

North Lincolnshire Enhanced Bus Partnership

Date: 4th February 2025

Venue: CSH

Time: 2.00pm – 3.30pm

Present	Organisation
Cllr Tim Mitchell (TM)	North Lincolnshire Council – CHAIR
Cllr Carol Ross (CR)	North Lincolnshire Council
Kate Robinson (KR)	North Lincolnshire Council
Dave Skepper (DS)	Stagecoach
Matthew Cranwell (MC)	Stagecoach
Karl Robinson (KRob)	Hornsby Travel
Jenny Couch (JC)	North Lincolnshire Council
Abigail Burrridge (AB)	North Lincolnshire Council
James Lawson (JL)	North Lincolnshire Council

Item	Notes
1	<p>Welcome and Introductions</p> <p>TM welcomed everyone to the meeting.</p> <p>Apologies were received from Ben Gilligan, East Yorkshire Buses.</p> <p>KR informed the Board that Lesley Potts had formally passed her place and vote to JC for this meeting.</p>
2	<p>Approval of notes of Previous Meeting & Outstanding Actions</p> <p>The notes of the previous meeting, 31st October 2024, were agreed as a true and accurate record.</p> <p>Action: AB to add MC to meeting invite and distribution list. - Actioned</p> <p>Action: JL to send list of real time display locations to operators. - Actioned</p> <p>Action: CR to monitor if Causeway works is included in the roadworks list. - DS confirmed that Stagecoach were receiving lists which included Causeway on them.</p> <p>Action: AB to update and publish revised Bus Passenger Charter once agreed. - Charter has now been published on NLC Website.</p> <p>Action: JC to set up Marketing Working Group. –JC confirmed that she had the marketing contacts for Stagecoach and Hornsby Travel and that the Group would be set up, once marketing specification has been through NLC procurement.</p> <p>Action: AB to send out full survey results to operators.- Actioned.</p> <p>Action: JC and KR to speak to other authorities in devolution meeting. – KR confirmed that NE Lincolnshire and Lincolnshire do use Transport Focus. Combined County Authority to take this forward in the future.</p> <p>Action: AB to compile table and circulate list of planning applications. – Actioned</p>
3	<p>BSIP Funding Update</p> <p>A slide was shown of an overview of the Bus grant for 2025/26. Operators shared feedback on the performance of their services funded by the Bus Service Improvement Plan (BSIP) and identified which services were experiencing low passenger numbers.</p>

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	<p>It was agreed that a joint marketing effort with bus operators and North Lincolnshire Council (NLC) was necessary to strengthen these routes. AB to contact NLC's communication team to further promote services. JC to organise a marketing meeting with bus operator personnel with the main focus on promoting services that could make a significant impact in the future. The discussion emphasised the importance of considering both social and economic needs. TM confirmed receipt of the bus operator's quarterly monitoring sheets containing feedback of all BSIP funded services.</p> <p>Action: AB to contact NLC's communications team for further promotion of bus services.</p> <p>Action: JC to set up marketing meeting.</p>
4	<p>£3 Fare Cap Operator Feedback</p> <p>DS confirmed that the majority of the public had been made aware of the fare increase through media coverage and the national press. This awareness helped people understand that the fare hike was not just a local issue but a broader one. As a result, the implementation of the increase went as smoothly as possible. Despite the operators experiencing a rise in revenue, the reduction in the fare grant meant that their overall revenue remained roughly the same as before.</p> <p>MC informed the meeting that the primary operation in North Lincolnshire continues to offer excellent value at £3, particularly for the longer rural routes. Some passengers have recognised that the fares for long-distance journeys were previously too low, indicating there was room for price adjustments on those routes.</p> <p>KRob reported that their business had maintained a steady number of passengers, with no losses observed. He noted that January had been typically quiet, consistent with previous years. Additionally, he mentioned that the patterns of general commuters remained unchanged, indicating stability in their regular customer base.</p> <p>The operators confirmed that many people were unaware of the existence of a fare band. They explained that the typical average fare after December 2025 would be lower than the current fare cap, providing some relief to passengers. However, they also noted that inter-urban routes would experience an increase in fares, which might affect bus passenger numbers.</p> <p>During the meeting, there was a discussion about the potential introduction of a subsidised youth fare in the future. The idea was well-received, and it was agreed that a detailed proposal for the scheme should be developed. This proposal would outline the specifics of how the subsidised fare could be implemented and the benefits it would offer to young commuters.</p> <p>Action: JL to develop proposal for subsidised youth fare.</p>
5	<p>Devolution Update</p> <p>KR provided an update on the Council's devolution plans, confirming that the strategy instrument is currently progressing through Parliament. The first meeting of the new authority's board is scheduled for 6th March 2025. Additionally, the elections for a Mayor to chair the new authority are set to proceed as planned on Thursday, 1st May 2025.</p> <p>KR also mentioned that the list of candidates for Mayor has been released, although the deadline for nominations has not yet closed. Notably, the Leader of NLC has announced his candidacy for the position of Mayor.</p> <p>KM confirmed that the relationship with the Humber remains intact.</p> <p>A transport group has been established to address various issues, with significant work ahead.</p>

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	<p>While NLC (North Lincolnshire Council) is keen to focus on rural transport, the new Mayor may have different priorities. NLC to write to transport operators to inform them about any upcoming changes in Greater Lincolnshire.</p> <p>MC highlighted the importance of engaging in early discussions with transport operators to outline the future of the Enhanced Partnership (EP) model.</p> <p>DL expressed a desire to maintain the partnership approach, believing it is crucial for achieving the best outcomes and solutions.</p> <p>Action: NLC to ensure operators are kept informed of any upcoming changes affecting North Lincolnshire.</p>
6	<p>Bus Infrastructure and Passenger Transport Information Update</p> <p>Bus Infrastructure</p> <p>JL informed the meeting that the procurement process had gone live in December. However, none of the three companies on the framework submitted bids for the project. Despite this, NLC had been approached by a company who had encountered difficulties downloading the necessary documents when they were released. This company currently works with Lincolnshire County Council and could be advantageous for them to work with NLC as well.</p> <p>In the meantime, the NLC Highways department continue to carry out repairs on the existing shelters and are exploring alternative measures to improve the condition of the infrastructure. Additionally, a contractor has been sought to deep clean the bus station. The infrastructure of the bus station will be discussed in a separate meeting. JL to arrange a meeting with the procurement team to ensure that the deadline for spending the BSIP funds is met.</p> <p>Real Time Displays</p> <p>The procurement process for real time displays went live in December. Out of the three companies on the framework, two submitted bids for the tender. Each company presented a comprehensive project plan and expressed confidence in their ability to meet the spending deadline of March 31, 2025.</p> <p>R2P was selected as the successful bidder and will be responsible for implementing the displays at the 49 identified bus stops across North Lincolnshire. NLC is also exploring opportunities to use the remaining funding to increase the number of real-time displays at additional locations.</p> <p>TM informed the operators that NLC would welcome any feedback regarding locations that may be missing from the current plan.</p> <p>DS highlighted that the installation of real-time displays could facilitate bus priority in congested areas across North Lincolnshire. It was agreed that bus priority would be added as an agenda item for the Bus and Traffic Working Group. JL agreed to speak to NE Lincs to gather their input on the matter.</p> <p>Action: JL to contact NLC procurement team to progress bus infrastructure tender process.</p> <p>Action: JL to add bus priority on Bus and Traffic Working Group agenda and speak to NE Lincs for their input.</p>
7	<p>Bus Traffic Working Group update</p> <p>JL gave an overview of the key points raised at the latest Bus Traffic Working Group meeting, these included: Punctuality, Cancellations, Highways and Parking, Infrastructure and the Bus Station.</p>

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8	<p>North Lincolnshire National Highways & Transport (NHT) Public Satisfaction Survey Results 2024</p> <p>Slides were shown highlighting the results of the National Highways and Transport (NHT) Public Satisfaction Survey, specifically focusing on public transport. The survey results provided valuable insights into public perceptions and satisfaction levels regarding various aspects of the public transport system. A discussion took place analysing the survey findings.</p>
9	<p>Funding Proposals</p> <p>Service 1A increase in frequency on Sundays - to increase the frequency of the 1A service to every 30 minutes on Sundays and during the evenings on Mondays to Saturday. Decision: Unanimous decision to defer until indicative costs received from operators.</p> <p>Service 260 Monday to Friday timetable change - to improve service frequency on the 260 to Immingham incorporating South Killingholme, North Killingholme and East Halton. Decision: Unanimous decision to defer until spoken to NE Lincolnshire and have received further information.</p> <p>Service 398 to Gainsborough on Fridays – to extend the current Tuesday 398 bus service between Belton and Gainsborough to also operate on Fridays. Decision: Approved – unanimous decision.</p> <p>Service 60 on Sundays - to introduce a consistent Sunday service for residents between Whitton and Scunthorpe. Decision: Unanimous decision to defer until indicative costs received from operators.</p> <p>Service 103/100 on Sundays - to introduce an additional 103 bus service operating between Scunthorpe and Lincoln, via Kirton in Lindsey. Decision: Unanimous decision to defer until indicative costs received from operators.</p> <p>Service 250 on Sundays - to introduce a consistent Sunday service for residents between Grimsby, Barton and Hull. Decision: Unanimous decision to defer until indicative costs received from operators.</p> <p>Service 260 on Sundays - to introduce a consistent Sunday service for residents between Barton and Immingham. Decision: Unanimous decision to defer until indicative costs received from operators.</p> <p>Service 399 on Sundays - to enhance the 399 bus service operating between Scunthorpe and Doncaster via the Isle of Axholme on Sundays. Decision: Unanimous decision to defer until indicative costs received from operators</p> <p>Service 399 increase in frequency - to increase the current commercial service between Scunthorpe – Isle of Axholme – Doncaster from two journeys per day to a two hourly service Monday to Friday with a total of 5 return trips. TM declared an interest as an Isle Member. Decision: Unanimous decision to approve funding.</p> <p>Half price weekend fare cap - to offer half price Bus Travel across North Lincolnshire on Saturdays and Sundays in February and March 2025. Decision: Unanimous decision to withdraw proposal and focus resources on possible universal discount scheme for under 19s youth market.</p>

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	<p>Free Travel for Foster carers - to offer free bus travel for foster carers and foster children on a trial basis until 31st December 2025. Decision: - Unanimous decision to support scheme.</p> <p>Bus Champion Volunteer Scheme - to proceed with a new 'Bus Service Champion' volunteer scheme in North Lincolnshire with an initial 10 Bus Service Champions across 5 localities, for a 6 month trial period. Decision: - Unanimous decision to approve scheme with conditions. Focus must be on choosing the correct people.</p> <p>A discussion took place regarding the best way to progress the services which had not received approval and what potential modifications and improvements could be made to make the proposals more viable and acceptable.</p> <p>It was agreed that the proposals would be reworked to include detailed indicative costs providing a clearer financial picture which would help understand the budgetary implications of the proposed services. The revised proposals would then be prepared for presentation at an extra-ordinary meeting, specifically held to review and discuss these updates.</p>
10	<p>Publicity and Bus Consultation The November edition of the Scunthorpe News Direct magazine had included bus timetables for the new evening and weekend services. Press releases had also taken place for the x4, Saturday £1 Fare Cap and Young persons £1 School holiday fare as well as the 97A. The March edition of News Direct will include publicity for bus services to Brigg.</p>
11	<p>Complaints and Performance Monitoring A combined Complaints Monitoring Analysis table was shown to the Board highlighting the complaints and compliments received by NLC and the bus operators over the past 9 months.</p> <p>Bus performance data for quarter 3 2024/2025 was shown to the meeting. Passenger numbers per month and per day for services funded from BSIP funding were shared with the Board. It was agreed that some services needed further promotion.</p>
12	<p>Planning Applications for over 10 Dwellings There was one planning application and 2 pre-planning enquiries for over 10 dwellings which were shared with the Board.</p> <p>KR told the meeting that it would be a good idea going forward to map housing growth on a heat map.</p> <p>Action: KR / JC to map housing growth on a heat map to share with EP Board.</p>
13	<p>DfT Review of Enhanced Partnership AB told the meeting that DfT is undertaking a review of Enhanced Partnerships (EPs) to establish how effectively they are working and to identify ways in which they may be strengthened and improved, to deliver better bus services across the country.</p> <p>NLC have been invited to participate in this review and will receive a survey later in the year along with an open invitation from the department to share views or any relevant information on how the EP is working. The Board agreed to complete the survey as a partnership and work together to show the DfT that the partnership is working well and doing its job and to show how the Board consults in a meaningful way.</p>

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14	<p>Any Other Business</p> <p>KRob informed the meeting that Princess Anne would be visiting Hornsby Travel's depot on 28th February 2025 to celebrate the longevity of the business.</p> <p>KR informed the meeting that a Careers fair was taking place at John Leggott College. The focus would be more on actual jobs rather than on individual businesses. JC to invite operators to the careers event.</p> <p>KR would like to invite someone from DWP to the next EP meeting if available.</p> <p>Action: JC to invite operators to career event at John Leggott College. Action: KR to invite DWP to next EP meeting.</p>
	<p>Date and time of next meeting: May 2025</p>