

<b>Item</b>	Subject
<b>Meeting</b>	North Lincolnshire Enhanced Bus Partnership
<b>Date</b>	23 <sup>rd</sup> November 2023
<b>Venue</b>	Church Square House
<b>Time</b>	11:00 -13:00hrs
<b>Attendance</b>	<p>Cllr Tim Mitchell (TM) - North Lincolnshire Council (Chair)          Lesley Potts (LP) - North Lincolnshire Council          Kate Robinson (KR) - North Lincolnshire Council          Dave Skepper (DS) - Stagecoach          Stuart Fillingham (SF) - East Yorkshire Buses          Karl Robinson (KRob) - Hornsby's Travel          Heather Barratt (HB) - North Lincolnshire Council          Abigail Burrige(AB) - North Lincolnshire Council</p>

## Notes

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1.	<p>Welcome and Introductions</p> <p>TM welcomed everyone to the meeting and introductions took place. Apologies were received from Cllr Carol Ross.</p>
2.	<p>Approval of notes of Previous Meeting &amp; Outstanding Actions</p> <p>Notes of last meeting agreed as a true record. KR confirmed actions from previous meeting had been carried out.</p> <p>Proposal for Bus Disruption Survey had been updated. Operators and drivers to work with NLC to identify the scale and extent of these issues and determine the most appropriate interventions.</p> <ul style="list-style-type: none"> <li>Action: Working Group to be set up.</li> </ul>
3.	<p>Department for Transport Visit – 16 October 2023</p> <p>TM spoke about the recent visit from DfT. He confirmed how successful the visit had been and how pleased DfT had been with the progress of the North Lincolnshire Enhanced Partnership. The Board agreed it would be a good idea to keep in regular contact with other neighbouring authorities to see how they operate their Enhanced Partnership and maybe attend one of their meetings as an observer.</p>
4.	<p>Enhanced Partnership Plan and Scheme</p> <p>KR told the meeting that the EP Plan and Scheme had been distributed to all consultees. No formal objections have been received.</p>

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	<p>The scheme will now be “made.” LP to sign off the Plan in consultation with the Leader. The Plan will then be published on the NLC website. Publicity to be arranged to include members of the Board.</p> <ul style="list-style-type: none"> <li>Action: NLC to arrange publicity of EP Plan and Scheme</li> </ul>
5.	<p><b>BSIP+ Funding Update &amp; Proposals</b></p> <p>KR presented slides detailing the recent government funding and the New BSIP+ funding proposals and gave a recap of the proposals agreed at the last EP Board Meeting.</p> <p>On 23 October 2023 the Government announced that every part of the Midlands and North of England will benefit from £150 million of new funding to improve bus services over the next financial year 2024/2025. The funding awarded to North Lincolnshire Council is £965,000.</p> <p>Proposals agreed at last meeting</p> <p><b>New Saturday Service for South and East of Brigg</b> The service will link into Brigg giving the same frequency of buses in the area Monday to Friday with a connection to buses for onward travel to Lakeside, Ashby &amp; Scunthorpe.</p> <p><b>Extension to Service 260</b> The extended service to Immingham will incorporate South Killingholme, North Killingholme and East Halton.</p> <p><b>Section 22 Community Transport in North Lincolnshire</b> The project will continue to provide Section 22 Community Transport on two registered bus routes in North Lincolnshire which operate Monday-Friday. The first registered route (96) is between Barton-upon-Humber and Brigg. The second registered bus route (97) is operating in the Isle of Axholme between Garthorpe and Wroot.</p> <p><b>Extension of 350 service to Hull on Sundays</b> The new service will provide an extension to the 350 timetables on a Sunday with a 7.55am Scunthorpe to Hull service to alleviate the pressure of the 10am service.</p> <p><b>New Proposals</b> Discussion took place about new proposals for the BSIP+ funding. The following proposals were fully supported:</p> <p><b>Improved Maintenance of Bus Infrastructure</b> The purpose of this project is to use funding to maintain the 761 bus stops and 205 shelters across North Lincolnshire ensuring they meet health and safety standards and offer bus users a clean, safe environment.</p> <p>SF told the meeting that general upkeep and cleanliness of flags and shelters is very important.</p> <p>TM confirmed NLC currently maintain the physical assets but further work is needed to improve the maintenance of the whole bus infrastructure. TM enquired how timetables had historically been posted.</p>

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	<p>DS told the Board that in the past operators had shared the responsibility of posting timetables. NLC now print them which ensures all services look the same. Around 50/55% of people use timetables. QR codes are a good idea.</p> <p>Additional evening services on service 90 The new services will run an additional evening service Monday to Saturday to Crowle at 7pm and return and an extra Friday and Saturday late service from Scunthorpe to Crowle at 9.30pm and return, which will also encompass Gallagher retail park, Guinness, Althorpe, Ealand and Crowle.</p> <p>LP suggested adding in an extra trip on Service 90 to tie in with Buzz Bingo. LP to speak to Cllr Julie Reed and Cllr John Briggs to see if this is something that would be advantageous to residents.</p> <ul style="list-style-type: none"> <li>• Action: LP to contact Cllr Julie Reed and Cllr John Briggs</li> </ul> <p>Additional services on Number 4 on Sundays and Bank Holidays This proposal intends to provide a 09.00 service on Sundays and Bank Holidays from Scunthorpe to Brigg and return journey to commence at 09:45 arriving at Scunthorpe Bus Station at 10:35. Also to provide an extension to the 17:45 service which currently terminates at 18.02 at Lakeside Morrisons. The proposal is to continue this journey to Brigg. The return journey from Brigg would commence at 18:30 to Scunthorpe Bus Station.</p> <p>Additional services on Number 10 Monday to Friday The proposal is to provide a more consistent route for residents of Burringham, Ashfield Caravan site and Parklands Caravan Site. The route will ensure residents have connections to larger population centres and provide access to Ashby High Street and Lakeside Retail Park - Monday to Friday at 09:30 from Burringham to Scunthorpe Bus Station, 12:00 return from Scunthorpe Bus Station, 12:30 from Burringham to Scunthorpe Bus Station.</p> <p>Operators would like to see set fixed timings when new routes are implemented bearing in mind the time needed for approval from the Traffic Commissioner. (42 days notice). Currently the operators have 3 service changes per year.</p> <p>DS would like to have a set time of year to do timetable changes similar to rail operators.</p> <p>KR suggested a letter is sent out to each operator once a new scheme has been approved which will include a start date and take into account the 42 days notice period. A flow chart could be produced showing the process map for decision making. Operators agreed this would be very useful.</p> <p>Operators agreed that each new service should be published on social media, on buses, and a press release by NLC communications team. QR codes should be included in information at all bus stops.</p> <p>KR suggested publishing each new route individually for maximum impact.</p> <p>TM would do engagement with members.</p> <ul style="list-style-type: none"> <li>• Action: NLC to produce a flow chart showing the process map for decision making.</li> </ul>

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6.	<p data-bbox="188 235 560 271">Publicity/Bus Consultation</p> <p data-bbox="188 293 1409 367">Everyone agreed there needed to be a marketing and communication plan around the publicity of buses.</p> <p data-bbox="188 389 1418 463">DS suggested NLC draft press releases and operators give a quote/comment. Once a new scheme agreed, need to push forward with publicity.</p> <p data-bbox="188 486 1442 604">DS confirmed that a promotional bus will be made available in Spring and will be sited in key locations. Outcomes of the publicity roadshows will be fed back into the partnership and should benefit all operators.</p> <ul data-bbox="236 627 1369 701" style="list-style-type: none"> <li data-bbox="236 627 1369 701">• Action: All operators agreed to work together and provide staff to deliver the roadshows.</li> </ul>
7.	<p data-bbox="188 734 512 770">NHT Transport Survey</p> <p data-bbox="188 792 1437 866">KR showed slides of the recent National Highways &amp; Transport Network Survey Results 2023.</p> <p data-bbox="188 889 1386 1008">It identified that work needed to be done around public transport information in North Lincolnshire. The need to enhance this information was recognised by all Board members.</p> <p data-bbox="188 1030 986 1066">TM asked the Board how marketing could be improved?</p> <p data-bbox="188 1088 1465 1162">KRob thought it would be ideal to have one single website for everything. Could be called Transport for North Lincolnshire.</p> <p data-bbox="188 1184 1409 1258">DS agreed and thought NLC could have a bus services link to timetables which would mean it was always up to date. There is a town guide which has all bus services in it.</p> <p data-bbox="188 1281 1449 1599">LP told the meeting that there was a need to explore how NLC connect to people. Using Snap Chat and working with schools as the main connector could be something to consider as well as using council current capacity to rebrand and front the passenger information so that public transport is successful using digital, paper and face to face channels such as community hubs. There is a need for the use of multi skills in the work force within NLC promoting “one council.” Member of staff could go into schools to discuss public transport and also work with older people and community groups to promote public transport use.</p> <p data-bbox="188 1621 1461 1816">At the moment the NLC voice channel is only 9am to 5pm. As a forward thinking Council, NLC could invest in new software such as Artificial Intelligence and voice response information which could have a massive impact on everyone in North Lincolnshire. Could commence implementation into integrated transport and community hubs. LP suggested a conversation with DfT to suggest a trial in North Lincolnshire.</p> <p data-bbox="188 1839 884 1874">MT agreed this would be accessible to everyone.</p> <p data-bbox="188 1897 1374 1933">LP suggested doctor’s surgery could hold information on buses as they do for taxis.</p>

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	<p>DS agreed how important it was that passengers could access information showing exactly when buses were running.</p> <p>KRob thought real time was the better option for ease and a method of double checking that buses were running on time.</p> <p>SF told the meeting that some Local Authorities have professionals feeding into their EP Board meetings.</p> <p>KR to speak to NLC colleagues and set up public transport information subgroup to focus on public information going forward.</p> <ul style="list-style-type: none"> <li>Action: KR to set up public transport information subgroup.</li> </ul>
8.	<p>Surrounding areas BSIPs</p> <p>TM invited the operators to give details of any schemes other Authorities were currently running using BSIP funding.</p> <p>DS told the meeting that NE Lincs were running a £1 fare and a youth fare in evenings and weekends, although the youth fare is expensive to implement. £2 fare gives good value in this area as the routes are longer. Running bus services can be difficult where parking is free. Working group could be implemented to discuss parking and impact on buses.</p> <p>TM asked operators if they would consider school holidays discounts.</p> <p>DS told the meeting that Stagecoach currently run a range of youth tickets for ages 5 to 19 at two-thirds of adult price. NE Lincs is increasing the level of discount on their weekly youth ticket from £12 to £10 using BSIP funding.</p> <p>SF told the meeting that Hull run a multi-operator scheme.</p> <p>The Board agreed that free or low cost bus travel at quieter times could be an option to correspond with free swimming and leisure promotions. Bus to Normanby Hall and other key places could be an option. Identifying the attractors in the area is key. Exploring why people are travelling and mapping where people can access the bus is important.</p> <ul style="list-style-type: none"> <li>Action: Set up a subgroup to identify why people are travelling, places of interest and upcoming events in North Lincolnshire where bus users would like to visit.</li> </ul> <p>KRob had advertised Christmas light switch on Facebook page.</p> <p>LP to contact NLC Comms team to do some press around the public transport for the Christmas light switch on and the Scunthorpe United Football match. Need to push the £2 travel by bus.</p> <p>DS agreed. Stagecoach used to run buses to football matches and may be worth revisiting.</p> <p>SF thought operators could get the football club on board with promotional tickets.</p> <ul style="list-style-type: none"> <li>Action: LP to speak to NLC Comms Team.</li> </ul>

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	<p>KR showed slides showing other Local Authorities' BSIP funding initiatives. Some tickets were very complicated. Operators agreed that keeping ticketing simple was the best approach.</p>
9.	<p>Scunthorpe Bus Station</p> <p>LP suggested setting up a subgroup for Scunthorpe Bus Station Master Planning. The group would focus on enhancing the environment at bus stops and the bus station. Lighting the station using coloured modern lighting and LEDs would increase safety. This would all link to the Town Centre Levelling Up Fund town centre vibrancy bid which has been received. Group to bring back performance dashboard.</p> <ul style="list-style-type: none"> <li>• Action: NLC to set up subgroup to prepare a feasibility proposal for enhancing the environment at Scunthorpe Bus Station.</li> </ul>
10.	<p>Scunthorpe Town Centre Regeneration</p> <p>DS thought there was a big piece of work to be done around planning for how the regeneration will work in the future.</p> <p>LP said the patronage in the town centre is increasing. The council want to increase office, leisure and service sector in the town. Project Anchor will have 43 living units used by the NHS for professional people, a business space across the front and a new police station. No carparking is provided so will hopefully encourage public transport use.</p> <p>DS told the Board that some authorities are adding travel on the bus through their payroll including the NHS and Hull City Council.</p> <p>LP outlined the plans for the new clinical diagnostic centre which could bring up to 146,000 people a year into the town centre. Would be prudent to promote bus to the CDC and not just Scunthorpe. Patients will access CDC via current zebra crossing from bus station to multi-storey. Shopmobility will become a better facility. Signage to and from the CDC to be installed as well as the possibility of real-time display board.</p> <p>Retailers and investors are hopeful that footfall will increase. The town centre is moving away from just retail into housing. Transforming retail properties into housing and creating space above retail spaces will encourage more people into the town centre. Retailers such as Flannels will attract other large retail organisations and investors.</p> <p>DS suggested it would be useful to have someone from the Transport Sector on the Towns Fund Board. LP to suggest transport representation on this board. Representative would feedback between the two Boards.</p> <ul style="list-style-type: none"> <li>• Action: LP to suggest transport representation on Towns Fund Board.</li> </ul>
11.	<p>Bus Stop Information and Infrastructure</p> <p>Topic was covered in Improved Maintenance of Bus Infrastructure proposal.</p>

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12.	<p>Planning Applications for over 50 Dwellings</p> <p>Any planning applications over 50 dwellings to be emailed out to the Board.</p> <ul style="list-style-type: none"> <li>Action: Planning applications to be emailed out to Board members.</li> </ul>
13.	<p>AOB</p> <p>TM raised the subject of Greater Lincolnshire Devolution.</p> <p>LP suggested taking a wider view to begin with, it is not about reorganisation but about additionality. It should encourage investment and higher paid jobs and attract more skills. BSIP will be locally determined.</p> <p>Devolution could produce infrastructure issues but Local Transport Authority will come together as one offer. Devolution will mean investment funding into priority projects and improving transport links such as Cleethorpes to London and regenerating areas that need it. Adult Education will be run differently ensuring access to better skills and therefore higher paid jobs. Some money in 2024/25 will be available to build on Brownfield land.</p> <p>DS expressed the need to drive bus numbers up and prove them to be sustainable. This would encourage further funding for the future. Barnetby could be the hub to London and Humberside airport.</p> <p>Integration of Timetables with Rail</p> <p>TM explained that trying to integrate bus service 97 with rail had been difficult and had not been achievable.</p> <p>DS and KRob agreed that level of interchange is generally low across the whole country. Rail times change regularly so difficult to co-ordinate. Increased frequency is better than using set timetables.</p>
<b>Date and Time of Next Meeting</b>	
17 <sup>th</sup> January 2023 @ 3pm	