

28 November 2013**Agenda Item:****REPORT OF THE SERVICE DIRECTOR FOR TRANSPORT, PROPERTY AND
ENVIRONMENT****PERFORMANCE REPORT – Transport and Travel Services****Purpose of the Report**

1. To provide performance information relating to Transport and Travel Services (TTS).
2. This report highlights some excellent outcomes for this service area. Nottinghamshire is recognised nationally as being at the top of the County Council leagues for the provision of Local Bus Services and Public Transport Information. A position that has been achieved through strong partnership working with passenger transport operators and the creative use of available resources.
3. The people of Nottinghamshire are expressing higher satisfaction levels than in many other parts of the country in terms of accessing key services and leisure opportunities. This can contribute to a better quality of life and a stronger economy. It is particularly pleasing to note that Nottinghamshire has attracted the highest score in the National Highways and Transport Survey 2013 in respect of ease of access to key services and leisure for people with disabilities.

Information and Advice

4. TTS provides an integrated passenger and fleet transport service across Nottinghamshire. There is a range of performance indicators which measure performance management across the following services delivered/supported by TTS including:
 - Supported Local Bus Services
 - Home to School Transport
 - Special Educational Needs Transport
 - Adult Social Care Transport
 - Community Transport
 - Bus Infrastructure
 - Fleet Management
5. Development work across TTS is being undertaken in order to ensure that current performance measures accurately reflect service performance. Any

proposed changes will be brought to Committee for consideration and be implemented in April 2014.

6. All County Council supported local bus service provision is being considered as part of the current budget review. The proposed re-design of these bus services across the County is subject to consultation and a new network is planned for implementation in August/September 2014.

Key Service Achievements

7. Over 800 people engaged in the passenger transport consultation roadshows, held in summer 2013. The revised bus networks currently being designed will take into account the feedback received. This is subject to further consultation as part of the current budget review.
8. Independent Travel Training has achieved its first year target of introducing the programme into six educational establishments. There are seven other organisations/ establishments also interested in delivering the programme. To date 125 people have already been fully trained to deliver the programme and there are 172 pupils/students participating in it.
9. A new system for purchasing transport services has been developed and implemented which will help deliver more cost effective services.
10. Mansfield Bus station opened in April 2013 and has received positive feedback from customers on the quality of the service provided. The bus station Café unit has also been let to a not-for-profit catering venture which helps to train local people with learning difficulties. To complement the opening of the bus station a Statutory Quality Bus Partnership has been developed which has seen new buses introduced on service 3 and The Miller, while the County Council has improved bus infrastructure around the Town Centre including bus priority measures and enforcement to improve journey times and reliability. Both initiatives will promote bus travel and operators have indicated that there has been an increase in patronage and bus punctuality in Mansfield.
11. Three Nottinghamshire based voluntary car schemes have recently launched their 'Car Scheme Plus projects with assistance from the County Council including officer support and funding allocations for vehicle purchase and scheme promotion. These schemes help people who cannot use traditional public transport to access key local services and facilities. Through a combination of Local Transport Plan and Community Transport funding, three fully wheelchair accessible vehicles have been purchased, and are now supporting the Bassetlaw and Newark communities. There are now four areas in the County covered by these services following the successful launch of similar schemes in Eastwood and Stapleford last year.
12. In 2012, Nottinghamshire County Council supported a National Lottery funding bid by a Community Transport organisation (CT4TC) to develop community transport in identified areas of deprivation and poor transport connectivity. The project aims to improve access to vital services such as employment, training, shopping and health in the North West of the County. The bid was for

£473k of capital and revenue to support the provision of three new services. The National Lottery has recently confirmed that this bid has been successful. Nottinghamshire County Council will work with CT4TC and other local community transport providers to ensure the funding is used to achieve the best possible outcomes for the most vulnerable and disadvantaged members of the community who have difficulty in accessing public transport. The first phase of this will look to providing improved local access to GP surgeries and community activities delivered by voluntary and public sector organisations at an affordable contribution for the users. The new services will be developed gradually with careful monitoring to ensure that the forward plan is sustainable beyond the funding period.

13. In May 2013 a new Fleet Management and Maintenance service for the County Council's vehicles and plant/equipment commenced operation. The new team, Fleet Management Services, is located within the Transport & Travel Services Group. Improvements and service efficiencies are currently taking place as follows:-

- A new management structure has been implemented, resulting in efficiency savings
- Contracts have been reviewed and replaced, achieving better value for money.
- Improved vehicle maintenance scheduling is reducing turn-around times (to date this has shaved a day off the average 3 day turnaround time)
- A 'while you wait' vehicle safety inspection service has been introduced to save fuel and travel time costs for users
- Procedures are being reviewed to ensure full compliance with statutory duties and to achieve efficiencies.

Services to customers have improved and feedback has been very positive but there is still room for improvement. Officers are actively pursuing opportunities to grow the business in order to maximise use of the excellent, purpose built Bilsthorpe facility. A future model for the service and the delivery options will be brought to this Committee in February 2014.

TTS Local Performance Measures

14. The latest TTS local performance measures show that, out of 14 indicators fully in use in this service area, 9 (64%) of the targets have been achieved or exceeded. In addition to these, 6 new indicators have been introduced this year and a further 8 have been revised. These latter 14 will be reported on at a later date when sufficient time has passed to enable meaningful measurement. Some important achievements include:

- Improved customer experience across Nottinghamshire due to the increased numbers of bus stops with raised kerbs and more timely completion of bus shelters and repairs.
- Through partnership working with bus operators to make improvements and changes to bus services, the percentage of rural households within

800m of bus services has remained fairly constant at 94% (against a target of 70%).

- Through improved network planning and efficiency savings, the cost per head of population for supported bus services has reduced from £7.69 to £7.50 whilst continuing to provide high quality local bus services
- The costs of both Home to School and Special Educational Needs transport have been reduced as a result of network efficiencies.

Transport and Travel Services continues to monitor the performance of the service, and strives to continuously improve.

(Appendix 1 shows further details of the above performance data).

National Highways and Transport Survey 2013

15. The National Highways and Transport 2013 survey provides a comparison of data across 25 County Councils on a range of 21 survey questions relevant to this service area. Nottinghamshire is ranked top for 10 (48%) of these (see *details in Appendix 2*). It is particularly pleasing that Nottinghamshire has secured first place in the overall provision of Local Bus Services and of Public Transport Information as these play key parts in increasing use of public transport and retention of current passengers. In addition, the Accessibility theme of this survey (see *P.1 of Appendix 2*) shows that Nottinghamshire is in a strong position, exceeding the average score in 7 out of the 8 questions. Nottinghamshire also holds top place for ease of access to key services and leisure for people with disabilities. Public transport plays an important part in helping people to access key services and leisure activities therefore it is reassuring to know that Nottinghamshire is achieving these high satisfaction levels for accessibility.
16. The national survey shows that the County Council's continued support and investment in bus services is providing positive outcomes for passengers and local communities. However there is still room for improvement and performance information will be used to inform future decisions on the provision of these services.

Other Options Considered

17. None – this is an information report.

Reasons for Recommendations

18. None – this is an information report.

Statutory and Policy Implications

19. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the

environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

20. The monitoring of service performance will ensure that the spend on passenger transport services and facilities will be used efficiently and effectively.

Implications for Service Users

21. The continued monitoring and management of performance will ensure that the required quality standards are maintained and appropriate transport services are provided to meet the needs of the people of Nottinghamshire.

Recommendation

- 1) That Committee note the contents of the report.

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For any enquiries about this report please contact:

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Background Papers

National Highways and Transport benchmarking survey 2013

Electoral Divisions

All