



The team at hoppa wish you a happy Christmas and a peaceful new year. We thank you for your support and look forward to seeing you in 2018.

Rotary Club supports community bus

The Rotary Club of Farnham has donated £1,000 towards the community bus which we operate in Farnham.

Since coming into service seven months ago, hundreds of passengers have travelled on the new bus, which picks up customers from their home and takes them to a pre-booked destination in Farnham.

Paul Fry, President of the Rotary Club of Farnham says: "hoppa provides a vital community service to the people of Farnham and we are delighted to provide this support."

Hoppa's general manager, Steve Forward says: "We are very grateful for the donations we have received from so many of Farnham's community organisations and businesses. Every penny has gone towards providing a service that is viewed as vital by passengers. I have no doubt in saying that without hoppa, our customers would soon become isolated and

would have to rely on the goodwill of friends and family or costly transport services to get them to the shops and routine medical appointments."

Hoppa provides low cost, fully accessible transport to people living in Farnham and the borough of Waverley.

The Rotary Club of Farnham has 45 members who live in the Farnham area. They meet on a Thursday lunchtime in The Bush Hotel. The club is part of Rotary International and its main activity is to serve the community, by running local events, supporting other organisations; activities and raising funds for local charities and specific internal projects or situations.



Left to right – hoppa driver Phil Jones; Paul Fry President of the Rotary Club of Farnham and Alan Gavaghan member of the Rotary Club of Farnham's Community Team.

2017/18 Christmas and New Year operating schedule

Date	Services
Friday 22 December	Normal services
Saturday 23 December	Closed
Sunday 24 December	Closed
Monday 25 December	Closed
Tuesday 26 December	Closed
Wednesday 27 December	Normal services except for Cranleigh and Hospital Hoppa
Thursday 28 December	Normal services except for Cranleigh and Hospital Hoppa
Friday 29 December	Normal services except for Hospital Hoppa
Saturday 30 December	Closed
Sunday 31 December	Closed
Monday 1 January	Closed
Tuesday 2 January	Normal services resume

Lottery boost for Godalming Hoppa from GOLO

Passengers who use the Hospital Hoppa service are the latest people to benefit from a grant from GOLO, the Godalming Lottery. GOLO has awarded Hospital hoppa, the community bus service which provides low cost, accessible transport to and from health facilities in Guildford, Haslemere and Godalming, a grant of £500.

"GOLO is delighted to make a donation to the hoppa service which provides essential transport for people to access the Royal Surrey County Hospital for appointments, treatment and to visit close relatives," says Joy Poulter MBE, Awards Administrator at GOLO.

Speaking on behalf of hoppa, Steve Forward, General Manager thanked GOLO for the grant: *"Our*

passengers will greatly benefit from this grant. Without support from excellent organisations in our own community, just like GOLO, we simply couldn't operate. I'd like to thank everyone who has bought a lottery ticket from GOLO for helping us provide a friendly, accessible and affordable service to hoppa's passengers."

Around 32% of approximately 1,400 passenger trips made last year on the Hospital hoppa were from Godalming and surrounding villages. Journeys made using Hospital hoppa are non-emergency trips made by people who are not eligible for free NHS transport but who nevertheless need vehicles which are wheelchair-accessible or who are unable to travel



Caption (Left to right) – GOLO Awards Administrator Joy Poulter MBE, driver Gail Weingartner, hoppa's general manager Steve Forward and GOLO Treasurer Ian Coult.

independently or use the more expensive option of a taxi.

GOLO is Godalming's award-winning community lottery run by volunteers and which provides grants to local good causes. Anybody who buys a ticket has the chance to win a top prize of £500 or 16 other cash prizes. More information is available at www.golo.org.uk.



Hattie meets hoppa!

Over the summer, we were delighted to welcome intern Hattie Webb to our team.

Hattie, who is studying Global Sustainable Development at the University of Warwick, was tasked with the following projects:

- reviewing how we might be able to improve the development of an approach to managing the environmental footprint of our vehicles and office, and
- researching how an apprenticeship scheme might be successfully introduced at hoppa.

To help with her research, Hattie spent some time in the office and travelled on the buses so she could experience the service and chat with passengers. She says: *"I felt it was really important to see what happens on a daily basis at hoppa. It was great to meet people who regularly use hoppa and to hear how much they love the service. I spoke with passengers who have made friends with other passengers and now get together socially every week. A lot of people rely heavily on hoppa and if it wasn't for the service, they wouldn't be able to get out and do many of the things people with access to transport take for granted such as shopping or meeting friends."*

At the end of her five-week placement, Hattie presented the findings of her project to hoppa's board of trustees and general manager. Chairman Rob Stansbury says: *"I was very impressed by Hattie's presentation. Her research was very thorough and she has given us plenty to think about. Hattie put forward some excellent suggestions, which we will definitely be exploring in more detail."*

Asked about her time at hoppa, Hattie said: *"I loved working for hoppa – it is a great social enterprise. I will stay in touch and look forward to hearing how hoppa evolves."*

Hoppa attends health and well-being day

We were pleased to be invited to take part in a health and well-being event organised by Farnham Town Council, the Friends of Farnham Hospital and Centre for Health, to promote their new Integrated Care Centre.

The event aimed to inform local people about the wide range of health-related services on offer in Farnham. We were one of many organisations who attended and had an information stand. We also

ran a complimentary shuttle bus for patients who had had their flu jab at Downing Street Doctors' Surgery and wanted to attend the event at Farnham Hospital.



To keep up to date with the work of the Friends and to find out more about health care in Farnham visit www.lof-fhch.co.uk.

How to use Hospital hoppa

If you need to attend an appointment at Farnham Hospital, you can use our Demand Responsive Service. Customers who live in the Godalming and Haslemere areas, can register to use the Hospital hoppa service to get to health facilities in Guildford, Haslemere and Godalming.

To use the Hospital hoppa service, register your details by calling **01428 681701** or visit www.hoppa.org.uk. Demand for the service is high so, for peace of mind, it is recommended that as much notice as possible is given when wanting to book a journey. The fare costs £10 each way and £2.50 for a carer or companion.

How to travel to Frimley Park Hospital by hoppa

If you have an appointment at Frimley Park Hospital, you can pre-book The Ranger service. Subject to availability, the service can pick you up from your home and take you to your appointment. The fare is charged at £1.25 per mile and there is a minimum charge of £6 for a single fare. The single fare for partners and carers is £2.50.

To book, please call 01428 681701 for more information.

Ticket to ride

If you fancy venturing a little further afield to do your Christmas shopping this year, have you considered using our Ranger service?

The Ranger bus will collect you from your home and take you to virtually any destination inside or outside the borough of Waverley. The service is charged at £1.25 per mile, minimum charge of £6 single, partners and carers single fare £2.50 and must be pre-booked.

This service is always subject to availability, please call the booking office for more information on **01428 681701**.

Ideas for places you can go on The Ranger

Garden centres - There is so much to see in our local garden centres. Remember to save time for a cup of tea and cake in the tea room.

Theatre - Treat yourself to a matinee performance at the local theatre or cinema.

Shopping - For a change of shopping scene, we can take you to one of the nearby larger towns or one of the out of town shopping complexes such as The Meadows at Camberley.

Christmas carol concert - Age UK Surrey will be holding a carol concert at Guildford Cathedral on Thursday 21 December from 11am to 12.15pm. The event will be a mix of traditional Christmas carols and readings. The Guildford Cathedral Singers, the Surrey Cantata singers and organist Matthew Kelley will perform.

Refreshments will be served from 10.15am to 11am. For further information call **01483 503414** or email enquiries@ageuksurrey.org.uk.

Christmas lunch - We're spoilt for choice when it comes to places to go for a pre-Christmas lunch. Choose where you want to eat and we'll take you there!

Meet Macey

The sharp-eyed amongst you may have noticed that every hoppa bus has a name.

Over the years our buses have been named after employees' family members or people who are or were associated with hoppa.

Macey is the latest addition to our fleet

and is the namesake of seven-year-old Macey who is the daughter of hoppa driver Eric.

Macey (pictured above) was thrilled to see her name being applied to the bus.



Meet the team who work behind the scenes

For many, they are the friendly and reliable voices who answer hoppa's phones and deal with enquiries and bookings. Located in an office on an industrial park in Wormley, it's time to meet the team responsible for keeping the hoppa wheels turning like a well-oiled machine.



Steve Forward
General Manager

How long at hoppa

Joined in 2005

How has hoppa changed

- When I started we had a staff of 15 and a fleet of 10 vehicles. Currently, we have a staff of nearly 50, a fleet of 30 vehicles and are on target to deliver 75,000 passenger journeys this year. Our core aim is still to deliver a safe and professional, affordable, door-to-door community transport service for the residents of Waverley.

What Steve enjoys about hoppa - The aspects I enjoy the most are; no two days are the same and working with a great team of people. It gives me great satisfaction in knowing the real difference our services make to the lives of those who use them.

Biggest frustration - There is never enough funding to meet the ever-increasing demand.

Outside hoppa - I have been married to my wife Robin for 28 years and we have two grown-up children. My interests are playing golf, motorsports and going on long country walks which usually conclude at the pub!



Andy Taylor
Transport Manager

How long at hoppa

I have worked at hoppa for almost 12 years.

Role - I ensure that the vehicles are maintained and serviced and that we have the correct buses to

accommodate all the services and school runs that we operate daily. I also make sure we have the right number of drivers and passenger assistants to fulfil our contract requirements.

Secret of hoppa's success - I think that a major part of hoppa's success is the dedication and commitment of all the staff.

What Andy enjoys about hoppa - It's nice to be able to go home knowing that you have helped somebody to get to a hospital appointment or visit a loved one in hospital or a shopping trip or just be the voice on the other end of the phone when somebody needs a chat.

Outside hoppa - I enjoy spending time with my grandchildren, playing golf (badly), gardening, DIY, going to the theatre, and listening to live music.



Mark Godfrey
Transport Supervisor

How long at hoppa

I joined hoppa in March 2010

following an 18-year career as a retail manager and buyer with The Royal Horticultural Society.

Why choose hoppa - For the Godfrey family, hoppa is a bit of a family affair. My Dad Peter is a driver and has been with hoppa since its inception. I genuinely get a sense of fulfilment from knowing that the services we offer are hugely important to our passengers and can be a vital part of their lives and their sense of independence.

What Mark enjoys about hoppa - No two days are the same - you can go from speaking to parents of school children one minute to working out why our computers are not working properly the next. Juggling skills are a must!

Outside hoppa - I have been married for 30 years and I have two daughters

(one is a model the other is a mum). My wife and I have a lovely time with our grandson who will be joined by a sister in February 2018. I ride a motorbike pretty much all year and I enjoy maintaining my 1998 Yamaha.

Motto in life: Always treat people as you would like to be treated.



Dave Wheeler
Dispatcher/
Admin Support

How long at hoppa

I came to hoppa four years ago following a

25-year career in the stationery and toys wholesale trade.

What Dave enjoys about hoppa - The people are great to work with and it is a challenging and rewarding job, with lots of variety.

Outside hoppa - I have two great children: Abby is 25 and is an estate agent and 19-year old Jamie is at university. Outside work I like to socialise with family and friends.



Joe O'Shea
Admin Support/
Maintenance
Logistics

How long at hoppa

I joined hoppa in

April 2010 after a 21-year career as factory manager with Robertet UK Ltd, a perfume company in Haslemere.

What Joe enjoys about hoppa - It's been said but it really is true that no two days are the same.

Joe's role - I look after the buses, deal with breakdowns, vehicle recovery, arrange to get the vehicles to their mandatory safety inspections and I occasionally help in the office.

Outside hoppa - I have been married for 31 years to my wife Lynne, who is also a Passenger Assistant with hoppa. We have a son and two daughters and a dog called Alfie. I am a big Manchester United fan and go up to see them play as often as possible.