

---

**Date:** 09/03/2023

**Venue:** MS Teams

**Present:** David Taylor, Independent Consultant (Chair) (DT)  
 Lee Quincey, Leicestershire County Council (LQ)  
 Kevin Belfield, First Group (KB)  
 Hina Gadhia, Leicestershire County Council (HG)  
 Ross Hitchcock, Kinchbus (RH)  
 John Richardson, Blaby District Council (JR)  
 Nicola Tidy, Nottingham City Transport (NT)  
 Adam Hemingway, Vectare (AH)  
 Kirstie Rea, Hinckley and Bosworth Borough Council (KR)  
 Andy Gibbons, Leicester City Council (AG)  
 Patrick Stringer, Stagecoach (PS)  
 Liz Hopewell, Charnwood Borough Council (LH)  
 Matt King, Arriva (MK)  
 Toby France, Arriva (TF)  
 Clare Waldron, ITP (CW)  
 Louise Twining, ITP (LT)

**Purpose:** Leicestershire Enhanced Partnership Forum Meeting

**Minutes take by:** Louise Twining (ITP)

---



### Minutes of Meeting

		ACTION
1.	<u>Welcome and introductions (DT)</u> Apologies received from Barrie Walford (North West Leicestershire District Council), Ed Cameron (Uno Buses), Leon Charikar (Leicestershire Equalities Challenge Group, LCC), Tess Nelson (Harborough District Council), Rob Hicklin (Nottingham City Transport), Bill Cullen (Hinckley and Bosworth Borough Council), Richard Thresh (Hinckley and Bosworth Borough Council), Lawson's of Corby, Rob	

	Mitchell (Charwood Borough Council), David Atkinson (Harborough Borough Council)	
2.	<p><u>Minutes of previous meeting held on 22<sup>nd</sup> Sept 2022 (DT)</u> The minutes of the previous meeting were accepted as an accurate record</p> <ul style="list-style-type: none"> <li>• <b>ACTION – LQ to share information on section 106 agreements incorporating public transport conditions for sharing with the meeting minutes</b></li> </ul>	LQ
3.	<p><u>BSIP update and refresh (LQ)</u> The BSIP must be updated annually so LCC is looking to refresh the BSIP to improve its chances of attracting funding should any be made available by DfT in the future.</p> <ul style="list-style-type: none"> <li>• <b>ACTION – All to send any general thoughts for inclusion in the BSIP refresh</b></li> <li>• <b>ACTION - Operators to send details to LQ of any pinch points which affect their services, for consideration and inclusion in the BSIP refresh</b></li> </ul> <p>AG asked if the review of supported services was going to be mentioned in the BSIP refresh. LQ indicated that LCC is not planning to specifically draw attention to the current review of services.</p>	All  Operators
4.	<p><u>Update on supported public transport (LQ)</u> In 2018 Leicestershire’s Public Transport Policy and Strategy (PTPS) was adopted. A reviewed commenced in 2019 before being paused for Covid – the review has now resumed. It is a 12-15 month process with ITP being commissioned to lead on the reviews, including engagement with local communities Bus services will either be retained, revised or removed. Any communities left without access by bus to essential services at a local centre will be provided with taxi-based demand responsive transport (DRT) services on a limited basis. Links to the Policy and Strategy are provided below: Policy:<a href="https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2019/5/10/Passenger%20Transport%20Policy.pdf">https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2019/5/10/Passenger%20Transport%20Policy.pdf</a> Strategy: <a href="#">Passenger Transport Strategy.pdf (leicestershire.gov.uk)</a></p> <p>AG reported that the Leicester / Leicestershire Park and Ride services are also being reviewed.</p> <p>JR asked whether the ‘FoxConnect’ Digital Demand Responsive Transport (DDRT) service in the rural area north to the north of Hinckley is also going to be reviewed. LQ indicated that the service has 3 years of funding from DfT but is being monitored on an ongoing</p>	

	<p>basis to see if there is potential for its continuation after DfT funding and to assess the scope for its rollout in other parts of the county.</p>	
5.	<p><u>Scheme 1 – Standardisation of bus service change dates (CW)</u>  There are now 6 agreed dates when operators will make any service changes to ensure some consistency for the public. A list of services which are exempt from the scheme has also been prepared.  The intention is to for any service changes arising from the PTPS to adhere to the standard change dates – likely to be January and April 2024.  General feedback is that the service change dates being standardised has been useful.  TF suggested that it would be good if dates were exact and aligned slightly more with Leicester City dates as there have been a few issues. DT responded that it was worth considering further alignment, but the Leicestershire dates allowed some flexibility in response to operator concerns, enabling them to make changes to reflect their organisation’s standard day of the week for changes, rather than impose a set day.</p>	
6.	<p><u>Scheme 2 – Development of minimum standards for roadside infrastructure and branding (CW/LQ)</u>  <b>Branding:</b>  Leicestershire Buses branding has been created to match to the Leicester Buses ‘colour wheel’ branding  Branded totems have been rolled out with funding from Leicester City Council on the periphery of the City into Leicestershire in the Flexi zone.  TF asked whether more clarity is needed for passengers about the boundary of the Flexi multi-operator ticketing zone, as there may be confusion from the use of such similar branding.  <b>ACTION-LQ to take away and consider options to minimise passenger confusion</b>  RH indicated that Kinchbus don’t want to be downgrading existing good quality infrastructure branding that already exists.  CW responded that there are two options for displaying the branding - either applying a vinyl to the flag or affixing a metal plate to a bus stop pole or similar</p> <p><b>Roadside Infrastructure Standards:</b>  CW reported that following an audit of bus stop infrastructure along the B4114 corridor, a set of minimum bus stop infrastructure standards has been developed to set out what should be expected at each bus stop in Leicestershire. This includes minimum provision of a flag, a pole, a timetable case and a current timetable at all stops.</p>	LQ

	<p>The intention is to focus on bringing all stops up to the minimum standard, subject to funding availability.</p> <p>Future aspirations also include multi-operator information at stops; wayside boards in towns centres which would be maintained by LCC or individual operators; electronic timetable information; and using developer contributions to deliver quality bus stop infrastructure as part of new developments.</p> <p>The next step is the final document to be ratified by operators at the next EP board meeting on 27<sup>th</sup> April 2023, after which it will be shared with LCC Members.</p>	
7.	<p><u>Bus Passenger Charter (CW)</u></p> <p>A passenger charter has been developed in consultation with bus operators. The final draft version was presented to the new Bus User Group at the first meeting. The Group suggested that the charter should also include behaviour expectations of passengers when travelling by bus.</p> <p>All present agreed that it was a good idea to include passenger behaviour expectations.</p> <ul style="list-style-type: none"> <li>• <b>ACTION- Operators to send CW any wording they currently have relating to passenger behaviour on their own services which could be edited into the Leicestershire EP Bus Passenger Charter</b></li> <li>• <b>CW to edit Passenger Charter and share with the Bus User Group and operators for final sign off.</b></li> </ul>	<p><b>Operators</b></p> <p><b>CW</b></p>
8.	<p><u>Bus User Group Update (CW)</u></p> <p>A Bus User Group (BUG) has been established and the first meeting took place on 2<sup>nd</sup> March 2023, with 4 bus users in attendance. Invitations were sent to those who responded to the BSIP consultation to indicate that they would like to be kept up to date with bus service issues in Leicestershire.</p> <p>Key messages arising from the BUG meeting were:</p> <ul style="list-style-type: none"> <li>• What is being done to stop the decline in bus usage - changing buses without making the public aware causes decline. We agreed and made reference to the first EP scheme which agreed standard change dates.</li> <li>• Concerns re. services in Sapcote area. We made reference to the FoxConnect digital demand responsive transport pilot service which has been in operation since summer 2022.</li> <li>• Any plans to reintroduce Oakham – Nottingham service 19? We indicated that this was a commercial service that LCC was not in a position to step in and support financially following its deregistration.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Concern at loss of Traveline bus journey planning website. We made reference to the journey planner on the Choose How You Move website <a href="#">...A smarter way to travel for Leicester and Leicestershire &gt; Choose How You Move</a> where people can plan their travel in Leicester and Leicestershire via a range of modes.</li> <li>• What is cooperation like between operators and between operators and LCC? – We highlighted that the Enhanced Partnership has been established and is meeting regularly via the Forum and Board meetings.</li> <li>• Passenger Charter – should include passenger behaviour expectations (see note above re. revision to be made to final draft version)</li> </ul> <p>Attendees also proposed a number of potential future EP Scheme ideas:</p> <ul style="list-style-type: none"> <li>• One attendee was pleased with plans to avoid bunching of buses (specifically the 48 /158) and asked if there are other Qualifying Agreements to be explored in the county?</li> <li>• More easily available information</li> <li>• Multi-operator ticketing</li> </ul> <p>Going forward, we would like operators to assist with promoting the BUG via their social media and other channels.</p> <p><b>ACTION – LCC Comms colleagues to consider preparing copy for operators to promote the group via its social media and other channels.</b></p> <p>DT highlighted that the next BUG meeting will be in about 6 months, just before the next EP Forum meeting.</p>	<p>LQ</p>
<p>9.</p>	<p><u>Forum suggestions for potential future EP schemes (DT)</u></p> <p>DT advised that suggestions are invited for new schemes to take forward.</p> <p>RH proposed looking at highway design when considering schemes to make sure sufficient room is made available for buses. If traffic calming measures are planned, then cushions are better for buses than chicanes.</p> <p>LQ advised that the design of any Highway Scheme takes into account impacts on emergency service vehicles and buses. It is recognised that cushions are preferred to chicanes or raised tables. Emergency services and bus operators would be consulted at an early stage on any proposed highway scheme.</p> <ul style="list-style-type: none"> <li>• <b>Operators to send other EP scheme suggestions to LQ</b></li> </ul>	<p>Operators</p>

10.	<p><u>Youth fares potential EP scheme (DT)</u></p> <p>DT reported that an email has been sent to operators inviting them to share their thoughts on standardising the eligibility age for a child fare.</p> <ul style="list-style-type: none"> <li><b>ACTION- Operators to respond to CW email about Youth Fares by 31<sup>st</sup> March 2023</b></li> </ul> <p>DT suggested that as all operators who had responded to date had indicated that they wished to be involved in a youth fares working group, that it be included as an item at the next board meeting rather than establishing a separate working group.</p> <p>This suggestion was approved by operators present.</p>	<b>Operators</b>															
11.	<p><u>AOB – questions / discussion (DT)</u></p> <p>LQ suggested that following comments received today regarding the Leicestershire Buses branding, approval by the EP board of the infrastructure standards document probably needs to be paused.</p> <p>LQ indicated that £336,000 of funding over a 3-year period has been received from DfT for Enhanced Partnership resourcing. LCC is preparing to recruit an Enhanced Partnership Manager who will be responsible for overseeing and delivering all things BSIP and EP. The Council also intends to recruit an Enhanced Partnership Officer to support the Enhanced Partnership Manager.</p>																
12.	<p><u>Dates of next meetings (DT)</u></p> <p>The next EP board meeting will take place on 27<sup>th</sup> April at 10:00.</p> <ul style="list-style-type: none"> <li><b>ACTION – ITP to circulate MS Teams invitation to Board members</b></li> </ul> <p>The AGM/Forum is due to take place on 11<sup>th</sup> May at 13:30. Prior to the AGM, elections will take place to either elect a new EP chair or re-elect the current chair (David Taylor)</p> <ul style="list-style-type: none"> <li><b>ACTION – LCC to circulate an MS Teams invitation</b></li> <li><b>ACTION- LCC to arrange Chair voting</b></li> </ul> <p>Other meeting dates during this calendar year are shown below:</p> <table border="1" data-bbox="414 1792 1109 1993"> <thead> <tr> <th>Meeting</th> <th>Date</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>BOARD</td> <td>22/06/2023</td> <td>1000-1130</td> </tr> <tr> <td>BUG</td> <td>07/09/2023</td> <td>1800-1930</td> </tr> <tr> <td>FORUM</td> <td>21/09/2023</td> <td>1330-1500</td> </tr> <tr> <td>BOARD</td> <td>02/11/2023</td> <td>1000-1130</td> </tr> </tbody> </table>	Meeting	Date	Time	BOARD	22/06/2023	1000-1130	BUG	07/09/2023	1800-1930	FORUM	21/09/2023	1330-1500	BOARD	02/11/2023	1000-1130	<p><b>ITP</b></p> <p><b>LCC</b> <b>LCC</b></p>
Meeting	Date	Time															
BOARD	22/06/2023	1000-1130															
BUG	07/09/2023	1800-1930															
FORUM	21/09/2023	1330-1500															
BOARD	02/11/2023	1000-1130															