



PUBLIC TRANSPORT SCRUTINY PANEL

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To: Councillors Campsall, Fox, Lawrence, Maynard (Chair), O'Neill and Seaton (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Public Transport Scrutiny Panel to be held in Committee Room 1, at the Council Offices, Southfields, Loughborough on Wednesday, 13th December 2023 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

5th December 2023

AGENDA

1. APOLOGIES
2. DISCLOSURES OF PECUNIARY INTERESTS AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

For information, disclosable pecuniary interests and registrable interest relate to entries that are included or should be included, on a councillor's register of interests. Non-registrable interests relate to any other matters.

3. DECLARATIONS OF THE PARTY WHIP

4. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16
5. SCRUTINY SCOPING DOCUMENT 3 - 5
To note the scrutiny scoping document for the panel, agreed by the Scrutiny Commission at its meeting on 9th October 2023.
6. LEICESTERSHIRE COUNTY COUNCIL BUS IMPROVEMENT PLAN 6 - 19
In accordance with the scoping document for the panel, to consider the Leicestershire County Council Bus Improvement Plan and its annual review, published in October 2022.
7. PUBLIC TRANSPORT SURVEY 20 - 31
To consider the results of a borough-wide survey on the provision of public transport.
8. WORK PROGRAMME AND KEY TASK PLANNING 32 - 33
To schedule the key tasks in the scrutiny scoping document to be considered at the next meeting of the panel and to consider any work to be allocated to members of the panel in advance of the next meeting.

Further scheduled meetings of the panel are:

7th February 2024
27th March 2024
29th May 2024
10th July 2024



REVIEW TITLE: Public Transport (Formal Panel)

SCOPE OF ITEM / TERMS OF REFERENCE

Whilst it is recognised that the Council’s influence upon public transport is limited within the statutory framework, as transport plays a vital role in the vitality of the Borough, it is an important area to consider and as such the scope will include:

- Examination of the current provision in relation to public transport in the Borough and what is required to increase and improve provision including consideration of carbon neutrality and net zero aims by 2030.
- Identifying innovation and good practice that may be applied in the Borough.
- Consideration of public transport provision written into planning S106 agreements

REASON FOR SCRUTINY

The reasons for putting this forward for a scrutiny Panel are that public transport plays a key role in the following;

- Social inclusion/equality of opportunity
- Economic growth
- Reduction in environmental pollution
- Meeting the needs of the community
- Potentially improving parking problems

In addition, it is recognised that effective public transport links into Health and Well-Being .

MEMBERSHIP OF THE GROUP

Councillor Sarah Maynard (Chair)
 + up to 5 other Members (following expressions of interest)

WHAT WILL BE INCLUDED

Borough wide provision
 Demand Response Transport (DRT)
 Leicestershire’s Bus Service Improvement Plan

WHAT WILL BE EXCLUDED

The focus will be on public transport including commuting for work, training and education.

KEY TASKS ** including consideration of efficiency savings

- Gather qualitative and quantitative evidence concerning the current provision of public transport across the Borough.
- Examine the evidence presented by invited guests, including the current provision of bus transport.
- Review Leicestershire County Council policies and practices and in particular the Leicestershire Bus Service Improvement plan 2022 with the intention of feeding into the annual review process.
- Develop a Ward Member Survey to ascertain the various issues with public transport.
- Potential site visits
- Report writing

STAKEHOLDERS, OUTSIDE AGENCIES, OTHER ORGANISATIONS *

It is recognised that in considering this topic, Members of the Panel will need to engage the following stakeholders;

- Officers at Leicestershire County Council who deal with transport
- Education officers at Leicestershire County Council (student transport)
- Cabinet Lead Member for transport (Leicestershire County Council)
- Cabinet Lead Member for Communities and Neighbourhoods (Charnwood Borough Council) (Cllr Blackshaw)
- Cabinet Lead Member for Planning (Charnwood Borough Council) (Cllr Jadeja)
- External service providers
- Bus operators regarding routing matters
- Head of Planning and Growth (Charnwood Borough Council)
- Loughborough College
- Loughborough University
- Relevant Community Groups

EQUALITY IMPLICATIONS

Equality / Diversity issues relating to this review will be considered as part of any work undertaken.

An impact needs assessment will be considered at the Panels penultimate meeting

LINKS/OVERLAPS TO OTHER REVIEWS

N/A

RESOURCE REQUIREMENTS	
Support from Democratic Services can be accommodated. Anticipate 4/5 meetings.	
REPORT REQUIREMENTS (Officer information)	
None (at this stage)	
REVIEW COMMENCEMENT DATE	COMPLETION DATE FOR DRAFT REPORT
November 2023	May 2024

* Key tasks and stakeholders may be subject to change as the review progresses.

PROGRESS OF PANEL WORK

MEETING DATE	PROGRESS TO DATE
NOTES: Panel chair can only hold meetings on Wednesdays (preferably early evenings) To facilitate witness attendance, it is anticipated that times of the meetings will be a mix of daytime and early evening. Meetings can be held online/hybrid. The final recommendation formalisation meeting must be held in person.	
NOTE	

REPORT SUBMITTED TO SCRUTINY COMMISSION

PUBLIC TRANSPORT SCRUTINY PANEL – 13TH DECEMBER 2023

Report of the Director of Finance, Governance and Contracts

LEICESTERSHIRE COUNTY COUNCIL BUS IMPROVEMENT PLAN

Purpose of the Report

To consider the Leicestershire County Council Bus Improvement Plan and its annual review, published in October 2022.

Action Requested

That the panel notes the contents of the report.

Reason

To enable the panel to understand the context and vision for bus service delivery in Leicestershire.

Background

The scoping document for the panel refers to the Leicestershire County Council Bus Improvement Plan. This was considered to be a suitable starting point for the panel to gain an understanding of future plans and provision of bus services. The panel may use this information to steer their line of enquiry.

Annexes: Annex 1 – Leicestershire County Council Bus Improvement Plan; [National Bus Strategy Bus Service Improvement Plan \(leicestershire.gov.uk\)](#)

Annex 2 – Leicestershire County Council Bus Improvement Plan – Annual Review (October 2022)

Background Papers: None

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Leicestershire County Council

Leicestershire
EP Management

BSIP Annual Review

October 2022



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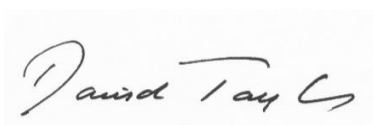
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1. EP Chair's Foreword

- 1.1 Over the past year, although passengers have started to return to the bus, numbers are still far short of the pre-covid levels, when we in Leicestershire along with other rural authorities were facing declining bus usage. It was the possibility of government funding specifically directed to help reverse the ongoing decline in usage and support the recovery from the pandemic that was most welcome.
- 1.2 Rising operating costs, reduced demand for travel, and the uncertainty over continuing government support, has provided a challenging first year since the Leicestershire BSIP was first submitted. It was with extreme disappointment that we were then unsuccessful in receipt of funding through the BSIP process, which could have offset some of these challenges, and hopefully reverse the decline in bus usage.
- 1.3 It is with great credit, therefore, that even without this financial support, the Leicestershire Enhanced Partnership has been able to make steady progress in improving our customers journey experience. The Partnership has begun to deliver on the measures set out in year 1 of the BSIP initially with small steps, we have been able to standardise timetable changes, complete stops and shelters audit, develop a Customer Charter, implement a Digital Demand Responsive Transport service while we are in the process of setting up a Passenger Forum and reviewing the authority's supported bus network.
- 1.4 While we want to see change happen quickly, we realise that significant changes take time and can only be delivered with the financial support of the government. Going forward we are determined to ensure we deliver a more attractive and convenient service to reverse the decline in bus usage in Leicestershire.



David Taylor
Chair Leicestershire Enhanced Partnership

2. Introduction

- 2.1 The Leicestershire BSIP was published in October 2021 by Leicestershire County Council and its partners and sets out the context and vision for bus service delivery in the county. There is a commitment to review this BSIP on an annual basis; this document represents the first review of the BSIP and sets out any changes which have occurred during the last year, as well as any changes relating to the delivery of the BSIP and its targets.

3. Overview

- 3.1 Since October 2021, the impact of Covid and associated restrictions has continued to have an impact on bus provision within Leicestershire. One operator - Midland Classic – was acquired by Rotala Plc, parent company of Diamond Bus in August 2022. Although there is no dominant bus operator, Arriva retains the largest market share of commercial bus services within Leicestershire.
- 3.2 Increased operational costs pose challenges for bus operators, particularly the need to increase wages to attract or retain drivers who are attracted by higher wages paid by HGV companies, alongside increasing fuels costs. Some operators have curtailed the routes of certain commercial services in the wake of reduced passenger numbers and driver shortages. Others have removed services which were partially supported by the County Council as they are no longer considered viable.
- 3.3 Patronage on local bus services across the network remains at approximately 80% of pre-Covid levels. Patronage on Park & Ride services for the first half of financial year 2022/23 was just under a third (37%) of the figure for the same period in 2019/20, as a result of changing travel to work behaviour and the greater availability of city centre parking in Leicester. Concessionary patronage is around 62% of pre-pandemic levels; seemingly government Covid messaging that public transport is unsafe has had a lasting impact.

County Council support for local bus services

- 3.4 Throughout the Covid-19 pandemic, the County Council continued to provide support for local bus services by extending existing local bus service contracts. However, in line

with procurement regulations, these contracts were required to go through an open tender process with contracts being advertised via the Contracts Finder portal. The Council has also continued to provide support using Department for Transport (DfT) grant funding, including Covid Bus Services Support Grant (CBSSG), Bus Service Operators Grant (BSOG) and Local Transport Fund (LTF), to support both the commercial and supported bus network.

- 3.5 The Council recognised that the pandemic had had an impact on travel habits and the challenges of uncertain patronage levels faced by operators. For this reason, the local bus service contracts were tendered on a minimum cost basis only, with the Council taking the revenue risk. Contracts were tendered on a like-for-like basis, based on pre-Covid (February 2020) timetables to provide reassurance for the travelling public.
- 3.6 The contracts were awarded for a period of 24 months from 1st August 2022, with an option to extend for a further 12 months. During this time, all local bus service contracts will be reviewed as part of a countywide review of provision in the context of the Council's Passenger Transport Policy and Strategy - which was paused following the onset of the pandemic - and in relation to the post-Covid commercial network.
- 3.7 In spite of this challenging operational environment, the measures set out in the BSIP offer the opportunity for real change to improve the reliability of bus services and offer an attractive alternative to the car.

4. Governance Arrangements

- 4.1 Although Leicestershire did not receive any funding from DfT to deliver its BSIP measures, the County Council remains committed to working in partnership with operators and stakeholders to deliver improvements. Following submission of the BSIP in October 2021, an Enhanced Partnership Plan and Scheme have been developed which were subject to operator, stakeholder, and public consultation. Leicestershire County Council's Cabinet formally approved the Enhanced Partnership Plan and Scheme on 29th March 2022 and the Plan and Scheme were 'made' on 31st March 2022. The Plan and Scheme documents can be viewed [here](#).
- 4.2 The Leicestershire Enhanced Partnership (EP) was formed which is governed by two bodies:
 - Leicestershire EP Forum – an informal group, providing opportunities for discussing issues of all kinds affecting the Leicestershire bus network, consulting with, and building consensus across, the various stakeholders and making recommendations for consideration to the EP Board.

- Leicestershire EP Board – the key oversight body of the Leicestershire EP. The Board will make recommendations for consideration by the County Council on all matters relevant to the operation and continuing development of the EP including proposals for variations to existing EP Schemes and proposals for new EP Schemes.
- 4.3 An AGM was held on 12th May 2022 to which all EP Forum members were invited. This was followed by an EP Forum meeting on 22nd September 2022. The first EP Board meeting was held on 23rd June 2022 – the next Board meeting is scheduled for 10th November 2022. The EP Forum and Board will continue to drive forward improvements to bus services in Leicestershire. Working groups have been established as appropriate to take Schemes forward, including the roadside infrastructure standards development.
- 4.4 It was recognised that the delivery of the BSIP would be resource intensive from a County Council officer perspective. Throughout the process, transport consultants specialising in public transport have been engaged to assist in the development and delivery of the BSIP. Consultants, ITP, manage the Enhanced Partnership on behalf of the County Council and its partners. The Forum and Board meetings are chaired by an independent consultant. The County Council has received funding from DfT to manage the Enhanced Partnership and will be formulating EP officer roles using DfT funding to continue driving forward the aspirations of the BSIP, management of the EP and supporting local development plan passenger transport strategies across the county.

5. Current Bus Offer to Passengers

- 5.1 Passenger travel habits changed as a result of the pandemic and there is no solid evidence that a new 'normal' has been reached in terms of demand for travel in the county.
- 5.2 Patronage is still recovering from the impact of Covid, although it is unlikely to return naturally to pre-Covid levels. Concessionary usage is continuing to plateau and is currently at around 62% of pre-covid levels.

Service provision

- 5.3 As a result of network reviews being undertaken across the county, there have been significant changes to the commercial bus network. The number of registrations submitted in October 2022 was 350% higher than the number submitted in October

2021. Service registration changes have included reducing frequencies and curtailing routes. In many cases, these changes have enabled operators to continue to provide a commercial service in the face of driver shortages.

- 5.4 Over the last year, three predominantly commercial services which were in receipt of de minimis funding from the County Council have been cancelled by the operator as they were no longer considered to be viable. The County Council has considered the requests in the context of its Passenger Transport Policy and Strategy and stepped in with funding on two occasions to ensure that passengers were not left without access to essential facilities and services.
- 5.5 The Council has also been approached on three occasions with requests to support fully commercial services since October 2021. In each case, the Council has considered the request in the context of its Policy and Strategy and declined to provide support. As a consequence, one service was cancelled, the second had its frequency halved and the third had its route curtailed, thus reducing access to facilities and services for passengers.
- 5.6 In spite of the challenging financial climate, the County Council continues to support local bus services in the County. As highlighted, the Council has commenced its own review of the supported local bus network to ensure that all provision meets the requirements of the Passenger Transport Policy and Strategy and that the limited budget is focussed on providing appropriate and affordable solutions which reflects levels of demand.

Ticketing

- 5.7 In collaboration with Leicester City Council, 'Flexi' bus tickets offer unlimited travel on any bus service in the Greater Leicester 'Flexi' zone operated by the main five bus operators in the area. The Flexi zone extends from the city into parts of the county. A range of Flexi tickets is available for different age groups. For part-time commuters, a new '3 days in 7' ticket has been introduced which allows the holder to use the ticket on any three days in a given calendar week.
- 5.8 The Leicester EP digital best fare capping solution which was rolled out in April 2022 covers the Flexizone area which extends into Leicestershire. Users 'tap on' and 'tap off' using a bank card or phone app, with payment then made automatically at the end of the day on the basis of the cheapest fare available for the journeys undertaken across any operator. There is also a weekly 'cheapest fare' cap.

Marketing and promotion

- 5.9 The EP is having ongoing discussions regarding plans for a 'Think Bus' style marketing and promotional campaign to encourage passengers back to the bus. The EP is in contact with neighbouring Local Transport Authorities to learn from their experiences in promoting local bus services, as well as to ensure that opportunities for cross-boundary collaboration are explored and implemented as appropriate.

6. Measures

- 6.1 In spite of the lack of BSIP funding, the Leicestershire EP has made considerable progress in implementing a number of the measures detailed in the BSIP. These measures were all part of the 'Single System' objective of the BSIP – a high-quality integrated and efficient system, with:
- a clearer brand identity and a more holistic approach to marketing;
 - greater coordination between operators' timetables;
 - integration with other travel modes such as rail, cycling, walking and e-mobility; and
 - use of DRT to provide greater availability, particular in rural areas of the county.
- 6.2 Whilst these measures may be considered 'quick wins' owing to their low-cost nature, they require considerable ongoing commitment and compromise from operators in order to deliver them. The measures progressed to date are summarised below:

Measure S1 Timetabling and frequency

Standardising change dates

- 6.3 Under this Measure, all timetable changes were to take place at six set dates in the year to aid user comprehension, these dates to be coordinated with neighbouring authorities in the East Midlands to ensure compatibility.
- 6.4 Significant progress has been made in implementing this EP Scheme. Consultation with operators has demonstrated that some are bound by the school term dates of neighbouring authority areas where their services primarily operate more than the school terms of Leicestershire. As a result, some services will be 'Non-Qualifying Services' for the purposes of this Scheme and opt out, as they predominantly operate in neighbouring authorities whose school terms do not coincide with those in

Leicestershire and Leicester City. The final set of change dates is to be confirmed at the EP Board meeting on 10th November 2022.

Supported network review

- 6.5 Also, within Measure S1, a review was to be undertaken of the whole supported services network, in line with an updated version of our Passenger Transport Policy and Strategy that reflects the BSIP. This will look service-by-service and determine whether / how the network should be re-shaped. Changes will be made as required after appropriate assessments and local consultation. Existing supported services will be maintained whilst this review is being undertaken. This scheme will also provide post-Covid recovery funding support where needed for services that would otherwise be at risk while patronage re-grows to pre-Covid levels.
- 6.6 The review of supported services which commenced in September 2022 is scheduled to be completed around the time of the second annual BSIP report.

Measure S3 Consistent, high quality roadside infrastructure

Audit and standards development

- 6.7 This Measure involved an audit of all bus stops and shelters to be undertaken in Year 1, against a defined list of features that different types of stop should have. Accessibility and personal safety issues with bus stops were to be reviewed and measures identified to provide safe access for a wide range of users (including people with impaired mobility).
- 6.8 A working group was established, comprising three bus operators, County Council officers, the EP Chair, and the EP Manager, to define the types of features that should be present at different kinds of bus stop. This input informed the creation of an audit questionnaire which was utilised for the audit.
- 6.9 The audit took place in August 2022 on a sample corridor in the county. The results of the audit are feeding into the development of a set of roadside infrastructure standards. Operators are to be sent a draft version of the standards document in October for discussion at the EP Board meeting on 10th November 2022.
- 6.10 The audit methodology will be rolled out on a corridor-by-corridor basis going forward. Any proposed improvements that are identified as a result of the audit process will be prioritised for implementation should BSIP funding be made available.

Measure S5 Branding and marketing

EP brand development

- 6.11 This Measure involved using our experience in developing the 'Choose How You Move' brand, to develop a branding design and marketing plan in the first half of Year 1. The aim was to roll it out across all infrastructure in parallel with the upgrading of infrastructure in the second half of Year 1 and Years 2 and 3. The branding will be applied to roadside infrastructure and to publicity and information materials. It will not be applied to vehicles because of potential clashes with existing operator vehicle branding and difficulties this would cause with cross-boundary services.
- 6.12 Progress has been made in exploring adaptation of the 'Leicester Buses' branding adopted by the Leicester EP to make it County-specific. This approach will help to convey the message of a unified offer across the county-city boundary. Application of the branding will feature within the roadside infrastructure standards document, once the brand approach has been agreed by the EP.

Measure S6 DRT

Implementation of digital DRT

- 6.13 The BSIP indicated that in Year 1, Leicestershire's RMF-funded DRT service focussed on the Narborough – Leicester corridor will be operational. In parallel with the first year of RMF service operation, a feasibility study was to be undertaken to look at the potential viability of other locations where DRT could be used to expand the bus offer for poorly served communities.
- 6.14 The 'FoxConnect' DRT service became operational in July 2022 following a Contracts Finder procurement process. The performance of the service is being monitored on an ongoing basis against DfT and local objectives to assess its success. The PTPS review outlined above will include consideration of other areas of the county where digital DRT may offer a more suitable solution than big bus services.

Measure S7 Service quality standards

Customer charter

- 6.15 Under this Measure, a customer charter was to be developed in collaboration between all operators and representatives of the user community and will include remedies for

bus users in the event of failure to meet those standards. This will be in line with guidance published by Transport Focus on customer charters.

- 6.16 A draft Charter has been developed in consultation with bus operators. The final draft of the Charter is to be shared with bus operators in October 2022 with a view to being adopted in November 2022.

Other Measures

- 6.17 The EP has plans to rationalise the qualification ages for child / young persons discounted fare products (Measure A1: Affordability). Whilst it is recognised that such a measure is not necessarily cost neutral for all operators, there is a desire to explore options to arrive at a solution for the EP area.

7. Targets

- 7.1 Owing to the delay in announcement of BSIP funding and Leicestershire receiving no funding from DfT, many measures have not been implemented and are unlikely to be so without BSIP funding. This will have an effect on the targets, but because of fluctuating external circumstances such as COVID restrictions, restrictions with travelling overseas, and transitions in travel patterns, a new stable position has not been reached yet, and therefore it is not possible to understand to what extent this will impact on the targets.
- 7.2 The original BSIP targets are outlined in Table 7-1. These targets will be revisited as part of the wider review of the BSIP (see Section 8).

Table 7-1 BSIP Targets

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured
Journey time	Not available	Not available	5% reduction in average journey time within 2 years on routes subject to bus priority measures under Schemes R1-1 and/or R2-1	Average journey times and journey time variability will be established and monitored for all routes across the county. This will utilise data from GPS-based AVL systems that are fitted to most operators' buses.

Reliability (punctuality)	63.0% ¹	Not available	5% improvement over baseline measurement	Percentage of services departing between 1 minute early and 5 minutes late
Passenger numbers (annual passenger trips)	13.81m	12.73m ²	13.37m ³	Passenger trip numbers will be reported by operators quarterly (and summed to give an annual figure over four quarters) using the exact same methodology as used to report numbers to DfT (as used in Government's annual bus statistics Table BUS0109a). This will ensure values are comparable with past years.
Average passenger satisfaction (overall) ⁴	58.8%	58.0%	61.4%	Satisfaction (very or fairly satisfied) with local bus services (overall) will be measured through the annual National Highway and Transportation Survey (NHT). Infill surveys will be undertaken for 6-monthly reporting. NHT survey is with general public rather than just bus users, so includes non or prospective bus users as well – so gives significantly lower numbers than Transport Focus surveys with current bus users.

8. BSIP Review Plans

- 8.1 Following notification from DfT that Leicestershire had not been successful in securing BSIP funding, the County Council sought feedback from DfT. A follow-up meeting was held with DfT in September 2022 to discuss the feedback in more detail and how the BSIP might better meet DfT's objectives.
- 8.2 As a result of the meeting with DfT, the County Council intends to undertake a wider review of the BSIP through the Enhanced Partnership, which reprioritises the measures. The Council anticipates that this review will be completed in early 2023.

¹ From national bus statistic BUS 0902 (Non-frequent bus services on time)

² Adjusted from actuals to take March 2020 numbers affected by COVID-19 lockdown

³ Based on estimated baseline annual figure for 2021-22 of 12.73m passengers (which will be calculated at the end of the year as set out in Section 3). Targets will be adjusted in line with baseline figure at that point.

⁴ Based on NHT survey with sample of members of the public rather than just bus passengers.

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PUBLIC TRANSPORT SCRUTINY PANEL – 13TH DECEMBER 2023

Report of the Director of Finance, Governance and Contracts

PUBLIC TRANSPORT SURVEY

Purpose of the Report

To consider the results of a borough-wide survey on the provision of public transport.

Action Requested

That the panel notes the contents of the report.

Reason

To ensure the panel has sufficient background knowledge of the public transport provision across the borough, to help with future work programming.

Background

During the scoping exercise for the panel, it was suggested that a survey be undertaken to provide some information on the public transport provision in the borough, and to understand the opinions of members of the public and Borough Councillors in relation to public transport.

Methodology

An email was sent out to all Borough Councillors, asking for opinions on the current provision of public transport in their wards, what worked well and what could be improved, and whether the current provision was suitable and met the demand for public transport in the ward. During the survey period, it was suggested that the survey be extended to Parish and Town Councils, and so a further email, identical to the initial email, was circulated to Parish and Town Clerks. Some of the Parish and Town Clerks discussed the email at their Parish and Town meetings and provided a responsive email and others forwarded the email to Parish and Town Councillors and asked for return emails.

Results

Response emails were compiled and recorded in a table, attached at Appendix 1. Survey responses have been anonymised, and this does not affect the data in any way. Some of the responses in the table were provided by Borough Councillors, some by Parish and Town Clerks, and others by Parish and Town Councillors. Some emails from residents were provided (that had initially been sent to Borough Councillors, Parish or Town Councillors or Clerks), but these have not been included within the data as residents had not consented to their emails being involved in a survey.

Weaknesses and Limitations

Not all Borough wards are covered by the survey responses. Not all of the Borough Councillors, Parish and Town Councillors had responded to the survey. There are grey areas within the Borough, on which the panel would not have any information about public transport provision or the opinions of those representing the area.

In addition, the data provided shows only the opinions of the representatives of the ward, parish or town. These views may not be representative of the entire area and if a survey were undertaken, involving data collection from members of the public, there may be different opinions expressed. It is important that members of the panel consider these two aspects when looking at the data presented.

Appendices: Appendix 1 – Survey Results

Background Papers: None

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Loughborough Outwoods and Shelthorpe	<p>Buses to ward (Kinch 5, 11 and 12) have been cut in half and there are many parts of Loughborough which are difficult to reach by public transport – e.g. there is no bus at all to the railway station.</p> <p>There is virtually no service after five o'clock in the evening. Concern that new houses are / have been built in areas with no public transport at all.</p>
Sileby and Seagrave	<p>For residents to get to Leicester, there is currently a bus that goes three times a day. These timings are not suitable for many people for a variety of reasons.</p> <ul style="list-style-type: none"> • it does not coincide with a regular work/school schedule • people who need to attend appointments at any of the Leicester hospitals • anyone wishing to go to Leicester for leisure/family visits <p>The residents of Sileby are desperate for a more regular timetable, as their previous provider cancelled the service last year.</p> <p>The train station is inaccessible to many residents, due to only being accessed via very steep steps. This makes it impossible for people in wheelchairs to use the train. It also makes it extremely difficult for parents/carers of young children with buggies and anyone with mobility issues. Many residents have contacted us saying that they are not able to access the train station due to the current set up. We strongly believe that some provisions need to be put in place for residents to access the train station in a suitable, step free way.</p> <p>Between the issues with the accessibility of the train station, and the irregularity of the bus service, many residents currently feel "trapped" in Sileby with a public transport system that is not fit for purpose.</p> <p>We are also concerned that many residents were told that a large number of developments were deemed suitable in the area due to its "excellent public transport links", which they believe, and I would support them on this, is not currently the case.</p> <p>There is also concern in Seagrave that their current only bus service was up for review earlier this year. That review has been put on hold, but after seeing the bus service cancelled in Sileby with very little notice, the residents in Seagrave are very anxious that this will also happen to them. If it does we will again have residents effectively trapped in the village.</p> <p>LCC had originally said they were going to look into setting up a Demand Responsive Transport system in Sileby. They have since said it is no longer necessary due to the new bus service.</p>

	<p>I would still argue, and have argued, that this bus service is not enough, and that the current public transport in Sileby is not sufficient. It affects some of the most vulnerable in the ward and urgently needs to be reassessed.</p>
Sileby	<p>Passengers were refused boarding on 7:54am peak time train to Loughborough from Sileby on 3, 6 & 7 November due to the train being full. This has adversely affected both commuters and students who rely on the train for work and school. These are not isolated incidents & residents have experienced issues towards Leicester at peak times too. More carriages are needed on peak time trains or the scheduling reconsidered to accommodate increased usage.</p> <p>The Train station is not accessible to all due to a steep and long flight of stairs to the platforms.</p> <p>There is no public transport to or from Sileby on Sundays. Sileby has approximately 10,000 residents and is due to increase significantly within the next couple of years due to new large scale housing developments.</p> <p>The bus service to Leicester was dropped in September 2022 with Centrebus only very recently introducing an intermittent twice daily service.</p>

Shepshed	<p>The last 127 bus out of Shepshed is 4pm and the last 127 bus into Shepshed from Leicester is the 6pm the other end after that the buses only go to Loughborough for two more route and then the service stops. Shepshed has the 16 bus Loughborough direct at the 10 past each hour Monday to Friday.</p> <p>The 127 to Leicester and the other villages Quorn, Rothley and Mountsorrel on the route and then we have 129 which goes to Ashby , Belton but is only every 2 hours Monday to Friday and then the Skylink to Nottingham and East Midlands airport or Coalville way every 30 mins.</p> <p>There needs to be more buses on Sunday and to places like Woodhouse Eves on the 127-bus route.</p> <p>The 127 is regular but its bus route is quite a long bus route and Shepshed is the last place on the bus route, so we lose out sometimes. Sunday service needs improving. Also, we could have a bus to Hathern and Loughborough going the opposite way instead of over the M1 round about all the time. It would be quicker. Bus route planning needs to happen for the Stonebow Village bus route as well.</p> <p>Shepshed is the 2nd largest town within Charnwood and needs a bus service which covers the whole town as it's very large now. I think the placing of bus stops needs looking into across the whole of Shepshed so that every 20 mins a resident can get to a bus stop as needed.</p>
Shepshed	<p>Public transport is very limited in the north side of Shepshed and this will become even more limited in the New Yer as the service is due to be cut, as result of lack of funding.</p> <p>The south side of the A512 is not served at all neither is the new development off Anson Road/Tickow Lane. Although, William Davis has signed a transport agreement with CBC as part of the planning condition, however, this is yet to be implemented. Also, there are several other additional planning applications currently in the pipeline for this area, including a new school.</p> <p>The centre of Shepshed is well served, however, after 5.00 pm on a Sunday that service ends.</p>

Barrow Soar	Upon	<p>There ought to be more busses later at night so that one can spend time in the towns and cities. The present last bus about 20.00 is no use for socializing in the larger town. More busses will encourage people to leave their cars at home and use the more environmental busses and trains. Trains are more expensive but again the last train to Barrow is also in the early evening.</p> <p>Very few people will use the public transport. We cannot carry on causing pollution! Cars are used for the smallest journeys causing more pollution and preventing people from getting exercise. It is too convenient to pop every where in a car. We cannot keep killing the planet by using cars for journeys where busses and trains could be used. People have to be educated to be more environmentally careful instead of being spoilt using cars.</p>
Barrow Soar	Upon	<p>For below notes to be taken into consideration and services vastly improved in line with reducing dependency on commuter private vehicles and the effect directly on air quality and the environment in line with the "charnwood greener living" campaign.</p> <p>Barrow upon soar was subject of a reduced public transport timetable by kinch bus service following the pandemic Services to Leicester via the villages were cancelled and the only route available is Sileby-barrow-Quorn -Loughborough where users would have to find connections onwards or back to Leicester.</p> <p>A limited service was introduced mon-fri during late morning -early after hours to Leicester but of little use to commuters during the busy peak morning periods. this is not a lot of good as the service is hourly and only runs till early evening with limited of no service at the weekend , the railway station is not accessible to elderly people with mobility difficulties as no lift to a lower level boarding point, the station itself has no proper shelter either platform during inclement weather, the service does not run till late in the evening and only hourly with no Sunday service,and this despite Barrow being on the main line.</p> <p>It was the argument of the service providers that cancellations were brought about by reduced demand , but this was due to unreliable service due shortages in the early 2020's.</p> <p>The traffic situation in barrow of commuter private transport is exacerbated by frequent flooding of artery roads, bus stops are not covering the new developments or of some distance to same for ease of public access.</p> <p>The term service centre for barrow is a false flag as public transport fails to meet standards expected of one.</p>
Barrow Soar	Upon	<p>Personally, I don't use either the bus service or the train service. My reasons are shared with many of the people I have talked to about this: the services aren't frequent enough to suit my needs, they are unreliable and the routes don't go where I want. The train services are unavailable to me because at 81 I can't manage a) the walk to get to the station (no parking anywhere near) b) the large number of steps down to the platform.</p>

	<p>There are three bus companies that serve Barrow. There seems to be little or no communication between them so that although their routes into the village may be reasonably satisfactory, all three tend to be departing to Loughborough at roughly the same time. Yesterday (Tues 7th Nov at about 11.30) I saw three buses within 5 minutes of each other, all going to Loughborough - 2 Centre Buses Nos 128 and 27 and Kinch No 2 (I may have got these details wrong) . They were all plying for the same customers at the same time.</p> <p>The Centre bus No 128 is a trial to fill a much-missed gap to get to Leicester from Barrow. It goes to Sileby, Cossington, Birstall and Leicester. However, the first departure in Barrow is 9.30 and the last time for return from Leicester is 2.45. So you can't use this service to get to and from Leicester for work.</p> <p>Because that bus route is a trial means that the overlap of the three buses makes it very likely that the 128 will be cancelled for lack of use.</p> <p>The fact that the <u>last</u> buses and <u>last</u> trains to destinations outside Barrow are very early and although I could probably get to my destination, I won't be able to get back.</p> <p>The Kinch bus only goes to Sileby via Barrow from Loughborough. Residents of Barrow would appreciate it if this bus travelled via Shelthorpe and Tesco and Aldi.</p> <p>There are no buses on a Sunday.</p> <p>All the bus companies are very prone to cancellation because of breakdowns.</p> <p>The trains are very prone to the effects of strike action.</p> <p>So I never ever consider public transport for my journeys. If I an going to Leicester, I don't even use the Birstall Park and Ride because the bus into Leicester only has very limited route and number of stops. In comparison, I sometimes use Park and Ride to Nottingham because it has lots of stops all the way in. But mostly I drive to Clifton and catch the tram which is brilliant.</p>
Birstall	<p>Improvements could be made, and we would request that:</p> <ul style="list-style-type: none"> • The 22b Bus Service operates later in the evenings and for them to increase the number of buses per hour. • For a bus service to go around the Hallam Fields Estate • For interconnecting routes to be provided going from Village/Town to Village/Town. Currently to get to Syston from Birstall you have to a long round trip to Leicester and then on another bus to Syston.

	<p>Taking all of this to a higher level it would be preferred to have one single publicly owned bus company. To go back to when there were Council run bus companies that had control over their own routes which met demand. Not independent privately owned companies where the service users have no control over the routes.</p>
Burton, Cotes, Prestwold	<p>There is an issue with buses taking students to Loughborough, mainly in the morning when the 8.15 bus is completely full and has, on occasion, driven straight past leaving students stranded for at least another hour. Another bus at this time of the day would be helpful.</p> <p>More residents would use the bus service if it was more reliable, timely and didn't stop at 6.30 p.m. ish.</p> <p>Unfortunately we only hear complaints but that is the nature of our sector. Reliability is a definite issue however this has been raised before with LCC and they assure us that the buses generally arrive on time.</p> <p>The reduction in the cost of bus journeys has been very well received and I would be very interested to see if bus use has increased since this was introduced.</p>
Newtown Linford	<p>More frequent buses are required, particularly to allow residents to commute to work/school and back via public transport.</p> <p>The current provision of public transport in Newtown Linford is considered sparse and does not meet the needs of residents.</p> <p>More frequent buses are required for work/school commuting. The current timetable does, however, appear to be reliable.</p>
Queniborough	<p>Improvements could definitely be made, there is only one current bus service through Queniborough which does not go through the old part of the village, although historically this was not the case. So it would be extremely useful for bus services to go through Main Street.</p> <p>There are also new houses off Barkby Road following the Davidsons Barleyfields Development (165+ houses) with a further 50 houses due to be built, all residents have to walk to Queniborough Road/Melton Road to access bus services. some residents live quite far from the nearest bus stop, particularly elderly residents on Main Street or children/young people on/off Barkby Road.</p> <p>It would be extremely useful if access to other neighbouring villages was possible i.e. Barkby, South Croxton. At the moment there is no way to access these villages other than by car.</p>

Quorn	<p>The design of the road network should prioritise public transport and cycling over private vehicle use in urban areas. An extensive network of continuous bus lanes and cycle paths is required rather than the current disjointed, unfinished approach that offers overwhelming priority to private vehicles.</p> <p>Public transport, motorcycles and cycles should be allowed to go through Quorn along the old Main Road (Loughborough Road, High Street and Leicester Road) whereas private vehicles should be blocked from a continuous route by a barrier at the mid point, for example Meeting Street island. This would encourage through traffic to circumnavigate the village, significantly reduce traffic volumes and prioritise public transport and cycling for local journeys.</p> <p>A better inter village transport system is required linking the villages in the Soar valley to each other and Loughborough. The current services are not frequent or comprehensive enough to encourage greater use. This could involve an extension of a service similar to the Soar Valley Community Bus.</p> <p>On demand bus micro services should be considered as of part of the public transport mix as long as the cost for passengers can be continuously maintained at an attractive rate.</p> <p>Direct public transport and cycling links from Quorn to both Loughborough University and Loughborough main line railway station are required.</p> <p>The Skylink bus service connecting Derby, Loughborough and Leicester to East Midland Airport should be rerouted to pass through Quorn and Mountsorrel.</p> <p>All buses should be fitted with cycle racks. A good example of this is the Nottingham University Inter site hopper bus service.</p> <p>The current relationship between public transport, cycling and private transport in the village is so heavily skewed in favour of private transport it is unlikely that many residents will consider the use of a bus service, or start using a bike, until there is a massive change in this dynamic.</p>
Thurcaston and Cropston	<p>Most residents opt to use their own vehicles for flexibility due to the hourly nature of the one bus service which serves the area (Centrebus 154) the fact that this does not operate after 6.25pm on week days and Saturdays or necessarily goes to the most desired locations. There is also no service on Sundays. If there was sufficient demand, perhaps the existing service could be extended to cover this deficit, or another company brought on board to address this.</p>

	<p>The current Centrebus 154 service, while limited, runs reasonably well.</p> <p>A revision of the current route to reflect additional points of high demand along the way would be useful (i.e. incorporation of key employment centres such as County Hall and the Glenfield Hospital to reduce car usage).</p> <p>The current bus service runs between Loughborough and Leicester, picking up several villages en route. There is no facility to deviate from this route without either going to Loughborough or Leicester first to connect with another service. A cross-Charnwood service might help to resolve this problem, although again this would depend on overall demand to make it commercially viable. An alternative might be to introduce a flexible shared 'ride on demand' service, to shuttle people to the main transit hubs in the area. This would be particularly beneficial to the elderly, and those with very young children, many of whom experience isolation in our more rural communities.</p>
Thurcaston and Cropston	<p>Regular buses at sensible intervals, including buses in the evening and at the weekend would ensure a useful service.</p> <p>There is a bus service, but not an adequate one. We do not have a local taxi service or a community transport scheme. There is no rail service nearby.</p> <p>Thurcaston and Cropston is fortunate in having an effective Good Neighbours Scheme. Members of this group transport elderly residents to hospital and other appointments, and collect prescriptions and shopping for them, to cover the many times when public transport is not scheduled.</p>
Woodhouse Eaves	<p>often see buses trundling past, and they seem to me to be mostly keeping to time.</p> <p>A resident recently raised a complaint about a cancelled bus when he was trying to return from Leicester and that when this happens information is sparse, if any. We're not on the electronic system and not everyone has a smartphone to communicate with the live feeds. As street lighting columns are controlled from HQ using sensors, are they links that could be exploited by bus companies in parishes like ours to provide electronic displays?</p> <p>The more that CBC and LCC promote this area as a tourist destination, the more we see continuous streams of traffic on Sundays and Bank Holidays because the bus doesn't go near our local honeypot sites. We have raised the tourism/honeypot sites issues with the Regional Park people and the tourism people in LCC and CBC before. You cannot use the bus to return from evening performances in the town hall or city or to attend events there on Sundays/Bank Holidays.</p>

	<p>We have previously raised the need to retain a scheduled service to cover those who need the bus to go to work or to come to work in the parish villages i.e. not to swap it for DRT.</p> <p>Newly built homes being given travel packs – does anyone ever check if they're used? If 36 new homes are built on Maplewell Road, will the 70+ new residents be bus users I wonder. Could those developer funds be better used for other things?</p>
Wymeswold	<p>The journeys to Loughborough, Grantham and Melton are regular, but we have no facility to get to Nottingham unless we bus to Loughborough and then catch the train (or hope to link the Wymeswold bus to the Loughborough to Nottingham bus at Hoton).There is an old bus stop sign marked to Nottingham opposite the Three Crowns Public House . If not feasible to reinstate that journey, a cycle/ walking path between Wymeswold and Rempstone would make a safe route to Rempstone to catch the half hourly service.</p> <p>The regular routes to Melton, Grantham and Loughborough are consistently on time. We lack a route to Nottingham.</p> <p>We lack a direct route to Nottingham and we are aware of villagers from Hoton having to get two buses to Wymeswold to pick up prescriptions.</p> <p>A route to Rempstone would enable school age residents to pick up the Number 1 bus to East Leake at Rempstone. This would also be useful for anyone with Doctors appointments/ physio/ Dentist/ shopping etc to get to East Leake without a car. In addition, anyone working in Nottingham would have a facility to use public transport rather than taxis / car.</p>
Quorn and Mountsorrel	<p>My proposal is that the Skylink bus service between Derby and Leicester during the hours of 24.00hrs and 06.00 is routed along the old A6 to provide a service to Quorn and Mountsorrel during these hours when there is currently no public transport provision. This improved service would benefit businesses, job seekers, customers of the East Midlands Airport.</p> <p>I have previously discussed this alternative route with Kinch and their concern was that this would cause delays during periods of traffic congestion .To acknowledge their concerns I have therefore proposed a modification to the service between 24.00hrs and 06.00hrs when there is no traffic congestion.</p>
East Goscote	<p>Day time buses pretty good. Evening and Sunday poor.</p>

	<p>Travel to Loughborough difficult. Active travel proposed for redrow new development hopeless. No safe crossings, or practical routes to centre.</p>
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Public Transport Scrutiny Panel Work Programme

Responsible Body	Meeting Date	Item	Scope	Invitees/Officers	Notes
Public Transport Scrutiny Panel	Meeting 1 13 December 2023	Public Transport Survey	To consider the results of a borough-wide survey.		
Public Transport Scrutiny Panel	Meeting 1 13 December 2023	LCC Bus Improvement Plan	To enable the panel to develop an understanding of the context and vision for bus service delivery in Leicestershire.		
Public Transport Scrutiny Panel	Meeting 1 13 December 2023	Assignment of tasks to panel members	To enable panel members to begin to gather relevant information to inform the panel		
Public Transport Scrutiny Panel	Meeting 1 13 December 2023	Work Programming	To provisionally decide on agenda contents for upcoming meetings		
Public Transport Scrutiny Panel	Meeting 2 7 February 2024	S106 Process	To enable members to understand the link between the S106 process and public transport.	Mark Pickrell (Team Leader- Strategic Development, Charnwood Borough Council)	
Public Transport Scrutiny Panel	Meeting 2 7 February 2024	Assignment of tasks to panel members	To enable panel members to begin to gather relevant information to inform the panel		
Public Transport Scrutiny Panel	Meeting 2 7 February 2024	Work Programming	To provisionally decide on agenda contents for upcoming meetings		

Public Transport Scrutiny Panel Work Programme

Public Transport Scrutiny Panel	Meeting 3 27 March 2024	Assignment of tasks to panel members	To enable panel members to begin to gather relevant information to inform the panel		
Public Transport Scrutiny Panel	Meeting 3 27 March 2024	Work Programming	To provisionally decide on agenda contents for upcoming meetings		
Public Transport Scrutiny Panel	Meeting 4 29 May 2024	Assignment of tasks to panel members	To enable panel members to begin to gather relevant information to inform the panel		
Public Transport Scrutiny Panel	Meeting 4 29 May 2024	Work Programming	To provisionally decide on agenda contents for upcoming meetings		
Public Transport Scrutiny Panel	Meeting 5 10 July 2024	Draft Panel Report and Recommendations	To agree final version for submission to the Scrutiny Commission and Cabinet		