

Leicestershire Enhanced Partnership

Date: 10/11/2022

Purpose: Leicestershire Enhanced Partnership Forum Meeting

Venue: MS Teams

Present: David Taylor, Independent Consultant (Chair) (DT)
Lee Quincey, Leicestershire County Council (LQ)
David Brookes, Centrebus (DB)
Patrick Stringer, Stagecoach Midlands (PS)
Tom Morgan, Trent Barton (TM)
Adam Hemingway, Vectare (AH)
Toby France, Arriva (TF)
David Atkinson, Harborough DC (DA)
Nicola Tidy, Nottingham City Transport (NT)
Clare Waldron, ITP (CW)

Minutes taken by: Louise Twining, ITP

Minutes of Meeting

		ACTION
1.	Welcome and Introductions DT welcomed all present No apologies were received	
2.	Minutes of previous meeting The minutes of the Board meeting held on 23 rd June 2022 were accepted as an accurate record	
3.	BSIP Update	

	<p>LQ indicated that in response to the requirement from DfT for the BSIP to be reviewed annually, in consultation with operators, the County Council prepared and published the BSIP review document on 31st October 2022. It is available to download here.</p> <p>LQ advised that in response to DfT feedback, work is planned for a wider review of the BSIP, including re-prioritisation of the measures. The aim will be to complete the review by April 2023, subject to resource availability.</p>	
<p>4.</p>	<p>EP Manager role(s) update</p> <p>LQ confirmed that funding has been secured from DfT to fund an Enhanced Partnership Officer role. LQ advised that the Council is in the process of preparing job descriptions and that the aim is to recruit a Senior and a Junior officer in early 2023.</p>	
<p>5.</p>	<p>Scheme 1 – Agree standard bus service change dates</p> <p>CW explained that an email had been circulated with six proposed standard change dates for local bus services in Leicestershire. CW stressed that the nature of the operating area in Leicestershire meant that it was not possible to arrive at a set of dates which was consistent with those of neighbouring LTAs and which would fully meet the requirements of all operators, particularly those operating cross-boundary services.</p> <p>CW advised that four of the six dates are consistent with those of Leicester City which shares school term dates with Leicestershire.</p> <p>PS asked if operators would be held to their vote agreeing to dates. CW confirmed that any services not exempt would be expected to comply with the standard change dates.</p> <p>CW has begun to compile a list of services requested to be exempt from the standard change dates.</p> <p>Operators who haven't already done so to send requests, with justification, for specific services to be exempt from the scheme to CW by 9th December 2022. Reasonable requests for services to be exempted will not be refused.</p>	<p>CW</p> <p>ALL</p>

TM asked about suggestions of dates from operators and asked whether the proposed dates were the Council’s choice or supported by operators.

DT explained that they were discussed previously with the EP Board and were felt to be broadly supported by operators.

Board members agreed to vote on the proposed change dates.

The vote in favour of adopting the proposed dates was unanimous.

Change	Month(s)	Change Date Description	Actual change date in Leicestershire		Consistent with Leicester City change date?
			2023 / 24		
1	Jan	Spring term starts	3 rd Jan 2023	Tuesday	Y
2	Mar / Apr	Summer term starts	17 th Apr 2023	Monday	Y
3	May / Jun	First day after half-term break	5 th Jun 2023	Monday	
4	Jul	Summer holiday start	13 th Jul 2023	Thursday	Y
5	Aug	Autumn term starts	29 th Aug 2023	Tuesday	Y
6	Oct	First day after half-term break	23 rd Oct 2023	Monday	
1	Jan	Spring term starts	8 th Jan 2024	Monday	Y

6. **Scheme 2 – Development of minimum standards for roadside infrastructure**

CW presented an overview of the roadside infrastructure standards document, summarising the approach that had been adopted, introducing the hierarchy of stops and proposals for branding of infrastructure.

TM expressed concern about the application of vinyls on operator-specific service flags and suggested the need for an alternative solution.

After discussion, all agreed that an alternative solution, such as a metal plate attached to the bus stop pole, should be considered.

	<p>A draft of the standards document will be circulated for operator comment following a political steer on the EP branding approach and rollout (see item 7 below).</p>	<p>CW</p>
<p>7.</p>	<p>Branding update</p> <p>LQ asked for views regarding where the boundary between County and City branding should be drawn. TF and TM suggested drawing the boundary on the edge of the Flexi area so customers could clearly see where Flexi tickets are valid. DB, NT, PS and DA all shared this view. LQ agreed to include this feedback in the report to the Lead Member.</p>	<p>LQ</p>
<p>8.</p>	<p>Passenger Charter</p> <p>CW outlined that the passenger charter, based largely on the agreed sample charters from Milton Keynes and Warwickshire, had been circulated but limited feedback had been received. CW demonstrated where feedback had been taken into account and changes made. The changes were:</p> <p><i>Original text:</i> When fare changes are introduced, the information regarding those, will be displayed at least 21 days in advance and published on all sources of information including on bus, at bus stops and on Council and operator websites.</p> <p><i>Revised text:</i> Operators will use information provision as they see fit to promote companywide fare changes to impacted customers prior to them being implemented</p> <p><i>Original text:</i> If your journey is subject to an unreasonable delay and it is the fault of the operator, you will be reimbursed for any reasonable expense incurred, at the operators' discretion.</p> <p>In the event of a breakdown, your ticket can be used on a replacement service. If it is necessary to use a taxi for the remainder of your journey, your taxi fare will be reimbursed by the bus operator.</p> <p><i>Revised text:</i> If your journey is subject to an unreasonable delay and it is the fault of the operator, you will be reimbursed for any reasonable expense incurred at the operators' discretion following investigation, and subject to their Conditions of Carriage.</p> <p>In the event of a breakdown please follow the guidance from your driver on what arrangements have been made for you to complete your journey. This may include ticket acceptance on an alternative</p>	

	<p>service, waiting for a replacement vehicle, or taking a taxi for the remainder of your journey (the cost of which will be reimbursed by the bus operator).</p> <p>Board members agreed to vote on adoption of the passenger charter.</p> <p>The vote in favour of adopting the charter was unanimous.</p> <p>The adopted version of the charter will be circulated with the Board meeting minutes.</p>	<p>CW</p>
<p>9.</p>	<p>Bus User Group – update</p> <p>CW reported that having considered Passenger Focus as an option, the County Council has decided to develop a Bus User Group for the county and the Council is compiling a list of potential invitees.</p> <p>CW advised that the plan is for the Bus User Group to meet twice a year, in advance of the EP Forum meeting, so that their ideas could be relayed at the Forum meetings. The Bus User Group will review the passenger charter initially and the infrastructure standards document and identify what they consider the priorities should be based on what is included in, and what might be missing from, the current BSIP. This feedback will also feed into the BSIP refresh. CW advised that the first Bus User Group meeting is planned to take place via Zoom early in 2023.</p>	
<p>10.</p>	<p>AOB – Questions/Discussion</p> <p>DT asked the Board what the priorities should be for the next BSIP scheme, acknowledging that there is currently no funding available.</p> <p>TM suggested minimum parking charges in county towns should be at least equivalent to the price of day bus tickets to encourage sustainability and bus usage. LQ commented that there was reluctance at the County’s recent Parking Board meeting to increase parking charges when county towns have been struggling to attract users back post-Covid.</p> <p>TM suggested that good practice from Nottinghamshire County Council should be adopted, in the creation of a master list of new developments in the county, highlighting the Section 106 funding</p>	

	<p>required for local bus provision, to assist operators in planning and development of routes. LQ reported that Leicestershire County Council is in the process of generating a list and will also investigate Nottinghamshire’s approach.</p> <p>TM also suggested highway proposals should have bus priority measures introduced, similar to active travel considerations.</p> <p>TM suggested if BSIP funding is secured, the EP should identify bus pinch points. LQ suggested operators provide feedback on where the key pinch points are and the causes, to enable them to be incorporated into the BSIP refresh.</p> <p>TM re-stated his comment from the previous EP Board meeting and allowing buses to penetrate the pedestrianised centre of Loughborough. LQ acknowledged there would be challenges surrounding such a scheme but appreciated the operator’s perspective.</p> <p>TM asked how to progress this issue. LQ suggested that contacting Charnwood Borough Council for a view would be a useful first step. NT suggested rallying other retail groups and the BID who may also support such a change.</p> <p>In relation to the roadside infrastructure audits, DA suggested looking at places as ‘zones’ to improve rather than individual ‘corridors’.</p> <p>DA suggested the potential for investments in infrastructure to support alternatives to diesel buses could be a future BSIP scheme.</p> <p>DT asked about the standardisation of youth fares as there had been previous interest from operators.</p> <p>All operators to provide their organisation’s thoughts on standardising youth fares to CW by 9th December 2022.</p>	<p>ALL</p> <p>TM</p> <p>ALL</p>
<p>11.</p>	<p>Date and Time of Next EP Meetings (DT)</p> <p>Thursday 9th March 2023 at 13:30 for EP Forum meeting</p> <p>Thursday 27th April 2023 at 13:30 for EP Board meeting.</p> <p>AGM in May 2023 (date to be confirmed)</p> <p>DA asked to ensure he was on the email list for meeting minutes and agendas.</p>	

Leicestershire Enhanced Partnership

DT thanked all for their attendance and contributions and closed the meeting.