

NORTH LINCOLNSHIRE COUNCIL

CABINET

TRANSPORT REVIEW – PROGRESS REPORT

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 The purpose of this report is to provide an update on progress of the transport review which was completed in January 2012. The report will summarise progress against the 2012/13 action plan.
- 1.2 Cabinet is also asked to agree a revised action plan for 2013/14 attached as appendix 1.

2. BACKGROUND INFORMATION

- 2.1 The Council has carried out a number of cross-cutting reviews since 2011. This included the transport review which began in July 2011 and was completed in January 2012. The Assistant Director (Community Services) was responsible for leading the review. A Project Board was established which comprises two Cabinet Members and the Director of Places to oversee the progress of the review and agree its scope.
- 2.2 A final report with accompanying action plan was agreed. The action plan comprises short, medium and long term actions. All short and medium term actions were scheduled for completion within 12 months. There were 23 short term and 5 medium term actions. Out of these actions, 17 are now complete, one action is no longer relevant and 10 actions have been rolled over into 2013/14. A revised action plan for 2013/14 has been attached as appendix 1 to the report for approval. It is divided into three sections:
 - Actions rolled over from 2012/13
 - A number of completed actions from 2012/13 that are still relevant and carried forward.
 - Long term actions as agreed in the original Transport Review

If the 2013/14 action plan is agreed, start and end dates will be identified for each milestone and monitored as part of the existing governance arrangements.

- 2.3 Since the action plan was agreed, quarterly monitoring meetings have been held. The report and actions are divided into the following areas:
 - Sustainable travel – all actions are long term and therefore not relevant for this report

- Concessionary Fares and Bus Operators
- Voluntary and Community Transport
- Transport Legislation and Fleet Compliance
- Children and Young People and Adults
- Integrating with Health – all actions are long term but this remains a key area to address

A summary of progress made against the headings identified in the report is set out below:

2.3.1 Concessionary Fares and Bus Operators

Number of actions (short and medium term) = 6

Number of actions completed = 6 (100%)

The soft market testing of public transport has now been completed. The exercise has led to some additional recommendations since the publication of this transport review:

- considering opportunities of Euro III specifications for future bus contracts; and
- consider whether to do more work in-house.

Actions completed were to continue to integrate school services with the public transport network where possible. This reduces costs thus reducing the risk of withdrawing a public transport service. Examples include an integrated school run with the Wolds Villager, Isle Shopper and Kirton Klipper. A review of the Barton and Brigg town services with schools has begun. The tender will be packaged accordingly.

2.3.2 Voluntary and Community Transport

Number of actions (short and medium term) = 6

Number of actions completed = 5 (83%)

The action that was not completed is to consider demand responsive transport. A report was considered by the Transport Review Board on 17 May 2013.

Actions completed include the introduction of the wheels 2 work scheme and leading on a campaign in North Lincolnshire to encourage additional voluntary drivers. There have been 8 referrals made to the relevant organisations.

The definition of community transport is a service that is provided by a third sector organisation or is run wholly or partly by volunteers.

The Council has for a number of years supported the Humber and Wolds Rural Community Transport which provides a voluntary car scheme. However, the Council wanted further development of community transport solutions to supplement the existing public transport especially in rural

areas. Currently, there are few other community and voluntary organisations within North Lincolnshire that provide community transport services.

Following visits to Town and Parish Councils in 2012, to establish need and ideas for community transport, there has been very little follow up from these meetings. Most of the issues raised related to the current public transport network. We have pursued some ideas about evening or weekend transport needs. We will continue to engage with Town and Parish Councils.

The Council has established a rural youth initiative fund that has provided funding towards, or the council has organised transport for 16 different activities in 2012/13. The scheme covers both ad hoc and ongoing activities ranging from street sports to the Big Square Bash. Members receive a monthly report updating on progress against the expenditure.

Work will continue in 2013/14. The key barriers to overcome for North Lincolnshire are:

- Encouraging volunteer drivers in rural areas;
- Supporting the voluntary sector to increase capacity;
- To work with the public to change their perception that transport has to be fixed route and fixed timetable services.
- Reaching a critical mass by working with other organisations primarily health to create sufficient demand to justify the investment.

2.3.3 Transport Legislation and Fleet Compliance

Number of actions (short and medium term) = 6
Number of actions completed = 1 (17%)

Outstanding actions relate to the ongoing work that has already begun around the Green Fleet policy which is due for consideration by the Cabinet Member for Highways and Neighbourhoods in the near future. Also the Fleet replacement strategy and improving governance and records management both within the Council and with other transport partners. There has been a reluctance of partners to have one database for volunteer drivers but we are working together to provide a solution to current transport solutions.

The Council is also ensuring it has adequate training and driving records management for all staff in the Council. This action will be completed in 2013/14. The restructure has combined transport operations and fleet into one team within the Communities division.

2.3.4 Children and Young People and Adults Transport

Number of actions (short and medium term) = 9
Number of actions completed = 5 (56%)

All outstanding actions in this section require decisions on the future provision of services for adults before the actions can be implemented.

The former schools transport policy team has been merged with transport operations staff therefore providing an improved service to the customer as the end to end process is within one team. A review of the home to school transport policy has been completed but there is little demand for post 16 special needs utilising independent travel because of current costs.

2.3.5 Integrating with Health

There has been contact but integrating transport provision with health remains a large area to address. Working together could provide cost savings along with the development of community transport in the area. The recent Health and Well-Being workshops held to develop that strategy demonstrated that transport has an impact on a number of other activities and the need to work together.

2.4 Next Steps

Whilst progress has been made in achieving the actions identified from the transport review, there is still further progress to be made and to start tackling the outstanding and long term actions.

3. **OPTIONS FOR CONSIDERATION**

3.1 Option 1 is to agree or amend a revised action plan to continue to improve transport provision in the area. This is the preferred option.

3.2 Option 2 is not to agree a revised action plan.

4. **ANALYSIS OF OPTIONS**

4.1 Integrating and developing other transport solutions will improve transport availability within North Lincolnshire. Therefore, officers recommend option 1 as there is a need to continue to achieve actions arising from the transport review. This supports all of the council's priorities.

5. **RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1 Financial - The council has budgets and receives grants for transport. The Council also provides funding to the Humber and Wolds Community Council towards the voluntary car scheme.

5.2 Staffing - A staffing review of transport is currently in progress.

5.3 IT - IT supports effective records management and new technology is being assessed to provide improved service to the customer.

6. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT**

6.1 Integrated impact assessments will and are carried out on individual schemes such as wheels 2 work. The purpose of the Transport Review was to provide improvements to complement the current network.

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 Extensive consultation was carried out as part of the transport review. We are monitoring the effectiveness of the campaigns and the wheels 2 work scheme to establish the outcomes achieved and will be reporting back in due course.

7.2 No conflicts of interest declared.

8. RECOMMENDATIONS

8.1 That Cabinet notes the progress achieved to date in taking forward the action plan arising from the transport review and approves an updated action plan for 2013/14.

8.2 That the Transport Review Board and Cabinet Member receive periodic reports on progress in taking forward the updated action plan.

DIRECTOR OF PLACES

Church Square House
Scunthorpe
DN18 1AB
Author: Helen Reek
Date: 2 April 2013

Background Papers used in the preparation of this report:

Transport Review Final Version January 2012
Transport Review Action Plan monitoring Q4
CTA report on Community Transport January 2013

Transport Review
Action Plan 2013/14

Actions not completed in 2012/13 and carried over

Ref.	Proposed Action	Target Outcome(s)	Lead Responsibility	Additional Comments	Milestones for 2013/14
Voluntary and Community Transport (1 action)					
BO 2	Consider providing demand responsive services	<ul style="list-style-type: none"> • Improvements to accessibility • Targeted customer services 	Public Transport Manager	Linked to the development of community transport	<ul style="list-style-type: none"> • Report on Demand Responsive Services to Members (July 2013) • Implementation of any agreed actions.
Transport Legislation and Fleet Compliance					
OA 1 & L1	Improve governance around data to enable sharing of transport information	<ul style="list-style-type: none"> • Improved VfM • Better customer services 	Fleet Manager/ Public Transport Manager/ Transport Operations Manager	Improve knowledge around transport resources and their availability.	<ul style="list-style-type: none"> • Produce one database for the Council. • Continue to identify and map available transport in the area.
VC 5	Establish council wide transport training and record management	<ul style="list-style-type: none"> • Improve VfM 	Fleet Manager/ Transport Operations Manager	Support legal requirements	<ul style="list-style-type: none"> • Link to database information around drivers. • Consider across the entire Council in Green Fleet Review. • CPC training organised within Communities.

Ref.	Proposed Action	Target Outcome(s)	Lead Responsibility	Additional Comments	Milestones for 2013/14
					<ul style="list-style-type: none"> Fleet compliance action plan to be delivered.
FM 2/ FM 3 (2 actions merged)	Review strategic plan for Fleet leasing and maintenance and to continue to enhance fleet services role in managing transport assets.	<ul style="list-style-type: none"> Improved VfM Financial Savings Better customer services 	Fleet Manager	Better management and utilisation of internal vehicle assets.	<ul style="list-style-type: none"> Fleet Replacement Strategy to be approved by Cabinet Member (July 13) Implementation of Strategy
C 3	Undertake an in house evaluation of IT solutions to aid transport delivery.	<ul style="list-style-type: none"> Improve VfM Financial savings Better customer services 	Public Transport Manager/ Fleet Manager	Utilisation of route planning and GIS	<ul style="list-style-type: none"> Evaluation of real time information Evaluation of smart cards.
Children and Young People and Adults Transport					
AD 1	Adults to lead on the personalisation agenda links with transport	<ul style="list-style-type: none"> Improve VfM Targeted customer services 	Assistant Director (Adults)	Management of the transitional transport needs from personalisation.	Decision to be finalised by March 2014 – continue to meet with managers from People (links to the demand responsive action)
AD 2	Maintain transport provision for specialist Adult groups if appropriate	<ul style="list-style-type: none"> Targeted customer services 	Assistant Director (Adults)	Ensure safety nets in place if for targeted customers.	Will implement when instructed by People Directorate.

Ref.	Proposed Action	Target Outcome(s)	Lead Responsibility	Additional Comments	Milestones for 2013/14
AD 3	Adults service to determine ongoing levels of access to transport for clients.	<ul style="list-style-type: none"> • Improve VfM • Financial savings • Targeted customer services 	Assistant Director (Adults)	Linked to adult services personalisation.	Transforming the service gradually, AD (Communities) met with AD (Adults). People services to agree a plan by March 2014.
AD 5	Review adults and Children and Young Peoples drivers and escorts	<ul style="list-style-type: none"> • Aligning services to changing needs 	Transport Operations Manager	Project already discussed with Cabinet	<p>Depends on the personalisation.</p> <p>Already carried out some voluntary redundancies almost completed. Staff have been amalgamated.</p>

2. Actions completed in 2012/13 but rolled over into 2013/14 (new milestones identified)

Ref.	Proposed Action	Target Outcome	Lead Responsibility	Additional Comments	Milestones for 2013/14
Concessionary Fares and Bus Operators					
BO 1	Further Integration of transport services with other service providers	<ul style="list-style-type: none"> Improved VfM Financial savings 	Public Transport Manager / Transport Operations Manager	Linked to the review transport contracts	<ul style="list-style-type: none"> Implement the revised isle shopper route (April 13). Action complete. Integration with health and adults. Review of Brigg and Barton town services with schools.
BO 4	Review procurement arrangements for school bus travel	<ul style="list-style-type: none"> Improve VfM 	Public Transport Manager	Carry out a VfM evaluation exercise	<ul style="list-style-type: none"> Report on the advantages and disadvantages of Euro 3 specs for future bus contracts. Consider doing more work in-house.
BO 5	Explore sharing of depot facilities with other public transport providers	<ul style="list-style-type: none"> Improved VfM Financial savings 	Head of Transport	Better utilisation of community resources	<ul style="list-style-type: none"> Reviewed bus operators now widen out to other public sector providers
Voluntary and Community Transport					
VC 1	Work with the parish councils that have expressed an interest in developing community transport	<ul style="list-style-type: none"> Improve VfM Better customer services 	Public Transport Manager/ Policy and Performance Team Manager	Linked to the development of community transport	<ul style="list-style-type: none"> Follow up on Burton upon Stather Ward proposal Send out an update on progress with community transport

BO 3	Consider engaging volunteer organisations in providing services	<ul style="list-style-type: none"> To deliver a wider service 	Public Transport Manager/ Policy and Performance Team Manager	Linked to the development of community transport	<ul style="list-style-type: none"> Role of Age UK
Children and Young People and Adults Transport					
NHS 3	Consider shared services for meals on wheels with NHS	<ul style="list-style-type: none"> Improve VfM Better customer services 	People Directorate/ Transport Operations Manager	Options also exist to explore this with Adults and NHS	<ul style="list-style-type: none"> Consider other providers for meals on wheels.

3. Long Term Actions (1 year onwards) (as amended)

Ref.	Proposed Action	Target Outcome(s)	Lead Responsibility	Additional Comments	Milestones for 2013/14
Voluntary and Community Transport					
NHS 6	Integrate information NHS hold on volunteer drivers etc with council and voluntary sector information.	<ul style="list-style-type: none"> Improve VfM Better customer service 	Public Transport Manager/ Policy and Performance Team Manager	Extension to the development of community transport	<ul style="list-style-type: none"> Continue to map out community transport provision within North Lincolnshire (reluctance to share personal databases on volunteer drivers but could still work cohesively) Implement any relevant actions from the demand responsive travel report.
OA 2	Work with other authorities to develop best ideas around promotion of information to	<ul style="list-style-type: none"> Improve VfM Better customer service 	Public Transport Manager	Address current VfM performance issues	<ul style="list-style-type: none"> Liaise with Lincolnshire County Council Real time information report to Members (April 2013)

Ref.	Proposed Action	Target Outcome(s)	Lead Responsibility	Additional Comments	Milestones for 2013/14
	communities				
Transport Legislation and Fleet Compliance					
FM 4	Consider working on regional projects to replace vehicles with electric and other alternatives	<ul style="list-style-type: none"> • Improve emissions 	Fleet Manager	Regional project	Milestones to be developed following approval of Green Fleet Review.
NHS 1 & 2	Look into the sharing resources and vehicles with the NHS and other organisations in North Lincolnshire.	<ul style="list-style-type: none"> • Improved VfM 	Head of Transport	Consideration to existing contractual obligations required	Milestones to be developed following approval of Fleet Replacement Strategy.
NHS 4	Consider options to integrate courier services with NHS transport	<ul style="list-style-type: none"> • Improved VfM 	Assistant Director Legal and Democratic Services	Consideration to existing contractual obligations required	Make contact with the NHS to discuss.