



Thank you to our supporters



Over the past few months, we have been marking our fifteenth anniversary year by presenting replica souvenir models of our familiar and much-loved buses to supporters who have helped us grow into a successful organisation.

The limited-edition awards have been given to supporters who have significantly supported hoppa and contributed to its success over the years. This has included elected representatives, officers from Surrey County Council and Waverley Borough Council, current and past hoppa Trustees. Longstanding hoppa employees have also received the models as thanks for their individual involvement with hoppa over the years.

Steve Forward, hoppa's general manager has presented each

of the awards and says: "We greatly value the relationships we have with our supporters and the wider community but there are some individuals who really stand out in the way they have championed us - they have personally put themselves out time and time again to make hoppa the best it can be for our customers. We are grateful to each and every one of them for their support, guidance and help over the years."

Hoppa began operating in 2002 and was an initiative that was supported by Waverley Borough Council and other local organisations. Hoppa is now a registered charity and a not-for-profit company with an annual turnover of nearly £1-million. Less than twenty per cent of hoppa's turnover comes from public sector grants.

Thank you, Waverley

We are delighted that Waverley Borough Council has agreed to continue to fund the hoppa service for another three years.

The Council has awarded a grant of **£108,000 for 2018/19** and similar levels of support are expected for 2019/20 and 2020/21.

For organisations that deliver a high priority community service such as hoppa, Waverley has a service level agreement arrangement in place. This agreement sets out the service expectations and standards Waverley require in return for its funding commitment. We are pleased to say that, more often than not, we exceed these requirements.

Around 19% of hoppa's income comes from grants and Waverley provides 66% of this total grant income.

Website update

We are refreshing our website and would like to know if there is anything in particular that you would like to be able to do on the site or information that you would like to see included. If you have any ideas or thoughts, please email us at enquiries@hoppa.org.uk.

Book your ride to independence

We have approximately 4,000 people registered to use hoppa and while many people are already enjoying the independence and freedom that comes from using the service, there are still a number of members who have yet to experience their first ride.

To help even more people to enjoy the benefits of hoppa, we have put together this guide which explains how to book a journey and how to get the most from our dial a ride service.

About dial a ride

There are three dial a ride services which cover the areas of Godalming, Cranleigh and Haslemere. We offer a dial a ride service in Farnham but because of the way it is funded, it is known as Demand Responsive Transport (DRT).

Refer to the map below to see which service covers the area where you live.

Who can use the service

The service can be used by anybody who lives in the Waverley

area, who has registered their details with us. Registration is free.

When does the service operate

You can book to travel from 9am on the following days:

Cranleigh – Monday to Thursday

Farnham – Monday to Friday

Godalming – Monday to Friday

Haslemere – Monday to Friday

The service does not operate on weekends or Bank holidays.

How much does it cost to travel

It costs £3 each way to travel on the dial a ride service in Cranleigh, Godalming and Haslemere. Passengers with a valid bus pass can travel for free on the Farnham service.

Where you can travel

You can book to be dropped off anywhere in your area. Popular destinations include local supermarkets, the library, day centres and other town centre locations.

Things you may not know about hoppa

- All drivers are fully trained and have been checked by the

Disclosure and Barring Service.

- Nearly all our buses are wheelchair accessible.
- If you find steps difficult, you can ask the driver to let you board via the tail lift or ramp.
- You can book to be taken anywhere in your geographical area – for example, the hairdressers, garden centre or a tea shop – your destination does not have to be a town centre location.
- Registering to use the service is free and simple. If you are not already a member of hoppa, you can register online at www.hoppa.org.uk/register or phone **01428 681701** to receive an application form.

How to use the service

Booking

Call our booking line on **01428 681701** from Monday to Friday 8.30am to 12.30pm and 1.00pm to 4.00pm.

Your call will be answered by one of our helpful and friendly team members.

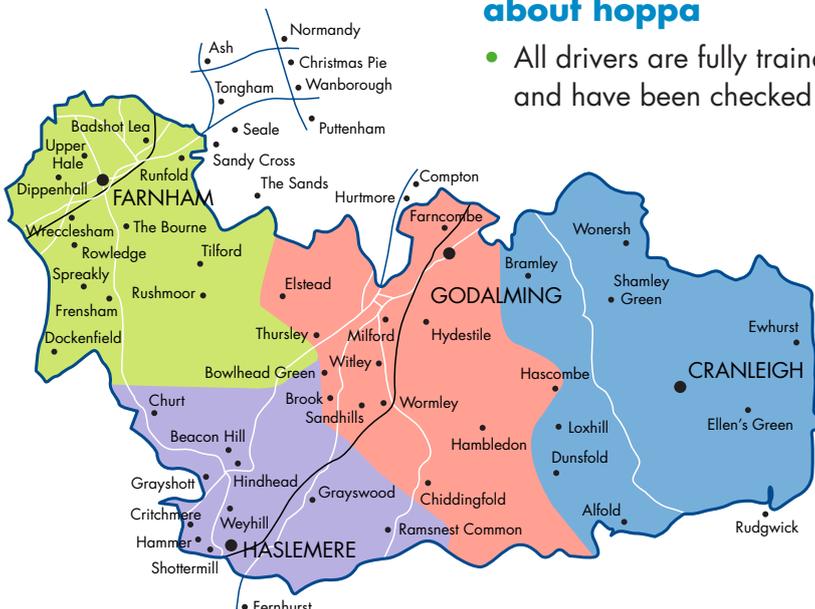
They will ask you for your name and details about when you want to travel and where you want to go.

They will check availability and if there is a seat available, they will confirm your booking and tell you what time we will pick you up.

Travelling

On the day you are due to travel, please help us keep to schedule by being ready at least ten minutes before the agreed pick up time.

When the hoppa bus arrives, the driver will briefly park up so he/she can collect you from your front door.



If you have a shopping trolley, the driver will stow it in a special area at the front of the bus.

Once you are safely seated, the bus will depart to pick up the next passenger – there are likely to be a number of other pick-ups.

Once everybody is on board, the driver will drop you off at your agreed drop-off point.

Return journey

If you have booked a return journey, we will have agreed when and where we will pick you up.

The driver will have a list of passengers who have booked the return journey, so they will be expecting you.

If you need some help with your shopping, the driver will carry it

onto the bus for you.

When you arrive home, the driver will make sure you get off the bus safely and will see you to your front door.

Which hoppa passenger are you?

New user

Many people come to hoppa when they find themselves no longer able to drive or to use other forms of public transport. The need to find an alternative means of transport is often unplanned as it usually arises following a fall or illness. Once discovered, many of our passengers say they wish they had switched to hoppa sooner.

Occasional user

For some customers, hoppa serves

as their back up transport. We have passengers who only use the service three or four times a year when their regular means of transport isn't available, or they need to get somewhere for a non-routine trip such as meeting a friend. Once registered with hoppa, you can use the service as much or as little as you like.

Regular user

Many of us are creatures of habit and so we find we have a core group of people who use the service regularly for their trip to the supermarket or to visit their nearest town for lunch or to run errands. We find that our drivers get to know our passengers quite well, which provides additional reassurance to our regular users.

Hoppa swap four wheels for two

Hoppa trustees, staff and their family members recently got on their bikes for a sponsored cyclathon.



Hoppa entered two teams of four called Hopping Hares and Hopping Mad. Each team had 50-minutes to see how far they could cycle on an exercise bike.

Hopping Mad covered a distance of 25.29km (15.7 miles) and the Hopping Hares travelled 23.79km (14.8 miles).

The cyclathon was organised by the Rotary Club of Farnham to raise money for local and national charities.

Hoppa took part in last year's cyclathon and raised over £1,300 for local good causes. If you would like to show your support for the hoppa teams by making a donation, please visit www.cyclathon.rotaryfarnham.co.uk.

Company secretary vacancy

Our Company Secretary has recently retired and so we are looking for somebody new to fill his shoes.

The voluntary role is wide-ranging and involves taking accurate minutes at our board meetings, which are held once a quarter. Much of the work involved in ensuring we are compliant and legal is carried out by our bookkeeper.

The position will suit somebody who takes an interest in local matters and can 'horizon scan', so we are prepared for potential threats and take advantage of emerging opportunities. You will also need the requisite knowledge and experience required to be a company secretary.

If you have some time on your hands and would like to support our board of volunteer trustees in providing a service that is often described by users as a 'lifeline', please contact Steve Forward, hoppa's general manager on **01428 681701** for an informal conversation.

Seeing is believing

Godalming Town Council has been a long-standing supporter of hoppa for many years. To show what a positive difference their grant makes to the users of the Godalming dial a ride service, we invited the Mayor of Godalming Councillor Anne Bott to join us for a ride along. This was our journey...

9am – hoppa picks up the Mayor, Councillor Anne Bott from outside Sainsbury's. Hoppa's general manager Steve Forward and driver Graham Ford welcomed the Mayor on board.

Shortly after 9am we departed for our first pick-up of the morning.

Steve took the opportunity to inform the Mayor a little more about how hoppa operates. He explained how the fleet of 30 buses are used to provide three main services. The first is the Hospital hoppa, which is the bus that takes residents in Godalming and Haslemere to their medical appointments.

The second service for which hoppa is perhaps most well-known is its dial a ride service. This is provided for people who do not have access to other forms of transport and enables its users to maintain their independence.

The bulk of hoppa's work is contract transport. This provides 80% of hoppa's income and helps to subsidise the dial a ride service, which is a lifeline to its many users.

9.15am – we arrived at our first passenger's home. Graham got off the bus to greet her and saw her safely onto the bus. We then set off on a well-planned circuit of the village to pick up our four remaining passengers.

9.40am – with everybody safely on board, we set off for the short ride to Godalming. The Mayor was wonderful at engaging the passengers in conversation, and while the atmosphere is usually warm and friendly, on this particular day there was plenty of good humour and laughter too.

10am – the bus arrived at the supermarket and everybody got off and paused for a photo with the Mayor.

10.15am – the bus departed to collect its next group of passengers.

With just over an hour until the hoppa bus returned, there was plenty of time for everybody to complete their weekly shop.

Commenting on her hoppa experience, the Mayor of Godalming Anne Bott said: "I was privileged to be invited to join the hoppa service on one of its regular trips. Our driver Graham



did not simply sit on the bus when he arrived at people's homes, he greeted each passenger at or near their front door and 'escorted' them onto the bus. Graham is the regular driver and all of the ladies had nothing but praise for his courtesy, attentiveness, humour, and overall kindness. I witnessed this first hand."

She added: "The quality of the service was indeed very impressive. The vehicle was comfortable and warm and it was clear how important the service is to those who use it."

After returning the Mayor to Godalming, the hoppa bus picked up and dropped off a further 12 people throughout the day.

Christmas jumper parade

In December, we encouraged our drivers and office staff to dig out their best Christmas jumpers and wear them to work.

For the privilege, they were invited to make a donation to a charity supported by Gail Weingartner who has been a driver at hoppa for 2.5 years. Gail is an active member of The Solent Area Pituitary Patient Support group.

Gail's colleagues raised £140 which will pay for the printing and postage of two newsletters for members of the support group who are unable to



attend meetings or receive the newsletter by email.

More information about the charity can be found at www.pituitary.org.uk.