
Social Value per passenger journey		£90,031 / 6,518	£13.81
Social Value Ratio		£13.18 / £2.76	£4.78/£1

Route 76	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I totally depend on the bus service as I live alone (Pass 1). ◆ I would see my friends less. My parents would spend a long time taking me to and from places (Pass 8). ◆ It would mean that I'd have no easy way to get out of my village unless I asked my mum for a lift (Pass 3). ◆ I'll be stuck in the house. I would not be independent and go out to do the things I want to do (Pass 6).
Employment	<ul style="list-style-type: none"> ◆ It would make it more difficult to get to and from work (Pass 7).
Education and training	<ul style="list-style-type: none"> ◆ I am a student and greatly depend upon the buses (Pass 2). ◆ I can't get to school to get an education without the bus (Pass 4). ◆ I would be unable to get to school. Getting to school activities would be difficult (Pass 5). ◆ I wouldn't get to school on time (Pass 9).



Route 78 Bangor – Maesgeirchen (Evenings)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	29		
% paper	59%		
% online	41%		
% female	62%		
Mean age	26-40		
Concessionary pass	17%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£0.93		
Passenger journeys (from Questionnaires)	2,936		
% of annual passenger journeys	28%		
Social Value			
◆ Social activities and shopping	14/29	£1,850 (member of social group)	£25,900 (28%)
◆ Health services	5.00(29)	£90 per missed appointment	£13,050 (14%)
◆ Employment	7/29	£6,632 (full-time/part-time employment)	£46,424 (49%)
◆ Education	2/29	£1,124 (vocational training)	£2,248 (2%)
◆ Volunteering and caring	2/29	£3,249 (volunteering)	£6,498 (7%)
Total Social Value			£94,120
Deadweight			69%
Total Social Value (after deadweight)		£94,120 x 0.31	£29,177
Social Value per passenger journey		£29,177 / 2,936	£9.94
Social Value Ratio		£9.94 / £0.93	£10.69/£1

Route 78	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I wouldn't be able to go out as often (Pass 1). ◆ I would be miserable/depressed/stressed because of missing social activities. It's too costly to move (Pass 2). ◆ I wouldn't be able to travel to and from college or interact with my family or friends (Pass 4). ◆ It would severely cut my ability to socialise (Pass 5). ◆ I would socialise less with other people (Pass 6).
Healthcare appointments	<ul style="list-style-type: none"> ◆ It would make it more difficult to visit the doctors (Pass 5). ◆ I wouldn't be able to see my GP on time (Pass 7).
Expense	<ul style="list-style-type: none"> ◆ Without the bus, transport would be expensive (Pass 3).

Route 83 / 83S Caernarfon - Dinorwig	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	142		
% paper	32%		
% online	68%		
% female	73%		
Mean age	41-59		
Concessionary pass	42%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.38		
Passenger journeys (from Questionnaires)	12,549		
% of annual passenger journeys	43%		
Social Value			
◆ Social activities and shopping	82/142	£1,850 (member of social group)	£151,700 (27%)
◆ Health services	5.29(142)	£90 per missed appointment	£67,606 (12%)
◆ Employment	44/142	£6,632 (full-time/part-time employment)	£291,808 (52%)
◆ Education	11/142	£1,124 (vocational training)	£12,364 (2%)
◆ Volunteering and caring	13/142	£3,249 (volunteering)	£42,237 (7%)
Total Social Value			£565,715
Deadweight			69%
Total Social Value (after deadweight)		£565,715 x 0.31	£175,372
Social Value per passenger journey		£175,372 / 12,549	£13.97
Social Value Ratio		£13.97 / £2.38	£5.87/£1

Route 83/83S	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I wouldn't be able to shop. I can't drive so I wouldn't be able to leave Llanrug (Pass 2). ◆ I visit my friends every Tuesday for a cup of tea and this would end (Pass 6). ◆ I wouldn't be able to meet friends. I would socialize a lot less (Pass 10). ◆ I wouldn't be able to afford my weekly shopping. There are only expensive shops in Deiniolen (Pass 11). ◆ I couldn't go and see friends in Caernarfon for a cup of tea (Pass 16). ◆ It would be a lot harder to shop (Pass 19). ◆ I would be stuck and depressed (Pass 20, 83S). ◆ I would be isolated and stranded (Pass 21, 83S). ◆ I would not see friends (Pass 23, 83S). ◆ I would not have any social activity (Pass 24, 83S).
Employment	<ul style="list-style-type: none"> ◆ I wouldn't be able to go to work (Pass 15). ◆ I couldn't work. I have no other means to get to Caernarfon (Pass 17).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I require the bus service for doctors, dentists and opticians (Pass 4).
Independence	<ul style="list-style-type: none"> ◆ I would have to depend on friends and family more often (Pass 1). ◆ I would have to go to town less. I would have to rely on taxi and my children and friends (Pass 7). ◆ I wouldn't be able to have anybody to take me to town. I would have to get the taxi (Pass 8). ◆ I would be stuck in the house (Pass 12). ◆ I wouldn't be able to go to Caernarfon as often. I would lose my independence (Pass 13). ◆ I would feel isolated (Pass 14).
Expense	<ul style="list-style-type: none"> ◆ I would have to pay for a taxi which is expensive (Pass 9).



Route 85 / 85S Llanberis - Deiniolen - Ysbyty Gwynedd - Bangor	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	182		
% paper	26%		
% online	74%		
% female	69%		
Mean age	26-40		
Concessionary pass	16%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.15		
Passenger journeys (from Questionnaires)	14,218		
% of annual passenger journeys	31%		
Social Value			
◆ Social activities and shopping	89/182	£1,850 (member of social group)	£164,650 (20%)
◆ Health services	4.33(182)	£90 per missed appointment	£70,925 (9%)
◆ Employment	69/182	£6,632 (full-time/part-time employment)	£457,608 (57%)
◆ Education	44/182	£1,124 (vocational training)	£49,456 (6%)
◆ Volunteering and caring	19/182	£3,249 (volunteering)	£61,731 (8%)
Total Social Value			£804,370
Deadweight			69%
Total Social Value (after deadweight)		£804,370 x 0.31	£249,355
Social Value per passenger journey		£249,355 / 14,218	£17.54
Social Value Ratio		£17.54 / £2.15	£8.16/£1

Route 85/85S	Comments from bus passengers
Social activities and shopping	◆ The bus gives me freedom and opportunities to connect with the community (Pass 11, 85S).
Employment	<ul style="list-style-type: none"> ◆ I would have to quit my job (Pass 2). ◆ I would not be able to get to and from work or to Bangor (Pass 10, 85S). ◆ I wouldn't be able to work (Pass 12, 85S). ◆ I would be unable to work (Pass 14, 85S).
Education and training	◆ I wouldn't be able to go to uni, even pass my course without the buses (Pass 11, 85S).
Tourism	<ul style="list-style-type: none"> ◆ Opportunities to visit mountains as a tourist be almost impossible (Pass 3). ◆ I would be less likely to visit North Wales (visitor - Pass 4). ◆ I would be unable to visit Llanberis for Snowdon/trail running (Pass 5). ◆ I would be unable to get to Llanberis - the gateway to Snowdon and a major tourist attraction (Pass 6). ◆ I wouldn't be able to be a tourist in this area (Pass 7). ◆ As a student, I usually go out for recreation on weekends, and the bus service is very important (Pass 8). ◆ It would make it more difficult for me to climb Snowdon (Pass 13, 85S).
Expense	◆ It would be financially impossible for me (Pass 1).

Route 88 Caernarfon - Llanberis	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	60		
% paper	22%		
% online	78%		
% female	63%		
Mean age	41-59		
Concessionary pass	32%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£0.39		
Passenger journeys (from Questionnaires)	4,918		
% of annual passenger journeys	6%		
Social Value			
◆ Social activities and shopping	29/60	£1,850 (member of social group)	£53,650 (24%)
◆ Health services	3.93(60)	£90 per missed appointment	£21,222 (9%)
◆ Employment	20/60	£6,632 (full-time/part-time employment)	£132,640 (59%)
◆ Education	4/60	£1,124 (vocational training)	£4,496 (2%)
◆ Volunteering and caring	4/60	£3,249 (volunteering)	£12,996 (6%)
Total Social Value			£225,004
Deadweight			69%
Total Social Value (after deadweight)		£225,004 x 0.31	£69,751
Social Value per passenger journey		£69,751 / 4,918	£14.18
Social Value Ratio		£14.18 / £0.39	£36.36/£1

Route 88	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I rely on the bus, and I would be stuck at home without it (Pass 1). ◆ I would get depressed stuck in the house all week (Pass 3). ◆ I wouldn't be able to go to Caernarfon (Pass 4).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I could not get to the doctors, hospital and to the dentist in Caernarfon. I'm on a pension, so taxis are not affordable, and I can't afford to run a car (Pass 6).
Independence	<ul style="list-style-type: none"> ◆ I would have to rely on my parents without the bus service (Pass 2).
Volunteering and caring	<ul style="list-style-type: none"> ◆ I could not get to my voluntary work in Caernarfon (Pass 6).
Expense	<ul style="list-style-type: none"> ◆ My pension does not cover extra expenses, and I can't afford to travel by different means (Pass 5). ◆ I'm on a pension, so taxis are not affordable, and I can't afford to run a car (Pass 6).



Route 88S Caernarfon - Llanberis (Sundays)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	23		
% paper	100%		
% online	0%		
% female	43%		
Mean age	26-40		
Concessionary pass	22%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£5.27		
Passenger journeys (from Questionnaires)	1,501		
% of annual passenger journeys	35%		
Social Value			
◆ Social activities and shopping	10/23	£1,850 (member of social group)	£18,500 (36%)
◆ Health services	2.74(23)	£90 per missed appointment	£5,672 (11%)
◆ Employment	4/23	£6,632 (full-time/part-time employment)	£26,528 (51%)
◆ Education	1/23	£1,124 (vocational training)	£1,124 (2%)
◆ Volunteering and caring	0/23	£3,249 (volunteering)	£0 (0%)
Total Social Value			£51,824
Deadweight			69%
Total Social Value (after deadweight)		£51,824 x 0.31	£16,065
Social Value per passenger journey		£16,065 / 1,501	£10.70
Social Value Ratio		£10.70 / £5.27	£2.03/£1

Route 88S	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I wouldn't go shopping on weekends (Pass 3). ◆ I do everything in Caernarfon - work, shop, gym. It would change everything without a bus (Pass 4). ◆ I couldn't go out to shops or see friends (Pass 5). ◆ It will be harder to see my mates and family (Pass 7). ◆ I would have trouble getting to and from the area. I depend on the bus to see friends (Pass 8). ◆ I wouldn't have regular access to town for shopping (Pass 9). ◆ I wouldn't be able to go to the shops (Pass 11). ◆ I would be very depressed and lonely without the bus (Pass 12). ◆ I would have less social interaction (Pass 13).
Employment	<ul style="list-style-type: none"> ◆ I would have to bike to work (Pass 1). ◆ I couldn't go to work (Pass 5). ◆ I can't drive and depend on the bus to go to work (Pass 8). ◆ I wouldn't be able to go to work (Pass 11).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I wouldn't be able to go to the doctors (Pass 11).
Independence	<ul style="list-style-type: none"> ◆ I would have to depend on parents for lifts (Pass 2). ◆ I will have to walk a long distance, and rely on my family (Pass 6).

Route 91 Caernarfon – Dinas Dinlle	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	53		
% paper	38%		
% online	62%		
% female	55%		
Mean age	26-40		
Concessionary pass	30%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£2.89		
Passenger journeys (from Questionnaires)	4,990		
% of annual passenger journeys	21%		
Social Value			
♦ Social activities and shopping	29/53	£1,850 (member of social group)	£53,650 (37%)
♦ Health services	2.94(53)	£90 per missed appointment	£14,024 (10%)
♦ Employment	6/53	£6,632 (full-time/part-time employment)	£39,792 (27%)
♦ Education	13/53	£1,124 (vocational training)	£14,612 (10%)
♦ Volunteering and caring	7/53	£3,249 (volunteering)	£22,743 (16%)
Total Social Value			£144,821
Deadweight			69%
Total Social Value (after deadweight)		£144,821 x 0.31	£44,895
Social Value per passenger journey		£44,895 / 4,990	£9.00
Social Value Ratio		£9.00 / £2.89	£3.11/£1

Route 91	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ♦ I do not drive. I wouldn't be able to go to Caernarfon and see my friends (Pass 1). ♦ Without the bus, I would not have a social life in evenings or be able to shop (Pass 3). ♦ I would be stuck in the house more and wouldn't go out as often (Pass 4). ♦ I depend on the bus to go shopping and see people (Pass 5). ♦ I depend on the bus to get food for the kids (Pass 6).
Employment	<ul style="list-style-type: none"> ♦ I do not drive. I would lose my job (Pass 1). ♦ I need access to the bus to go to work to provide for the kids. I would struggle to pay for taxi (Pass 6).
Healthcare appointments	<ul style="list-style-type: none"> ♦ Without the bus, I would not get to hospital/doctors/dentist appointments (Pass 3).
Education and training	<ul style="list-style-type: none"> ♦ I couldn't go to school (Pass 7). ♦ My mum works, so I need the bus to go to school (Pass 8). ♦ I need the bus to go to school and to see friends and girlfriend on the weekend (Pass 9). ♦ I would be unable to go to school. The taxi is expensive, and I wouldn't be able meet my friends on the weekend (Pass 10). ♦ I would have to ask family to take me to school (Pass 11).
Volunteering or caring	<ul style="list-style-type: none"> ♦ It would make it difficult to care for relative with dementia (Pass 2).



Route 92 Caernarfon (Victoria Dock/Cae Gwyn)	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	44		
% paper	80%		
% online	20%		
% female	86%		
Mean age	41-59		
Concessionary pass	50%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£1.11		
Passenger journeys (from Questionnaires)	5,792		
% of annual passenger journeys	13%		
Social Value			
◆ Social activities and shopping	34/44	£1,850 (member of social group)	£62,900 (49%)
◆ Health services	5.00(44)	£90 per missed appointment	£19,800 (16%)
◆ Employment	4/44	£6,632 (full-time/part-time employment)	£25,528 (20%)
◆ Education	0/44	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	6/44	£3,249 (volunteering)	£19,494 (15%)
Total Social Value			£128,722
Deadweight			69%
Total Social Value (after deadweight)		£128,722 x 0.31	39,904
Social Value per passenger journey		£39,904 / 5,792	£6.89
Social Value Ratio		£6.89 / £1.11	£6.21/£1

Route 92	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I would feel isolated (Pass 1). ◆ I wouldn't go out as much and would not spend as much (Pass 2). ◆ I would be isolated (Pass 6). ◆ I wouldn't be able to go to the shops (Pass 7). ◆ I would be stuck in the house and wouldn't go out as much (Pass 8). ◆ I would be stuck more at home and wouldn't see anyone (Pass 12). ◆ I wouldn't be able to go to town as often. I couldn't carry my shopping (Pass 14). ◆ I would be stuck in the house and I wouldn't be able to walk far (Pass 16). ◆ I wouldn't go out of the house and I'd be depressed (Pass 17). ◆ I depend on the bus to go out and see friends (Pass 18). ◆ I would be stuck in the house. I wouldn't see anyone and be more depressed (Pass 20).
Employment	<ul style="list-style-type: none"> ◆ It would make going to work hard for me (Pass 4). ◆ I use the bus to go to work (Pass 9).
Volunteering / caring	<ul style="list-style-type: none"> ◆ I'm a carer for my sister, and I use the bus to take her out (Pass 3). ◆ I need the bus as I'm a carer for my sister (Pass 19).
Expense	<ul style="list-style-type: none"> ◆ I wouldn't be able to go out. Taxis are too expensive (Pass 10). ◆ It would cost me more to use taxis. I wouldn't go out as often (Pass 13). ◆ I would be stuck at home. The taxi is expensive (Pass 15).

Route 93 Caernarfon local service	Quantity	Proxy Values (Social Value Bank, NHS Wales)	Total Social Value (% of total social value)
Questionnaires completed	25		
% paper	92%		
% online	8%		
% female	80%		
Mean age	60-79		
Concessionary pass	88%		
Annual cost of route	██████		
Passenger journeys (annual)	██████		
Cost per passenger journey	£0.51		
Passenger journeys (from Questionnaires)	3,149		
% of annual passenger journeys	3%		
Social Value			
◆ Social activities and shopping	22/25	£1,850 (member of social group)	£40,700 (58%)
◆ Health services	7.40(25)	£90 per missed appointment	£16,650 (23%)
◆ Employment	2/25	£6,632 (full-time/part-time employment)	£13,264 (19%)
◆ Education	0/25	£1,124 (vocational training)	£0 (0%)
◆ Volunteering and caring	0/25	£3,249 (volunteering)	£0 (0%)
Total Social Value			£70,614
Deadweight			69%
Total Social Value (after deadweight)		£70,614 x 0.31	£21,890
Social Value per passenger journey		£21,890 / 3,149	£6.95
Social Value Ratio		£6.95 / £0.51	£13.63/£1

Route 93	Comments from bus passengers
Social activities and shopping	<ul style="list-style-type: none"> ◆ I wouldn't go out much to go shopping (Pass 1). ◆ Because of a heart condition, I am unable to walk very far. Therefore I depend on the service most days to take me shopping and to meet up with friends and get to appointments (Pass 2). ◆ I would not go out as much (Pass 4). ◆ I would be stuck in the house (Pass 6). ◆ I need the bus to go shopping. I can't carry heavy bags (Pass 8). ◆ I would be stuck in the house and not see anyone (Pass 9). ◆ I would stay at home more often (Pass 11). ◆ I would be stuck in the house (Pass 12). ◆ I wouldn't be able to go out and would stay at home more (Pass 13).
Healthcare appointments	<ul style="list-style-type: none"> ◆ I would miss a lot of doctor's appointments (Pass 7).
Independence	<ul style="list-style-type: none"> ◆ I would have to depend on others and taxi (Pass 3). ◆ It would impact on my independence and restrict where I was able to go (Pass 10).



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Agenda Item 9

Committee	Communities Scrutiny Committee
Date	13th July 2021
Title	Gwynedd and Anglesey Public Services Board's Annual Report 2020/21
Cabinet Member	Councillor Dyfrig Siencyn
Purpose	To outline the progress of the work of the Public Services Board during 2020/21

1 Introduction and context

1.1 The Well-being of Future Generations Act (2015) aims to improve the economic, environmental and cultural well-being of Wales. The Act highlights seven well-being goals and five ways of working to give public bodies a common purpose.

1.2 The Gwynedd and Anglesey Public Services Board (PSB) was established in 2016, in accordance with the Well-being of Future Generations (Wales) Act 2015 (the Act). Indeed a PSB has been established for each Local Authority in Wales to ensure collaboration amongst public bodies to create a better future for the people of Wales. The decision made in North West Wales was to establish a Public Services Board for Gwynedd that would collaborate with the Anglesey's Public Services Board.

1.3 During 2017 the Gwynedd and Anglesey Public Services Board divided our communities into 14 smaller areas in order to carry out detailed research, and learn more about the well-being of those areas. The information was published in the form of the Well-being Assessments. The information gathered from the assessments was used to shape the PSB's priorities which have been confirmed in the Well-being Plan (2018). The following priorities were agreed:

- The Welsh language
- Homes for local people;
- The effect of poverty on the well-being of our communities;
- The impact of climate change on community well-being;
- Health and care of adults and the welfare and achievement of children and young people.

1.4 Consideration was given to the work undertaken to address the impact of poverty on the communities of Gwynedd and Anglesey. The Board decided that they did not need to undertake a definite role in this area at present but receive regular updates on the work taking place and consider whether there is a role for the Board to step in in the future. In order to address the other priorities, the Board established four operational sub-groups, and updates on the progress of those sub-groups are included in the Annual Report.

1.5 As outlined in the public services Board's terms of reference the Board has four statutory members, together with invited participants who contribute to the Board's duties. In relation to any latest change to the membership of the PSB Dafydd Gibbard since his appointment as the Chief Executive of Gwynedd Council, is now a statutory member of the Board.

2. The Annual Report of the Public Services Board

2.1 Enclosed is the PSB's annual report for the period 2020/21.

Several reports on the progress of the work of the Public Services Board have been presented to the scrutiny committee in recent months, and this is the report which looks back on achievements during 2020/21.

2.2 Since March 2020 we have faced a global health crisis and very challenging times. The report has been used to self-reflect on the Board's work during the past year taking into account the impact of the crisis on the Board's work and progress. The report is structured to refer to the progress of the work of the four sub-groups of the Board.

2.3 The leaders of the PSB sub-groups are members of the PSB, and it has been their responsibility to report on progress during the period 2021/21. They reported that progress had slowed as responding to the crisis and addressing the recovery of our communities had taken priority. However all the sub-groups are now resuming their work.

2.4 During the past year the Public Services Board and sub-groups have operated in accordance with the five national sustainable development principles. The PSB agreed through the Well-being Plan that they wanted to add two principles that are important to the residents of Gwynedd and Anglesey namely the Welsh Language and Equality. Each of the sub-groups has ensured that the Welsh language is a golden thread that runs through their work. The sub-groups will also continue to address inequality and disadvantage through the relevant impact assessments.

2.5 The organisations of the Board have focused on the recovery of our communities during the last year. The Regional recovery Group asked Public Services Boards to consider their role in recovery, focusing on community resilience. We therefore asked all Board members to undertake a situational analysis to improve our understanding of the issues that are increasingly affecting our communities since the crisis. A workshop was held in September 2020 to discuss these issues further, considering how we can work together to respond to them. It was decided that a number of the Board's organisations were already working together to respond to them and that the Board's role would therefore be to keep an overview of the work and to seek assurance that we as public bodies were responding appropriately.

3 Scrutiny arrangements

3.1 In order to have democratic accountability to the progress of the work of the PSB the act has placed a requirement on councils to designate an Overview and Scrutiny Committee to scrutinise the work of the PSB. The work of Gwynedd and Anglesey's PSB is therefore scrutinised by the Scrutiny Committees of both Gwynedd Council and the Isle of Anglesey County Council on specific points during the year. The Well-being of Future Generations Wales Act (2015) and associated national guidance¹ set out three roles for Local Authority scrutiny committees:

- Review the governance arrangements of the PSB
- Be a statutory Consultee on the Well-being Assessment and Well-being Plan

¹ Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Service Boards

- Monitor the progress of the PSB's efforts in implementing the Well-being Plan.

3.2 This means that scrutiny committees have the opportunity to scrutinise the performance and impact of the Public Services Board. The option of establishing a single scrutiny panel was considered, to operate across the two counties to scrutinise the Board's work. Different options were evaluated by the scrutiny teams of the two Authorities, and they concluded that they did not recommend establishing a panel at this time but would focus on aligning the timetables and continue with the current scrutiny arrangements. These arrangements between the two Authorities will be subject to further review in due course.

4. Equality Impact Assessment

The delivery sub-groups will prepare equality and language impact assessments, where relevant, to accompany their action plans. The impact assessments will be live documents that will change and develop according to the delivery.

Gwynedd and Anglesey Public Services Board Annual Report 2021

The Chair's Foreword

Here we present our third annual report. In this report we will self-reflect on what has been achieved against our [Well-being Plan \(2018\)](#). Of course, it is not possible to look back at 2020/21 without referring to the Covid-19 crisis and the impact it has had on our services, businesses and residents. Dealing with the crisis has highlighted the importance of the services provided by the voluntary and public sector to our communities, and the importance of the collaboration between them. In addition, the crisis has magnified existing issues e.g. mental health issues, community resilience, over-tourism, second homes and threats to the Welsh language. It will be important that we as a Public Services Board ensure that our well-being objectives are addressed as a key part of the recovery following the crisis.

Introduction

The [Well-being of Future Generations \(Wales\) Act 2015](#) places a duty on public bodies to improve the social, economic, environmental and cultural well-being of Wales. The act is based on the principle of sustainable development and places a duty on public bodies to set and publish well-being objectives and to take all reasonable steps to achieve those objectives. The principle of sustainable development refers to five ways of working that public bodies are expected to think about to help us work better together and to address some of the long-term challenges that we face. The five approaches are to consider the long term, to prevent problems from occurring, to work in integration with other public bodies, to work together to achieve the objectives and to involve people interested in achieving the well-being goals, ensuring that those people reflect the diversity of the area they serve.

The Act also established Public Service Boards which include representation from different public bodies. The role of the boards is to assess the state of well-being in their areas and to set objectives to ensure the best possible contribution towards them. After conducting these assessments, we as a Board have a duty to publish a Local Well-being Plan setting out our objectives.

Following its well-being assessments back in 2017, the Board prioritised six areas: The Welsh language; Homes for local people; The effect of poverty on the well-being of our communities; The impact of climate change on the well-being of communities; Health and care of adults and The welfare and achievement of children and young people. Following full consideration of the work taking place to tackle the impact of poverty across Gwynedd and Anglesey, the Board decided that they did not need to take a specific role in this field at present but that they would receive presentations regularly on the work taking place in order to consider whether there is a role for the Board to step into the future. To address the other priorities, the Board established four operational sub-groups:

- Climate Change
- Homes for local people
- Integrated Health and Social Care
- The Welsh Language

This report therefore refers to the work of the above sub-groups. In the main, the organisations involved in the Board have focused on restoring our communities in the last year. The Regional Group responsible for recovering from the pandemic asked Public Services Boards to consider their

role in recovery, focusing on community resilience. We therefore asked all Board members to undertake a situational analysis to improve our understanding of those issues that are increasingly affecting our communities since the crisis. A workshop was held in September 2021 to discuss those issues further, taking into account how we can work together to respond to them. Among other things, these issues included the impact of second homes on our communities, mental health issues and youth unemployment. It was decided that a number of the Board's organisations were already working together to respond to these matters and that the role of the Board would therefore be to maintain an overview of the work and seek assurance that we as public bodies are responding appropriately.

The Board will continue with the work of assessing the condition of our communities as part of their well-being assessment 2021/22, and as part of that there will be an opportunity to hear from the people and communities of Anglesey and Gwynedd about what is important to them. The assessment will improve the Board's understanding of the needs of our communities, looking at the challenges and opportunities for the future.

Reports on the work of the Public Services Board's Subgroups

Climate Change

Why is this important to the residents of Gwynedd and Anglesey?

A Climate Change sub-group was established to encourage collaboration among public organisations on mitigating the impact of climate change, and in particular the impact of coastal and inland flooding on our communities. We have identified the need to educate and work with our communities to prepare them for the current challenges of climate change and those facing us in future. The aim is to try to mitigate the impact that any events of extreme weather have on those communities.

Update on our work to date

Although the Covid-19 crisis has taken our attention in the past year, climate change issues are still a major challenge for us. We cannot meet the challenges ahead on our own so a collaborative effort will be essential.

During the last year Natural Resources Wales commissioned work to look at a regional approach to mitigating the impact of Climate Change. This was on behalf of all Public Services Boards in North Wales and the North Wales Leadership Board. The main output of this work was an agreement to work together across the public sector in North Wales to respond to the challenge by establishing a Climate Change group for North Wales. The main aim of this group will be to achieve the Welsh Government's aims to reduce carbon emissions. The focus of the work by the Gwynedd and Anglesey Public Services Board will continue to be a local response to the challenges of climate change.

A series of workshops were held, and a large number of organisations were invited to contribute and agree a short, medium and long term action plan. It was concluded that the next steps will be to work closely with communities to hold necessary conversations about what is important in relation to climate change, and flooding in particular.

In addition, Natural Resources Wales has held conversations with our communities as part of their Area Statements. The talks provided us with an opportunity to think about what we need to do as individuals, communities and organisations to respond to Climate Change. The findings and key messages from the conversations will be considered by the climate change sub-group.

During lockdown many of us realised the importance of the natural environment. We used our cars less and saw positive impacts on the quality of our air and water.

How does the sub-group contribute to the Well-being of Future Generations (Wales) Act 2015?

The sub-group operates a number of the ways of working that have been developed as part of the Sustainable Development principle of the Act by:

- understanding the needs of specific communities that enable us to plan for the **long term**
- **working with** a number of public bodies and our communities
- **involving** our stakeholders as an integral part of the sub-group's work

Homes for local people

Why is this important for the residents of Gwynedd and Anglesey?

The Board originally asked the group to establish a joint working regime in the housing sector and to develop more suitable and affordable homes in the right places. Of course a number of the Board's partners already had plans to develop affordable housing but one benefit of working together was to achieve economies of scale – namely joint housing development to reduce development costs and to be able to focus on developing innovative housing. To achieve the economies of scale it was anticipated that more than one site needed to be developed at the same time and to co-procure the associated development work.

Update on our work to date

For reasons outside the control of the sub-group and as not enough sites had been submitted by the Board's partners, the co-procurement of the housing developments under consideration has not been possible.

However, a good joint working regime has been established in the housing sector and the focus has been on planning for the development of more affordable housing in the right places, with an emphasis on developing innovative housing with a low carbon footprint. It has not been possible to develop more affordable housing beyond the organisations' existing arrangements. However, there has been a review of all redundant sites within the Gwynedd and Anglesey catchment area, and the Housing Associations and Anglesey Council were successful in attracting financial support through the IHP4 grant regime ("Innovative Housing Programme Phase 4") which has secured a programme to develop 139 affordable innovative housing on Anglesey. The work of the sub-group contributed to the process by working together on the grant application.

Establishing a joint working regime has been of great benefit to the partners. It has added value to work already being undertaken by partners through the sharing of ideas and information, and good practice. Collaboration has also enabled the evaluation of different models of innovative housing and this exercise will be of use to a number of the relevant partners as they develop housing in future.

In addition, through collaboration good practice was shared, and an arrangement was made to share information between the finance officers of some of the public organisations. Their methodology and financial assumptions were shared when considering the financial viability of the development plans of the various partners. The outcome of this will be of use to the relevant partners in their future housing developments.

Following this, the homes sub-group has therefore considered and agreed that their work is coming to an end as there is no further value that they could add to work already being undertaken in the housing field by individual organisations. The Board will therefore need to reconsider this priority and agree the way forward.

In addition to the work of the homes sub-group the Public Services Board has been considering the impact of the Covid-19 crisis on other housing issues. A workshop held by the Public Services Board in September 2020 discussed two issues in particular that have been increasingly highlighted as a result of the crisis, namely homelessness and second homes. Clearly the Board's partners have a role to play in dealing with these issues but for the time being, it was agreed that the Board's role would be to keep an overview of the issues and to receive updates from the partners in the future. This will

enable the Board to feel assured that these issues are being dealt with appropriately by the public bodies.

How does the sub-group contribute to the Well-being of Future Generations (Wales) Act 2015?

The sub-group operates a number of the ways of working that have been developed as part of the Sustainable Development principle of the Act, by:

- contributing to the delivery of **long-term** housing development plans within the organisations involved in the project
- encouraging **collaboration** between a large number of public organisations.

Health and Social Care

To deliver against this priority area sub-groups have been established in the children, adults and mental health areas. Each of these sub-groups report to the health and social care sub-group. The purpose of the health and social care sub-group is to establish a joint working regime in the sector concerned and to maintain an overview of the development and transformation of services, and the way in which we support individuals in our communities.

The work in the health and social care field proved to be of key importance as we deal with the Covid-19 crisis and as we carry out the work of recovering our communities afterwards. New ways of working have been developed virtually which have been of great benefit to the multi-disciplinary teams. Weekly meetings were also arranged among the partners during the emergency period to discuss the most pressed services and to offer joint responses. A willingness to work together and adapt to very challenging working circumstances has been demonstrated.

As a result of the need for the relevant services to prioritise their response to the crisis, the work of the health and social care sub-group, namely the transformation of our services, has been delayed for a period of time. Work has now re-commenced and below is an update on their progress over the past year:

Mental Health

This work stream focuses on developing a more integrated system with a focus on preventative work. The programme has four parts:

- Working together to promote emotional health and well-being and to prevent mental health crisis from developing
- Providing a holistic, timely response to individual needs with the aim of supporting people to stay safe in the community
- Workforce development - The integration of health care is introducing changes to the way we work. We will develop the skills and knowledge needed for joint action.
- Developing more accessible and appropriate housing (and support) for people at risk of a mental health crisis.

More recently Mental Health Practitioners with roles to support individuals work in four GP surgeries in Gwynedd and Anglesey. This means that individuals have timely access to mental health assessment and support. This is a positive step forward and responds to our objective of planning preventative services.

Adults

A focus has been placed on laying strong foundations for the Community Resource Teams (CRT), which are teams that have been established within 5 areas and include members of local authority and Health Board staff. The purpose of the CRT is to bring services together to provide the appropriate support to our residents, to ensure a single point of contact for individuals' health and social care issues, and ultimately to support them to live independently.

A number of tasks have been completed in the last year on laying the foundations for the CRT, all of which contribute to the introduction and implementation of this new way of working. Information governance issues have been addressed to ensure that suitable data sharing agreements are in place; training in multi-disciplinary leadership has been provided; a Sharepoint system has been developed which allows all TAC members to share relevant information about

their work and the barriers they face and all developments are communicated to raise awareness of them.

In addition to the establishment of the CRT arrangements the health and social care sub-group has also been developing projects at Local Authority and sub-regional level such as:

- SPOA front door project – to consider models of establishing central places to access health and care services
- hospital discharge project – to ensure that people can be discharged from hospital as soon and as safely as possible, by working together as a team to support the individual to leave hospital.
- a new domiciliary care model for Gwynedd – looking at how we deliver health and care services, focusing on what matters to people receiving those services
- a bilingual working project – to support the use of Welsh in health and social care.

In addition, work is taking place on a regional basis to respond to the Population Needs Assessment. The sub-group will encourage joint working between Local Authorities and the Health Board and maintain an overview of the work for that Assessment.

Children

Originally the intention was to develop a multi-disciplinary team covering a wide range of professionals who would provide a high quality transformational service for children and families on the periphery of care. Work was delayed due to the Covid-19 crisis. However, the children's sub-group has now consulted with the organisations' team managers and staff and has produced a training programme which includes a wide range of training for staff. This will enable them to work better with children and families on the periphery of care, to provide the appropriate care and support.

In terms of early support for children and families in local communities, the sub-group is working with the third sector with the aim of helping families to reintegrate into their communities after lockdown and to provide early help and support to those families.

Robust arrangements are now in place by the health and social care sub-group to drive the work forward as we resume following having to prioritise our response to the Covid-19 crisis. The sub-group has also had time to revisit their terms of reference, and the expected outputs are clear for the next 6-12 months:

- Making progress in the children, adults and mental health work streams as the role of the sub-group will be to work with the sub-group leaders on responding to the barriers to full implementation.
- Continue with the sharing of information and data amongst our partners in order to plan services effectively.
- Deliver the actions agreed for the sub-group by the Public Services Board.

How does the sub-group contribute to the Well-being of Future Generations (Wales) Act 2015?

The sub-group operates a number of the ways of working that have been developed as part of the Sustainable Development principle of the Act and is in line with many of the national design principles in 'A Healthier Wales', the Government's Health and Social Care Strategy, by:

- taking account of **future** trends and responding to changes in demographics
- putting the sustainability of our health system as an output for the sub-group in order to plan for the future
- developing a **preventative** model
- **integrating** our health and social care services to make a real difference to the lives of our residents
- recognising a wide range of factors that influence health and well-being (including education, housing, reduced homelessness, economic growth, regeneration, leisure and the environment)
- realising the benefits **of partnership working**

The Welsh Language

Why is this important to the residents of Gwynedd and Anglesey?

The Board understands how important the Welsh language is to our communities across Gwynedd and Anglesey, and that it is part of the social fabric and cultural identity of the area. Being able to live their lives through the medium of Welsh and access community services and activities in Welsh is important to our communities and we are committed to working together to increase the use of the Welsh language within public bodies in Gwynedd and Anglesey. We are also committed to promoting Welsh as the language of choice for communication among public organisations across both counties.

Of course, the Covid-19 crisis has presented some significant challenges for organisations in trying to ensure the continuity of their services. The conditions and restrictions of having to work virtually, as well as the lack of ability for community groups to come together have made it difficult to maintain some services and opportunities to use the Welsh language. We as public bodies have sought to ensure that the citizen continues to engage with the public bodies in the language of their choice, and we continue to be equally passionate about contributing to the Welsh Government's target of having a million Welsh speakers by 2050.

Update on work to date

It is fair to acknowledge that the work of this sub-group has effectively been completely delayed during 2020/21 as a result of the Covid-19 crisis. Because relevant staff were diverted to be doing different work or had to change their priorities, the sub-group was unable to meet regularly to drive the work programme forward.

As a result, there is no progress to report for 2020/21. However, it was noted in the Board's Annual Report for 2019-20 that the sub-group is considering a project relating to linguistic behaviour in reception areas and this remains a priority. The original intention was to pilot different types of interventions in order to be able to provide guidance to reception staff from different organisations on how to encourage the use of Welsh with the aim of increasing public confidence to use Welsh when engaging with public bodies.

Although this project was approved by Board members in March 2020, it has not been possible to implement it as a number of reception areas across the public bodies had to close due to lockdown restrictions. However, since early 2021 we are currently reviewing the original project proposal to reflect the current situation. This includes consideration of the change in the way the public communicates with public organisations and any change in the role of reception areas.

We hope to be able to start this work following early approval by the Board. The objective is to normalise the Welsh language as people go about their public business and ultimately, that could lead to not only more people using services through the medium of Welsh but also an increase in the number of people seeking and expecting it from organisations of all kinds. From the resident's perspective, expression is often easier when using first language especially when discussing sensitive issues, such as issues relating to the well-being of individuals, so the aim is to simplify the process of getting appropriate support.

The sub-group is also currently considering other potential projects to address the commitment in the Gwynedd and Anglesey Well-being Plan so that a work programme for the coming year can be put in place.

How does the sub-group contribute to the Well-being of Future Generations (Wales) Act 2015?

The sub-group operates a number of the ways of working that have been developed as part of the sustainable development principle of the Act, as well as the additional ways agreed by the PSB namely the Welsh Language and Equality by:

- ensuring that the **Welsh Language is** a natural part of the work of Gwynedd and Anglesey's Public Services
- **working together** to raise awareness, share good practice, develop the skills and confidence of public services to use Welsh with service users and to encourage them to make use of the language time and again
- **including** the views of relevant stakeholders as they introduce new projects.

Looking forward to the year ahead

Every 5 years, and as one of the statutory requirements introduced by the Future Generations Wellbeing Act (2015), Public Services Boards must prepare and publish an assessment of the state of economic, social, environmental and cultural wellbeing in their areas. Gwynedd and Anglesey Public Services Board have started the process of revising the Wellbeing Assessment.

Once again the Assessment will pull together a range of information about Gwynedd and Anglesey's communities. This means that we will be looking at research, collecting data and engaging with our residents to find out what is good about their communities, and what isn't as good. It will be an opportunity for us to consider the challenges and opportunities in our communities, by considering the effects of the Covid-19 crisis and Brexit on them.

Working with our communities on the assessments is a key part to ensure that we understand their true needs. The information shared by our communities will contribute to our wellbeing assessments which are to be published by May 2022. The assessment will set the direction for the Board's priorities as part of the Wellbeing Plan.

Communities Scrutiny Committee

Draft Work Programme 2020-21

13/07/2021
<ul style="list-style-type: none">• Public Services Board Annual Report• Salt Bins• Transport – Social Value
23/09/2021
<ul style="list-style-type: none">• Climate Change• Coastal Assets• Water and Flood Risk
04/11/2021
<ul style="list-style-type: none">• Well-being Assessment - Public Services Board• Rights of Way Improvement Plan
13/01/2022
<ul style="list-style-type: none">• Annual Update by the Community Safety Partnership• Street Cleanliness• Grass Cutting and Ground Maintenance
10/03/2022
<ul style="list-style-type: none">• Parking Task Group