

21 March 2013

Agenda Item:

REPORT OF THE SERVICE DIRECTOR OF TRANSPORT, PROPERTY AND ENVIRONMENT

TITAN PROJECT PROGRESS REPORT AND DRAFT COMMISSIONING MODEL

Purpose of the Report

1. To provide an update of the Towards Integrated Transport Across Nottinghamshire (TITAN) project.
2. To seek Committee approval for the implementation of a county wide Independent Travel Training scheme.
3. To seek Committee approval for the proposed commissioning model for future TITAN tenders.

Background

4. The purpose of the TITAN project is to reconfigure passenger transport services to make more efficient use of the resources available whilst improving access to key services for the people of Nottinghamshire. The project is tasked with saving a total of £2.08m countywide and has delivered £988k savings to date.
5. There is one defined pilot area which covers the Newark, Ollerton and Southwell areas, and four other project areas, known as:

Area 2 – Mansfield and Ashfield

Area 3 – Rushcliffe

Area 4 – Central Nottinghamshire Conurbation

Area 5 - Bassetlaw

TITAN Progress

6. On 7 January the revised services started operating in the Newark pilot area. A new Community Transport operator became established in Nottinghamshire in order to deliver some of these services and staff from Transport and Travel Services (TTS) assisted in training new drivers on the service routes prior to the start date.

7. Procedures were put in place to manage the implementation of the new pilot area services and, whilst most things went to plan, there were one or two errors in the more detailed publicity information. These were rectified as soon as identified and additional stages to the validation process for future publicity information will be introduced for the next phase.
8. New services have been operating well although there have been one or two changes made in response to feedback from transport operators and members of the public.
9. Research and planning work is currently ongoing in relation to areas across the remainder of the county (areas 2 to 5). Plans have been drawn up for the second phase consultation exercise when there will be roadshow events (from 15 May to 24 June 2013) to provide the public with broad plans of proposed new services in their area. The roadshow map and schedule was sent out to all council members in February for feedback. A copy of the schedule is appended (A). This method of consultation worked very well for the pilot area as it provided the opportunity for even the smallest of communities to come along and chat to staff about the proposals for their locality before plans were finalised.
10. Outline network plans are being discussed with operators and an example of how these will be presented to the public at roadshow events will be brought to Committee on 21 March. The focus areas to date have been around Vale of Belvoir/Bingham; Mansfield and, more recently, Bassetlaw due to factors such as proposed commercial route changes and the opening of the new Mansfield bus station.
11. A business case for the introduction of a county wide Independent Travel Training (ITT) scheme has been developed and this has been endorsed by the TITAN Project Board. ITT provides the opportunity for the more vulnerable members of the community to develop the skills and confidence to gradually become safe, independent travellers able to access public transport. The benefits to those participating in the training can be huge and, in many cases, life changing for them and their families. This piece of work has identified an initial potential client group of more than 400 with anticipated savings of more than £1m over the next five years. A copy of the Project Board report is appended (B). To deliver the scheme it will be necessary to make the current ITT temporary post (grade B) permanent, from June 2013, and for an ITT Assistant (indicative grade 5) to be appointed in Yr 2, from September 2014. A revised structure is appended (C).

Replacement Bassetlaw and Mansfield Bus Services

12. At the meeting on 6th February, Committee was advised of proposed changes to the local and commercial bus service network in the Bassetlaw area and the termination of contracts operated by Yourbus. The planning and commissioning of the replacement services has been completed and the successful outcome is shown at appendix (D). This shows savings of £114k

per annum of which £33k will be set against the TITAN project efficiency target of £2.08m.

13. The new services replace current routes with all areas maintaining the existing peak time frequency, however some areas will have a reduction of frequency during the off peak period.

Outline Commissioning Model

14. A number of lessons have been learnt from the commissioning process for the TITAN pilot area which was a new approach by the Council and perceived as quite daunting for some of the smaller operators in the County. Feedback from operators and staff has led to a review of the way in which services are commissioned.
15. This service area encompasses a diverse supply market which needs to be considered when tendering for services. The following are the main principles which are proposed for the next commissioning phase:
 - The need to be more dynamic in assessing and analysing local needs
 - Agreeing the priority needs for each area
 - Proposed quality/price weightings must be discussed with and endorsed by the TITAN Project Board, Members Working Group and suppliers
 - Service specifications must be developed in conjunction with the appropriate client department representatives before final drafts being presented to the TITAN Project Board and Members Working Group
 - Questions to determine the level of quality related to service delivery, need to be simplified and appropriate to all operators, from small family firms to the larger, national/international groups
 - Increase the level of commercial dialogue and face to face interaction with interested suppliers to ensure a better understanding of procedures and requirements
 - Provide more guidance for interested suppliers to help them with the completion of tender bids
 - Promote more innovation from interested suppliers
 - Be more dynamic in route planning by being less prescriptive about services/routes

The proposed commissioning model for discussion and approval is appended (E). This will make the best use of all available resources to produce the best outcomes for each review area.

Next Steps

16. Finalise draft outline plans for all areas and compile presentation materials to take out to the public on roadshow events in May and June 2013. Draft presentation materials to be brought back to Committee in May/June 2013.
17. Compile tender documents for commissioning of services in areas 2 to 5 which will take place from June to October 2013.
18. Prepare for implementing the county wide ITT scheme.

Statutory and Policy Implications

19. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

20. The introduction of the pilot area network services is a positive outcome for users and will enable them to access key services and facilities in the area thus improving their quality of life.

Crime and Disorder Implications

21. The new infrastructure that will support the revised services will ensure that users have a safe waiting environment, especially when waiting for connecting services.

Financial Implications

22. The implementation of revised transport services across the County overall will generate over £2m efficiency savings for the County Council. Further savings of approximately £1m over the next five years will be generated by the implementation of the Independent Travel Training scheme. The levels of savings necessary may increase as funding reviews move forward therefore options for differing service levels and networks will be included in the next tender exercise.

Implications for Sustainability and the Environment

23. The revised services will help to promote alternative ways of travel, an overall reduction in mileage and travel will reduce CO2 emissions. The network proposals will introduce services which are economically sustainable in the long term.

Human Resource Implication

24. Two permanent posts will be required to deliver the Independent Travel Training scheme at a cost of approximately £67k per annum. These posts will be funded from savings on transport costs generated through successful delivery of the scheme. Funding for the temporary ITT Officer from October 2012 to June 2013 came from the Department for Transport Community Transport Fund. The ITT Assistant post will be subject to job evaluation to establish the pay grade and will be recruited for September 2014 following the standard County Council recruitment process.

RECOMMENDATION

It is recommended that Committee:

- 1) Notes the progress of the TITAN Project.
- 2) Approves the introduction of a county wide Independent Travel Training scheme with effect from 1st April 2013.
- 3) Approves the permanent establishment of an Independent Travel Training Officer in 2013/14 and, in 2014/15 the establishment of an Independent Travel Training Assistant.
- 4) Approves the proposed commissioning model relating to new services developed as part of the TITAN project.
- 5) Notes the outcome of tendering for the replacement of Yourbus services in the Bassetlaw and Mansfield areas from April 2013.

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For any enquiries about this report please contact: Mary Roche or Mark Hudson

Constitutional Comments (SHB.20.02.2013)

25. Committee has the authority to approve the recommendation.

Financial Comments (DJK.20.02.2013)

26. The contents of this report are duly noted; with the financial implications clearly identified within the report.

HR Comments (NG27.02.2013)

27. New permanent posts will be recruited to in accordance with the vacancy protocol.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Transport & Highways Committee: Progress Report : 22 November 2012

Transport & Highways Committee: Changes to Local/Commercial Bus Service
Network in Bassetlaw: 6 February 2013

Electoral Divisions Affected

All