

**Prosperous Staffordshire Select Committee**

Tuesday, 14 November 2017

**10.00 am**

Oak Room, County Buildings, Stafford

**NB.** Members are requested to ensure that their Laptops/Tablets are fully charged before the meeting

John Tradewell  
Director of Strategy, Governance and Change  
6 November 2017

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**A G E N D A**

1. **Apologies**
2. **Declarations of Interest**
3. **Minutes of the Prosperous Staffordshire Select Committee held on 10 October 2017** (Pages 1 - 4)
4. **Supported Bus Network** (Pages 5 - 80)  
Report of the Cabinet Member for Commercial
5. **Progress on the Countryside Estate** (Pages 81 - 88)  
Report of the Cabinet Member for Communities
6. **Infrastructure+ Improvement Plan and Performance Review / Highways Extra Investment** (Pages 89 - 96)  
Report of the Cabinet Member for Commercial
7. **Work Programme** (Pages 97 - 106)



## 8. Exclusion of the Public

The Chairman to move:-

“That the public be excluded from the meeting for the following items of business which involve the likely disclosure of exempt information as defined in the paragraphs of Schedule 12A (as amended) of the Local Government Act 1972 indicated below”.

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### **Part Two**

(All reports in this section are exempt)

nil

### **Committee Membership**

Ann Beech	Ian Parry (Chairman)
Tina Clements	David Smith
Maureen Compton	Simon Tagg
Keith Flunder	Bernard Williams
Julia Jessel (Vice-Chairman)	Paul Woodhead
Bryan Jones	Candice Yeomans
Rev. Preb. M. Metcalf	

### **Note for Members of the Press and Public**

#### **Filming of Meetings**

The Open (public) section of this meeting may be filmed for live or later broadcasting or other use, and, if you are at the meeting, you may be filmed, and are deemed to have agreed to being filmed and to the use of the recording for broadcast and/or other purposes.

#### **Recording by Press and Public**

Recording (including by the use of social media) by the Press and Public is permitted from the public seating area provided it does not, in the opinion of the chairman, disrupt the meeting.

**Minutes of the Prosperous Staffordshire Select Committee Meeting held on 10 October 2017**

Present: Simon Tagg (Chairman)

**Attendance**

Ann Beech	Rev. Preb. M. Metcalf
Tina Clements	Jeremy Pert
Maureen Compton	David Smith
Keith Flunder	Bernard Williams
Julia Jessel (Vice-Chairman)	

**Also in attendance:** Mark Deaville and Helen Fisher

**Apologies:** Paul Woodhead and Candice Yeomans

**PART ONE**

**54. Declarations of Interest**

Jeremy Pert declared an interest in the item on Flood Risk Management as he was a member of Eccleshall Flood Management Group.

**55. Minutes of the Prosperous Staffordshire Select Committee held on 12 September 2017**

**RESOLVED** – That the minutes of the meeting of the Prosperous Staffordshire Select Committee held on 12 September 2017 be confirmed and signed by the Chairman.

**56. Update on Flood Risk Management**

The Committee received a presentation and report from Hannah Burgess, Flood Risk Manager, on flood risk management arrangements in Staffordshire and new collaborative working for providing these services to other councils. The Environment Agency, who were key partners in managing flooding, were in attendance and were invited to participate in the discussion.

Following the severe flooding during the summer of 2007 and a number of legislative changes, the County Council became a Lead Local Flood Authority (LLFA), with various powers and statutory duties to manage and co-ordinate local flood risk management activities. Local flood risk means flooding from surface water (overland runoff), groundwater and smaller watercourses (known as Ordinary Watercourses). The County Council did this by working together with other organisations including the Environment Agency, which managed flooding from generally larger rivers (known as Main Rivers, such as the River Trent); the Sow and Penk Internal Drainage Board (IDB) managing low lying areas around Stafford; District, Borough, Parish and Town Councils; and

infrastructure/utility providers, such as Severn Trent Water, United Utilities and Highways England.

There were both strategic and operational elements to the role of LLFA. Strategically, the Council needed to develop, maintain, apply and monitor a Local Flood Risk Management Strategy. Operationally, the Council investigated flooding incidents, held a flood risk management asset database, and had powers to designate third party assets where they had an impact on flood risk. The Council also regulated land drainage activities, including consenting to works and enforcement on Ordinary Watercourses outside of the Sow and Penk IDB area. Additionally, in 2015 the LLFA became a statutory consultee for major planning applications for sustainable drainage designs.

In April 2017, the County Council had entered into Service Level Agreements with Walsall Council, the City of Wolverhampton Council and Sandwell Council to provide flood risk management services on their behalf. This would generate an income of around £0.5m over the next three years. To provide these services, the Flood Risk Management Team had restructured and increased its capacity by 2.2 FTEs. The Business Case put forward had allowed the Team to offer a £30k/year saving in its revenue budget for the next three years.

Members were informed that local flood alleviation schemes were primarily funded by national Flood Defence Grant in Aid that the County Council could bid for. The process of allocating and accessing this funding was incredibly complex. The amount of funding allocated rarely covered the full cost of a scheme as it was mainly based on the number of houses protected rather than the scheme cost. To top up funding so that a scheme could proceed, the Council need to seek contributions from regional flood alleviation funds, local authorities, other flood management partners, other funding streams such as environmental projects, and the businesses and communities that were at risk of flooding. This system was known as “Partnership Funding”. Experience to date was that additional funding was challenging to find for small projects. The Council had had some success in securing regional flood alleviation funds, known as Local Levy, but this fund was now limited and fully allocated within the River Trent catchment until 2021.

The Committee considered case studies of schemes in Kidsgrove, Endon and Rugeley, together with details of future schemes which were planned. The Council was opening a bidding scheme for communities to deliver Small Scale Flood Alleviation Projects within Staffordshire for 2017/18. Applications could be made for up to £5,000 per location to be used for works, studies or projects that would mitigate known flood risk in an area. The grant would be available to Town Councils, Borough and District Councils, Parish Councils, Community Groups and Flood Action Groups. Applications would have to be submitted by 30 November 2017 and the vast majority of these grants would be externally funded through Local Levy.

Members were informed of the work that was being undertaken in relation to land drainage. There were nearly 8,000 culverts in the County and the exact location and condition of much of these is unknown. A lack of regular maintenance coupled with the age of many of the assets, in many cases over 100 years, meant that the culvert network was vulnerable to blockage and failure.

In April 2015 the LLFA became a statutory consultee to the planning process. When considering planning applications for major developments, Local Planning Authorities must consult the County Council on the management of surface water. Whilst the Council were not under a statutory duty to respond to non-major applications, a risk based system had been developed for LPAs to send applications at highest risk of localised flooding. Preventing properties being built in high flood risk areas would always be the most effective form of flood risk management.

In May 2016 the Committee had considered a paper which explored how prepared the County Council was to deal with a major flood event. Members received an update on these arrangements, together with a schedule of Flood Risk Management Priorities for 2017/18, including the establishment of local flood risk management groups in some areas. Members requested more specific timescales and outcomes in relation to the priorities.

In wide ranging discussion members shared experiences from their localities. In doing so, they queried what the role of the local member was in the event of a major flood. They were informed that members could contribute their local knowledge and also support communications. Information on their role in an emergency was available on the Members' Intranet, but it was suggested that a "crib Sheet" containing key facts and contact numbers could be provided for members.

Members expressed concern over the impact that local planning and development decisions were having on flooding, and a perception that consideration of feedback from consultees was a tick box exercise when flooding could have a significant personal and economic impact. In response to advice on reporting issues to Water Companies, concern was expressed over a poor response from Severn Trent, which had resulted in a resident having to vacate their property for six months. It was suggested that it would be helpful to invite a representative to a future meeting of the Committee. In relation to a number of local concerns raised by members, they were requested to report issues to the flood risk management team in order for these to be included on the digital mapping system. It was confirmed that the team used two key sets of flood modelling on a daily basis, on surface water and water courses. In response to a question on landowners' responsibilities, members were informed that where a landowner had a water course on their land it was their responsibility to maintain it. The Council was responsible for issuing consent for new structures and carrying out an enforcement role.

In conclusion, the Chairman suggested that it may be helpful to present the Flood Risk Management Priorities in a similar way to that which was adopted for performance reports in the past, using a green, amber and red traffic light system. The Cabinet Member for Commercial undertook to contact Severn Trent with a view to a further update on partnership working to involve the utility companies, and also to review the role of the Council as a statutory consultee on planning matters.

**RESOLVED** - That:

- a) The progress with regard to the County Council's responsibilities as Lead Local Flood Authority for Staffordshire be noted;
- b) The collaborative working arrangements for providing flood risk management services to Walsall, Sandwell and Wolverhampton Councils be noted;

- c) Progress on local flood alleviation schemes, and the challenges that the national Partnership Funding system presents for small schemes be noted, and a call for government to simplify the process for funding local food alleviation works be supported; and
- d) The update on preparation for a severe flood event, as discussed at the Prosperous Staffordshire Select Committee in May 2016, be received.

## **57. Work Programme**

The Select Committee received a copy of their 2017/18 Work Programme.

As outlined in the Work Programme, a briefing note had been circulated to members on the Staffordshire History Centre, and Joanna Terry, Head of Archives was in attendance to answer questions. A further, more detailed briefing including plans was brought to the meeting. Members agreed that this was an exciting new development which was an asset to the County and should be given more emphasis and a higher profile. They requested that they be given the opportunity to have a tour around the History Centre, to enable them to be greater advocates for the service and also asked that the details tabled at the meeting be circulated to all members via the e-bulletin.

### **RESOLVED – That:**

- a) The Work Programme for 2017/18 be noted;
- b) The progress on the Staffordshire History Centre be noted; and
- c) Members of the Select Committee be invited to a guided tour of the Centre.

**Chairman**

Local Members' Interest
N/A

## **Prosperous Staffordshire Select Committee – 14<sup>th</sup> November 2017**

### **Supported Bus Network Consultation Outcome**

#### **Recommendations**

1. That the Prosperous Staffordshire Select Committee scrutinises the content of the consultation analysis and comments on the outcome.
2. That the Prosperous Staffordshire Select Committee scrutinises the content of the report and considers whether they wish to make recommendations to the Cabinet Member for Commercial prior to a final decision being made by Cabinet on the 15 November 2017.

#### **Report of Cllr Mark Deaville, Cabinet Member for Commercial**

#### **Summary**

##### **What is the Select Committee being asked to do and why?**

3. The authority has undertaken a public consultation on how the available budget for supporting bus services in Staffordshire from 2018/19 onwards is best spent.
4. The Select Committee is asked to take note of the consultation insight and detailed analysis and consider whether any appropriate recommendations should be made to the Cabinet Member for Commercial prior to the Cabinet making a final decision on network options on the 15 November 2017.

#### **Report**

##### **Background**

5. A report was considered by the Staffordshire Prosperous Select Committee on the 31 July 2017 (Background Paper) which provided details of the public consultation on bus journeys subsidised by Staffordshire County Council. The eight week consultation was undertaken between Monday 24 July 2017 and the 17<sup>th</sup> September 2017.
6. The report highlighted that over 90 per cent of bus passenger journeys in Staffordshire are undertaken on the commercial bus network with the authority currently providing funding for less than 10% of the bus journeys which are not commercially viable.

7. The report also confirmed that the authority has a statutory duty to secure public transport that it considers to be socially necessary. This is set out in the Transport Act 1985, Section 63(1)(a) which explains that local transport authorities must:

*“... secure the provision of such public passenger transport services as the council consider it appropriate to secure to meet any public transport requirements within the county which would not in their view be met apart from any action taken by them for that purpose.”*

8. In February 2016, having considered its duty under section 63 of the Transport Act 1985, the Council agreed to provide a budget of £600,000 pa from 2018/19 onwards which when combined with the Bus Services Operator Grant (BSOG) will provide a total budget of £1.3m to enable bus journeys which would not be possible on the commercial bus network.
9. Members will recall that the public consultation on bus journeys subsidised by Staffordshire County Council suggested four options on how the agreed allocated funding could be best spent. These options were described fully in the consultation questionnaires and in summary were:
  - a. Option 1 – Revised Local Supported Bus Services, (no Connect or Demand Responsive Services)
  - b. Option 2 – Revised Local Supported Bus Services with Two Connect Services (South Staffordshire Connects and Moorlands Connect)
  - c. Option 3 – Revised Local Supported Bus Services with Existing Connect Services Retained (Border Car excepted)
  - d. Option 4 – County-wide Connect and Demand Responsive Services, (no local supported bus services)
10. The consultation document explained that Option 1 was the preferred option as it retained the greatest number of existing bus journeys whilst minimising the public subsidy for each passenger trip.

### **Public Consultation Insight**

11. The extensive eight week public consultation which was launched on the 24 July sought views from both individuals and organisations.
12. As well as seeking opinions on the four service options the consultation explored the appetite from communities for the provision of additional voluntary transport schemes.
13. Over 7000 paper consultation documents were distributed during the 8 week period and 979 completed paper surveys were returned to the authority. Residents were also able to complete the consultation on line via a dedicated website and in total of 1,923 individual survey responses were received. A further



37 organisations also completed a bespoke survey that reflects the views of their organisation/people they represent.

14. In addition to survey responses, a total of 65 written responses were received from organisations and individuals.
15. In total, 2025 responses have been received to the consultation and three petitions were also received during the consultation period.
16. Three petitions and a small number of responses were received outside the consultation period and in line with established practice these have not been included in the detailed analysis but the Cabinet Member has been made aware of the correspondence.
17. The detailed insight report to the consultation report is attached as Appendix A.
18. In terms of general concerns raised by respondents, these included social isolation, access to services including health and retail, potential social and health care impacts and more limited education and employment access due to a lack of suitable alternatives for them.
19. Specific concerns included needing to be able to make vital healthcare appointments – this was evident across all options but was raised most frequently in option 1, under which Dial-a-Ride services would be removed.
20. Social isolation and becoming housebound were also common concerns across all options and especially so for those older people who indicated they were unable to walk very far alone.
21. There is most agreement for option one with 47% of respondents indicating their agreement with this option. Agreement with all other options ranged between 22-27%. 27% agreed with option 4, 24% agreed with option 2 and 22% agreed with option 3.
22. Within the consultation document, consideration was given to elicit travel pattern information, e.g., journey purpose, frequency of travel, to enable objective assessment of service options and travel need, set against the available funding. From the consultation responses there appears to be a partial willingness to retain service(s) by some service users, through the payment of a fare in conjunction with use of the English National Concessionary Travel Scheme (ENCTS) passes. This unfortunately is illegal, albeit it could have made the difference to the ability to retain some services, where ENCTS pass holders constitute the greater percentage of users.
23. Understandably many respondents wished to preserve their existing bus services. This option is not possible given the MTFs budget decision made in February 2016 and the agreed need to protect statutory services.

## Implementation and Monitoring

24. A paper is being submitted to the Cabinet Meeting on the 15 November 2017 to make a final decision on a supported bus network option which will be implemented in April 2018.
25. It is likely that further work will be undertaken with bus operators prior to April 2018 to see if the remaining agreed supported bus network (or the commercial bus network) can be adjusted to provide some additional connectivity to communities impacted by bus service reductions.
26. Further work is also planned with parish councils and voluntary agencies, including Support Staffordshire, to attempt to enhance and develop community transport and voluntary transport options, expanding on our current 22 schemes. It should however be noted that the Department for Transport's recent revised legal interpretation of section 19 permits and community driver qualifications is likely to have a significant impact in this sector. This is because the comparative cost advantage of community transport service provision has been eroded, as staff availability and legislative requirements have converged with the traditional local bus sector.
27. Bus passenger numbers on the Staffordshire bus network will continue to be monitored quarterly post April 2018 and the authority will be engaging in the English Transport Focus Bus Passenger Survey in both 2017 and 2018 so that the impact on the overall bus network in Staffordshire can be assessed.

## Link to Strategic Plan

28. The provision of a supported bus network supports the County Councils vision for **a connected Staffordshire** by ensuring that appropriate public transport links are maintained which would not otherwise be provided by the commercial bus network.
29. In terms of **prosperity**, the provision of a supported bus network endeavours to provide links to education and work opportunities which would not otherwise be available by the commercial bus network.
30. In terms of being **healthier and more independent**, the provision of a supported bus network enables residents to access education, employment, health, retail and leisure opportunities which would not otherwise be available by the commercial bus network.

## Link to Other Overview and Scrutiny Activity – None

**Community Impact** – The final community impact assessment using data from the consultation exercise is attached as Appendix B

**Contact Officer**

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**Appendices/Background papers**

**Background Paper** - Staffordshire Prosperous Select Committee 31 July 2017

**Appendix A** - Staffordshire Insight Consultation Analysis

**Appendix B** - Final CIA



# Bus Review Consultation 2017

## Analysis of Results



## DOCUMENT DETAILS

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Title	Bus Review Consultation 2017—Analysis of Results
Description	The purpose of this document is to provide details of feedback from the Bus Review Consultation.
Produced by	Strategy Team, Strategy, Governance and Change, Staffordshire County Council
Time Period	July to September 2017.
Usage statement	If you wish to reproduce this document either in whole, or in part, please acknowledge the source and the author(s).
Copyright and disclaimer	<p>This product is the property of Staffordshire County Council. If you wish to reproduce this document either in whole, or in part, please acknowledge the source and the author(s).</p> <p>Staffordshire County Council, while believing the information in this publication to be correct, does not guarantee its accuracy nor does the County Council accept any liability for any direct or indirect loss or damage or other consequences, however arising from the use of such information supplied.</p>

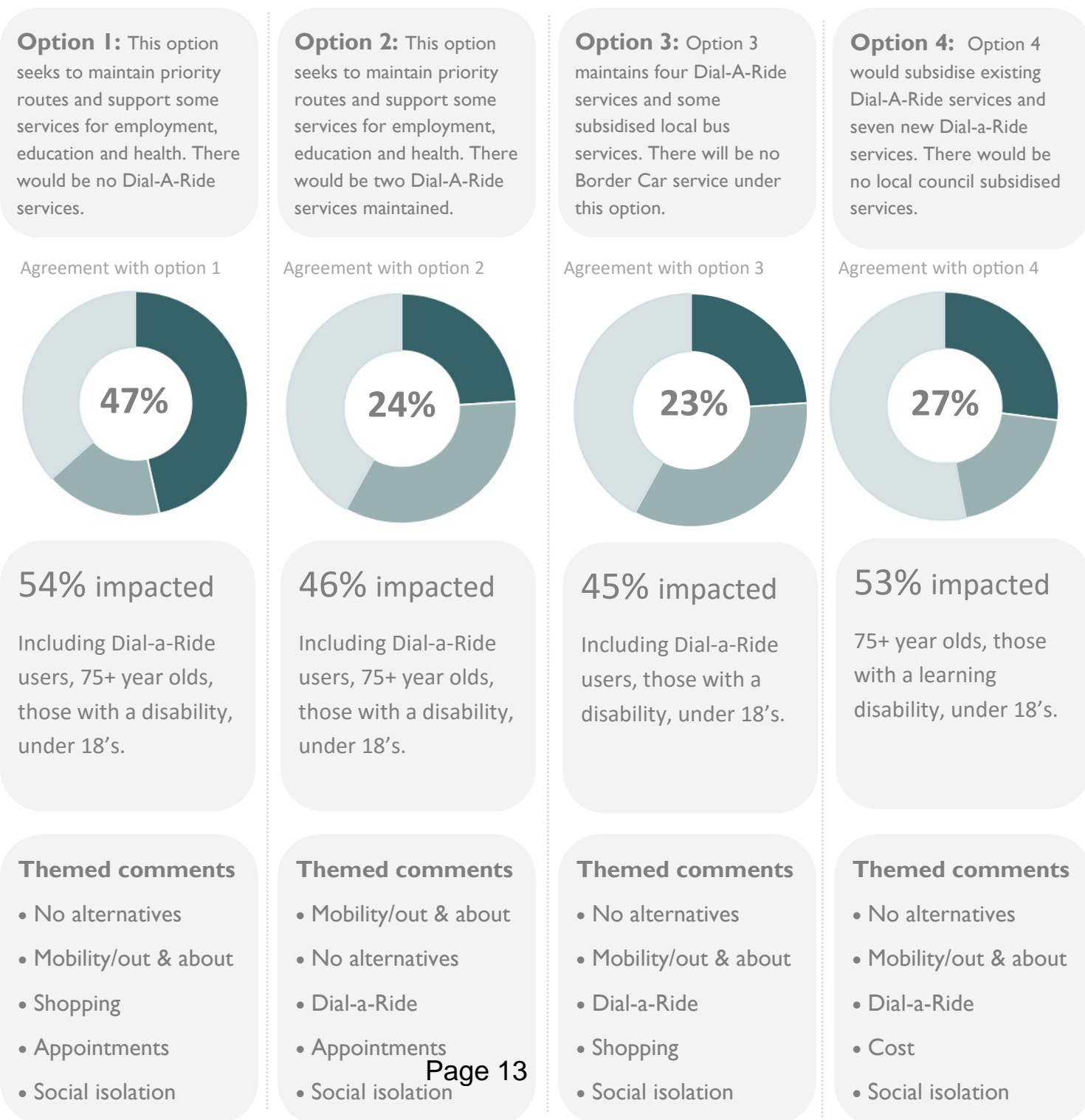
# I. EXECUTIVE SUMMARY

In total, 2024 individuals, organisations and stakeholders shared their views in Staffordshire County Council’s consultation on subsidised bus transport. This provides meaningful insight into preference and impact, and robust representation of some of those most affected by the proposals in Staffordshire. The responses received included individual and organisational survey responses, letters and emails.

## 1.1: Views on the proposed options for subsidised bus services

The consultation responses indicated the highest level of agreement with option 1, the County Council’s preferred option. This option would however have the highest level of impact on some key protected groups and upon Dial-a-Ride users. Other options reflected a lower level of overall agreement with options 2 and 3 reflecting marginally lower levels of impact. Views on all four options and their impacts are outlined in the graphic below:

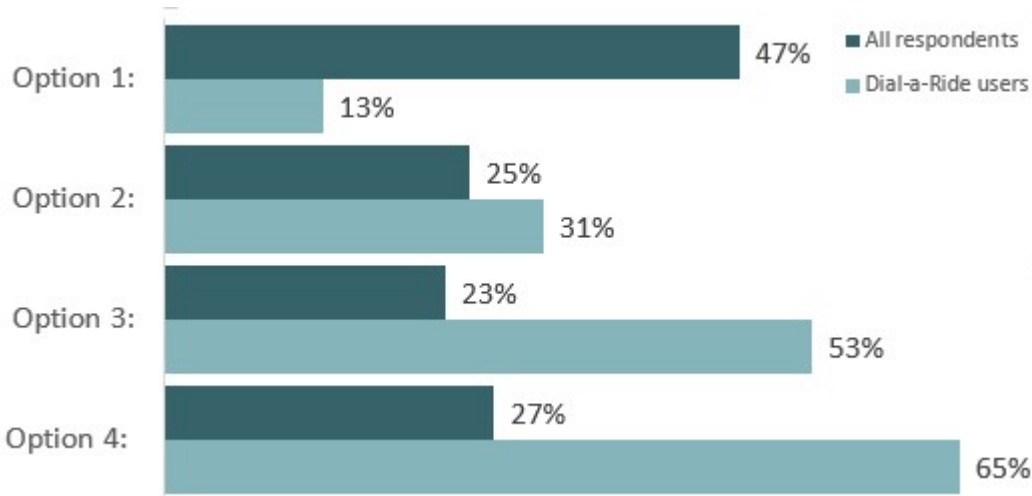
Figure 1.1: Agreement and impact of proposed options



### 1.2: Dial-a-Ride users

Agreement with the options varied greatly between respondents overall and Dial-a-Ride users. As the graphic below displays, Dial-a-Ride respondents showed higher levels of support for options 2-4 than respondents overall did. Option 1 was the least popular with Dial-a-Ride users.

Figure 1.2: Agreement with options from Dial-a-Ride and all respondents (%)



### 1.3: Making Alternative Arrangements

Over half of those individuals responding (56%) would be unable to travel if the buses they currently use, at the times they use them, were not available. A higher proportion of those who would be unable to travel had protected characteristics. These included age (particularly those under 18 and 75+ year olds) and also those with a disability.

### 1.4: Support in Maintaining Services

- ⇒ Respondents indicated some appetite for running or supporting future local community or voluntary transport schemes with 15% of respondents showing expressions of interest. 2% (or 29 people) expressed ‘a great deal of interest’ and 13% (or 194 people) would be interested ‘to some extent’.
- ⇒ Respondents offered support for a range of key roles including the ‘day to day running of the scheme’ and ‘being a volunteer driver’. Respondents also expressed an interest in wanting to be able to use new schemes if they were “set up in the local area”.
- ⇒ Respondents needed ‘more information on the proposed options’ (31%) and ‘more information on the types of community or voluntary transport schemes available’ (26%) to encourage them to support the future maintenance of services.
- ⇒ Organisations were keen to share information on the types of schemes available and to signpost people to existing schemes. There was also some appetite for supporting communities with the set up and implementation of local community or voluntary transport schemes.
- ⇒ Organisations also suggested alternative solutions including a revision of pricing and timing of services to fit with employment, education and health and introducing taxi based flexible transport where patronage figures are below that required to support a conventional bus service.



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### 3. INTRODUCTION

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Staffordshire County Council has to balance what it spends on subsidised transport services against other services which there is a legal duty to provide such as adult social care. Last year the decision was taken to review the amount the County can continue to pay towards bus travel. This consultation is about options for how the County Council can best spend its available budget and to understand the appetite from communities to develop their own community and voluntary transport schemes. The County Council has consulted widely with local people and organisations on its proposed options for buses. This report provides a summary of the consultation findings. These will be considered by Cabinet in the Autumn of 2017, as part of the decision making process.

#### 3.1 METHODOLOGY

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The consultation took place between 24th July and 17th September 2017 with local people, bus service users, organisations and other stakeholders being encouraged to share their views through a survey, by email or by letter.

Involvement was actively encouraged from a wide range of people including protected and vulnerable groups such as young people, older people, ethnic groups, disabled people, carers and a range of health and transport advocates such as Clinical Commissioning Groups and Transport Focus.

The consultation was widely publicised including:

- ⇒ Briefings being held with a number of important individuals and groups including transport providers.
- ⇒ Communications to Staffordshire MP's, District and Borough Councils, also Parish and Town Councils.
- ⇒ Communications to a wide range of organisation and groups representing protected individuals and groups.
- ⇒ Strategic Delivery Managers promoting the consultation in their districts and to protected groups within their local area of representation.
- ⇒ Posters being used to promote the consultation on buses which would be affected by the proposed options and on buses in general. Posters were also used in bus shelters, libraries and in other community venues.
- ⇒ Advertisement of the consultation and inclusion of background information on the Staffordshire County Council Consultation Portal, held on the Staffordshire County Council website.
- ⇒ Issuing press releases which led to media coverage in local newspapers and on regional news programmes.
- ⇒ Extensive use of social media (Facebook and Twitter) particularly to target hard-to-reach groups.
- ⇒ A targeted social media campaign over the final 10 days of the consultation, which focussed on increasing responses from various geographical areas.

## 3.2 CONSULTATION RESPONSES

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In total, 2024 responses have been received to the consultation. This includes both surveys, letters and emails. Responses by type and method are outlined below.

- ⇒ 1923 individual survey responses have been received (this includes 979 paper surveys and 944 web surveys).
- ⇒ 37 organisational survey responses have been received. These reflects the views of the organisation/people they represent.
- ⇒ 64 written responses were received from organisations and individuals and these include two of the nine Staffordshire MP's.

In statistical terms, the 95% confidence level has been applied to the survey results. This means that if the survey was repeated, in 95 out of 100 occasions, the same response would be achieved.

Residents responses have an overall confidence interval of +/-2% meaning that the percentage responses given to any questions could fall in the range of 2% higher to 2% lower than their actual reported response. A confidence of +/-3-4% is fairly typical for a statistically robust survey.

- ⇒ Two petitions were also received in the consultation period and these totalled 1109 unvalidated signatures.

## 3.3 SURVEY RESPONDENT CHARACTERISTICS

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The majority of individuals responding provided details about themselves. Where provided, these have been outlined below.

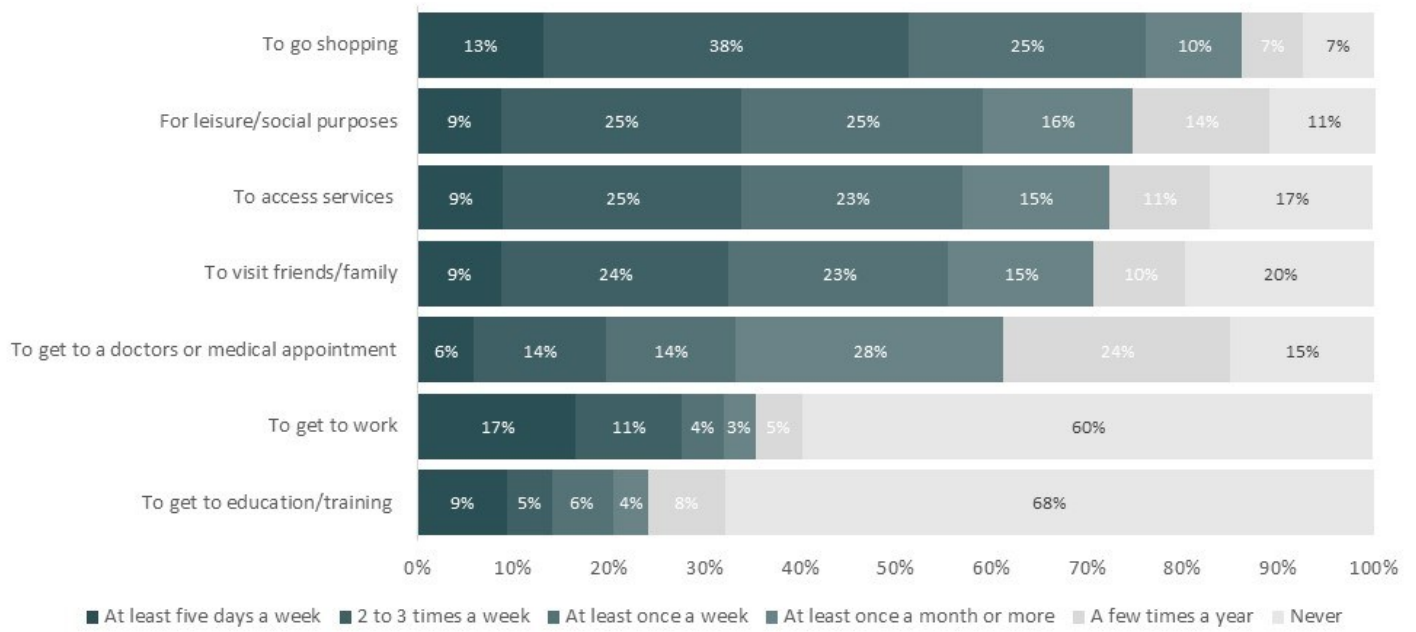
- ⇒ The majority of respondents were 'bus users in Staffordshire' (82%), 1.3% were 'staff at Staffordshire County Council' and 0.2% worked for 'a bus company in Staffordshire'.  
**82% were bus users**
- ⇒ 4% responded in 'another capacity'. These included as "a parent of a child using buses for school or college", "parish councillors", "bus users living in neighbouring counties", "carers", "volunteers", "business owners" and "tourism operators". Also people "considering a move to Staffordshire".
- ⇒ The response rate from female residents was disproportionately high when compared to the mid year population estimates from the Office of National Statistics 2016. 66% of respondents were female compared to 34% who were male.
- ⇒ By age, the majority of the respondent profile (64%) were aged 65 or above. Responses were received from all age groups including those under the age of 18.
- ⇒ 39% of respondents indicated a long term disability or illness which affects their day to day activities. This is twice the proportion of Staffordshire residents overall who have a disability which affects their day to day activities (19%).
- ⇒ By ethnicity the respondent profile was similar to the Staffordshire proportions for the population overall.

## 4. BUS USAGE IN STAFFORDSHIRE

### 4.1: Reason for usage

Respondents who were regular bus users (those using them once a month or more) indicated reasons for their usage. It was most common for respondents to use buses 'to go shopping' (86%), 'for leisure/social purposes' (75%), 'to visit friends/family' (71%) and 'to get to a doctors or medical appointment' (61%). 35% of respondents used buses regularly 'to get to work' and 24% used them 'to get to education or training'. Respondents frequency of bus usage by reason for usage is outlined in the graph below.

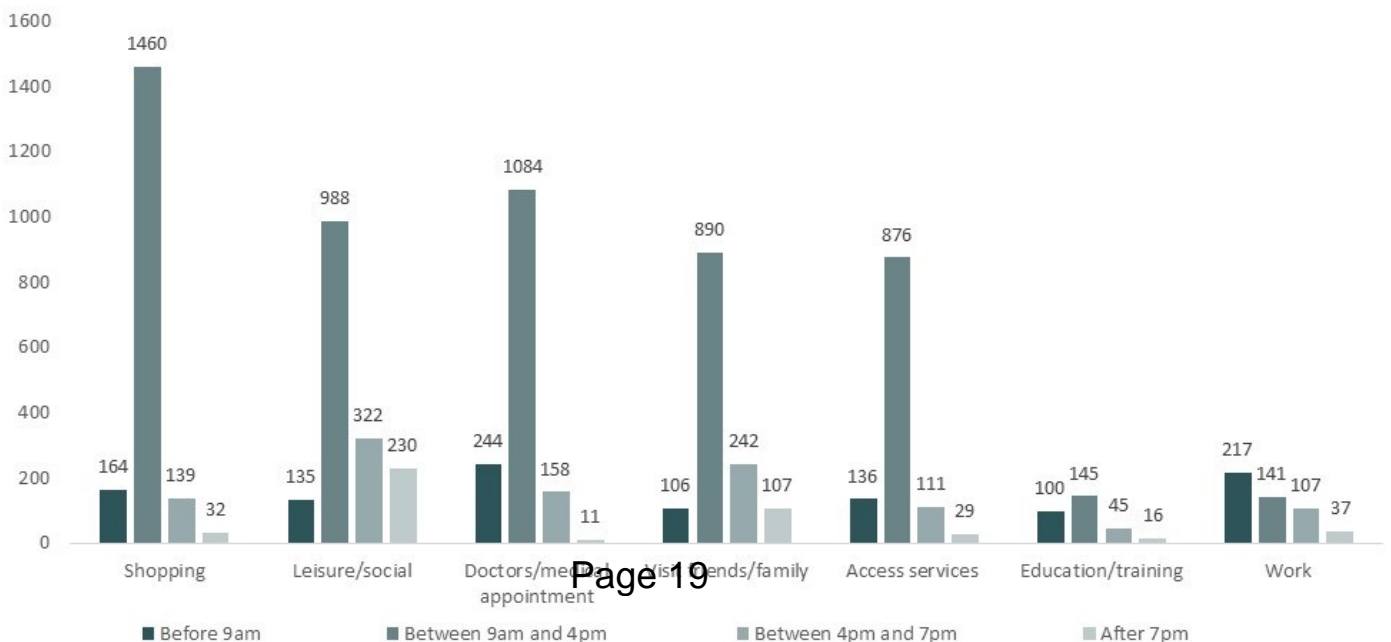
Figure 4.1: Frequency of bus usage in Staffordshire by reason for usage(%)



### 4.2: Times of day for bus usage

It was common for respondents to use buses between 9am and 4pm. This was for a variety of reasons which most frequently included 'to go shopping'. There was also an identified need for bus transportation before 9am, between 4pm and 7pm and after 7pm. Before 9am this need was greatest for 'getting to the doctors/medical appointments' and 'to get to work'. Between 4pm and 7pm, this need was most likely to be for 'leisure/social' purposes, 'to visit friends/family', 'to access services' and to travel home from 'work'. After 7pm 'leisure/social' and 'friends/family' were the most common reasons for using buses.

Figure 4.2: Times of day for bus usage and reasons for usage (No. of response)



### 4.3: Bus services used

Survey respondents indicated regular usage of 76 of the services included in the consultation. The highest number of responses were received about each of the following; D & G Coach & Bus Ltd - 14; Staffordshire Border Travel; Ashbourne Community Transport; D & G Coach & Bus Ltd - 12 and D & G Coach & Bus Ltd - 30. A full list of respondents service use is contained in the appendix. Responses were not received for each of the below services—Bennetts Travel Ltd—455, D & G Coach & Bus Ltd - 56, Derbyshire County Council - V3, G E Scragg & Sons - 182, Shire Travel - T3 and Shire Travel - T5.

### 4.4: Concessionary passes

Respondents were asked to identify if they held a concessionary pass for free travel. Nearly three quarters (73%) said they did. Just over one fifth (22%) paid full fare, 3% used a Your Staffordshire Card and a further 3% used an operator pass or season ticket.

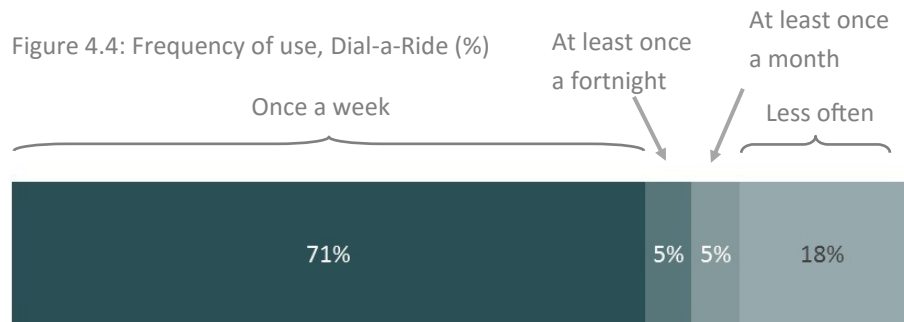
### 4.5: Dial-a-Ride

24% of respondents (or 440 people) said they used Dial-a-Ride services. Of those that used these services, the majority, (71%) said they used them at least once a week.

Figure 4.3: % using Dial-a-Ride (%)



Figure 4.4: Frequency of use, Dial-a-Ride (%)



Dial-a-Ride users were asked to indicate if they would be prepared to pay between £8-£10 per single journey for travel to continue. 79% disagreed and said they would not be prepared to pay this amount. 8% agreed they would be prepared to pay this amount and 13% neither agreed nor disagreed. In their comments respondents did indicate they would be prepared to pay a "small nominal fee" for the service to continue.

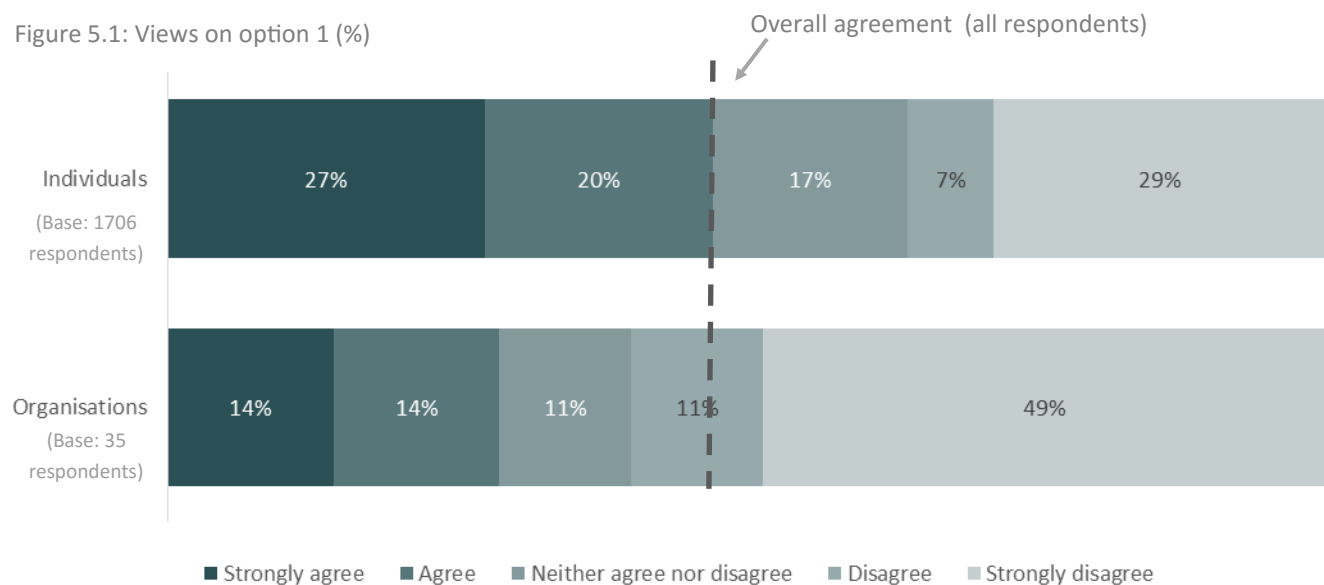
## 5. OPTION 1

Respondents were invited to state to what extent they agreed or disagreed with each of the four options.

**Option 1:** This option seeks to maintain priority routes and support some services for employment, education and health. There would be no Dial-A-Ride services. This is the county council's preferred option because it retains the greatest number of journeys.

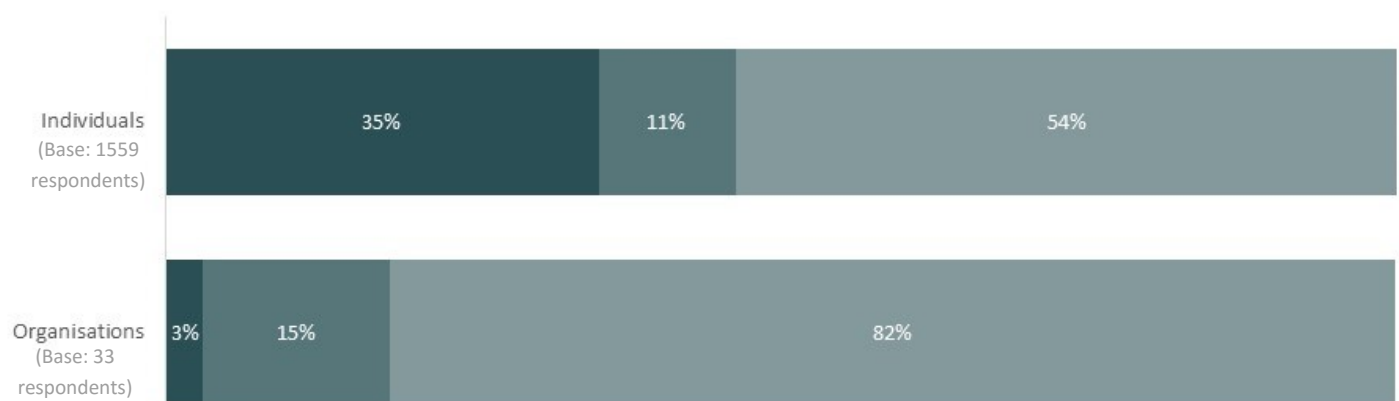
**5.1: Agreement** The graph below illustrates the level of agreement for option 1. 47% of all respondents expressed agreement for this option. The same proportion (47%) of 'individuals' also expressed agreement with this option, while a smaller proportion (28%) of 'organisations' said the same. The level of agreement varied by some respondent types. Those individuals least likely to be in agreement with this option were; those with a 'long term disability which affects their day to day activities' (44% agreed), those with a 'learning disability' (37% agreed) and those 'using Dial-a-Ride services' (13% agreed).

Figure 5.1: Views on option 1 (%)



**5.2: Impact** Respondents were also asked to articulate the level of impact option 1 would have upon them or the people they represented. A total of 54% felt option 1 would have either 'quite a big/big effect'. The level of impact varied by respondent type. All the respondent types listed below felt the option would have an above average 'quite a big/big effect' on them; 'Dial-a-Ride users' (86%), '75+ year olds' (72%), 'Under 18's' (58%), 'Learning Disability' (66%), 'Mobility Impaired' (65%) and 'Disability' (60%). Also the majority of 'organisations' (82%) felt option 1 would have quite a big/big effect on the people they represent.

Figure 5.2: How travel under this option would affect individuals and their families (%)



### 5.3: Comments: Impact of option 1

Respondents were encouraged to identify the impacts of option 1 upon themselves and their families. 1878 views have been themed and summarised below.

Those who expressed agreement to this option were, in the main, not affected by the proposed changes as the services they most regularly used would still run. Some respondents felt that after assessing all four options this would be the one that least affects the people living in their area while others stated that they had alternative options to travel. In a number of cases, there was clearly some confusion as while the respondent had selected agreement for the option, their supporting comments about impacts reflected quite the opposite.

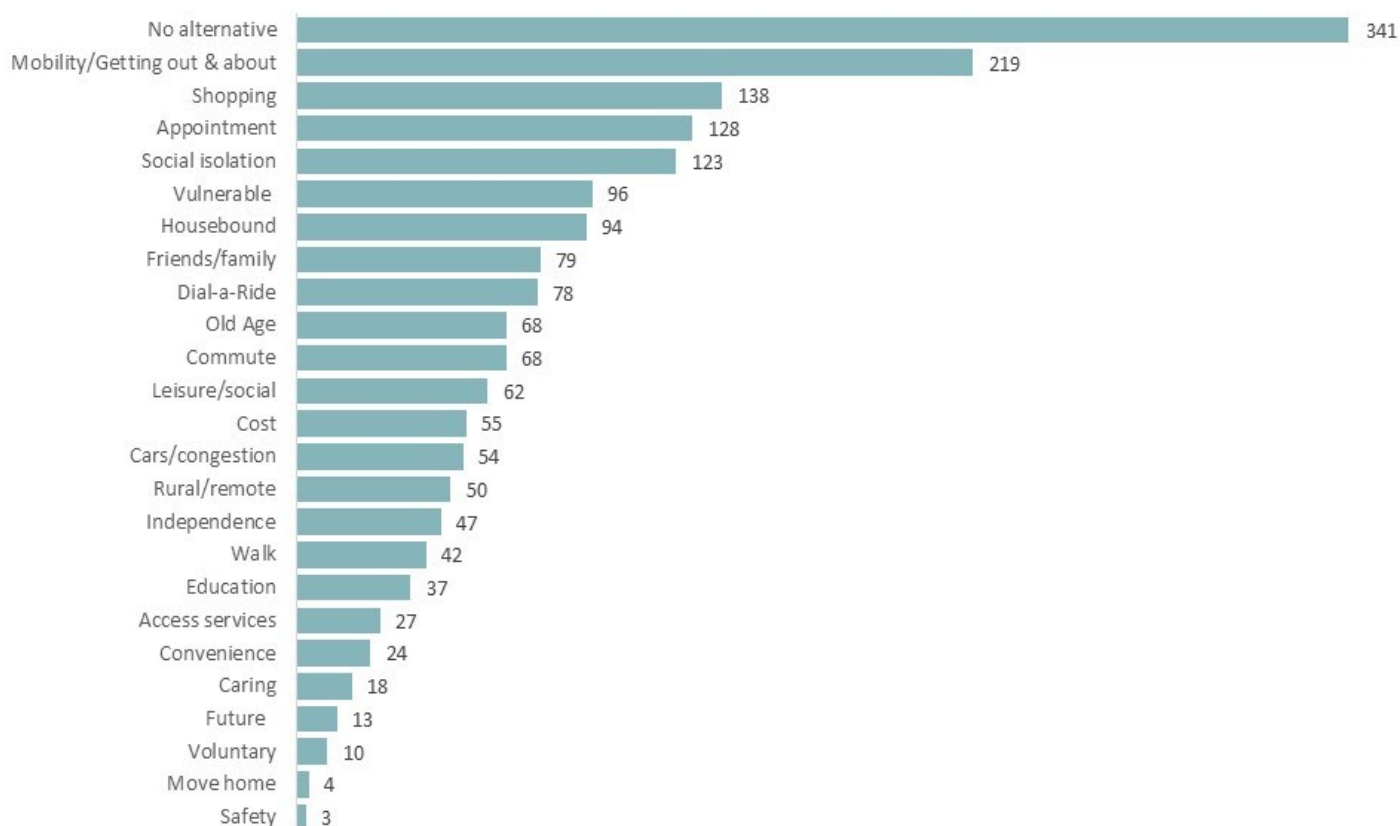
For those who disagreed with this option, or felt that this would have a negative impact of their lives the most commonly mentioned concerns were about; 'a lack of alternative options'; issues of 'general mobility/the ability to get out and about'; concerns about undertaking 'shopping'; concerns about being unable to make hospital and doctors 'appointments' as well as 'social isolation'.

These issues were also reinforced in the responses received from 'organisations'. Organisations' have also highlighted particular vulnerable groups who would be protected or impacted by this option. These have been shared with the service.

Key comments which reflect the most commonly mentioned themes captured in the graphic below, are outlined in section 10 of this report.

Figure 5.3: Impact of option 1—themed comments (Number of responses)

Base: 813 respondents

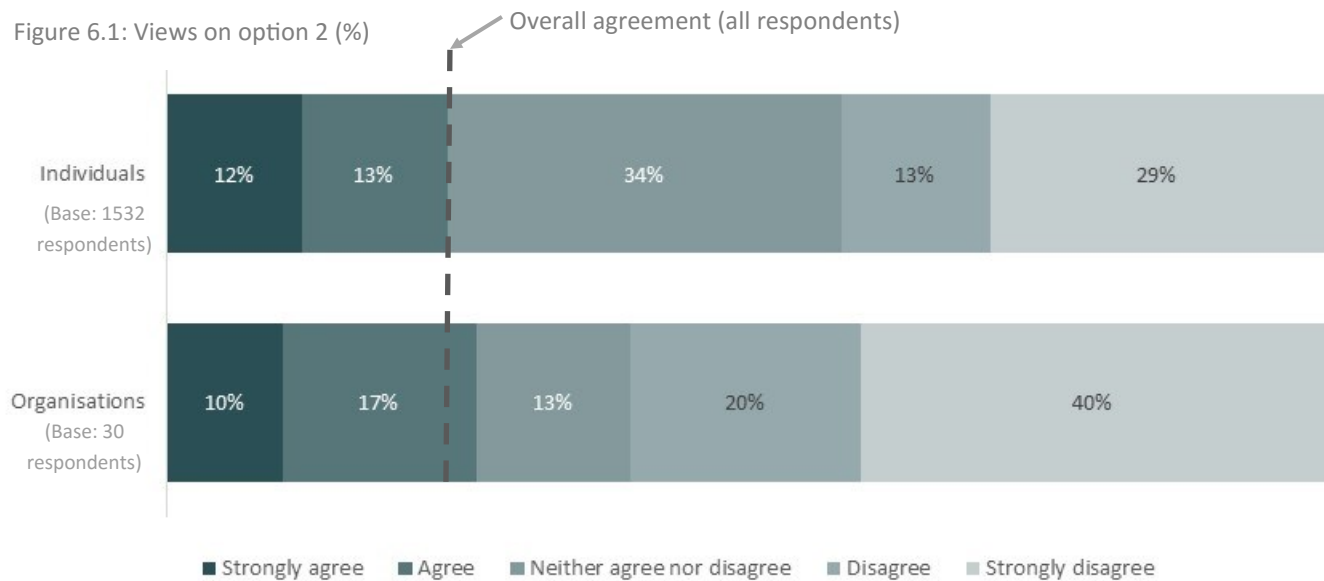




## 6. OPTION 2

**Option 2:** This option seeks to maintain priority routes and support some services for employment, education and health. There would be two Dial-A-Ride services maintained - Staffordshire Moorlands Connect and South Staffordshire Connect.

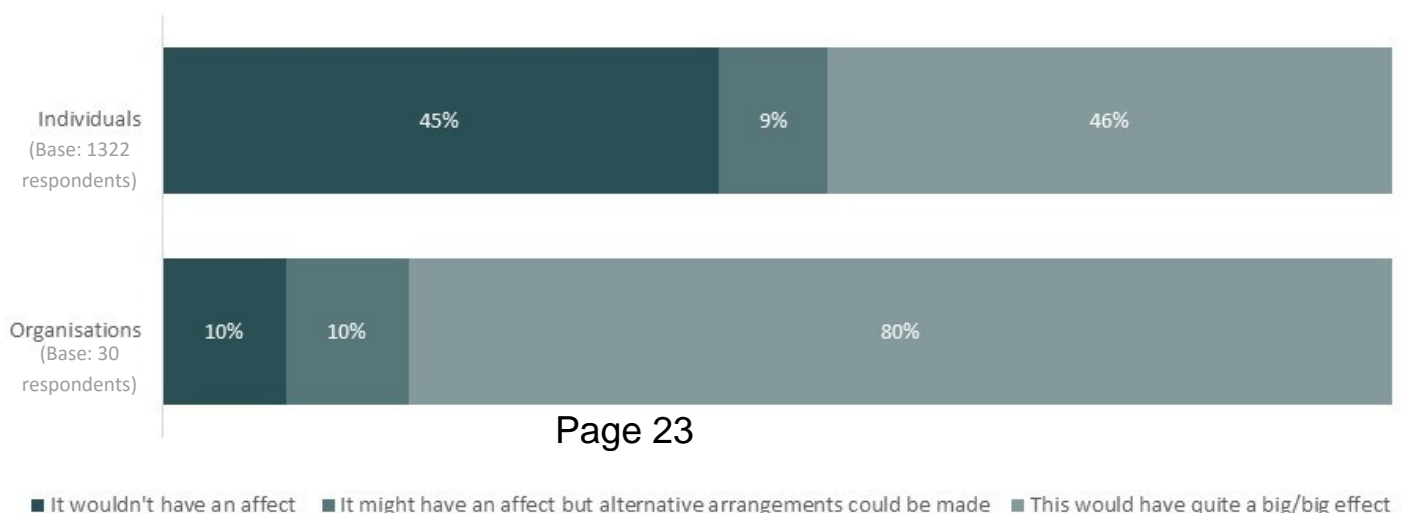
**6.1: Agreement** The graph below illustrates the level of agreement for option 2. 25% of all respondents expressed agreement for this option. The same proportion of 'individuals' also expressed agreement with this option, while a slightly higher proportion (27%) of 'organisations' said the same. The level of agreement showed minimal variation by the majority of respondent groups. However, 'Dial-a-Ride users' were marginally more likely to be in agreement with this option (31%). In addition, 27% of 'organisations' agreed with this option.



**6.2: Impact** Respondents were also asked to articulate the level of impact option 2 would have upon them or the people they represented. A total of 46% felt option 2 would have either 'quite a big/big effect'. The level of impact varied by respondent type. All the respondent types listed below felt the option would have an above average 'quite a big/big effect' on them; 80% of 'Dial-a-Ride users', 77% of 'under 18's' & 57% of '75+ year olds', 57% with a 'learning disability' and 56% of those whose 'mobility was impaired due to a disability'.

The majority of 'organisations' also felt this option would have 'quite a big/big effect' (80%) on the people they represent.

Figure 6.2: How travel under this option would affect individuals and their families (%)



### 6.3: Comments: Impact of option 2

Respondents were encouraged to identify the impacts of option 2 upon themselves and their families. Views were expressed on a wide range of potential impacts. 792 views have been themed and summarised below.

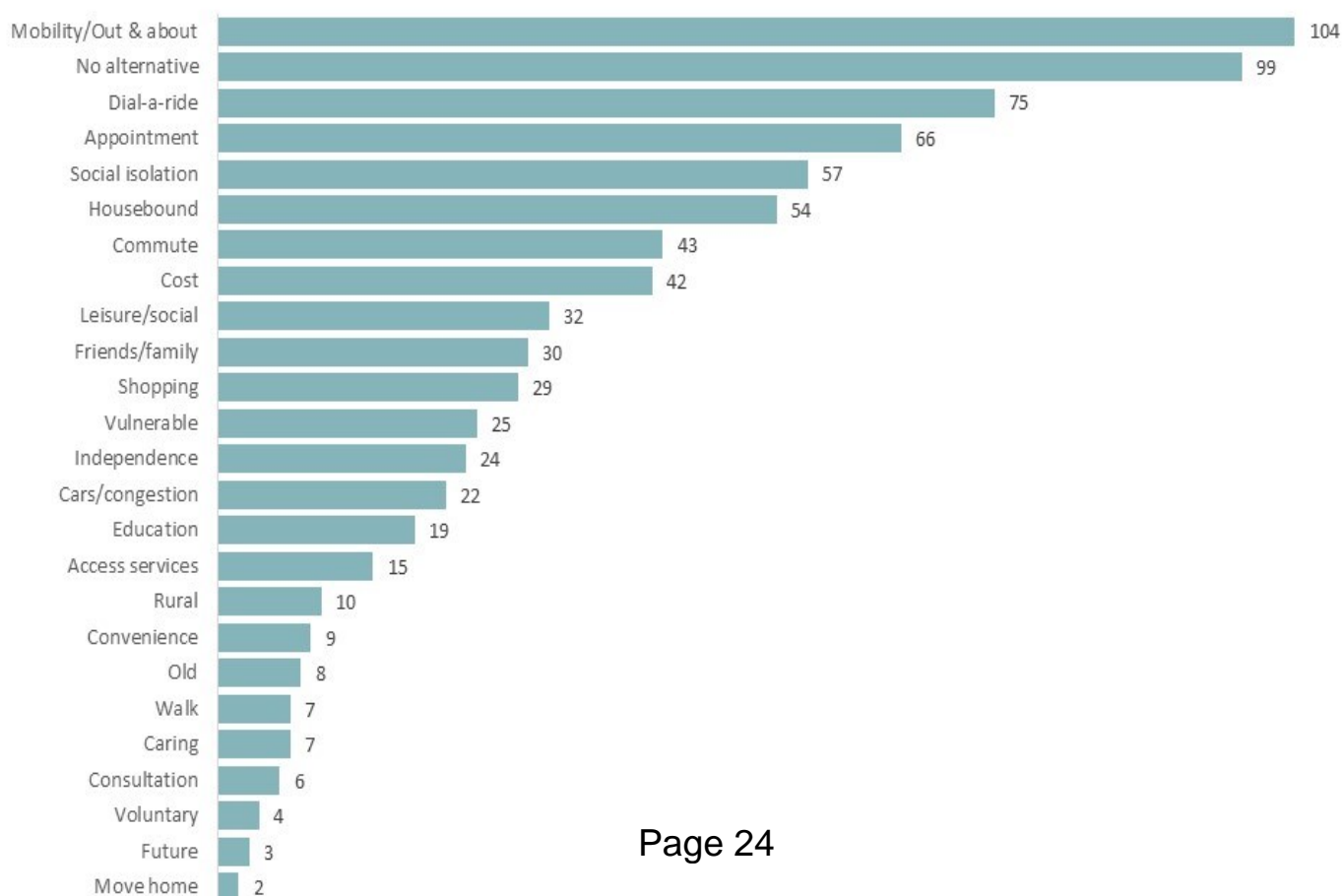
The comments from those who expressed agreement for this option reflected how the proposals would have little or not impact on their lives as either they did not use the services themselves, the services they use would be maintained or there is an alternative available. Several respondents commented that this was the preferred option for all as it still maintained links for those in the most rural areas and as well as the main routes.

For those who disagreed with this option and felt it would create negative impacts on their lives, the most commonly mentioned concerns were about; issues of 'general mobility/the ability to get out and about'; a lack of 'alternative' options as well as individual comments on 'Dial-a-Ride' which have been shared with the service. Concerns about being unable to make hospital and doctors 'appointments' were also raised.

These issues were also reinforced in the responses received from 'organisations'. Organisations' have also highlighted particular vulnerable groups who would be protected or impacted by this option. These have been shared with the service.

Key comments which reflect the most commonly mentioned themes captured in the graphic below, are outlined in section 10 of this report.

Figure 6.3: Impact of option 2—themed comments (Number of responses) Base: 556 respondents

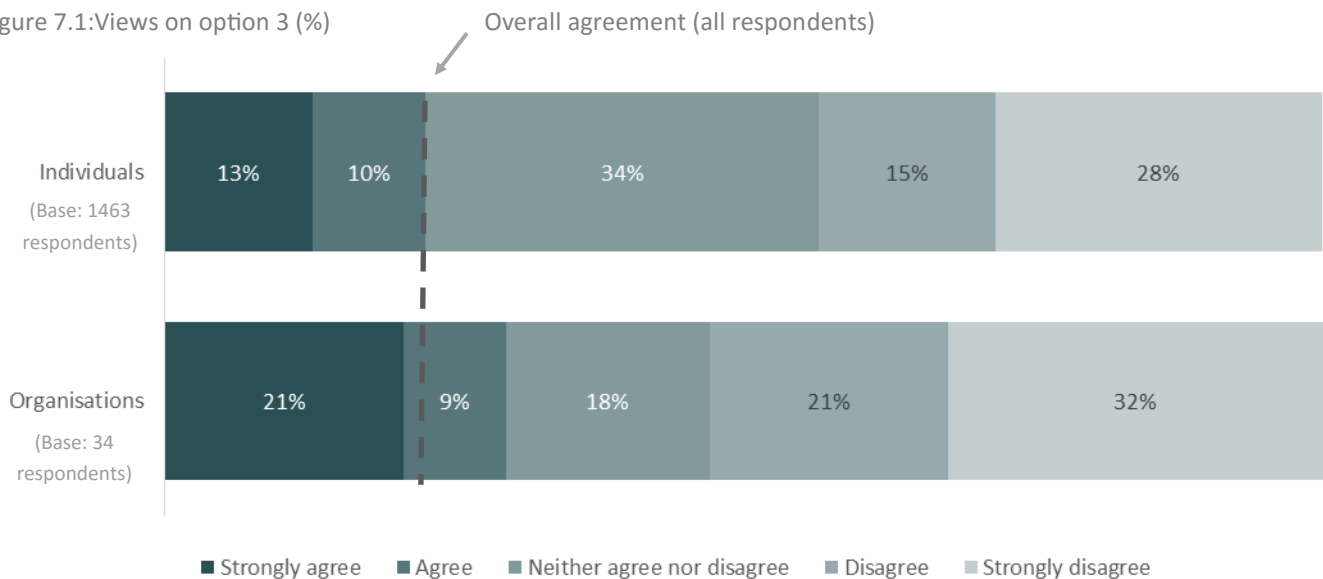


## 7. OPTION 3

**Option 3:** Option 3 maintains four Dial-A-Ride services - Staffordshire Moorlands Connect, South Staffordshire Connect, Needwood Forest Connect and Lichfield and Rugeley Village Connect. This option also maintains some subsidised local bus services. There will be no Border Car service under this option.

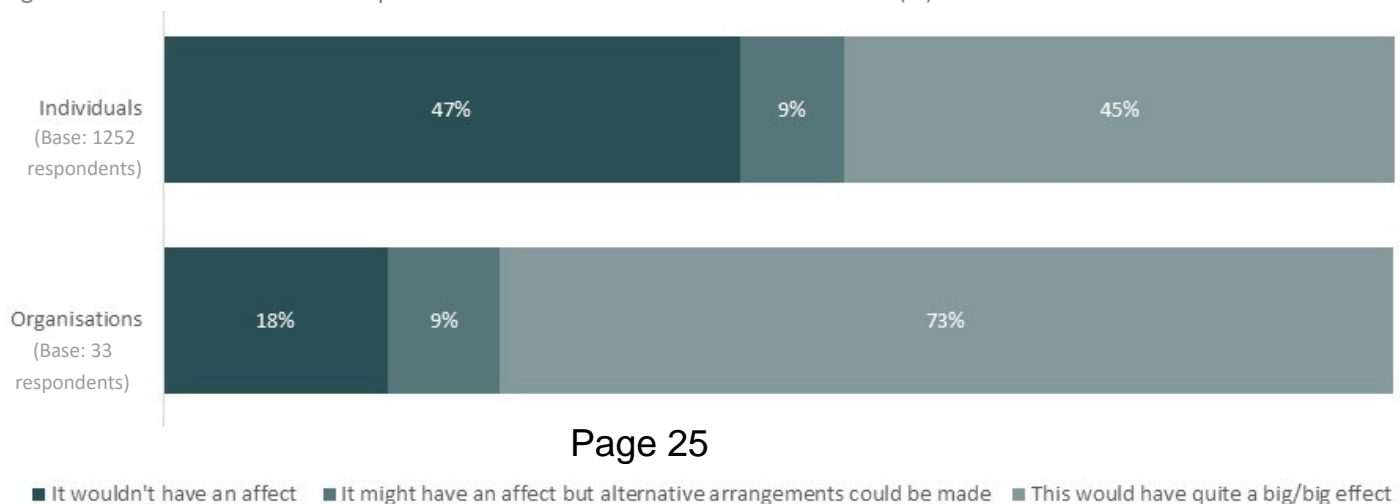
**7.1: Agreement** The graph below illustrates the level of agreement for option 3. 23% of all respondents expressed agreement with option 3. The same proportion of 'individuals' felt the same while a slightly higher proportion (30%) of 'organisations' also agreed with this option. The level of agreement varied by some respondent types. Some respondent groups were more likely to be in agreement. These included 'Dial-a-Ride users' (53% agreed), those 'aged 75+' (30% agreed), those with a 'disability which affects mobility' (27%) and those with 'a long term disability' (26%).

Figure 7.1: Views on option 3 (%)



**7.2: Impact** Respondents were also asked to articulate the level of impact option 3 would have upon them or the people they represented. A total of 45% felt option 3 would have either 'quite a big/big effect'. The level of impact varied by respondent type. All the respondent types listed below felt the option would have an above average 'quite a big/big effect' on them; 79% of 'Dial-a-Ride users', 71% of 'under 18 year olds', 66% of respondents with a 'learning disability' and 56% of respondents whose 'mobility was impaired due to a disability'. The majority of 'organisations' also felt this option would have 'quite a big/big effect' on the people they represent.

Figure 7.2: How travel under this option would affect individuals and their families (%)



### 7.3: Comments: Impact of option 3

Respondents were encouraged to identify the impacts of option 3 upon themselves and their families. Views were expressed on a wide range of potential impacts. 772 views have been themed and summarised below.

Where respondents showed support for the proposals, they expressed that these changes would not have a great impact on them either due to the services they most regularly use has little or no change or that they have an alternative means of travel or do not frequent bus transportation very often.

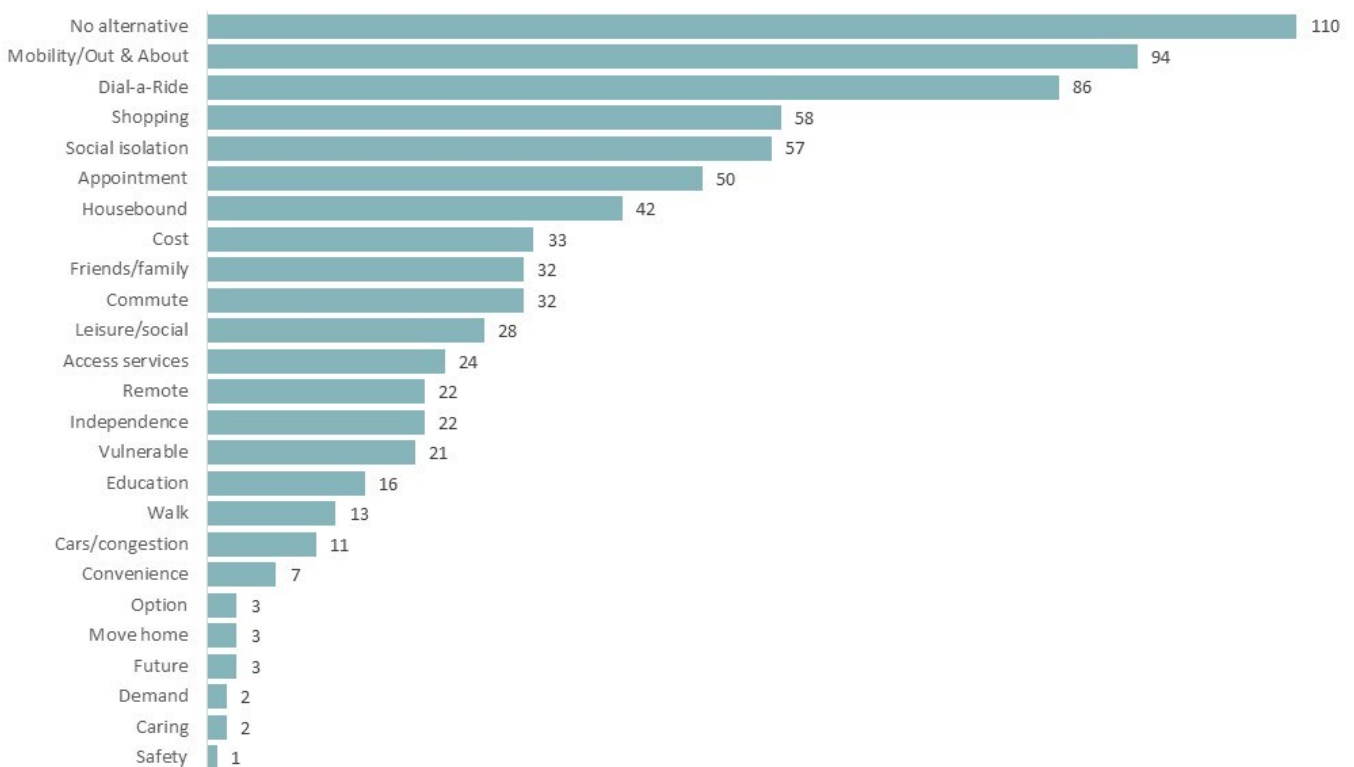
Where concerns were raised, the most common were about; ‘no alternatives’, issues of ‘general mobility/ the ability to get out and about’; individual comments on ‘Dial-a-Ride’ (which have been shared with the service), ‘social isolation’, difficulties with being able to pick up ‘shopping’ and concerns about being unable to make hospital and doctors ‘appointments’.

These issues were also reinforced in the responses received from ‘organisations’. ‘Organisations’ have also highlighted particular vulnerable groups who would be protected or impacted by this option. These have been shared with the service.

Key comments which reflect the most commonly mentioned themes captured in the graphic below, are outlined in section 10 of this report.

Figure 7.3: Impact of option 3—themed comments (Number of responses)

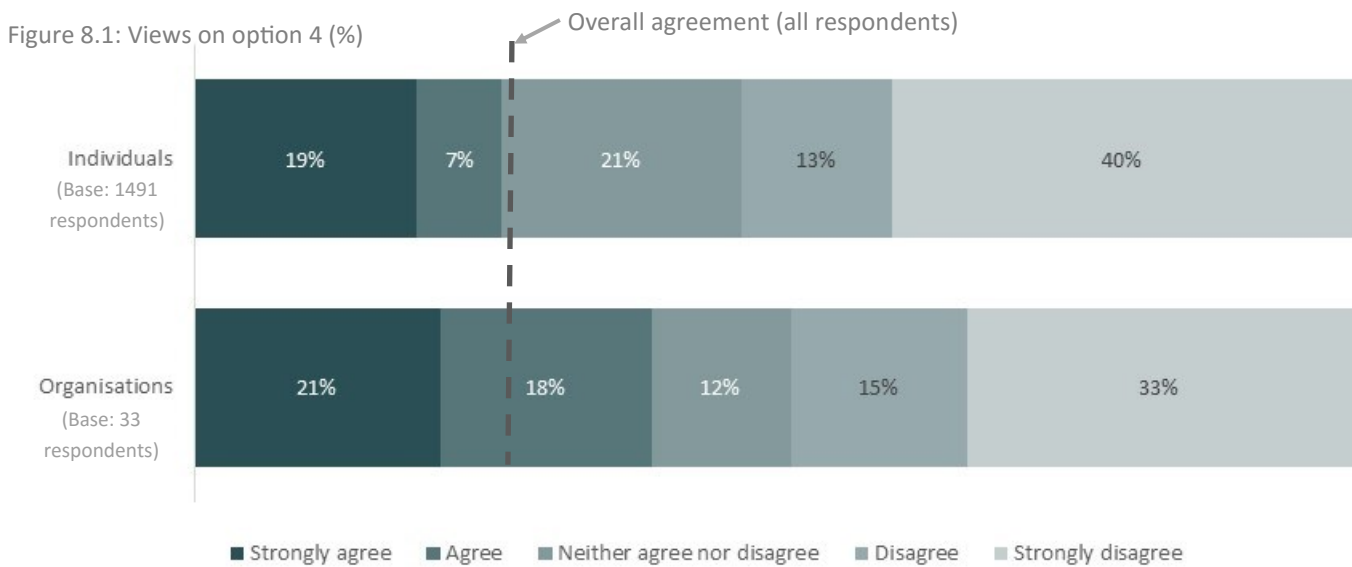
Base: 497 respondents



## 8. OPTION 4

**Option 4:** Under this option, Staffordshire County Council would subsidise Dial-A-Ride services only. The existing Dial-A-Ride services; Staffordshire Moorlands Connect, South Staffordshire Connect, Needwood Forest Connect, Lichfield and Rugeley Village Connect and the Border Car would be maintained. An additional Seven new Dial-A-Ride services would also be introduced. There would be no local council subsidised services.

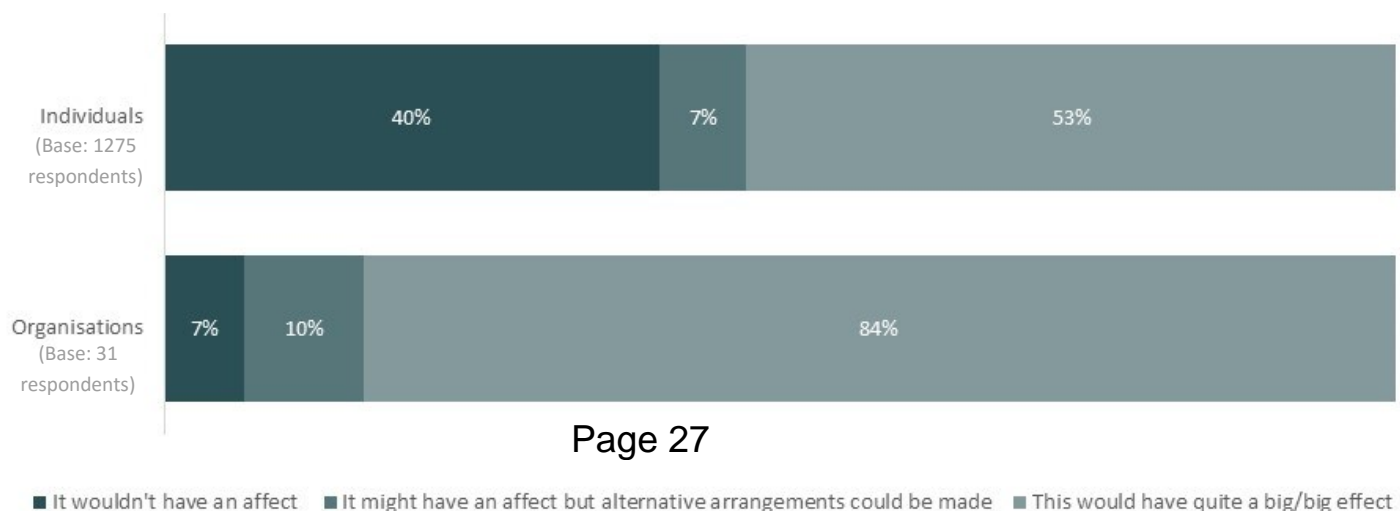
**8.1: Agreement** The graph below illustrates the level of agreement for option 4. 27% of all respondents said they agreed with this option while a slightly lower proportion (26%) of 'individuals' felt the same. This was the preferred choice of 'organisations' with the highest proportion (39%) expressing agreement with this option. The level of agreement varied by some respondent types. Some respondent groups were more likely to be in agreement. These included 'Dial-a-Ride' users (65%), those 'under the age of 18' (38%), those 'aged 75+' (34%) and those with 'a learning disability' (32%).



**8.2: Impact** Respondents were also asked to articulate the level of impact option 4 would have upon them or the people they represented. A total of 53% felt option 4 would have either 'quite a big/big effect'. The level of impact varied by respondent type. All the respondent types listed below felt the option would have an above average 'quite a big/big effect' on them; 62% of those 'aged 75+', 57% of those 'under the age of 18' and 60% of those with 'a learning disability'.

The majority of organisations also felt this option would have 'quite a big/big effect' (84%) on the people they represent.

Figure 8.2: How travel under this option would affect individuals and their families (%)



### 8.3: Comments: Impact of option 4

Respondents were encouraged to identify the impacts of option 4 upon themselves and their families. Views were expressed on a wide range of potential impacts. 910 views have been themed and summarised below.

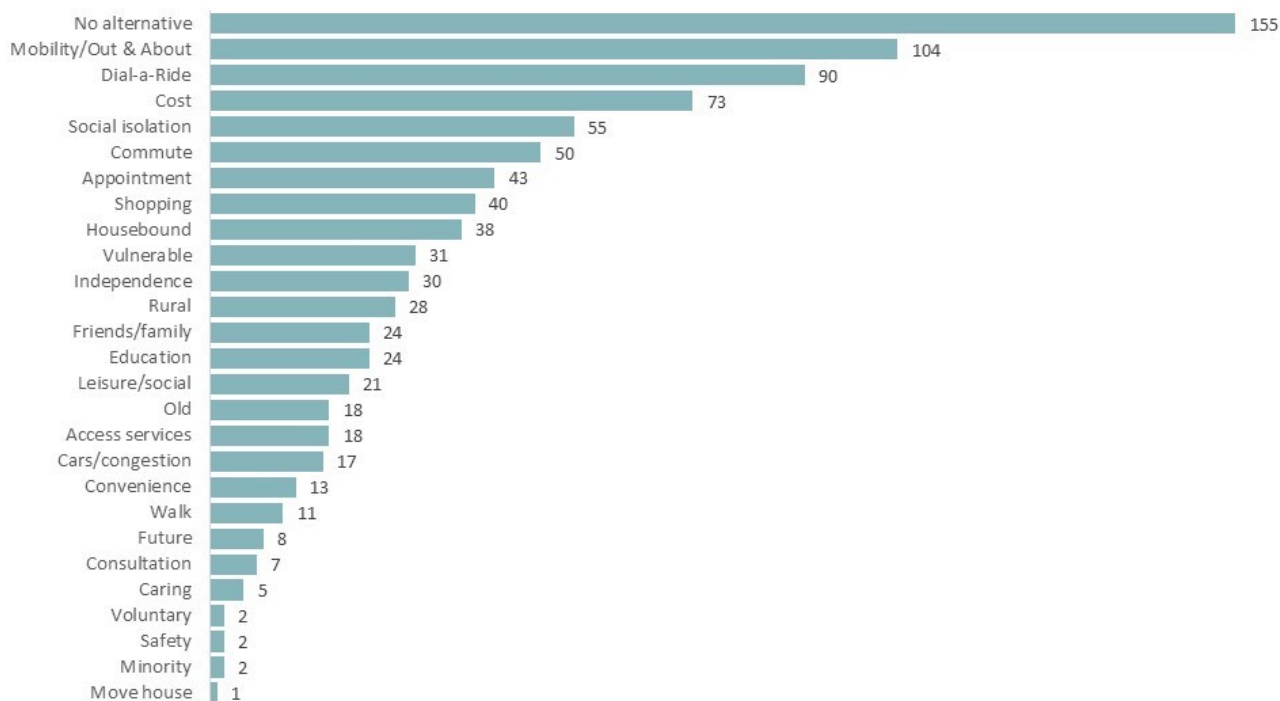
As with all other options, generally speaking, where respondents agreed with this option, it was because the implementation of such proposals would have the least impact on the services they use. Most commonly mentioned were concerns about; having ‘no alternatives’, ‘general mobility/the ability to get out and about’; comments on Dial-a-Ride, which have been shared with the service, the ‘cost’ of the service, ‘social isolation’ and the ability to ‘commute’ to and from work.

These issues were also reinforced in the responses received from ‘organisations’. ‘Organisations’ have also highlighted particular vulnerable groups who would be protected or impacted by this option. These have been shared with the service.

Key comments which reflect the most commonly mentioned themes captured in the graphic below, are outlined in section 10 of this report.

Figure 8.3: Impact of option 4—themed comments (Number of responses)

Base: 540 respondents



## 9. COMMENTS ON KEY THEMES ACROSS ALL OPTIONS

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There were a number of key themes within respondent's comments that spanned across all four proposed options. A selection of these are shown below. It must be noted, however, that all individual comments have been forwarded to the service area to be considered in planning and decision making.

### **'No alternatives':**

- *"We have no other services available".*
- *"No other means of transport".*
- *"We cannot get out any other way as nothing else runs in our village".*

### **'Mobility/Ability to get out and about':**

- *"It would limit journey opportunities without walking".*
- *"I fear without subsidised bus services I won't be able to travel. I live in a village and I don't drive so rely on the subsidised bus services".*
- *"We would be very restricted without the bus to take us to the town".*
- *"I couldn't go out on my own without this service, I would lose my independence".*

### **'Shopping':**

- *"I have no transport, I would be unable to get anywhere, for shopping. There are no shops in my village".*
- *"Trouble with weekly shop/will be cut off from the shop" and "I don't even want to think about how I would get food, nappies, baby milk etc.".*

### **'Appointments':**

- *"Attendance at my doctors would be almost impossible"*
- *"it would make it difficult to get to hospital for my many appointments".*
- *"I rely on this bus to get me to all my appointments"*
- *"I would not be able to get to my hospital appointments for my dialysis....every 2 days"*
- *"our health could be put in danger if we can't get to the doctors for medication and doctors appointments".*

### **'Social isolation':**

- *"This would cause isolation for the elderly community", and "this would have a huge impact on my personal wellbeing".*
- *"We would all be left very isolated if this service is cut".*
- *"We would become isolated".*
- *"We would not be able to leave the village".*
- *"I would feel extremely isolated if we haven't got a service".*
- *"I would feel lonely and depressed".*

**'Housebound':**

- *"I would be unable to leave my house other than with the help of friends even for medical visits. I might not be able to continue to live independently".*
- *"This would trap people in their homes as no other bus service operates in this area".*

**'Cost':**

- *"It could increase prices even more, my kids could not afford to go to college or uni at £8 - £10 per journey, £100 per week".*
- *"I could not afford the number of journeys we make and would find access to shops and hospital visits expensive".*
- *"I would pay for the service".*

**'Commute':**

- *"Without this bus, I'd be unable to maintain this job".*
- *"A lot of people in this area will lose their jobs with it being rural".*
- *"I'd be unable to go to work in the morning on time".*
- *"Could make it harder to get to and from work".*
- *"I and my son would lose our jobs, having no other means of transport".*



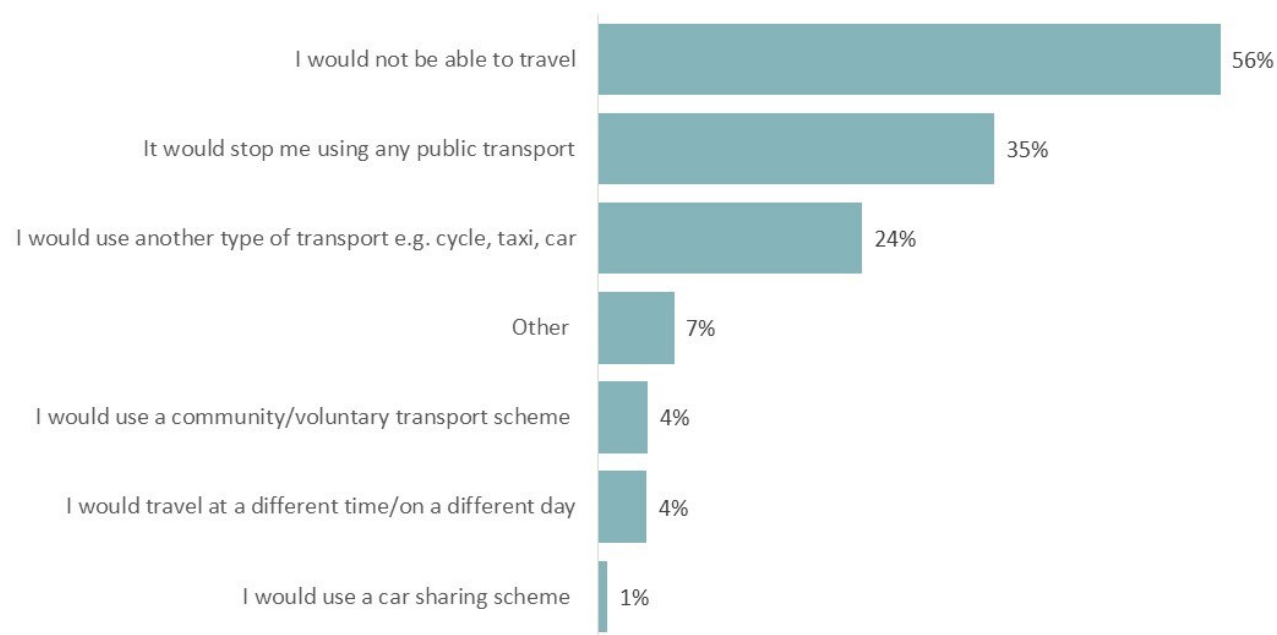
## 10. MAKING ALTERNATIVE ARRANGEMENTS

Respondents were asked to consider how they would travel if the buses they currently use, at the times that they use them, were not available. Over half of those responding said they would not be able to travel (56%), just over one third said it would stop them using any public transport (35%) and just under one quarter (24%) said they would use another type of transport. All respondents views are outlined in the graphic below.

A higher proportion of the 56% who said they would not be able to travel were 'aged 75+', 'female', had a 'long term disability' or 'impaired mobility'.

Those who wanted to use a community/voluntary transport scheme were more likely to be under the age of 24, aged 75+ or have a long term disability, a mobility impairment or a learning disability.

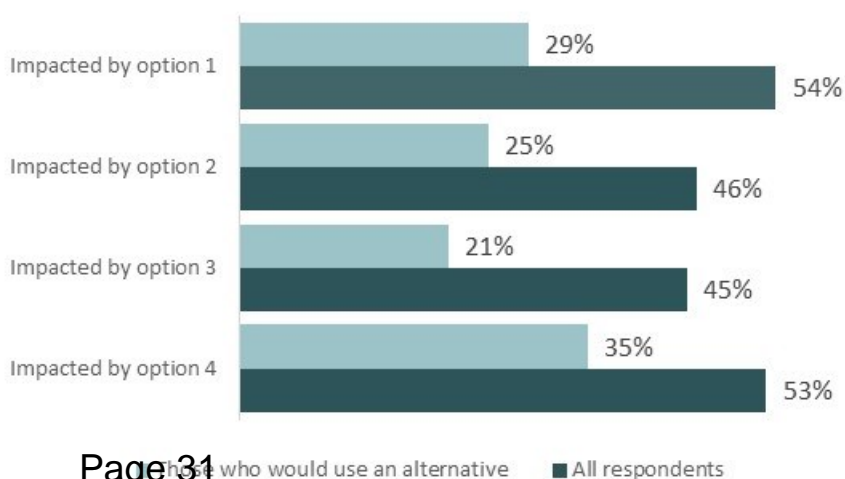
Figure 10.1: Making alternative arrangements (% responses)



7% said they would make 'other' arrangements and these included "walking to another bus stop" or to the "destination", asking "friends/family and neighbours for lifts", "learning to drive/buying a car", "taking more buses to reach destination" e.g. work and "taking the train".

Those who would use one of the four alternatives outlined in the graph (these included using another type of transport, using a community/voluntary scheme, travel on a different day/at a different time or using a car sharing scheme) were less likely to say that each of the four options would impact upon them than respondents overall were.

Figure 10.2: Comparing impact of the options between those who had an alternative and all respondents (% impacted).



## 11. SUPPORT IN MAINTAINING SERVICES

### 11.1: Awareness and usage of local community or voluntary transport schemes

Respondents were asked to indicate their knowledge of and involvement in local community or voluntary transport schemes. The largest proportion of respondents (48%) said they 'had never heard of these', 40% had 'heard of them but never used them' and 12% 'had used them'.

Of the 200 respondents that had used local community or voluntary transport schemes, 63% included the names of the services which they had used. Most commonly mentioned were 'Mobility Link', 'Loggerheads and District Community Cars' and 'Homeline'.

The details of all the schemes used by respondents have been shared with the service.

By respondent type, users of community or voluntary transport schemes were more likely to be;

- ⇒ Female: (12% or 135 females had used these).
- ⇒ Younger or older: 19% or 105 respondents aged 75+ had used these. The proportion of younger people using these was also higher. 12% or 3 respondents were under 18 and 12% or 4 respondents were 18-24.
- ⇒ Have a disability/impairment: 23% or 16 respondents had a learning disability, 18% or 75 respondents had a mobility impairment due to a disability and 17% or 113 respondents had a long term disability.
- ⇒ Be from an ethnic group: 31% or 4 respondents were from a Mixed/Multiple ethnic group and 17% or 1 respondent were from an Asian/Asian British background.
- ⇒ Whilst the proportion of people using community or voluntary schemes was higher in those respondent groups outlined above, users from a wide range of demographic backgrounds had made use of these services. Further details of these can be found in the Appendix.

Respondents who had used community or voluntary transport schemes were asked to share their overall experiences of these. It was most common for respondents to say they would recommend them (50%). However one third felt they were no substitute for a bus and 18% wouldn't recommend them.

Figure 11.1: Overall experience of using community or voluntary transport schemes (% response) (Base: 200 respondents)

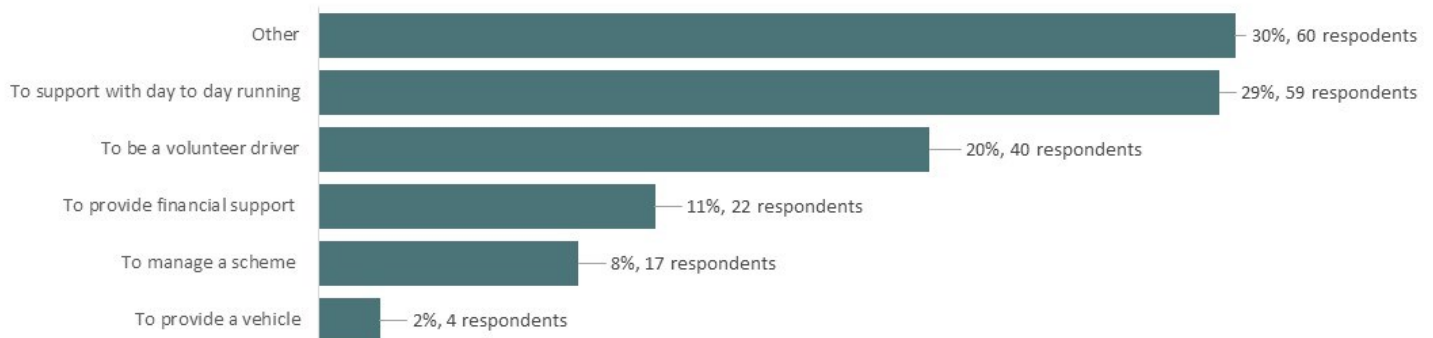


### 11.2: Involvement in running/supporting local community or voluntary transport schemes

Whilst the majority of respondents would not be interested in running/supporting local community or voluntary transport schemes (85%), expressions of interest were provided by 15% of respondents. 2% expressed 'a great deal of interest' and 13% were interested 'to some extent'.

In terms of the types of involvement respondents would like to have, the most common offer was 'to support with the day to day running of the local transport scheme'. Respondents views are outlined in the graphic below.

Figure 11.2: Types of involvement respondents would be interested in (% response)



60 respondents identified 'other' types of involvement they would like to have. It was most common for respondents to say they would "like to be able to use the scheme" and/or "to make a small contribution to cover their usage".

Other responses included being able to offer "occasional lifts" or provide "occasional support as a driver". Additional respondents offered help "co-ordinating", "promoting" and "administering" new schemes.

### 11.3: Information/support which organisations would need

Respondents were asked to articulate what types of information or support they would need from the County Council to help them with setting up and running/supporting a local community or voluntary transport scheme. These most commonly included 'more information on the proposals' (31%). All responses received have been bullet pointed below:

- ⇒ 'More information on the proposed options' (31%).
- ⇒ 'Information on the types of community or voluntary transport schemes available' (26%).
- ⇒ 'Support with implementing a community or voluntary transport scheme' (20%).
- ⇒ 'Information on what's involved in setting up and running a community or voluntary transport scheme' (19%).
- ⇒ 'Other' (4%) e.g. "certification of competency of voluntary driver" and "the ability to make special arrangements e.g. tail lifts for disabled users".

## 12. SUGGESTIONS/IDEAS

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Respondents continued to express their concerns and views on the proposals as a whole, using the space for suggestions to reiterate their strength of feeling towards points captured within earlier questions. However, aside from these comments, there were also some suggestions for an alternative approach. The service area have received all the comments and suggestions put forward for consideration in the decision-making process, but the most common are summarised below:

The most common suggestion was for passengers to pay more than they currently do to sustain services, with many respondents stating that they would be prepared to pay more as it would still be less than a taxi and would maintain a vital part of their life. Some suggested that those with a concessionary bus pass could pay an annual charge while others suggested a fee each time they travelled. Others suggested that concessionary passes were means tested.

- *"I would be prepared to pay £3 towards costs for my journey. I am so worried about this service going."*
- *"Bus passes for only people that can't afford the fares."*
- *I would be happy to contribute towards my fare rather than lose the service. The service isn't just 4 wheels, it's our own little community."*
- *"I have a bus pass, but would be willing to pay perhaps £1 per journey to keep our buses running."*
- *"Those with passes - such as myself - should pay for them - perhaps £10- or £20 a year."*
- *"A long time ago we used to pay half fare on our local bus, I would be happy to do that again, as an 81 year old, I do need buses."*

Another common suggestion was to revise bus scheduling rather than cutting routes completely. Some suggested a reduction in frequency of certain routes, while others suggested deploying a minibus to the less popular routes or revising the routes themselves, possibly combining some:

- *"Coordinate bus times better so that 2 different services on the same route don't overlap. Rather than cut routes, cut frequency".*
- *"Stripping some of the less popular ones and more later on, smaller buses during the day- provide a skeleton service to cover the main day/times of travel rather than cut them completely".*
- *"No objections to a reduction in buses running but need at least 2-3 buses running on route each day."*
- *"Why not run mini buses on quieter routes?"*
- *"Combine bus routes. Stone local bus services could be combined S1+ S2 + S3 or S5. As stated previously the return of Walton, Stone, Rough Close, Meir Heath to Longton. Surely more passengers than having small separate services."*
- *"Reduce availability on some popular routes e.g. not every 20 mins but every 30 mins. Hourly not half hourly."*

Several respondents understood that funding had to be reduced drastically but felt that the County Council should *"make cuts elsewhere"*, not only because this is a *"lifeline"* to many elderly and isolated but also because using the bus helps with the green agenda by reducing the number of cars on the road and consequently having a positive impact on pollution. Some felt strongly that *"the County Council urgently needs to fight back against central government as the cuts imposed are now severely damaging important community infrastructure at all levels."*

## 13. OTHER FEEDBACK: EMAIL AND LETTER CORRESPONDENCE

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A total of 64 letters were received during the consultation period. These were from bus users (27), community groups (3), Councillors (8), including 2 MPs, councils (3), Dial-a-Ride provider (1), Health representatives (2), Organisations (4) and Parish Councils (16).

Two petitions were also received, one with 532 unvalidated signatures from residents of Biddulph and Biddulph Moor specifically objecting to the proposed removal of the subsidy from the 93 D&G service. The other contained 577 unvalidated signatures objecting to the proposed removal of the subsidy from the Border car service.

There was real passion and feeling behind the comments in the letters, particularly so from bus users themselves. Some offered preferences for the proposed consultation options with option 1 or 4 being the most popular. However for some, none of the options were deemed suitable as their local services would no longer be subsidised. The themes within the letters tended to follow the same as those captured within the individual and organisational surveys. These are summarised below:

### 13.1: Impact on the vulnerable and elderly

The impacts on the elderly were greatly documented in the letters received and the strength of feeling within the contents of these letters demonstrates just how important these services are to people. Many of those who used Dial-a-Ride services had no alternative and often described the services as their *"lifeline"* and asked that *"people don't look at this service as their own private luxury but as a vital necessity"*. A large proportion of letters were received from Border Car users and these contained such praise for the staff member, describing her as a *"personal carer"* who *"goes above and beyond"* and helps them in many other capacities as well as keeping them connected to local services and shopping areas.

The importance of the services in maintaining the independence of the elderly and isolated was also stressed within the letters received, for example *"even though we have health problems it's good to think we can manage to stay in our house"* and *"this allows me to purchase my personal shopping, to bank and of course to see a bit of life beyond the confines of the house."*

### 13.2: Impact on young people

Impacts on young people were identified in a number of letters and referenced the difficulties young people from rural locations would face regarding *"access to education and leisure facilities"* and how *"rather than encouraging their independence, these proposals would mean that unless they had access to a car themselves, they would have to continue to rely on parents/carers to give them lifts to places. If there was no family car in the first place then this would be even more problematic"*.

### 13.3: Mental health/social isolation issues

Several letters discussed how the consultation itself has brought anxiety to those who heavily rely on the services that are under threat by the proposals. It is also noted that these services (particularly the Dial-a-Ride, Border Cars and Connect bus services) have a positive effect on the health and wellbeing of some of the most vulnerable residents of Staffordshire. For example, *"a trip into town for the market, shopping or appointments can be a way of keeping in touch and preventing mental health problems arising from social isolation."*

### **13.4: Inability to access services/places**

Many letters described how the proposals would mean that residents in certain areas would no longer be able to get to *“health appointments”, “access shops and banks”* or visit *“friends and family who live in other areas of the county”*.

Some respondents alluded to the fact that *“many elderly people do not have access to a computer to enable them to shop online as an alternative”*. Equally some of the areas where cuts are proposed are *“so rural that they either do not have internet coverage or supermarkets do not deliver there anyway”*. The impact of *“not being able to attend health appointments was queried; would this mean that medical staff would have to make more home visits? If so, will the cost of this be more than the cost of keeping the subsidised buses?”*

### **13.5: Cost issues**

For some, the only alternative was *“to rely on taxis”* and for many this was seen as *“too costly and unrealistic”* within their budget. Several suggestions were put forward that *“people would not mind paying a little more to keep a vital service going especially since the alternative (taxis) would be much more costly”*.

### **13.6: Increased congestion due to increase in car use/dependency**

For those who had access to a car or were able to ask others for a lift, the alternative would be to use this mode of transport where buses were no longer available or would not run at a certain time. This would *“increase congestion on the roads, particularly at the busiest times of the day where people had been previously using the bus for the commute”* and *“the use of public transport does also limit the use of private cars and taxis, cutting down on pollution and traffic problems on Stafford's inadequate roads.”*

### **13.7: Inconvenience**

Several letters described how reduction or removal of specific subsidised routes would mean they would have to *“take several buses to get to certain locations and where timetables did not correspond they would be subject to long waits between connections which is not only an inconvenience but also, in some cases, an impossibility to get to appointments at a reasonable time”*.

### 13.8: Other comments and suggestions

There were a number of suggestions about specific service routes as well as the idea of people paying a little more to enable the service to be sustained.

Other suggestions and comments included:

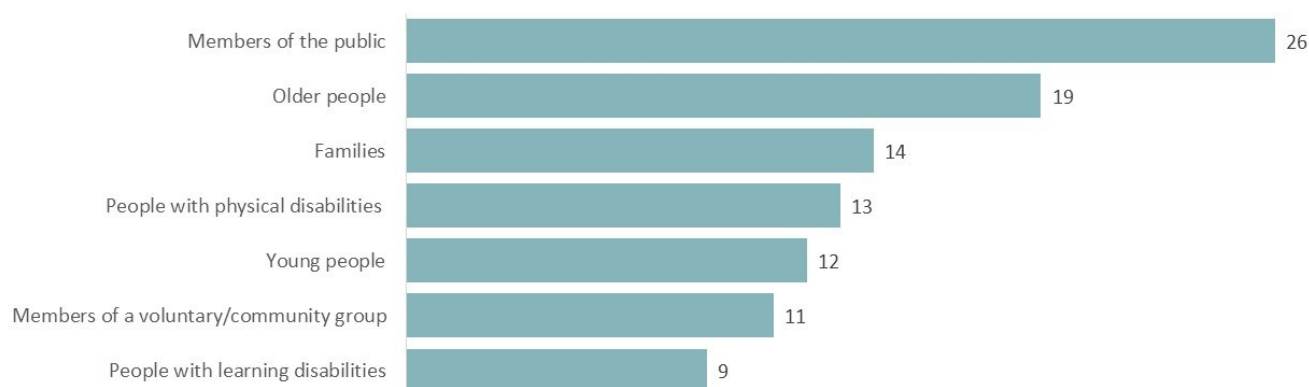
- ⇒ Ring fencing an increase in Council Tax to ensure that subsidies can continue.
- ⇒ Working with local councils to reduce journeys rather than abolish them entirely.
- ⇒ An offer from the operator of Border Cars to take on two local school runs for free (these are currently part of the contract).
- ⇒ Giving due consideration to legal duties under the Equalities Act 2010 and to national statistics and local feedback provided in a report as part of the consultation feedback.

## 14. ORGANISATIONAL RESPONSES

### 14.1: Organisations/people represented

37 'organisational' survey responses have been received and these reflect the views of organisations/people representing members of the public and a range of protected groups. 'Members of the public' and 'older people's groups' were most commonly represented. Other people/groups represented included people with 'physical health' and 'mental health' issues.

Figure 14.1: Groups, organisations and people represented in the organisational responses (No. of responses)



### 14.2: Geographical areas represented

'Organisations' across all Staffordshire districts and Stoke-on-Trent responded to the consultation. In addition, geographical areas bordering Staffordshire also responded. The responses are outlined below:

- |   |  |
|---|--|
| ⇒ Stafford (7 responses)                | ⇒ East Staffordshire (5 responses)               |
| ⇒ South Staffordshire (7 responses)     | ⇒ Cannock Chase (4 responses)                    |
| ⇒ Staffordshire Moorlands (6 responses) | ⇒ Tamworth (3 responses)                         |
| ⇒ Newcastle-under-Lyme (6 responses)    | ⇒ An area outside of Staffordshire (3 responses) |
| ⇒ Lichfield (6 responses)               | ⇒ Stoke-on-Trent (1 response)                    |

### 14.3: Views/effects of the proposed options

'Organisational' views have been incorporated along with 'individual' responses in the options section of the report. 'Organisations' (when compared to respondents overall) were more likely to agree that the people and groups they represented would be impacted by each of the four proposed options.

Over half of those organisations disagreeing with the options were representing older people and they were particularly concerned that there were no alternatives, that people would have difficulty with getting to medical appointments, that they would have general issues with mobility/getting out and about, and would suffer from social isolation. Organisations were also more concerned that younger and older people would find it difficult to access leisure activities.

### 14.4: Comments

'Organisations' comments have also been incorporated into the options section of the report. These reiterated common themes identified by 'individuals' including not being able to make 'appointments' (including doctors and hospitals), a loss of 'independence', an inability to 'access shops and services', young people not being able to get to 'school/college', an inability to 'get to work', 'mobility issues/not being able to get out and about' as well as issues of 'social isolation'. There was also a general feeling expressed that all of the proposed options would be impacting upon "those who most need support".



#### 14.5: Organisational and group support for maintaining services

40% of 'organisations' were 'aware of the existence of community and voluntary transport schemes' in their local area. A further 29% were 'aware of these to some extent' and 31% were 'not aware of the existence of these at all'.

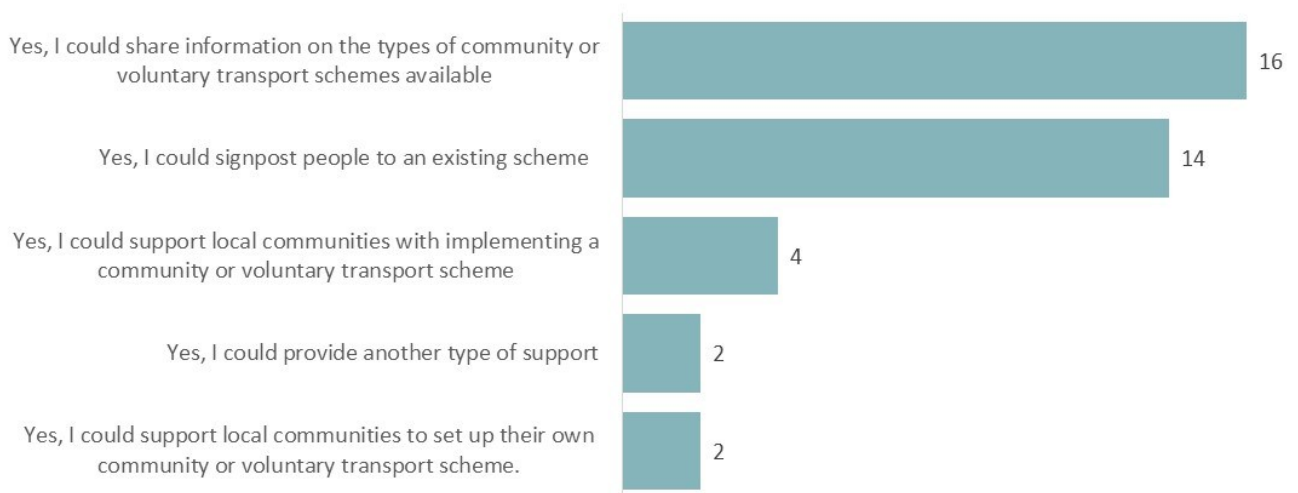
#### 14.6: Community and voluntary transport initiatives

'Organisations' were encouraged to name those schemes which they were aware of. In total, 17 'organisations' documented details of schemes they were aware of and these have been shared with the service. A few 'organisations' expressed a concern that some current initiatives are "small scale" and "not set up for regular use". Others were "already up to capacity e.g. with transporting patients to medical appointments".

#### 14.7: Supporting local communities to set up community and voluntary transport schemes

'Organisations' were most keen to share information on 'the types of schemes available' and 'to signpost people to existing schemes'. There was some appetite for supporting new schemes with the set up and implementation. Details of those who could offer 'another type of support' have been shared with the service.

Figure 14.2: The types of support which organisations can provide (No. of responses)



#### 14.8: Suggestions/ideas

Some 'organisations' provided suggestions and ideas that could help contribute towards the savings that need to be made. These included:

- ⇒ A revision of pricing and timing of services to fit with employment, education and health.
- ⇒ Seeking to restore previously cancelled routes.
- ⇒ Incorporating additional areas into existing services.
- ⇒ Introducing taxi based flexible transport where patronage figures are below that required to support a conventional bus service.
- ⇒ Increasing subsidies for Dial-a-Ride and seeking to make other efficiencies in the service provision.

Some concern was also expressed by 'organisations' in this section. Key issues raised included a concern that people would no longer be able to live in rural areas not serviced by transport schemes. In particular this would impact on older people's ability to remain independent and live in their own homes.

## APPENDIX I—INDIVIDUALS SURVEY—OVERALL DEMOGRAPHICS

What is your gender?

Gender	Survey responses		Staffordshire MYE 2016
	No's	%	%
Male	599	34%	50%
Female	1171	66%	50%

Do you have a long term disability or illness which affects day to day activities?

Disability	Survey responses		Staffordshire Census 2011
	No's	%	%
Yes	670	39%	19%
No	1066	61%	81%

How old are you?

Age	Survey responses		Staffordshire MYE 2016
	No's	%	%
Under 18	26	1.40%	19%
18-24	34	1.90%	8%
25-34	77	4.30%	12%
35-44	101	5.60%	12%
45-54	178	9.90%	15%
55-64	230	12.80%	13%
65-74	605	33.70%	12%
75+	545	30.30%	9%

Is your mobility impaired in anyway?

Disability	Survey responses	
	No's	%
Yes, due to a disability	413	24%
Yes, due to age	506	29%
No	813	47%

Do you have a learning disability?

Disability	Survey responses	
	No's	%
Yes	69	4%
No	1664	96%

Would you describe yourself as?

Ethnicity	Survey responses		Staffordshire Census 2011
	No's	%	%
White	1729	98%	96%
Mixed	13	1%	1%
Asian	6	0%	2%
Black	3	0%	1%
Other group	8	1%	0.2%

Do you have regular access to a car?

Disability	Survey responses	
	No's	%
Yes	69	4%
No	1664	96%

## Bus services used by respondents

Service name/number	No of responses	Service name/number	No of responses	Service name/number	No of responses
D & G Coach & Bus Ltd - 14	136	Select Buses - 73	28	Arriva Midlands North - 10A	13
Staffordshire Border Travel	125	D & G Coach & Bus Ltd - 74	24	D & G Coach & Bus Ltd - 116	13
Ashbourne Community Transport	89	Midland Classic Limited - 401	24	Community Transport WMidlands	12
D & G Coach & Bus Ltd - 12	77	D & G Coach & Bus Ltd - 14A	23	D & G Coach & Bus Ltd - 73	12
D & G Coach & Bus Ltd - 30	73	D & G Coach & Bus Ltd - 85	23	Midland Classic Limited - 403	12
Select Buses - 11	69	Arriva Midlands North - 2E	22	Arriva Midlands North - 21	11
Solus - 82	68	D & G Coach & Bus Ltd - 13A	22	Arriva Midlands North - 76A	11
D & G Coach & Bus Ltd - 16	65	Midland Classic Limited - 812	22	Arriva Midlands North - 70	10
Select Buses - 877	60	Arriva Midlands North - 9	21	D & G Coach & Bus Ltd - 80	10
D & G Coach & Bus Ltd - 15	59	D & G Coach & Bus Ltd - S1	20	Midland Classic Ltd - 18	9
First Potteries Ltd - 6A	59	Accessible Transport Group	17	Derbyshire County Council - V1	8
D & G Coach & Bus Ltd - 842	58	Midland Classic Limited - 402	17	Stanton's of Stoke - 429	8
Arriva Midlands North - 8	53	Arriva Midlands North - 10	16	Central Buses (Cen) - 35B	7
Bennetts Travel (Cranberry) Ltd - 123	53	Arriva Midlands North - 71/A	16	D & G Coach & Bus Ltd - S4	7
Arriva Midlands North - 61	48	D & G Coach & Bus Ltd - 842A	16	D & G Coach & Bus Ltd - 14B	6
D & G Coach & Bus Ltd - 841	47	D & G Coach & Bus Ltd - S2	16	Community Link Stafford and District (Lodgefield Park - Stafford)	5
D & G Coach & Bus Ltd - S5	45	Midland Classic Limited - 10	16	D & G Coach & Bus Ltd - 841A	4
Arriva Midlands North - 5	42	Taxico - 108	16	Stoke City Council (Scraggs) - 50	4
D & G Coach & Bus Ltd - S3	41	D & G Coach & Bus Ltd - 33/35	15	Coastal Liner Ltd - 16	3
Arriva Midlands North - 62	38	Midland Classic Limited - 811	15	Community Link Stafford and District (Coppenhall - Ten Butts - Stafford)	3
Mobility Link (Lichfield and Rugeley Connect)	36	Derbyshire County Council - 442	14	Midland Classic Limited - 402A	3
D & G Coach & Bus Ltd - 13	34	First Potteries Ltd - 72A	14	Select Buses - 67	3
Mobility Link (Needwood Forest Connect)	33	Mobility Link - 411	14	Stoke City Council (Scraggs) - 44	3
Travel West Midlands - 10	33	Taxico - 109	14	Derbyshire County Council - 21E	2
Select Buses - 878	31	Taxico - 18	14	Arriva Midlands North - 10S	1
D & G Coach & Bus Ltd - 93	28				

## What is your district of residence?

District	Survey responses		Staffordshire Census 2011	District	Survey responses		Staffordshire Census 2011
	No's	%	%		No's	%	%
Cannock Chase	72	4%	11%	South Staffordshire	167	10%	13%
East Staffordshire	129	7%	13%	Stafford	564	32%	15%
Lichfield	207	12%	12%	Staffs Moorlands	357	20%	11%
Newcastle	213	12%	15%	Tamworth	45	3%	9%

## APPENDIX 2—INDIVIDUALS SURVEY— DEMOGRAPHICS FOR COMMUNITY/VOLUNTARY TRANSPORT USERS

Have used community/voluntary transport by gender

Gender			
	No's used	No's in survey	% used
Male	49	599	8%
Female	135	1171	12%

Have used community/voluntary transport by age

Age			
	No's used	No's in survey	% used
Under 18	3	26	12%
18-24	4	34	12%
25-34	6	77	8%
35-44	7	101	7%
45-54	10	178	6%
55-64	16	230	7%
65-74	43	605	7%
75+	105	545	19%

Have used community/voluntary transport by ethnicity

Ethnicity			
	No's used	No's in survey	% used
White	183	1729	11%
Mixed	4	13	31%
Asian	1	6	17%
Black	0	3	0%
Other group	1	8	13%

Have used community/voluntary transport by whether have a long term disability or illness which affects day to day activities?

Disability			
	No's used	No's in survey	% used
Yes	113	670	17%
No	73	1066	7%

Have used community/voluntary transport by whether mobility is impaired in anyway?

Disability			
	No's used	No's in survey	% used
Yes, disability	75	413	18%
Yes, age	64	506	13%
No	47	813	6%

Have used community/voluntary transport by learning disability?

Disability			
	No's used	No's in survey	% used
Yes	16	69	23%
No	170	1664	10%

# Community Impact Assessment

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**Name of Proposal: Supported Local Bus Service Network**

**Project Sponsor (if applicable):**

**Project Manager (if applicable) or Lead: Clive Thomson**

**Date: 18 October 2017**

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# Community Impact Assessment Template

**Public Sector Equality Duty (PSED)** – Use this section to identify if the proposal will impact on our legal obligations under the Equality Act 2010 for both residents and staff. In summary, those subject to the general equality duty must have due regard to the need to: Eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity between different groups and foster good relations between different groups.

Please consider:

- Who is currently using the service, across the protected characteristics?
- What do we know about their experiences and outcomes?
- What relevant information is available from the Census and population trends data?
- What were the findings of the engagement/consultation?
- Is there any relevant national, regional and/or local sources of research/evidence available?
- Is there any relevant information from partners or voluntary, community, social enterprise organisations?
- What is the analysis of the impact on those with relevant protected characteristics?

Protected Characteristics:	Which groups will be affected	Benefits	Risks	Mitigations / Recommendations
<ul style="list-style-type: none"> <li>• <b>Race</b></li> </ul>	<p>The proportion of population from minority ethnic groups in Staffordshire is 6.4% which is significantly lower than the regional proportion (20.8%) and the national proportion (20.2%). However, the rate in East Staffordshire (13.8%) is higher than other districts/boroughs and in the wards of Anglesey (50.3%), Eton Park (32.3%) and Burton (31.4%) the rates are considerably higher than the national average.</p> <p>While it is not possible to analyse bus usage by minority ethnic groups, we are aware through the</p>	N/A	N/A	N/A

	<p>consultation results that the respondent ethnicity profile is similar to the Staffordshire proportions for the population overall; 98% of respondents described themselves as 'white', 1% as 'mixed' and 1% as 'other'.</p>			
<ul style="list-style-type: none"> <li><b>Disability</b></li> </ul>	<p>The changes could have an impact on people with disabilities. The percentage of people claiming Disability Living Allowance in Staffordshire (7%) is similar to the England figure (7.1%). However, there are some districts/boroughs with higher percentages as follows: Cannock Chase (8.8%), Tamworth (8.1%), Newcastle (7.5%) and Staffs Moorlands (7.4%).</p> <p>The consultation responses show that 39% of respondents indicated a long term disability or illness which affects their day to day activities. This is twice the proportion of Staffordshire residents overall who have a disability which affects their day to day activities (19%).</p>	<p>There could be an increase in capacity of commercial services if Sundays/Bank Holidays supported services cut – people may choose to travel Monday to Saturday.</p>	<p>Risk that disabled people may become isolated or have reduced accessibility to services/support.</p> <p>Annual ENCTS Patronage data shows numbers of passenger journeys made by older or disabled people on the services within this review. This often makes up a large proportion of annual passenger numbers. In Staffordshire there are 17 services that operate with over 70% ENCTS patronage, six of these services operate with 100% ENCTS patronage as follows: Service nos.T3/T5 Cannock;</p>	<p><b>Concessions</b> The continuation of the English National Concessionary Travel Scheme will help to ensure that financial impacts on disabled people which could be caused by having to make interchanges are minimised.</p> <p><b>Voluntary/Community Transport</b> We are aware through the consultation that a number of respondents with a disability/impairment are aware of and/or use local community or voluntary transport schemes to get around.</p> <p>There are also a number of respondents with a long term disability, a mobility impairment or a learning disability who wanted to use a community/voluntary transport scheme if the buses they currently use, at the times that they use them, were not available.</p> <p>There was an indication within the consultation results that a small</p>

			<p>Coppenhall and Lodgefield Park, Stafford (5 respondents to the consultation use this service); 6 Staffs Moorlands (59 respondents to the consultation use this service); 72 Newcastle (14 respondents to the consultation use this service); 411 East Staffs (14 respondents to the consultation use this service). See table 2 below and Appendix 1 of the Analysis of Results Report.</p> <p>Nearly three quarters (73%) of respondents indicated that they hold a concessionary pass for free travel.</p> <p>In terms of the extent of the agreement / disagreement and levels of impact of</p>	<p>number of respondents (15%) expressed an interest in supporting local community and voluntary transport schemes. There is therefore the potential to support further people to use voluntary/transport schemes to minimise the impacts to these groups of people.</p> <p><b>Alternative approaches</b> Through the consultation there were some suggestions for alternative approaches to the supported bus network, which are set out in the Analysis of the Results of the Consultation. The service area has received all the comments and suggestions put forward to consider.</p>
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			<p>the four options; 47% of all respondents to the consultation expressed agreement for option 1. However, 44% of those with a 'long term disability which affects their day to day activities' and 37% of those with a 'learning disability' were least likely to agree to option 1. 66% of those with 'a learning disability' and 65% of those with 'mobility impairment' and 60% of those with a 'disability' felt the option would have an above average 'quite a big/big effect' on them.</p> <p>25% of all respondents expressed agreement for option 2 with minimal variation by the majority of respondent groups. 57% of those with 'a</p>	
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			<p>learning disability' and 56% of those whose 'mobility was impaired due to a disability' felt the option would have an above average 'quite a big/big effect' on them.</p> <p>23% of all respondents expressed agreement for option 3 with those with a 'disability which affects mobility' and those with a 'long term disability' were more likely to be in agreement with this option (27% and 26% respectively). 66% of those with 'a learning disability' and 56% of those whose 'mobility was impaired due to a disability' felt the option would have an above average 'quite a big/big effect' on them.</p> <p>27% of all respondents</p>	
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			<p>expressed agreement for option 4 with those with 'a learning disability' (32%) more likely to be in agreement. 60% of those with 'a learning disability' felt the option would have an above average 'quite a big/big effect' on them.</p> <p>There were a number of key themes within respondent's comments that spanned across all four proposed options, the following comments relate to respondents' mobility/ability to get out and about:</p> <p>"It would limit journey opportunities without walking". "I fear without subsidised bus services I wont be able to travel. I live</p>	
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			<p>in a village and I don't drive so rely on the subsidised bus services". "We would be very restricted without the bus to take us to the town". "I couldn't go out on my own without this service, I would lose my independence".</p> <p>Respondents were asked to consider how they would travel if the buses they currently use, at the times that they use them, were not available. Over half of those responding said they would not be able to travel (56%). A higher proportion of the 56% were 'aged 75+', 'female', had a 'long term disability' a 'a mobility impairment' or a 'learning disability'.</p> <p>Those who wanted to use a community/voluntary</p>	
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			<p>transport scheme were more likely to be under the age of 24, aged 75+ or have a long term disability, a mobility impairment or a learning disability.</p> <p>We are aware through the consultation that a number of respondents with a disability/impairment are aware and/or use local community or voluntary transport schemes – see mitigation for further information.</p>	
<ul style="list-style-type: none"> <li>• <b>Sex</b></li> </ul>	<p>The changes are unlikely to have any specific impact on gender. In all districts and boroughs of Staffordshire except Stafford, females make up a greater proportion of the total population than males do, but it is not possible to split bus passenger numbers by gender. We are however aware through the consultation responses that the response rate from female residents was disproportionately high when compared to the mid-year population estimates from the Office of National Statistics 2016. 66% of</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

	respondents were female compared to 34% who were male.			
• <b>Age</b>	<p>Age is one of the protected characteristics that could be negatively affected most by the potential changes to public transport provision in Staffordshire without mitigation, particularly those aged 65+ and those aged between 11 and 19 years with a Your Staffordshire Card.</p> <p>According to Department for Transport figures<sup>1</sup> across Staffordshire approximately 41% of total passenger journeys in 2015/16 were made by elderly or disabled concessionary passengers which is significantly higher than the regional and national figures (25% and 22% respectively).</p> <p>Staffordshire has a higher proportion of residents aged 65+ (20.8%) when compared to both England (17.7%) and the West Midlands (18.2%).<sup>2</sup> All districts within Staffordshire have higher than average proportions of people aged 65+ apart from Tamworth. The highest proportion of people aged 65+ are in Staffordshire Moorlands (23.9%) South Staffs</p>	There could be an increase in capacity of commercial services if Sundays/Bank Holidays supported services cut – people may choose to travel Monday to Saturday	<p><b>Older People</b> Risk that older people may become isolated, lonely and/or have reduced accessibility to services/support. See Health &amp; Care section for further information on older people and loneliness.</p> <p>Annual ENCTS Patronage data shows numbers of passenger journeys made by older or disabled people on the services within this review. This often makes up a large proportion of annual passenger numbers. In Staffordshire there are 17 services that operate with over 70% ENCTS patronage, six of</p>	<p><b>Concessions</b> The continuation of the English National Concessionary Travel Scheme and the local Your Staffordshire Card will help to ensure that financial impacts on elderly and young people which could be caused by having to make interchanges are minimised.</p>

<sup>1</sup>Department for Transport statistics, table BUS0113, last updated October 2016 <https://www.gov.uk/government/statistical-data-sets/bus01-local-bus-passenger-journeys>

<sup>2</sup> Staffordshire Locality Profile 2016 <https://www.staffordshireobservatory.org.uk/documents/LocalityProfiles/Locality-Profiles-2016/March-2017-Amendments/Staffordshire-Profile-2016-FINAL.pdf>

	<p>(23.4%), Lichfield (22.9%) and Stafford (21.6%).</p> <p>While it is not possible to analyse bus usage by age, we are aware through the consultation results that the majority of the respondent profile (64%) were aged 65 or above. Responses were received from all age groups including those under the age of 18.</p>		<p>these services operate with 100% ENCTS patronage as follows:          Service nos.T3/T5 Cannock;          Coppenhall and Lodgefield Park, Stafford; 6 Staffs Moorlands; 72 Newcastle; 411 East Staffs.          See table 2.</p> <p>The consultation invited respondents to articulate the level of impact the four options presented to them would have. The level of impact varied by respondent type. Set out below for each option are the proportions of 75+ year olds who felt that the option would have an above average 'quite a big'/'big effect' upon them:</p> <p>Option 1 – 72%          Option 2 – 57%          Option 3 – n/a</p>	
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			<p>Option 4 – 62%</p> <p>The level of agreement for each option is also available for all respondents and by respondent types. In total 47% agreed with option 1, 24% agreed with option 2, 23% for option 3 and 27% for option 4. Significantly for the 75+ year olds is that 30% agreed with option 3 and 34% agreed with option 4.</p> <p>Respondents were asked to consider how they would travel if the buses they currently use, at the times that they use them, were not available. Over half of those responding said they would not be able to travel (56%). A higher proportion of the 56% were 'aged 75+', 'female', had a 'long term disability' a 'a mobility</p>	
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			<p>impairment' or a 'learning disability'.</p> <p>Those who wanted to use a community/voluntary transport scheme were more likely to be under the age of 24, aged 75+ or have a long term disability, a mobility impairment or a learning disability.</p> <p>We are aware through the consultation that a number of respondents are aware and/or use local community or voluntary transport schemes. The results are broken down by respondent type and in terms of those aged 75+ 19% or 105 respondents had used these services.</p> <p><b>Younger People</b> Risk that younger people cannot access</p>	
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			<p>employment/training opportunities.</p> <p>Annual Your Staffordshire Card patronage data shows numbers of passenger journeys made by people aged 11 to 19 on the services within this review.</p> <p>There are three services with significant Your Staffordshire Card patronage as follows: Service nos. 182, 108, 109 Staffs Moorlands.</p> <p>It is important to note that figures for annual ENCTS and Your Staffordshire Card patronage is unavailable for Dial-a-Ride services. However, research into patronage on these services shows that the majority of passengers are</p>	
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			<p>ENCTS patrons and very little Your Staffordshire Card patrons use these services.</p> <p>The consultation invited respondents to articulate the level of impact the four options presented to them would have. The level of impact varied by respondent type. Set out below for each option are the proportions of under 18s who felt that the option would have an above average 'quite a big'/'big effect' upon them:</p> <p>Option 1 – 58% Option 2 – 77% Option 3 – 71% Option 4 – 57%</p> <p>The level of agreement for each option is also available for all respondents and by respondent types. In total 47% agreed</p>	
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			<p>with option 1, 24% agreed with option 2, 23% for option 3 and 27% for option 4. Significantly for the under 18s, 38% agreed with option 4.</p> <p>We are aware through the consultation that a number of respondents are aware and/or use local community or voluntary transport schemes. The results are broken down by respondent type and in terms of under 18s, 12% or 3 respondents had used these services and 12% or 4 respondents were aged 18 to 24.</p>	
<ul style="list-style-type: none"> <li><b>Religion or Belief</b></li> </ul>	<p>The changes are unlikely to have any specific impact on religion/belief. Although a district breakdown of religion is not available, the 2011 census show that Christianity is still the main religion (60%). However despite population growth the number of Christians in Staffordshire</p>	<p>N/A</p>	<p>Risk that people may not be able to get to places of worship.</p>	

	<p>fell from 650,000 in 2001 to 580,000 in 2011. At the same time, there has been a rise in the numbers of residents classing themselves as not having a religion. In line with the changing ethnicity in Staffordshire there has been a 5% increase in Islam in Staffordshire.</p> <p>Respondents' religion or belief characteristics were not provided in the public consultation.</p>			
<ul style="list-style-type: none"> <li><b>Gender Reassignment</b></li> </ul>	<p>The changes are unlikely to have any specific impact on gender reassignment.</p> <p>Respondents' religion or belief characteristics were not provided in the public consultation.</p>	N/A	<p>Although we do not collect data on this protected characteristic, it is recognised that any changes to bus provision could affect access for anyone to leisure and cultural opportunities, support groups, medical appointments, places of faith etc.</p>	
<ul style="list-style-type: none"> <li><b>Sexual Orientation</b></li> </ul>	<p>The changes are unlikely to have any specific impact on sexual orientation.</p> <p>Respondents' religion or belief characteristics were not provided in the public consultation.</p>	N/A	<p>Although we do not collect data on this protected characteristic, it is recognised that any changes to bus provision could affect access for anyone to leisure and cultural</p>	

			opportunities, support groups, medical appointments, places of faith etc.	
<ul style="list-style-type: none"> <li> <b>Pregnancy and Maternity</b> </li> </ul>	<p>The changes are unlikely to have any specific impact on pregnancy and maternity.</p> <p>Respondents' religion or belief characteristics were not provided in the public consultation.</p>	N/A	<p>It is recognised that any changes to bus provision could affect access to medical appointments, support groups etc.</p>	
<ul style="list-style-type: none"> <li> <b>Marriage and Civil Partnership</b>            The duty to have due regard to the need to eliminate discrimination also covers marriage and civil partnerships in relation to employment issues.         </li> </ul>	<p>The changes are unlikely to have any specific impact on marriage and civil partnership.</p> <p>Respondents' religion or belief characteristics were not provided in the public consultation.</p>	N/A	<p>It is recognised that any changes to bus provision could affect access to leisure and cultural opportunities, support groups etc.</p>	
<ul style="list-style-type: none"> <li> <b>Rurality / Isolation</b>            Though not a protected characteristic of the Equality Act 2010, this is a relevant consideration.         </li> </ul>	<p>The changes are likely to affect people living in a rural area. The proportion of people living in rural areas in Staffordshire is higher than in England (24% and 17% respectively). Some districts have a higher proportion than others: over a third (39.8%) of the population in South Staffs live in a rural area, 32% of the population in Stafford live in a rural area, 30.4% of the population in Staffs Moorlands live in a rural area</p>	N/A	<p>Several proposed route changes could have implications for rural isolation in South Staffs, Stafford, Staffs Moorlands and Lichfield</p>	

	and 29.5% of the population in Lichfield live in a rural area.			
<p><b>Impact on SCC Staff</b>          If the proposal affects SCC staff, consider the workforce profile compared against the protected characteristics pre and post change, the impact of job losses, available support for staff, and HR protocols.</p>	<p>This proposal may affect some SCC employees who use the bus services to get to work.</p>			
<p><b>Evidence Base: (Evidence used/ likelihood/ size of impact)</b></p> <p><b>Consultation Results of Analysis Report October 2017</b></p> <p><b>See tables below:</b></p> <ol style="list-style-type: none"> <li><b>1. Population Characteristics – Staffordshire</b></li> <li><b>2. Passenger Journey 2016-17</b></li> </ol>				

### Table 1: Population Characteristics – Staffordshire

Compared to England:

Better	Similar	Worse	Lower	Similar	Higher	Suppressed / not tested / not available
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Indicator	Time period	Cannock Chase	East Staffordshire	Lichfield	Newcastle-under-Lyme	South Staffordshire	Stafford	Staffordshire Moorlands	Tamworth	Staffordshire	West Midlands	England
<b>Population characteristics</b>												
Mid-year population estimate	2015	98,500	116,000	102,700	127,000	110,700	132,500	97,900	77,100	862,600	5,751,000	54,786,300
Percentage under five	2015	5.7% (5,600)	6.3% (7,300)	5.1% (5,200)	5.1% (6,500)	4.5% (5,000)	5.0% (6,600)	4.6% (4,500)	6.1% (4,700)	5.3% (45,300)	6.4% (365,300)	6.3% (3,434,700)
Percentage under 16	2015	18.1% (17,800)	19.3% (22,400)	16.9% (17,400)	16.5% (21,000)	15.5% (17,200)	16.7% (22,100)	16.2% (15,900)	19.5% (15,000)	17.3% (148,800)	19.5% (1,122,400)	19.0% (10,405,100)
Percentage aged 16-64	2015	63.7% (62,800)	62.2% (72,200)	60.1% (61,700)	63.6% (80,800)	61.1% (67,600)	61.8% (81,800)	59.9% (58,600)	63.2% (48,800)	61.9% (534,400)	62.3% (3,582,800)	63.3% (34,669,600)
Percentage aged 65 and over	2015	18.2% (18,000)	18.5% (21,500)	22.9% (23,600)	19.9% (25,300)	23.4% (25,900)	21.6% (28,600)	23.9% (23,400)	17.3% (13,300)	20.8% (179,400)	18.2% (1,045,800)	17.7% (9,711,600)
Percentage aged 85 and over	2015	2.1% (2,100)	2.3% (2,600)	2.6% (2,600)	2.4% (3,100)	2.7% (3,000)	2.7% (3,500)	2.7% (2,600)	1.8% (1,400)	2.4% (21,000)	2.4% (136,600)	2.4% (1,295,300)
Dependency ratio per 100 working age population	2015	57.0	60.7	66.4	57.2	63.7	61.9	67.0	58.1	61.4	60.5	58.0
Dependency ratio of children per 100 working age population	2015	28.4	31.0	28.2	26.0	25.4	27.0	27.1	30.8	27.8	31.3	30.0
Dependency ratio of older people per 100 working age population	2015	28.6	29.7	38.2	31.3	38.2	34.9	39.9	27.3	33.6	29.2	28.0
Population change between 2015 and 2025	2015-2025	3.0% (3,000)	5.5% (6,400)	3.9% (4,000)	4.2% (5,300)	3.0% (3,300)	4.0% (5,400)	1.6% (1,600)	1.7% (1,300)	3.5% (30,200)	5.8% (335,200)	7.3% (3,989,600)
Population change between 2015 and 2025 - under five	2015-2025	-4.1% (-200)	-1.2% (-100)	-2.2% (-100)	2.5% (200)	3.1% (200)	0.5% (0)	-2.0% (-100)	-5.8% (-300)	-1.0% (-400)	2.0% (7,200)	2.0% (67,200)
Population change between 2015 and 2025 - under 16s	2015-2025	-1.0% (-200)	4.2% (900)	0.8% (100)	4.5% (900)	5.1% (900)	0.4% (100)	-0.2% (0)	-2.1% (-300)	1.7% (2,500)	6.6% (74,100)	8.2% (848,800)



Compared to England:

Better	Similar	Worse	Lower	Similar	Higher	Suppressed / not tested / not available
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Indicator	Time period	Cannock Chase	East Staffordshire	Lichfield	Newcastle-under-Lyme	South Staffordshire	Stafford	Staffordshire Moorlands	Tamworth	Staffordshire	West Midlands	England
Population change between 2015 and 2025 - ages 16-64	2015-2025	-1.6% (-1,000)	0.8% (600)	-1.3% (-800)	0.3% (200)	-4.0% (-2,700)	-0.3% (-300)	-4.2% (-2,400)	-4.1% (-2,000)	-1.6% (-8,500)	2.1% (76,900)	3.2% (1,123,600)
Population change between 2015 and 2025 - 65 and over	2015-2025	23.1% (4,200)	22.8% (4,900)	19.8% (4,700)	16.4% (4,100)	20.0% (5,200)	19.4% (5,500)	17.2% (4,000)	27.0% (3,600)	20.2% (36,200)	17.6% (184,200)	20.8% (2,017,200)
Population change between 2015 and 2025 - 85 and over	2015-2025	51.0% (1,100)	41.5% (1,100)	62.7% (1,700)	34.8% (1,100)	58.4% (1,800)	45.0% (1,600)	46.3% (1,300)	58.5% (800)	48.8% (10,400)	36.8% (50,300)	35.5% (460,700)
Proportion of population living in rural areas	2014	9.1% (9,000)	21.8% (25,200)	29.5% (30,200)	20.4% (25,700)	39.8% (44,000)	32.0% (42,300)	30.4% (29,800)	0.0% (0)	24.0% (206,300)	14.7% (841,800)	17.0% (9,260,900)
Proportion of population from minority ethnic groups	2011	3.5% (3,400)	13.8% (15,700)	5.4% (5,400)	6.7% (8,400)	5.4% (5,800)	7.4% (9,700)	2.5% (2,400)	5.0% (3,800)	6.4% (54,700)	20.8% (1,167,500)	20.2% (10,733,200)
Index of multiple deprivation (IMD) 2015 weighted score	2015	20.9	18.8	12.7	18.5	12.5	13.5	15.2	20.3	16.4	25.2	21.8
Percentage in most deprived IMD 2015 quintile	2015	13.7% (13,500)	17.7% (20,400)	3.9% (4,000)	11.2% (14,100)	1.3% (1,500)	5.4% (7,100)	4.6% (4,500)	17.5% (13,500)	9.1% (78,600)	29.3% (1,675,800)	20.2% (10,950,600)
Percentage in second most deprived IMD 2015 quintile	2015	29.8% (29,300)	16.6% (19,200)	10.7% (10,900)	29.1% (36,700)	9.7% (10,800)	12.4% (16,400)	18.1% (17,700)	21.9% (16,900)	18.4% (157,900)	18.6% (1,061,500)	20.5% (11,133,400)
Mosaic profile - most common geodemographic group	2016	H Aspiring Homemakers	L Transient Renters	B Prestige Positions	F Senior Security	E Suburban Stability	A Country Living	A Country Living	H Aspiring Homemakers	H Aspiring Homemakers	H Aspiring Homemakers	H Aspiring Homemakers
Mosaic profile - percentage of population in the most common group	2016	20.7% (20,400)	13.4% (15,500)	16.8% (17,200)	13.0% (16,500)	15.5% (17,200)	15.3% (20,300)	15.8% (15,500)	23.3% (17,900)	12.9% (111,000)	n/a	n/a
Mosaic profile - financial stress	2016	28.7% (28,300)	28.4% (32,700)	22.5% (23,000)	27.5% (34,000)	21.6% (23,600)	24.4% (31,900)	24.5% (23,900)	29.9% (23,200)	25.8% (220,600)	n/a	n/a
Disability living allowance claimants	Nov-2015	8.8% (5,500)	6.2% (4,450)	6.1% (3,790)	7.5% (6,070)	6.3% (4,260)	5.9% (4,810)	7.4% (4,340)	8.1% (3,950)	7.0% (37,150)	7.5% (267,430)	7.1% (2,467,980)

**Table 2 – Bus Passenger Journeys**

District / Borough	Service No.	Route Description	Days of Operation	Operating Days Per Annum	Price Per Day	Annual Cost	Subsidy Per Passenger Per Journey	% Annual On bus Patronage	% Annual ENCTS Patronage	% Annual Peak YSC Patronage	% Annual Off-Peak YSC Patronage	% Annual Scholar Passes
Cannock Chase	2E	Cannock - Walsall	Mon-Sat Eves excl Bank Hols	306	£87.87	£26,888.22	£1.29	65	28	0	8	0
Cannock Chase	2E	Cannock - Walsall	Sun & Bank Hols Eves	56	£207.51	£11,620.56	£2.63	61	31	0	8	0
Tamworth	5	Tamworth - Amington	Sun & Bank Hols	56	£89.77	£5,027.12	£0.58	46	48	0	7	0
Cannock Chase & Lichfield	62	Cannock - Hazelslade - Burntwood - Lichfield	Sun & Bank Hols	56	£236.70	£13,255.20	£1.48	49	37	0.0	14	0
Cannock Chase	71	Cannock - Wolv	Mon-Sat excl Bank Hols	306	£201.70	£61,720.20	£0.59	34	62	1.0	4	0
Cannock Chase	70	Cannock - Wolv	Sun & Bank Hols	56	£105.32	£5,897.92	£1.08	65	26	0.0	9	0
South Staffs	10A/B/ S	Perton - Codsall	Mon-Fri excl Bank Hols	254	£305.98	£77,718.92	£1.91	45	37	2.9	3	12.0
Cannock Chase	21	Cannock – Longford / Shoal Hill	Mon-Sat excl Bank Hols	306	£141.40	£43,268.40	£2.80	9	90	0.0	0	0
Stafford	8	Parkside - Stafford - Moss Pit	Mon-Sat Eves excl Bank Hols	306	£58.00	£17,748.00	£1.52	53	41	0.0	6	0
Stafford	9	Stafford - Highfields	Mon-Sat Eves excl Bank Hols	306	£79.00	£24,174.00	£3.14	51	43	0.0	6	0

District / Borough	Service No.	Route Description	Days of Operation	Operating Days Per Annum	Price Per Day	Annual Cost	Subsidy Per Passenger Per Journey	% Annual On bus Patronage	% Annual ENCTS Patronage	% Annual Peak YSC Patronage	% Annual Off-Peak YSC Patronage	% Annual Scholar Passes
Cannock Chase	61	Cannock - Heath Hayes	Mon-Sat excl Bank Hols	306	£64.52	£19,743.12	£1.41	36	58	0.4	6	0
Stafford/South Staffs	76A	Stafford - Penkridge - Wolv	Sun & Bank Hols	56	£237.00	£13,272.00	£0.88	60	20	16.4	3	0
Staffs Moorlands	123	Cheadle Town Service	Mon-Sat excl Bank Hols	306	£189.00	£57,834.00	£1.08	8	92	0.0	0	0
Staffs Moorlands	455	Blythe Bridge High School	Mon-Fri Sch days	190	£79.00	£15,010.00	£0.64	72	0	19.4	0	8.9
Cannock Chase	T3/T5	T3 Thornhill Road - Cannock; T5 Bradbury Lane - Cannock	Tu, F excl Bank Hols	104	£63.25	£6,578.00	£0.94	0	100	0.0	0	0
Lichfield	35B	Lichfield - Walsall	Mon-Sat excl Bank Hols	306	£197.90	£60,557.40	£1.49	38	60	0.6	1	0
South Staffs	16	Essington - Bloxwich	Mon-Fri excl Bank Hols	104	£71.41	£7,426.64	£6.42	9	91	0.0	0	0
Stafford		Lodgefield Park - Stafford	Tu, Th excl Bank Hols	104	£43.48	£4,521.92	£5.70	0	100	0.0	0	0
Stafford		Coppenhall - Ten Butts - Stafford	Tu excl Bank Hols	52	£34.89	£1,814.28	£3.95	0	100	0.0	0	0
Staffs Moorlands	16	Leek - Cheddleton - Hanley - Stoke Stn - Stoke	Mon-Fri excl Bank Hols: 2 x Early morning journeys	254	£93.25	£23,685.50	£3.35	67	20	9.5	4	0
Staffs Moorlands	16	Leek - Cheddleton - Hanley - Stoke Stn - Stoke	Mon-Sat Eves excl Bank Hols	306	£90.90	£27,815.40	£2.96	63	29	0.1	8	0
Staffs Moorlands	16	Hanley - Leek - Buxton	Sun & Bank Hols	56	£384.56	£21,535.36	£2.54	54	34	0.4	12	0

District / Borough	Service No.	Route Description	Days of Operation	Operating Days Per Annum	Price Per Day	Annual Cost	Subsidy Per Passenger Per Journey	% Annual On bus Patronage	% Annual ENCTS Patronage	% Annual Peak YSC Patronage	% Annual Off-Peak YSC Patronage	% Annual Scholar Passes
Staffs Moorlands	30	Leek - Ipstone - Cheadle - Tean	Mon-Sat excl Bank Hols	306	£267.57	£81,876.42	£2.49	31	50	6.3	12	0
Newcastle	33/35	Newcastle - Chesterton	Mon-Sat excl Bank Hols	306	£90.00	£27,540.00	£2.42	17	82	0.0	0	0
Newcastle	85	Newcastle - Keele - Madeley - Crewe	Mon-Sat Eves, Sun & Bank Hols	362	£130.23	£47,143.26	£2.56	77	20	0.0	3	0
East Staffs & Stafford	841/842	Uttoxeter - Hixon - Stafford	Mon-Sat excl Bank Hols	306	£765.12	£234,126.72	£2.07	32	42	10.1	15	0.5
Stafford	12/13/15/S1-S6	Stone Area Package	Mon-Sat excl Bank Hols	306	£805.73	£246,553.38	£2.37	18	70	5.4	5	1.6
Stafford	14/14A/14B	Hanley - Stone - Eccleshall - Stafford	Mon-Sat excl Bank Hols	306	£555.92	£170,111.52	£1.17	50	39	1.3	6	4.3
Newcastle	74A	Newcastle - Audley	Sun & Bank Hols	56	£85.85	£4,807.60	£0.81	49	48	0.1	2	0
Newcastle	74A	Newcastle - Audley	Mon-Sat eves excl Bank Hols	306	£75.75	£23,179.50	£2.59	69	28	0.0	3	0
Staffs Moorlands	93/116	Biddulph - Brown Edge - Leek; Cheddleton - Leek	Mon-Sat excl Bank Hols	306	£413.19	£126,436.14	£2.90	19	71	5.3	5	0
Newcastle	80	Kidsgrove Town Service	Mon-Fri excl Bank Hols	254	£142.00	£36,068.00	£4.59	5	95	0.0	0	0
Staffs Moorlands	6	Longton - Blythe Bridge	Sun & Bank Hols	56	£184.85	£10,351.60	£1.49	0	100	0.0	0	0
Newcastle	72	Newcastle - Clayton	Sun & Bank Hols	56	£86.00	£4,816.00	£2.84	0	100	0.0	0	0
East Staffs	10	Burton - Rough Hay	Mon-Sat excl Bank Hols	306	£129.76	£39,706.56	£1.62	25	71	1.6	2	0

District / Borough	Service No.	Route Description	Days of Operation	Operating Days Per Annum	Price Per Day	Annual Cost	Subsidy Per Passenger Per Journey	% Annual On bus Patronage	% Annual ENCTS Patronage	% Annual Peak YSC Patronage	% Annual Off-Peak YSC Patronage	% Annual Scholar Passes
East Staffs	18	Burton - Dalebrook	Mon-Sat excl Bank Hols	306	£79.79	£24,415.74	£1.18	6	94	0.0	0	0
East Staffs	402/402A/403	Uttoxeter - Draycott - Burton	Mon-Sat excl Bank Hols	306	£442.87	£135,518.22	£1.84	25	60	5.7	10	0
East Staffs	1	Uttoxeter - Tutbury - Burton	Mon-Sat Eves excl Bank Hols	306	£181.32	£55,483.92	£2.70	59	35	0.0	5	0
East Staffs	1E	Uttoxeter - Tutbury - Burton	Sun & Bank Hols	56	£227.58	£12,744.48	£2.20	56	40	0.0	4	0
East Staffs & Lichfield	7E	Burton - Barton - Alrewas - Fradley - Lichfield	Mon-Sat Eves excl Bank Hols	306	£93.85	£28,718.10	£7.59	48	42	0.0	10	0
East Staffs & Lichfield	7E	Burton - Barton - Alrewas - Fradley - Lichfield	Sun & Bank Hols	56	£134.65	£7,540.40	£1.74	60	23	0.0	17	0
East Staffs	411	Uttoxeter - Leigh Circular	Wed excl Bank Hols	52	£85.85	£4,464.20	£1.96	0	100	0.0	0	0
Staffs Moorlands	182	Blythe Bridge - Cheadle Schools	Mon-Fri Sch days	190	£82.93	£15,756.70	£0.39	0	0	32.4	68	0
Cannock Chase & South Staffs	67	Cannock - Featherstone - Brinsford - Wolv	Mon-Sat excl Bank Hols	306	£193.59	£59,238.54	£1.91	20	77	1.9	1	0
South Staffs & Stafford	877/878	Brewood-Wheaton Aston-Church Eaton-Stafford; Brewood-Wheaton Aston-Penkridge-Acton Trussel- Stafford	Mon-Sat excl Bank Hols	306	£403.00	£123,318.00	£2.05	23	44	12.4	6	14.9

District / Borough	Service No.	Route Description	Days of Operation	Operating Days Per Annum	Price Per Day	Annual Cost	Subsidy Per Passenger Per Journey	% Annual On bus Patronage	% Annual ENCTS Patronage	% Annual Peak YSC Patronage	% Annual Off-Peak YSC Patronage	% Annual Scholar Passes
Stafford	11/73	Stafford - Coton Fields	Mon-Fri excl Bank Hols	254	£177.14	£44,993.56	£1.81	10	71	8.4	10	0
Tamworth	82	Tamworth - Clifton Campville	Mon-Sat excl Bank Hols	306	£191.32	£58,543.92	£5.17	Figures unavailable				
East Staffs & Newcastle	429	Marchington - Silverdale - NCHS	Mon-Fri excl Bank Hols	190	£262.60	£49,894.00	£1.10	100	0	0.0	0	0
Staffs Moorlands	18	Hanley - Endon - Leek	Mon-Sat excl Bank Hols	306	£134.30	£41,095.80	£3.76	64	25	1.4	9	0
Staffs Moorlands	108/109	Ashbourne - Leek - Macclesfield	Mon-Sat excl Bank Hols	306	£531.48	£162,632.88	£3.68	35	36	20.2	2	7.7
Lichfield	10	Burntwood - Brownhills	Mon-Sat Eves excl Bank Hols; Sun & Bank Hols	362	£128.59	£46,549.58	£1.39	96	4	0.0	0	0
Staffs Rural	Dial-a-Ride	Border Car	Mon-Fri excl Bank Hols incl Good Friday	255	£130.00	£33,150.00	£5.32	n/a	n/a	n/a	n/a	n/a
Lichfield & Rugeley	Dial-a-Ride	Lichfield & Rugeley Connect	As above	255	£154.00	£39,270.00	£10.87	n/a	n/a	n/a	n/a	n/a
Staff Moorlands	Dial-a-Ride	Moorlands Connect	As above	306	£318.51	£97,464.17	£7.43	n/a	n/a	n/a	n/a	n/a
East Staffs	Dial-a-Ride	Needwood Forest Connect	As above	306	£174.38	£53,360.00	£13.56	n/a	n/a	n/a	n/a	n/a
South Staffs	Dial-a-Ride	South Staffs Connect	As above	306	£587.53	£173,663.04	£8.61	n/a	n/a	n/a	n/a	n/a

## Health and Care

– Use this section to determine how the proposal will impact on resident’s health and wellbeing, and whether the proposal will impact on the demands for, or access to health and care services. Please consider the Care Act 2014 and the Health and Social Care Act 2012.

<b>Category Area</b> (Areas highlighted are suggestions only and there may be other impacts in these categories)	<b>Which groups will be affected</b>	<b>Benefits</b>	<b>Risks</b>	<b>Mitigations / Recommendations</b>
<b>Mental Health and Wellbeing</b> Will the proposal impact on the mental health and wellbeing of residents or services that support those with Mental Health issues?	The proposals could affect people who use the bus services to access support groups and medical appointments.	n/a	The collaborative LGA, Age UK and Campaign to End Loneliness Report published in January 2016 <sup>3</sup> states that loneliness is a significant and growing issue for older people and cite research that lonely individuals are more likely to visit their GP, have higher use of medication, higher incidence of falls and increased risk factors for long term care, undergo early entry into residential or nursing care, use a&e services. The report draws a link between social isolation and loneliness but also recognises that they are separate and those socially isolated aren’t necessarily lonely. Key risk factors for loneliness include being in later old age, on a low income, in poor physical or	The LGA has a wide range of case studies and information to help local authorities address loneliness, which will need to be explored. However, it is recognised that this alone will not mitigate for loss of transport access, so consultation feedback will need to be carefully analysed in relation to this risk and potential impact.

<sup>3</sup> <https://www.local.gov.uk/sites/default/files/documents/combating-loneliness-guid-24e.pdf>

			mental health, living alone or in isolated rural areas or deprived urban communities and having no access to a car/never using public transport.	
<b>Healthy Lifestyles</b> Will the proposal promote independence and personal responsibility, helping people to make positive choices around physical activity, healthy food and nutrition, smoking, problematic alcohol and substance use, and sexual health?	The proposal may affect both people who are able to make healthy lifestyle changes and people who rely on the bus services to access support to make changes to their lifestyle.	People may make positive choices around physical activity e.g. walking or cycling to get to places as opposed to using transport.	People may not be able to access support groups that help them to make positive healthy lifestyle changes.	
<b>Accidents and Falls Prevention</b> Does the proposal reduce or increase the risk of: falls in older people, childhood accidents, road accidents, or workplace accidents?	n/a	n/a	n/a	n/a
<b>Access to Social Care</b> Will the proposal enable people to access appropriate interventions at the right time?	The proposal may affect people accessing early intervention support	n/a	People may need to access Council services if not able to attend early intervention support groups.	



	groups.			
<b>Independent Living</b> Will the proposal impact on people's ability to live independently in their own home, with care and support from family, friends, and the community?	The proposal may affect people who rely on the bus service to be independent.	n/a	There is a risk that people who are independent may need to rely upon Council services if they cannot afford taxis and/or do not have the support of family to maintain their independence.	
<b>Safeguarding</b> Will the proposal ensure effective safeguarding for the most vulnerable in our communities?	The proposal may affect vulnerable people	n/a	Risks to vulnerable when taking taxis on their own or asking a neighbour to provide transport	

**Evidence Base: (Evidence used/ likelihood/ size of impact)**

LGA, Age UK and Campaign to End Loneliness 'Combating Loneliness – A Guide for Local Authorities' January 2016  
<https://www.local.gov.uk/sites/default/files/documents/combating-loneliness-guid-24e.pdf>

**Economy** – Use this section to determine how the proposal will impact on the economy of Staffordshire and the income of residents.

Category Area (Areas highlighted are suggestions only and there may be other impacts in these categories)	Which groups will be affected	Benefits	Risks	Mitigations / Recommendations
<b>Economic Growth</b> Will the proposal promote the county as a “go to” location for business, and make it easy for businesses to start up, innovate and expand?	People who use the bus to access training and/or employment	n/a	There is a risk that businesses may not be able to access quality employment if people cannot attend work or training.	
<b>Poverty and Income</b> Will the proposal have an impact on income? Will it reduce the gap between high and low earners?	People who will not be able to access training and/or employment	n/a	<p>There is a risk that those people living in areas without bus services and who cannot afford alternative transport will have reduced opportunities to attend work or training opportunities.</p> <p>The Greener Journeys report ‘The Value of the Bus to Society’<sup>4</sup> states that a 10% improvement in local bus service connectivity in the 10% most deprived neighbourhoods across England would result in: 2.8% fall in income deprivation. There is therefore a risk that those areas most</p>	

<sup>4</sup> <http://www.greenerjourneys.com/wp-content/uploads/2016/10/The-Value-of-the-Bus-to-Society-FINAL.pdf>

			deprived in Staffordshire will see an increase in income deprivation.	
<b>Workplace Health and Environments</b> Will the proposal impact on working conditions and the health of Staffordshire's workforce?	n/a	n/a	n/a	n/a
<b>Access to jobs/ Good quality jobs</b> Will the proposal create the right conditions for increased employment in more and better jobs?	People who use the bus to access training and/or employment	n/a	<p>There is a risk that those people living in areas without bus services and who cannot afford alternative transport will have reduced opportunities to attend work or training opportunities.</p> <p>The Greener Journeys report 'The Value of the Bus to Society'<sup>5</sup> states that a 10% improvement in local bus service connectivity in the 10% most deprived neighbourhoods across England would result in: 2.7% fall in employment deprivation. There is therefore a risk that those areas most deprived in Staffordshire will see an increase in employment deprivation.</p>	

<sup>5</sup> <http://www.greenerjourneys.com/wp-content/uploads/2016/10/The-Value-of-the-Bus-to-Society-FINAL.pdf>

**Evidence Base: (Evidence used/ likelihood/ size of impact)**

Greener Journeys – The Value of the Bus to Society Report <http://www.greenerjourneys.com/wp-content/uploads/2016/10/The-Value-of-the-Bus-to-Society-FINAL.pdf>

**Environment** – Use this section to identify the impact of the proposal on the physical environment. How does the proposal support the utilisation and maintenance of Staffordshire’s built and natural environments, thereby improving health and wellbeing and strengthening community assets?

<b>Category Area</b> (Areas highlighted are suggestions only and there may be other impacts in these categories)	<b>Which groups will be affected</b>	<b>Benefits</b>	<b>Risks</b>	<b>Mitigations / Recommendations</b>
<b>Built Environment/ Land Use</b> Will the proposal impact on the built environment and land use?	n/a	n/a	n/a	n/a
<b>Rural Environment</b> Will the proposal impact on the rural natural environment or on access to open spaces?	n/a	n/a	n/a	n/a
<b>Air, Water and Land Quality</b> Will the proposal affect air quality (e.g. vehicle, industrial or domestic emissions), drinking water quality or land quality (e.g. contamination)?	n/a	n/a	n/a	n/a
<b>Waste and Recycling</b> Will the proposal affect waste (e.g. disposal) and recycling?	n/a	n/a	n/a	n/a
<b>Agriculture and Food Production</b> Will the proposal affect	The proposals may affect	n/a	There is a risk that if seasonal farm workers cannot attend work due to not	

<p>the production of healthy, affordable and culturally acceptable food?</p>	<p>seasonal farm workers who contribute to the production of food. It was most common for respondents to the public consultation to use buses 'to go shopping' (86%), 'for leisure/social purposes' (75%), 'to visit friends/family (71%) and 'to get to a doctors or medical appointment' (61%). 35% of respondents used buses regularly 'to get to work' and 24% used them 'to get to education or</p>		<p>being able to travel by bus that agriculture and food production be affected.</p>	
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	training'.			
<b>Transport</b> Will the proposal affect the ability of people/ communities/ business to travel? Will the proposal impact on walking/ cycling opportunities?	The proposals may affect people whose only means of travel is by bus, businesses providing alternative travel options e.g. taxis and people who are able to make healthy lifestyle changes.	People may make positive choices around physical activity e.g. walking or cycling to get to places as opposed to using transport.  Taxi businesses may benefit from increased fares.	People who cannot afford to take alternative travel or able to walk or cycle to destinations may become isolated.	
<b>Noise</b> Will the proposal cause disruptive noise?	n/a	n/a	n/a	n/a
<b>Evidence Base: (Evidence used/ likelihood/ size of impact)</b>				

**Localities / Communities** – Use this section to identify the impact of the proposal on communities. How will the proposal strengthen community capacity to create safer and stronger communities? It is important to recognise the different localities and communities your proposal may impact upon, and identify any communities that could be more adversely impacted than others. District Commissioning

Leads (DCL's) have a great deal of knowledge about their relevant locality and they must be engaged with as part of your Project Team at an early stage of the process.				
<b>Category Area</b> (Areas highlighted are suggestions only and there may be other impacts in these categories)	<b>Which groups will be affected</b>	<b>Benefits</b>	<b>Risks</b>	<b>Mitigations / Recommendations</b>
<b>Community Development/ Capacity</b> Will the proposal affect opportunities to work with communities and strengthen or reduce community capacity?	The proposal may affect current and potential communities providing transport	Strengthen community capacity to deliver further transport services	A number of the Voluntary Car and Community Bus Schemes rely partly on grants from SCC. If these grants were cut it may impact upon these schemes.	
<b>Crime/ Community Safety</b> Will the proposal support a joint approach to responding to crime and addressing the causes of crime?	N/A	N/A	N/A	N/A
<b>Educational Attainment and Training</b> Will the proposal support school improvement and help to provide access to a good education? Will the proposal support the improved supply of skills to employers and the employability of residents?	Home to school movements which have been transferred to the local bus network and associated SCC home to school contractual cost increases	N/A	Risk of further bespoke home to school contracts being reinstated as a consequence of reduced income to the commercial operators.	
<b>Leisure and Culture</b> Will the proposal	The proposals may have an impact	May encourage people to engage in local	People may become isolated and lonely	



encourage people to participate in social and leisure activities that they enjoy?	upon people who use the services to access social and leisure activities	social and leisure activities		
<b>Volunteering</b> Will the proposal impact on opportunities for volunteering?	Current and potential volunteers	May increase the number of volunteers who provide transport.	May impact upon people who use the bus services within the proposal to access volunteering opportunities.	
<b>Best Start</b> Will the proposal impact on parental support (pre or postnatally), which helps to ensure that children are school-ready and have high aspirations, utilising a positive parenting approach?	The proposals may have an impact upon people being able to access pre and postnatal support groups and play groups	n/a	Parents may become isolated which may impact upon children	
<b>Rural Communities</b> Will the proposal specifically impact on rural communities?	The changes are likely to affect people living in a rural area. The proportion of people living in rural areas in Staffordshire is higher than in England (24% and 17% respectively). Some districts have a higher proportion than others: over a third (39.8%) of the population in South Staffs live in a rural	n/a	Areas of the county with no access to any transport resulting in isolation and loneliness.	

	<p>area, 32% of the population in Stafford live in a rural area, 30.4% of the population in Staffs Moorlands live in a rural area and 29.5% of the population in Lichfield live in a rural area.</p>			
<p><b>Evidence Base: (Evidence used/ likelihood/ size of impact)</b></p>				

Now transfer the main findings of this assessment to the ‘**Checklist and Executive Summary**’ template. Then both documents need to be approved/signed off by the appropriate people. For CIAs that are going to **Cabinet**, only the ‘**Checklist and Executive Summary**’ should be submitted as part of the **Cabinet Papers**. The full CIA document should be submitted as a **Background Paper**.

Local Members' Interest
N/A

## **Prosperous Staffordshire Select Committee – 14<sup>th</sup> November 2017**

### **Progress on the Countryside Estate**

#### **Recommendation**

1. That the Committee scrutinise the contents of this report and considers the outcomes from the first phase of the Countryside Estate Review.

#### **Report of Cllr Gill Heath Cabinet Member for Communities**

### **Summary**

#### **What is the Select Committee being asked to do and why?**

2. The Committee has previously provided input to the review into the future management of the countryside estate. This report is being submitted to update the Committee on the outcomes from the first phase of the Countryside Estate Review.
3. The Committee is being asked to note that a further paper will be submitted to this committee prior to Cabinet in March 2018, which identifies and recommends a management and delivery solution for the Countryside Estate

#### **Context & Background**

4. Staffordshire County Council (SCC) owns a large diverse countryside estate, providing opportunities to enhance people's skills, and in some cases, employment potential, through volunteering. Alongside the main country parks, the estate also comprises a number of smaller sites (e.g. picnic areas). Whilst the main country parks are very popular and make a significant contribution to SCC's wider priorities, the smaller sites tend to be more of a local recreational asset. However, these smaller sites still have to be managed to meet SCC's legal liabilities and obligations.
5. SCC has powers under Section 4 of the Countryside Act 1968 to establish country parks but it does not have a statutory duty to do so. However, by virtue of having country parks and other countryside sites, there is a range of legislation that SCC has to comply with, including:
  - a. SCC owns water bodies that come under the jurisdiction of the Reservoirs Act 1975. This defines SCC as a statutory undertaker.
  - b. Under the Occupier Liability Act 1984, SCC has a duty of care to site visitors.
  - c. There are a range of statutory duties relating to environmental legislation and rights of way that cross SCC's countryside sites (e.g. The Wildlife and Countryside Act 1981 and The Rights of Way Act 1990).

6. Other legislation that SCC has to comply with includes: The National Parks and Access to the Countryside Act 1949; The Forestry Act 1967 as amended; The Countryside Act 1968; The Highways Act 1980; The Town and Country Planning Act 1990; The Conservation (Natural Habitats, &c.) Regulations 1994; The Town and Country Planning (Environmental Impact Assessment) (England and Wales) Regulations 1999; The Countryside and Rights of Way Act 2000, The Conservation of Habitats and Species Regulations 2010, and The Access to Environmental Information Regulations 2004 among others.
7. The management of countryside sites is primarily delivered by the Ranger Service and the Countryside Works Unit with input from the Environmental Advice Team. They are supported by approximately 25,000 volunteer hours and private sector contractors (as required).
8. To effectively and sustainably manage the countryside sites going forward, SCC decided that alternative delivery models needed to be explored. In early 2015, ten alternative delivery models were consulted upon and these were refined down to four preferred options. The four options, which were agreed by Cabinet in June 2016, were:
  - A: Maintain council ownership and seek opportunities to increase income from existing sites by working with volunteers, communities, third sector organisations and private parties.
  - B: Transfer management on a site-by-site basis to local community or voluntary sector groups such as parish councils.
  - C: Establish a partnership to manage countryside sites in a particular area.
  - D: Establish a not-for-profit trading company or trust to run and develop parts of the estate.

### **Progress to Date**

9. The first phase of the Countryside Estate Review covered the management and maintenance of the 18 countryside sites that comprise SCC's countryside estate. It did not include any other council-owned land (e.g. County Farms) or the management of public rights of way (PRoW).
10. A separate PRoW Review is being conducted and is running parallel to the Countryside Estate Review. The PRoW Review is assessing the entire PRoW function (i.e. management and maintenance) in order to identify a sustainable business model and working arrangements for managing and maintaining PRoW in Staffordshire. However, it is important to recognise that the Ranger Service and the Countryside Works Unit deliver the maintenance of PRoW and therefore a number of staffing options will be jointly investigated going forward.

## 11. Timeline to date

- a. September 2015 – Public consultation identifying the preferred options.
- b. June 2016 – Four preferred options were presented and approved by Cabinet.
- c. October 2016 – Information days with potential interested parties.
- d. December 2016 - Expression of Interest (EOI) forms went live.
- e. March 2017 – Expression of interest close.
- f. April 2017 – Panel meeting to access EOI's.
- g. April/May 2017 – Clarification meetings with EOI applicants.
- h. June 2017 – Decision letters to applicants.
- i. June 2017 – Delegated Decision papers agreed for Consall Nature Park and Wimblebury Picnic Area.

## Outcome of Expression of Interest Process

12. Between December 2016 and March 2017, organisations interested in managing and delivering all or some of SCC's countryside sites were encouraged to submit an Expression of Interest (Eoi). In total, fourteen EOI's were received.
13. The results of the EOI evaluation process are:
  - a. The RSPB will take over the management and maintenance of Consall Nature Park.
  - b. Heath Hayes and Wimblebury Parish Council will take over the management and maintenance of Wimblebury Mound Picnic Area.
14. The EOI evaluation process also revealed a number of issues that have subsequently impacted on the Review's direction of travel, including:
  - a. Many organisations expressing an interest in one or more sites also requested payment for taking on the site/s. Payment in exchange for taking on a site/s was not stated in the EOI tender.
  - b. Some local community groups expressing an interest in taking on a site also required significant levels of support from SCC in the short to medium term.
  - c. Some organisations expressed a desire to take on sites on a phased approach or in clusters, thereby making the evaluation process difficult.
  - d. Almost all organisations requested more detailed information about the costs and the management requirements of each site.

## Phase Two – Proposed Next Steps

15. A process will commence enabling the transfer of Consall Nature Park and Wimblebury Mound Picnic Area to the RSPB and Heath Hayes and Wimblebury Parish Council respectively.
16. A review of the current operating model and a range of efficiencies and income generating measures will be introduced in the short to medium term to ensure that the MTFs saving of £0.6m is met by 2018/19. These include:

- a. A car parking strategy for all appropriate countryside sites will be developed and implemented to ensure that income generating opportunities are maximized.
  - b. Explore the 'offers' at Marquis Drive Visitor Centre and at Chasewater Innovation Centre to improve the current offer and maximise income generating opportunities.
  - c. Evaluate existing contracts to identify savings (e.g. deer management, property care, vehicle management, etc.).
  - d. Review operation of new Countryside Stewardship Schemes going forward.
  - e. Develop and implement a new operating model for the management and maintenance activity on country parks and PRow.
17. The review of the current operating model will require an appropriate consultation with staff and Trade Unions in accordance with SCC processes once the impact for staff is understood and an indicative timeline (that may be subject to change) is included in Appendix A to demonstrate how this might be managed.
18. To enable a recommendation for the sustainable future of the countryside estate to be made by the Prosperous Staffordshire Select Committee in March 2018, the following work needs to be completed:
- a. Identify minimum management requirements for each site to meet legal and basic operational needs.
  - b. Develop basic management plans and calculate future costs for each site based on the minimal management requirements.
  - c. Assess all capital assets on each site in order to adopt an asset based management approach.

### **Steps taken in the interim to offset operating costs**

19. In the interim steps are being taken to ensure that our MTFs savings are delivered. These include holding vacancies whilst the Review is being completed and ensuring value for money on all essential purchases.
20. Additional sources of income are also being explored. For example, introducing car parking charges on the larger sites and increasing the current event charges across all the Country Parks. In the Cabinet meeting 17 June 2015 it was agreed that:
- a. Current charges are maintained at the existing levels. Existing experience would suggest that a reasonable level of compliance would be achieved at these rates and it is unlikely to encourage displacement parking or deter those on lower incomes
  - b. An annual season ticket was in place at £22 pa (equivalent of 6p a day) not to penalise regular users such as dog walkers. Holders of blue badges would be exempt. Most local authorities charge for car parking on their countryside estate and generally current rates are on a par or lower than rates charged elsewhere.

- c. The charging policy would be reviewed periodically and, if required, amended subject to approval from the Cabinet Member. Fees and charges are reviewed annually as part of the budget setting process.

### **Third phase of the Countryside Estate Review**

21. A further paper will be brought to the Prosperous Staffordshire Select Committee that will make recommendations for the final phase of the Countryside Estate Review. This may include the procurement of a management solution.

### **HR Implications**

22. All staff involved, directly or indirectly, with the management of the countryside estate will be affected by all phases of the Review. This includes members of the Ranger Service, the in-house Works Unit, Visitor Centre Staff and the Environmental Specialist team. All staff are continually informed of progress and will have the opportunity to input through a formal consultation process.

### **MTFS**

23. The total budget (capital and revenue) for managing the countryside sites and rights of way maintenance is £1,601,420 per annum. The wider Rural County team has to deliver a saving of £0.6m by 2020/21 in order to meet its MTFS commitments.

**Link to Other Overview and Scrutiny Activity** – Previous consideration by Select Committee on May 2016

### **Contact Officer**

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### **Appendices**

**Appendix A** – Flowchart of Development of Detailed Approach





**Timeline for the Country Park and Rights of Way Reviews**

	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
<b>Purdah</b>					X																		
<b>Local Election</b>						4th																	
<b>Development of Alternative RoW Operating Model/s</b>																							
Identify alternative and best practice RoW operating models, processes and procedures	X	X	X																				
Identify and agree the Review's key workstreams	X																						
Develop a number of alternative models, processes and procedures for Staffordshire	X	X	X																				
Appraise and refine models, processes and procedures				X	X	X																	
Finalise the Staffordshire RoW service							X	X															
Prepare Business Case for Project Sponsor and Cllr Deaville									X	X													
Implement the new model, processes and procedures (except staffing)																							
New model goes live (including new staffing structure)																							X
<b>Identify Alternative Country Park Operating Model/s</b>																							
Discussions with interested parties/stakeholders	X	X	X	X																			
Development of contract templates		X	X	X																			
Deadline for Expressions of Interest				X																			
Prosperous Staffordshire Select Committee				3rd																			
Expressions of Interest Panel Meetings (i.e. selection)				X																			
Carry out due diligence on selected organisation/s					X	X																	
Prepare Business Case for Project Sponsor and Cllr Winnington						X	X																
Cabinet if key decision required									X														
Finalise contracts																							
New model goes live																							
<b>Phase 2 Review Commences</b>																							
Prosperous Staffordshire Select Committee										X													
Cabinet decision required											X												
Preparation work for phase 2								X	X	X	X	X	X	X	X	X							
cabinet decision required on CP model going forward																							X
<b>Staff and Stakeholder Consultation</b>																							
Develop a revised structure											X												
Grading Panel												X											
Update CIA													X										
Brief Trade Union														X									
Group Staff Briefing on proposed draft model/s and structures															X	X							
Individual Employee 1-1's																X							
End of 30 day Consultation Period																X							
Analyse results of consultation and redefine final model/s and structures																X							
Group Briefing on Outcome																X							
Individual Employee Meeting on Outcome																X							
<b>Implement of final model/s and structure</b>																							
Commencement of Preferencing/Selection Process															X								
Return of Preferencing/Application Forms from staff																X							
Selection / Interview Process Dates																			X				
Individual Selection Outcome with Individual Staff																			X				
Consideration of Dismissal meetings																			X	X			
Individual Staff working their Notice Period																			X	X	X	X	
Staff leave SCC's employment																			X	X	X		
MTFS savings need to be delivered by																							X



Local Members' Interest
N/A

## **Prosperous Staffordshire Select Committee – 14<sup>th</sup> November 2017**

### **Infrastructure+ Improvement Plan and Performance Review**

#### **Recommendations**

That the Prosperous Staffordshire Select Committee:

1. Receives an update on the progress of the previously agreed Infrastructure+ Action Plan; and
2. Is provided with an update on the progress of the extra £5m in-year (17/18) investment in highway maintenance.

**Joint report of Cllr Mark Deaville, Cabinet Member for Commercial and Cllr Helen Fisher, Cabinet Support Member for Highways and Transport.**

#### **Summary**

##### **What is the Select Committee being asked to do and why?**

3. The Infrastructure+ contract commenced on 1 October 2014. During the summer of 2015 Prosperous Staffordshire Select Committee (PSSC) scrutinised the governance and reporting arrangements and on 24 April 2016 agreed an action plan of improvement with the then Cabinet Member for Economy, Environment and Transport. The first update was reported to PSSC on 15 November 2016. This report provides PSSC with a second update on progress against the agreed action plan.
4. The nature of the Infrastructure+ Strategic Partnership is that it is readily able to adapt to the Council's changing needs. This flexibility is being demonstrated during 2017/18 by delivering at short notice the commitment of extra investment in highway maintenance. This paper provides an update on the progress and achievements to date.

#### **Report**

##### **Background**

5. Staffordshire's Infrastructure+ contract is a strategic public-private partnership providing synergies in the holistic management and improvement of physical public infrastructure across Staffordshire. A principal ambition for the Infrastructure+ partnership is to enable effective collaboration, risk management

and innovation to continuously improve efficiency and Outcomes for Staffordshire's residents.

6. The core element of the Infrastructure+ contract is the maintenance, management and improvement of over 6,300Kms of highway network. Best use of resources is achieved by adopting preventive maintenance strategies and targeting resources as set out in the council's Highway Infrastructure Asset Management Plan (HIAMP), approved by Cabinet in January 2017. However, having to work within the limits of the available funding means that achieving locally desirable service levels is not always possible. This elevates the need for effective local engagement, timely communication and clear information for local Members and residents.
7. During the summer of 2015 PSSC established a working group to scrutinise progress. The working group's final report (please see link to this at the end of report) was endorsed on 17 December 2015 and a resulting Action Plan agreed on 24 April 2016.

### Action Plan Update

8. Table 1 lists the recommendations within the previously agreed Action Plan.

**Table 1 - Previous recommendations of Select Committee**

<b>Recommendation</b>	
1.	Officers review the technical language used in customer feedback report with a view to making it easier for customers to understand (ref 6.1)
2.	A copy of Infrastructure+ organisation chart be made available to all Members on the Members' intranet and be kept up to date (ref 6.3)
3.	Details of the Members' Guide be placed on the Members' intranet (ref 6.3)
4.	Gulley Emptying programme be added to the Members' Guide (ref 6.5)
5.	That a review be made of highways information available on the Members' intranet to add details of local highways staff contacts, divisional highways programmes, planning applications in Members divisions (ref 6.5), local improvement plans and cyclical highways programmes (ref 6.6) and that officers investigate if a routine, reactive and cyclical performance pack for each Member's division could be provided (ref 6.6)
6.	A scrutiny Member (who is not a Member of the Prosperous Staffordshire Select Committee) be invited to join the Customer and Communications Outcomes Group (6.3)
7.	A request is made to Staffordshire Borough and District Council planning officers that they publish highways (planning) responses that could pertain to housing developments as part of their Planning Committee minutes (ref 6.5)
8.	Members recommended that Community Highways Infrastructure Managers be asked to share details of meetings arranged with Parish Councils with elected members (ref 6.6).

## What progress has been made against the previous recommendations?

9. **Recommendation 1 (Continuous):** In accordance with the Infrastructure+ Governance Structure a 'Customer and Communication Outcome Group', now chaired by the Cabinet Support Member for Highways and Transport, has ownership for Customer Satisfaction, including:
  - a. Establishing customer service improvement priorities for Infrastructure+;
  - b. Agreeing communications and media strategies; and
  - c. Defining the Customer Service performance management framework.
10. An initial priority of the Customer and Communication Outcome Group was to establish an automated update system in response to reported highway defects. This has been a significant IT challenge, initially requiring an interim manual solution until the automated version was launched in summer 2016.
11. Earlier in 2017 the group completed the initial review of the language used in the standard scripted automated responses. The system will continue to be refined and improved in response to customer feedback and technical advancement.
12. **Recommendation 2 (Complete):** Senior officer structure, responsibilities and contact details have been made available on the council's internet. Key officer contacts for local Members are their local Community Infrastructure Liaison Managers (CILMs).
13. **Recommendations 3, 4 and 5 (continuous):** The established Customer and Communication Outcome Group developed and launched a Highways Portal within the Member's intranet pages on 1 November 2016. The portal aims to serve as a Member's guide to help them respond directly to the many local highway enquiries they receive. Greater visibility of service information, performance and forward works programmes continues to be developed and will be routinely updated. To date the Highways Portal provides access to:
  - a. General 'hot-topic' highways information;
  - b. Key officer contact details;
  - c. Member's locally identified Divisional Highways Programme (DHP) priorities;
  - d. Live roadworks information;
  - e. Highway responses to local planning applications; and
  - f. Some cyclical maintenance work programmes e.g. grass cutting, with others e.g. gully emptying, in development.
14. **Recommendation 6 (Complete):** A member of Corporate Review Committee, initially Cllr. John Francis, has now been included within the membership of the Customer and Communication Outcome Group.
15. **Recommendation 7 (Complete):** Planning officers of local Borough and District Councils have been asked to publish highway consultation response conditions as part of their formal planning decision notice. This has generally been accepted and is being achieved by including a summary of the required conditions.

16. **Recommendation 8 (Complete):** Community Infrastructure Liaison Managers (CILM) continue to be reminded to share details of any meetings arranged with Parish Councils with the respective local elected County Councillors.

### **SCC's Extra £5m investment in Highway Maintenance during 2017/18**

17. Maintaining Staffordshire's 6,300kms of roads and 4,500kms of footways is a job for the Council's Infrastructure+ strategic partnership. Following the original procurement, value for money continues to be ensured through commercial competition within the supply chain (subcontractors, plant and materials) as well as benchmarking of direct labour costs and operational performance. In addition exclusivity for additional scheme work is subject to demonstration of Best-Value.
18. Road maintenance is funded in two parts capital (life adding) government grant funding and local revenue (day to day upkeep) investment from the County Council. Between 2009 -2013 the County Council provided an extra £50m of its own capital investment. This improved the overall condition of the network by around 10%, adding durability that then enabled a series of subsequent savings to be made from the annual revenue funding in support of the Council's Medium Term Financial Strategy (MTFS). However, over the last two years parts of the network have deteriorated, with a corresponding increase in the number of defects, customer complaints and third-party claims for injury and property damage related claims.
19. In response to these circumstances Cabinet provisionally set out a new 4-year, £20m 'extra investment' programme. The priority in year 1 is to reduce the number of long-standing low-risk carriageway and footway pothole repairs to a more proportionate level, enable faster response times to new low-risk customer reported pothole defects and embrace a right-first-time and single visit approach wherever possible. Continued investment in subsequent years would aim to retain the improved level of service, whilst also providing added durability to reduce the number of pothole defects from occurring in the first place.
20. The extra £5m investment strategy for 17/18 is made of three core elements:
- a. £2.5m to provide an extra 45,000m<sup>2</sup> of localised pothole repairs to reduce the overall backlog and enable faster and more comprehensive repairs;
  - b. £2m towards hotspot-patching and resurfacing programme, targeting those locations with high levels of customer complaints and risk of personal injury or property damage e.g. Barton Turns, Burton; Hill Top, Hednesford; and Bridgecross Road, Burntwood;
  - c. £0.5m drainage improvements, targeted to locations causing repeat surface defects.
21. Progress:
- a. The extra investment has seen the overall number of potholes repaired increase to 31,000 in the past year compared to around 20,000 in a typical year.

- b. In terms of area this means the localised pothole repair programme is on track an extra 30,000m<sup>2</sup> of pothole patching repairs have been delivered in the first 6-months of 17/18, making a combined total of 80,000m<sup>2</sup>, which is the same amount delivered in the whole of 2016/17.
  - c. The hot-spot and resurfacing programme is also on-schedule with 19 of the identified 32 schemes complete or in progress.
  - d. Sample survey customer-contact has started to show improvement in satisfaction with speed of response, scale of repair and quality of the work done.
  - e. Notably there has also been a sharp decrease in media enquiries and associated largely negative coverage since the extra programme of investment. This has been complemented by a decline in comments on social media.
22. The outline strategy for a continued £5m/year Extra Investment during years 2 – 4 (2018/19 to 2020/21) is set out below:
- a. £2m/year to achieve the optimum amount of low-cost preventative maintenance treatment i.e. an extra 70 miles of ‘amber’ condition roads treated each year to help prevent potholes from forming;
  - b. £0.5m/year towards routine and reactive pothole repairs, maintaining a more acceptable speed of response;
  - c. Continuation of £0.5m/year of targeted drainage improvements; and
  - d. £2.0m/year towards high-cost resurfacing of worn out carriageways and footways.

## **Conclusions**

23. Of the eight recommendations within the agreed Infrastructure+ Action Plan 6 are complete and 2 will remain continuous.
24. The first-year of extra investment in road maintenance is having a positive effect in terms of reducing the number of long-standing low-risk carriageway and footway pothole repairs to a more proportionate level, enabling faster response times to new low-risk customer reported potholes and embracing a right-first-time and single visit approach wherever possible.

## **Link to Strategic Plan**

25. The Infrastructure+ contract is aligned with the “Leading for a Connected Staffordshire” business plan most significantly through helping to make Staffordshire a Great Place to Live. Its contribution is assured through: clear and visible performance management frameworks and targets, governance structures and improvement plans to deliver the agreed Critical Success Factors, Contractual Outcomes and the Council’s Medium Term Financial Strategy (MTFS) commitments.

## **Link to Other Overview and Scrutiny Activity**

26. The Infrastructure+ Action Plan was agreed with the Cabinet Member for Economy, Environment and Transportation on 26 April 2016. This report provides the second monitoring update of progress.

### **Contact Officer**

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### **Appendices/Background papers**

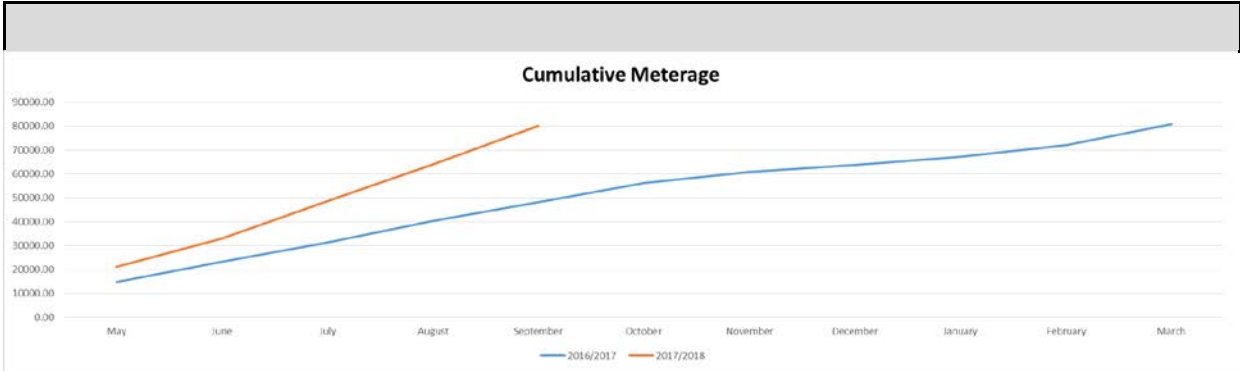
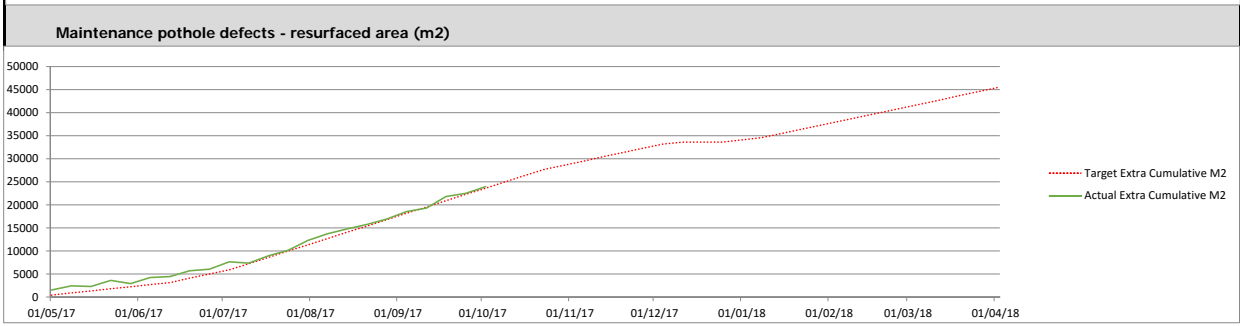
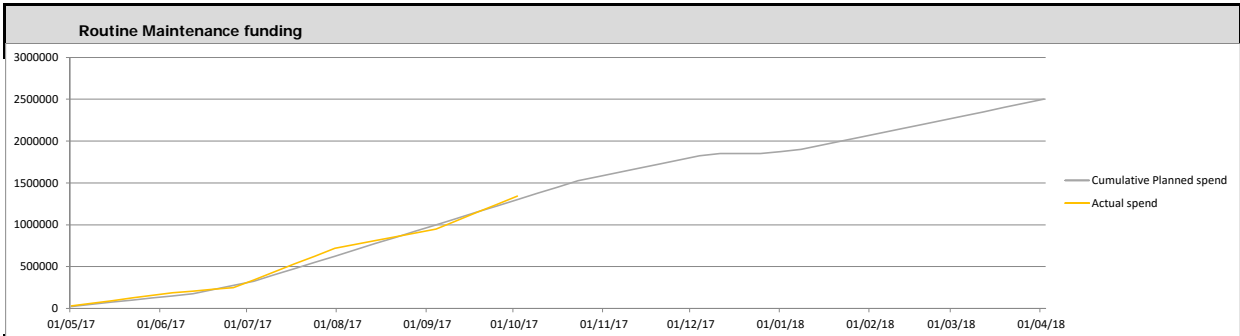
Working group's final report:

[Infrastructure+ - Review of Scrutiny of Governance and Reporting Arrangements to Prosperous Staffordshire Select Committee](#)

**Appendix A** - 2017/18 Extra Investment programme / tracker (October 2017)



2017/18 Extra Investment - Pothole Progress Tracker (October 2017)



### Hot-spot patching and resurfacing programme

Road No.	Road Name	Location	District / Borough Area	County Councillor	Programme Delivery period	RAG	Comments	19-May	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	19-Jan	19-Feb	19-Mar	19-Apr	19-May	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	19-Jan	19-Feb	19-Mar	19-Apr
C0027	Sawpit Lane	Brocton	Milford - Cllr Frank Finlay	John Francis	Q2	Completed	Completed to plan																								
U5033	Rawnsley Road	Rawnsley	Rawnsley - Cllr Hardman and Claire Peake	Graham Burnett	Q1	Completed	Completed to plan																								
D4221	Silver Birch Drive	Kinver	Potters Cross - Cllrs Gay Mander, Lyn Hindley, John Irving Bell, Ian Sadler, Virginia Webb, Henry Williams and Paul Woodliffe.	Victoria Wilson	Q2/3	Not Started	On target																								
B5016	Station Road	Barton Turn, Barton Under Needwood	Mercian - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	Julia Jessel	Q2	Completed	Completed - Start date was moved as a result of the closure we have in place at Branston Locks																								
U0508	Pennine Drive (incl. Greenfields)	Cannoek	Cannoek West - Doug Smith, Paul Snape, Hyra Sutton	Paul Snape	Q2	Completed	Completed to plan																								
C259	School Lane	Coven	Brewwood and Coven - Cllr Joyce Bolton Cllr Diane Holmes Cllr Wendy Sutton	Mark Sutton	Q2/3	Completed	Completed to plan																								
C0001	Winghouse Lane	Tittensor	Staitford	Jeremy Pert	Q2/3	In Progress	On site - to plan																								
A5190	Cannoek Road, Five Ways Island	Heath Hayes	Heath Hayes East and Wimplebury - Alan Dean, Colin Lea, Diane Todd Norton Canes - Mike Hoare, John Preece, Zaphne Stretton	Johnny McMahon	Q2	Completed	Completed to plan																								
B5368	Church Lane	Knutton		Derick Huckfield Tony Eagles	Q2/3	In Progress	On site - to plan																								
C0252	Baswich lane	Stafford	Baswich - Cllrs Ann Edgeller	John Francis	Q3	Not Started	Still awaiting confirmation of a start date as a result of a third party (Canals River Trust)																								
D1496	Lindale Drive	Wombourne	Wombourne North and Lower Penn - Cllrs Bary Bond, Alan Hinton and Robert Reade	Mike Davies	Q2	Completed	Completed to plan																								
A460	Hill Top	Hednesford	Hednesford South - Paul Woodhead	Graham Burnett	Q2	Completed	Completed to plan																								
A460	Rugeley Road	Hednesford	Hednesford North - Sheila Cartwright, Doris Grice, Alan Pearson	Graham Burnett	Q3	In Progress	On target																								
U5017	Norton Hall Lane / Church Road	Norton Canes	Norton Canes - Mike Hoare, John Preece, Zaphne Stretton	Johnny McMahon	Q3/4	In Progress	On target																								
C0369	Brownhills Rd / Norton East Rd / Beaumont Rd R'bout	Norton Canes	Norton Canes - Mike Hoare, John Preece, Zaphne Stretton	Johnny McMahon	Q3	Completed	Completed to plan																								
A34	Walsall Road	Great Wyrley	Great Wyrley Landywood - Cllr Ray Perry Cllr Kath Williams	Kath Perry	Q3	Completed	Completed to plan																								
A460	Sandy Lane	Rugeley	Hagley - Michelle Dudson and Christine Martin	Alan Dudson	Q3	Completed	Completed to plan																								
A41 / A464	Newport Rd / Holyhead Rd	Perton	Perton Dppons - Cllr Keith James	Robert Marshall Keith James	Q3	In Progress	On target																								
B5012	Park Road	Cannoek	Cannoek South - Maureen Freeman, John Kraujalis, Paul Witton Cannoek West - Doug Smith, Paul Snape, Hyra Sutton	Paul Snape	Q2	Completed	Completed to plan																								
A5190	Bridge Cross Road	Burntwood	Bridge Cross Road, Burntwood falls into several Wards: Summerfield & all Saints ward of Lichfield District Council: Cllr Mrs Brenda Constable Cllr Richard Mosson Cllr Mrs Heather Tranter Boney Hay & Central ward of Lichfield District Council: Cllr Richard Bamborough Cllr Di Evans Cllr Mrs Natasha Pullen Chasetown ward of Lichfield District Council: Cllr Shama Bascicic Cllr Beth Fisher	Helen Fisher/Sue Woodward	Q2	Completed	Completed to plan																								
D4169	Chandler Avenue	Kinver		Victoria Wilson	Q2	Completed	Completed to plan																								
U2077	High Street (NUL Town Centre)	Newcastle	NUL Town Centre - Cllr Elizabeth Shenton	Stephen Sweeney	Q4	Not Started	Design/Christmas embargo delay																								
U6056	Chartwell	Tamworth	Mercian - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	Jeremy Oates	Q3/4	Not Started	On target																								
D1255	Hillside Rd, St Edwards Rd	Cheddleton	Cheddleton Ward	Michael Worthington	Q3/4	Not Started	On target																								
U0501	Delta Way	Bridgtown	Cannoek South Cllr Mrs Heather Tranter	Paul Snape	Q3/4	Not Started	On target																								
A461/ A5127	Sainte Foy Avenue / Birmingham Road roundabout	Lichfield	Leomansley - Cllrs. Andy Smith, Iain Eadie and Bob Awty	Colin Greatorex	Q3/4	Not Started	On target																								
U3016	Douglas Road West	Stafford	Coton - Cllrs Jack Kemp and Louise Nixon	Maureen Compton	Q3	Not Started	On target																								
U0500	Sturley Close	Cannoek	Cannoek South - Maureen Freeman, John Kraujalis, Paul Witton	Paul Snape	Q3/4	Not Started	On target																								
U2096	Wedgwood Street	Wolstanton	Wolstanton - Cllrs Trevor Johnson and David Woodley	John Cooper	Q3	Not Started	On target																								
U5065	Clarion Way	Cannoek	Cannoek North - Gordon Alcott, Frank Allen, Jessica Cooper	Derek Davis	Q4	Not Started	On target																								
U2075	Milbourne Drive	Clayton	Clayton - Cllrs Andrew Parker and Stephen Sweeney	Stephen Sweeney	Q4	Not Started	On target																								
U6056	Godolphin	Tamworth	Mercian - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	Jeremy Oates	Q4/1	Not Started	May be delivered in 18/19 financial year																								
U6056	Glyndeborne	Tamworth	Mercian - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	Jeremy Oates	Q4/1	Not Started	May be delivered in 18/19 financial year																								
AS27	Brampton Road	Newcastle	May Bank - Cllrs John Tapp and Simon Tapp	Trevor Johnson	Q4/1	Not Started	May be delivered in 18/19 financial year																								
D2540	Hawthornes Manor Mews	Uttoxeter	Heath - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	David Brookes	Q4/1	Not Started	May be delivered in 18/19 financial year																								
U6056	Kentwell	Tamworth	Mercian - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	Jeremy Oates	Q4/1	Not Started	May be delivered in 18/19 financial year																								
A521	Uttoxeter Road Island jnc A50	Blythe Bridge	Fenbrook -	Ross Ward	Q4/1	Not Started	Start date may be delayed, awaiting Highway England road space dates.																								
U6056	Lorton	Tamworth	Mercian - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	Jeremy Oates	Q4/1	Not Started	May be delivered in 18/19 financial year																								
Gawsworth		Tamworth	Mercian - Cllrs. Michael Greatorex, Andrew James and Richard Kingstone.	Jeremy Oates	Q4/1	Not Started	May be delivered in 18/19 financial year																								



## Prosperous Staffordshire Select Committee Work Programme 2017/18

This document sets out the work programme for the Prosperous Staffordshire Select Committee for 2017/18.

The Prosperous Staffordshire Select Committee is responsible for scrutiny of highways infrastructure and connectivity, flood and water management, education, learning and skills. As such the statutory education co-optees will sit on this committee. The Council's Business Plan 2017-18 states the Council's Vision: A "Connected Staffordshire"...where everyone has the opportunity to prosper, be healthy and happy. The Plan states three population outcomes – Access more good jobs and the benefits of economic growth; be healthier and more independent and feel safer, happier and more supported. This Committee's work is aligned to the outcome: Access more good jobs and the benefits of economic growth. The Business Plan has seven business commissioning priorities – Great Place to Live; Living Well, Resilient Communities; Best Start; Ready for Life; Right for Business and Enjoying Life. The work of this Committee is aligned to the relevant commissioning priority/priorities.

We review our work programme at every meeting. Sometimes we change it - if something important comes up during the year that we think we should investigate as a priority. Our work results in recommendations for the County Council and other organisations about how what they do can be improved, for the benefit of the people and communities of Staffordshire.

### **County Councillor Ian Parry**

Chairman of the Prosperous Staffordshire Select Committee

If you would like to know more about our work programme, please get in touch with Tina Gould, Scrutiny and Support Manager, 01785 276148 or by emailing [tina.gould@staffordshire.gov.uk](mailto:tina.gould@staffordshire.gov.uk)

**Work Programme Items carried over from 2016/17**

Item	Date of meeting when item is due to be considered	Link to Council's Business Plan Commissioning Priorities	Details	Action/Outcome
<p>1. Library Strategy (item formerly referred to as Libraries in a Connected Staffordshire-Mobile and Travelling Library) – monitor and review outcomes, and Future Operating Model for Staffordshire's Arts Service and the Shire Hall (Future of Shire Hall now to be considered as part of Penda Property Partnership discussions by Corporate Review Committee) Cabinet Member: Gill Heath Lead Officer: Janene Cox/Catherine Mann</p>	<p>12 September 2017</p>	<p><b>Enjoying Life</b></p>	<p>Pre-decision scrutiny  Background to the Mobile and Travelling Library is that Members agreed to consider the effects of the mobile and travelling library service review following implementation. (Last considered on 12 October, 1 June 2015 as part of the wider Library review previously considered by PSSC on 23 January 2015).</p>	<p>The comments from the Committee on the current and proposed library offer will be used to help shape the future development of the County Council's Strategy for the Library Services 2018-21. The Committee agreed the principles to determine where community management or self-service is considered as an option. A more detailed breakdown of the nature of the visits to libraries will be provided to Members.</p>
<p>2. New item: Safer Roads Partnership Cabinet Member: Mark Deaville Lead officer: Mel Langdown</p>	<p>12 September 2017</p>	<p><b>Great Place to Live</b></p>	<p>Item proposed by Cabinet Member for Commercial.</p>	<p>The Committee noted the new governance structure and operating model of the Staffordshire Safer Roads Partnership and the wide range of initiatives used to promote road safety across the County.</p>

				The Cabinet Member agreed to investigate whether it is feasible to charge utility companies when roadworks take place and respond to the Chairman. The presentation will be made available to all members via the e-bulletin.
3. Update on Flood Risk Management Cabinet Member: Mark Deaville Lead Officer: Hannah Burgess	10 October 2017	<b>Great Place to Live</b>	To update Members on the Flood Risk Strategy.	The Committee noted the progress being made with regard to the Council's responsibilities as Lead Local Flood Authority for Staffordshire and the collaborative working arrangements with Walsall, Sandwell and Wolverhampton Councils. They supported a call for government to simplify the process for funding local flood alleviation.
4. Countryside Estate Review Cabinet Member: Mark Winnington Lead Officer: Janene Cox/Emma Beaman	14 November 2017	<b>Great Place to Live and Enjoying Life</b>	Members have considered this item on 18.12.14, 4.9.15, 12.10.15 and 24.5.16. At their last meeting they asked that further consideration of larger sites be brought back to the Select Committee for pre-decision scrutiny and that local Members be engaged in discussions regarding the	

			future of smaller sites.	
5. Supported Bus Network Cabinet Member: Mark Deaville Lead Officer: Clive Thomson	14 November 2017	<b>Great Place to Live</b>	This item was considered on 31 July and Members asked that it be brought back to the Committee following consultation.	
6. Infrastructure + - Action Plan (refresh) Cabinet Member: Mark Deaville Lead officer: James Bailey	14 November 2017 and then six monthly	<b>Great Place to Live</b>	Members have been regularly involved in scrutiny of the contract arrangements with Amey. Members to scrutinise the Improvement Plan and Performance Review.	Please note items 6 and 7 may be combined into one item.
7. Highways Extra Investment Cabinet Member: Mark Deaville Lead officer: James Bailey	14 November 2017	<b>Right for Business and Great Place to Live</b>	Members are asked to scrutinise the county's investment in our road network. Members wished to consider the quality of repairs/failure rate.	
8. West Midlands Rail Contract Cabinet Member: Mark Winnington Lead Officer: Clive Thomson	14 November 2017	<b>Right for Business and Great Place to Live</b>	New franchise commences Oct/November 2017.	Briefing Note to be circulated with papers on 14.11.17.
9. Economic Growth Capital and Development Programme to include Overview of Regeneration Projects Cabinet Member: Mark Winnington Lead officer: Anthony Hodge	15 December 2017 and then quarterly	<b>Right for Business and Great Place to Live</b>	Item proposed by the Corporate Director for Economy, Infrastructure and Skills.	
10. EU funding and European Social Funding Cabinet Member: Mark Winnington Lead officer: Nigel Senior	15 December 2017	<b>Right for Business</b>	This was on the work programme last year under the title EU Funding Programme, but not considered. The future of the Programme was unknown post-Brexit.	
11. Scrutiny Review of Impact of HGVs on Roads and Communities in Staffordshire – follow up of Executive Response Action Plan	15 December 2017	<b>Great Place to Live</b>	Members undertook a review of the impact of HGVs on roads in Staffordshire last year. Members are asked to continue to scrutinise the Executive Response Action Plan until	

Cabinet Member: Mark Deaville Lead officer: Clive Thomson			all recommendations are completed or an explanation given. An initial Executive Response was scrutinised by the Committee on 13 September 2016.	
12. Skills and Employability Self-Assessment Cabinet Member: Mark Sutton Lead officer: Tony Baines/Preeya Buckley	18 January 2018	<b>Ready for Life</b>	Members are asked to consider this item on an annual basis pre Ofsted inspection of the service.	
13. Adult and Community Learning – Quality Improvement Plan Cabinet Member: Mark Sutton Lead officer: Tony Baines/Preeya Buckley	18 January 2018	<b>Ready for Life</b>	This Plan has been developed as a result of the Skills and Employability Self-Assessment. Members are asked to scrutinise the Plan.	
14. School Attainment and Improvement Cabinet Member: Mark Sutton Lead officer: Tim Moss	18 January 2018	<b>Ready for Life</b>	The Committee considers the progress of achievement in Staffordshire schools on an annual basis following the annual announcement of results by Ofsted.	
15. Post-16 Education Provision Cabinet Member: Mark Sutton Lead Officers: Tim Moss/Tony Baines	18 January 2018	<b>Ready for Life</b>	Item proposed by the Cabinet Member for Learning and Skills.	
16. School Funding Formula Cabinet Member: Mark Sutton Lead Officer: Tim Moss	18 January 2018	<b>Ready for Life</b>		
17. Large scale Fly Tipping in Staffordshire Cabinet Member: Gill Heath Lead officer: Clive Thomson/Chris Jones	2 March 2018	<b>Great Place to Live</b>	The Select Committee's views are sought on how large scale fly tipping is being managed. (Views of JWMB to be sought).	
18. Review of Household Waste Recycling Provision (impact of charging for non-household waste)	2 March 2018	<b>Great Place to Live</b>	This item was called in and considered by the Corporate Review Committee on 26 October 2016. Members are asked to review the	

Cabinet Member: Gill Heath Lead officer: Clive Thomson/Chris Jones			current arrangements that came into effect on 1.11.16.	
19. School Funding for the Future Cabinet Member: Mark Sutton Lead Officer: Andrew Marsden	2 March 2018	<b>Ready for Life</b>	This item was proposed for addition to the work programme by Members at their March 2017 meeting.	
20. Economic Growth Capital and Development Programme to include Overview of Regeneration Projects Cabinet Member: Mark Winnington Lead officer: Steve Burrows	2 March 2018	<b>Right for Business and Great Place to Live</b>	Item proposed by the Corporate Director for Economy, Infrastructure and Skills.	
21. Delivering Housing in Staffordshire Cabinet Member: Mark Winnington Lead officers: Mark Parkinson	2 March 2018	<b>Right for Business and Great Place to Live</b>	Link to school funding for the future above.	
22. HS2 Cabinet Member: Mark Deaville Lead Officer: Clive Thomson	4 April 2018	<b>Right for Business and Great Place to Live</b>	Phase 2 under consultation.	
23. Sub-National Transport Body for East-West Midlands Cabinet Member: Mark Deaville Lead officer: Clive Thomson	4 April 2018	<b>Right for Business and Great Place to Live</b>		
24. Countryside Estate Review Cabinet Member: Gill Heath/Mark Winnington Lead Officer: Emma Beaman	4 April 2018	<b>Great Place to Live Enjoying Life</b>	Pre-decision scrutiny.	
25. Improving Attendance and participation in our schools and settings Cabinet Member: Mark Sutton Lead officer: Tim Moss/Karl Hobson	June 2018	<b>Ready for Life</b>	Members previously considered this matter at their meeting in September 2015 and requested that the Attendance Working Group report further progress, including specific intervention showing how the principles	



			and priorities work in practice; Post-16 changes and any impact these have on take up. 2017-18 Attendance figures not available until June 2018.	
26. Impact on Staffordshire of Britain's Vote to Leave the European Union to Include EU Funding Programme Cabinet Member: Philip Atkins/Mark Winnington Lead Officer: John Henderson/Darryl Evers		<b>Right for Business</b>	At the meeting on 26 July Members asked to be kept apprised of the impact on Staffordshire of Britain's vote to leave the European Union. Item on EU Funding Programme proposed by the Corporate Director for Economy, Infrastructure and Skills.	Referred to All Party Member Group – External Relationships. Acknowledgement received from Chairman of APMG.
27. Superfast Staffordshire (Broadband) – Going Forward Cabinet Member: Gill Heath Lead officer: Clive Thomson/Paul Chatwin/Louise Clayton	To be advised	<b>Right for Business</b>	The Committee received a series of briefing notes on this matter in October 2013, October 2014 and July 2015. There has been no further scrutiny since this time.	Refer to All Party Member Group - Improvement
28. Hanford Energy Cabinet Member: to be advised	To be advised	<b>Great Place to Live</b>		Refer to Corporate Review
29. Sportshire Strategy and Major Events Evaluation Cabinet Member: Mark Winnington Lead Officer: Jude Taylor	? Briefing note	<b>Enjoying Life</b>	Strategy reviewed in December 2015. Members asked that future evaluation reports include a detailed cost benefit analysis and that any figures used to highlight the success of events should be robust. The negative impact on local communities of Sportshire events was acknowledged and the Select Committee wish to ensure that everything possible is done to mitigate these in future. An evaluation report of the 2017 Ironman event was requested to be brought to a Select Committee meeting approximately three months after the event.	Request Briefing Note
30. Constellation Partnership Cabinet Member: Mark		<b>Right for Business</b>	The Partnership is between two LEPs and 7 local authorities with Ministerial	Refer to Corporate Review

Winnington Lead officers: Mark Parkinson/Tony Baines			backing, and has an ambition to deliver 100,000 new homes and 120,000 new jobs by 2040.	
31. Heritage Lottery Fund Bid Cabinet Member: Gill Heath Lead officer: Janene Cox/Joanna Terry		<b>Enjoying Life</b>	Item proposed by Cabinet Member for Communities. Lottery bid being completed.	Briefing Note circulated September 2017.
32. Rights of Way Cabinet Member: Gill Heath Lead Officer: Nicola Swinnerton		<b>Great Place to Live</b>	Issue regarding backlog of applications.	Vice Chairman to discuss this matter with Cabinet Member for Commercial and report back
33. County Farms Cabinet Member: Gill Heath		<b>Right for Business</b>	Item proposed by Cabinet Member for Economic Growth. Item could be broadened out to a wider issue re rural areas (food production; rural transport; role of county farms; land agents; hydroponics; Agritech)	For discussion at next triangulation meeting
34. Inward Investment Team Cabinet Member: Mark Winnington		<b>Right for Business</b>	Item proposed by Cabinet Member for Economic Growth	For discussion at next triangulation meeting
35. Small Businesses Cabinet Member: Mark Winnington		<b>Right for Business</b>	Item proposed by Cabinet Member for Economic Growth	For discussion at next triangulation meeting
36. Elective home education Cabinet Member Mark Sutton Lead Officer: Karl Hobson		<b>Ready for Life</b>	Item referred by Corporate Parenting Panel – August 2017 (NB Matter also referred to Safe and Strong Communities Select Committee)	Meeting set up to discuss this matter with Chairs of this Committee and Safe and Strong Select Committee. A proposal has been made that a small Working Group of Members from both Committees be formed to take this forward.

Working Groups				
<p>37. Entrust Service Level Agreement Key Performance Indicator Working group Cabinet Member: Mark Deaville Lead Officer: Ian Turner/Karen Coker</p>	<p>Scrutiny and Support Manager to discuss timing with Chair/Vice Chair</p>	<p><b>Ready for Life</b></p>	<p>Following consideration of Education Support Services – Commissioning and Contract Performance on 22 January Members agreed to set up a Working Group to consider the review of KPIs and the information they wished to scrutinise in future.</p>	<p>Committee agreed that new Members should be sought and a further meeting of the Group arranged. Chairman to discuss way forward with Cabinet Member for Commercial. Update: Cabinet Member for Commercial is preparing an update for the Committee. Advised to defer setting up of Working Group until this has been received.</p>

<p><b>Membership</b></p> <p>Ian Parry (Chairman) Julia Jessel (Vice-Chairman) Ann Beech Tina Clements Maureen Compton Keith Flunder Bryan Jones David Smith Simon Tagg Bernard Williams Rev. Preb. Michael Metcalf (Co-optee) Paul Woodhead (Co-optee) Candice Yeomans (Co-optee)</p>	<p><b>Calendar of Committee Meetings</b> at County Buildings, Martin Street, Stafford ST16 2LH</p> <p>20 June 2017 – cancelled 31 July 2017 12 September 2017 10 October 2017 14 November 2017 15 December 2017 18 January 2018 2 March 2018 New date: 4 April 2018</p>
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**Prosperous Staffordshire Select Committee**  
**14<sup>th</sup> November 2017****Briefing Note: West Midlands Rail Ltd****Issue**

West Midlands Rail (WMR) Partner Authorities (of which Staffordshire County Council is a member) have been developing a proposal for increasing local involvement and influence over local rail services for approximately four and a half years, in line with government policy on devolution and as evidenced by the benefits elsewhere from the local control of rail services.

Cabinet approved a decision on 18<sup>th</sup> November 2015 for Staffordshire County Council to become a member of West Midlands Rail Ltd and for the Leader of the Council and the Cabinet Member for Economic Growth to be appointed to the Board of Directors. At this meeting Cabinet also agreed for the Prosperous Staffordshire Select Committee to receive a report regarding the outcomes of the West Midlands Rail Franchise once these became available.

A report to Cabinet on 16<sup>th</sup> March 2016 discussed how it was essential for Staffordshire County Council to take “advantage of every opportunity to influence proposals which impact on the Authority area and ensure that these regional, pan regional, sub-national and national initiatives complement and enhance the work we are doing at a local level”. To achieve the economic aims of the County Council, the Authority is therefore an active member of West Midlands Rail Ltd.

Cabinet subsequently approved a decision on 20<sup>th</sup> July 2016 for Staffordshire County Council to authorise the signing of a Collaboration Agreement with the Secretary of State for Transport. This Collaboration Agreement sets out the relationship between WMR Ltd and Department for Transport in relation to the management of the West Midlands Rail Franchise.

**Background**

Having a high performing rail network with quality facilities and good customer experience which provides for the connectivity needs of Staffordshire’s businesses and communities is considered essential for the delivery of the County Council’s Strategic Plan and its associated outcomes.

Transport connectivity plays a critical role in supporting economic flows and in unlocking investment in the necessary employment, housing and leisure markets. The West Coast Mainline for example provides a strategic link through the County between Scotland, the North West and London for both passenger and freight services. It is transport links like these that provide the strategic connectivity that Staffordshire needs to enhance its economic

competitiveness. However, despite the correlation between rail and economic growth, local influence in rail services in the West Midlands has historically been low.

In recent years Government has committed to putting local communities back in control of the decisions and services that affect their lives. For rail this means transferring power and responsibility to the appropriate local level, so that where railways provide primarily local services, local communities and local authorities have a greater influence in how those services are run.

In response to this commitment, 16 local authorities from across the West Midlands came together to form WMR Ltd, a cohesive and proactive body, owned by partner authorities<sup>1</sup> to represent the regional and local economic transport and strategic objectives for the rail industry. WMR's aim is to translate the Government's agenda by leading the transformation of rail services in the West Midlands to meet the needs of passengers, stakeholders and businesses. In December 2015, WMR Ltd was established with the following objectives:

- a. To promote the devolution of responsibility for rail passenger services and (where appropriate) associated facilities in the WMR area to local transport authorities or other appropriate local authorities or other bodies within that area (acting through WMR Ltd);
- b. To manage or to assist in managing the performance of rail passenger services operating within the WMR area pursuant to rail franchise agreements or other similar agreements;
- c. To improve rail passenger services and associated facilities within the WMR area;
- d. To develop and oversee the implementation of a long-term strategy for rail passenger services in the WMR area.

Cllr Mark Winnington, Cabinet Member for Economic Growth is currently the Vice Chair of the Board of Directors. He has previously also held the post of Chair of the Board. The Board is supported by an Officers' Rail Devolution Group comprising representatives from each Partner Authority. Clare Horton currently Chairs this Group.

Discussions with the Secretary of State for Transport led to a proposition for rail devolution in the West Midlands which has enabled WMR to have a meaningful level of influence over the specification and evaluation of the new West Midlands Franchise. The County Council was heavily involved in this process having an officer restricted within Government thereby enabling a positive and strong local influence. The County Council also undertook independent commercially confidential discussions with bidders to help inform and shape their bids to Government.

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<sup>1</sup> Full Members of West Midlands Rail Ltd are Birmingham, Coventry, Dudley, Herefordshire, Northamptonshire, Sandwell, Solihull, Shropshire, Staffordshire, Telford and Wrekin, Walsall, Warwickshire, Wolverhampton and Worcestershire. Affiliate Members are Cheshire East and Stoke -on-Trent



The Government also agreed that once the new Franchise commenced in December 2017, WMR will be responsible for managing those services operating locally within the WMR area.

### **Current Position**

The West Midlands Rail Franchise provides a combination of commuting, regional and longer distance services in the West Midlands and on the West Coast Main Line. These are:

- a. Local and regional services in the West Midlands area used by commuter, business and leisure travellers on the Cross City Line, Chase Line and Shrewsbury Line
- b. Long distance services along the West Coast Mainline from Liverpool to Birmingham via Stafford and Penkridge and Crewe to London via Kidsgrove, Stoke-on-Trent, Stone, Stafford, Rugeley, Lichfield and Tamworth.

The Franchise is currently operated by London Midland, owned by Govia and operates 60% of all the rail services in the WMR area. On the 10<sup>th</sup> August the Department for Transport announced that the new Franchise would be awarded to West Midlands Trains Ltd, a joint venture of Abellio, Japan East Railway Company and Mitsui & Co Ltd.

The new franchise will deliver nearly £1 billion of investment on services in the West Midlands. This will mean more space on trains, more frequent services and better facilities for passengers. For further information on the key benefits please refer to Appendix A.

The new Franchise will run from 10<sup>th</sup> December 2017 until March 2026.

### **Comments and Next Steps**

WMR's interests extend beyond rail franchising and it is more than simply transferring powers from one tier of government to another. It is instead about translating those devolved responsibilities into meaningful actions that benefit local passengers, stakeholders and businesses

WMR has therefore published its aspiration for a regional rail network that is characterised by consistently high standards of customer service and service delivery regardless of the identity of the train operator. This is known as the Single Network Vision.

WMR are also pioneering a new approach to the management of rail stations. This involves working with Network Rail, who own the stations, and the train companies who manage them, to identify and secure funding to enable an agreed programme of station enhancements to be developed and delivered.



Finally WMR is developing a rail investment strategy for the WMR area. This covers a 30-year time period and is split into four time frames. The Strategy will build upon individual local authority rail strategies and focus on outputs and evidence based priorities to meet the region's goals.

A future update will be presented to the Prosperous Staffordshire Select Committee outlining how the County Council's active involvement in influencing the rail agenda is delivering improvements to the rail offer for Staffordshire's rail passengers if the Committee deems it appropriate.

## **Conclusion**

Greater local control over the region's rail network will further stimulate economic growth as local and national investment can be channelled into meeting local needs. At the same time, the rail franchises can be designed and managed to be responsive to the requirements of the communities they serve, bringing people and businesses across the region together. This will not only benefit Staffordshire but also the West Midlands and the country as a whole, as a more effective railway supports sustainable economic growth, offers an attractive option for business and leisure travels, and provides value for money for the tax-payer and the fare-payer.

## **Contact details**

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## Appendix A – West Midlands Franchise Key Benefits

Key benefits will include:

- 20,000 extra seats into Birmingham with standing room for 50,000 passengers in the AM and PM peaks.
- Two separable business units; one for the West Midlands and the other for services on the West Coast Mainline. WMR will have lead contract management of the services in the West Midlands Business Unit. This is to ensure the new franchise will be responsive to regional needs (Please refer to Appendix B for a Map of the two separable business units).
- The West Midlands separable business unit will receive a unique brand, known as West Midlands Railway.
- Passengers will be entitled to 25% compensation if their train is delayed by 15 minutes. They will continue to receive 50% refund for delays of 30 minutes and full compensation if it is more than 1-hour.
- New and refurbished train carriages creating more space for people.
- Free Wi-Fi will be available on all main line trains by the end of December 2019
- More accessible services with a reduction in the period of prior notice required for passenger assist.
- A service quality regime to improve the quality of stations, trains and customer service for passengers.
- Improved passenger information
- Smart ticketing
- Investment in Station improvements to deliver for example new car park spaces, new cycle parking spaces, new and refurbished waiting rooms and more seats at stations.
- Investment in Community Rail
- Station Alliance with West Midlands Rail and Network Rail

In addition to the above, Staffordshire residents will also see the following improvements:

Chase Line (Rugeley – Cannock – Walsall – Birmingham)

- Electric rolling stock introduced following completion of the electrification works
- A half-hourly service between Birmingham, Walsall and Rugeley Trent Valley Monday to Saturday by December 2018 and on Sundays by May 2021
- Earlier and later services between Birmingham and Rugeley Trent Valley including on a Sunday
- New hourly direct services planned between Rugeley Trent Valley, Cannock and London via Birmingham New Street, Birmingham International and Coventry.

#### Cross City Line (Lichfield – Birmingham – Bromsgrove/Redditch)

- Investment in more than 100 brand new electric carriages introduced from 2020 specially designed and dedicated to the Cross City Line
- Extension of services from Lichfield City to Lichfield Trent Valley to provide 4 services per hour Monday to Saturday by December 2018 and on Sundays by May 2021
- Earlier and later services between Birmingham and Lichfield
- Extension of Cross City services to Bromsgrove once the line is electrified in December 2018
- A robust strategy to deliver services during the autumn leaf-fall period

#### Shrewsbury Line (Shrewsbury – Codsall – Wolverhampton – Birmingham)

- Carriages will be fully refurbished and supported by investment in 80 brand new diesel carriages introduced by 2020
- Additional services to create a regular all-day half-hourly service between Birmingham and Shrewsbury Monday to Saturday by December 2018 in addition to the current hourly service operated by Arriva Trains Wales
- Between Shrewsbury and Wolverhampton the new hourly service shall call as a minimum at Wellington, Telford, Shifnal and Codsall
- A new hourly Sunday West Midlands Franchise service between Shrewsbury, Codsall and Birmingham with 2 services per hour provided by May 2021. This will replace the current less frequent Arriva Trains Wales Service.

#### Birmingham to Crewe Line (Birmingham to Stoke-on-Trent – Crewe)

- A new hourly service between Crewe, Kidsgrove, Stoke-on-Trent, Stone, Stafford and London via Birmingham New Street, Birmingham International and Coventry.
- A regular all-day service for Stone and Kidsgrove
- Additional calls during the morning and evening rush hours at Stone and Kidsgrove compared to today
- Additional evening services during the week and at weekends
- Journey connections at Stafford for passengers wishing to use the existing London via Trent Valley service
- A new station car-park at Stone

#### Liverpool to Birmingham Line (Liverpool – Crewe – Stafford – Birmingham)

- Later last service from Birmingham to Liverpool on a Saturday by December 2018
- Enhanced Sunday frequency between Birmingham and Liverpool increasing from 1 to 2 services an hour by May 2021
- Earlier first services between Birmingham and Liverpool in both directions on a Sunday and a later last service from Birmingham to Liverpool
- New hourly direct services to London planned between Liverpool, Crewe, Stafford, Birmingham New Street, Birmingham International and Coventry

- Extension of one Liverpool to Birmingham service planned to Birmingham International.
- Half-hourly service in both directions at Penkrige

London to Crewe Service (Crewe – Stafford – Rugeley – Lichfield – Tamworth - London)

- Longer trains providing additional capacity on this busy route
- Journey times between London and Crewe via the Trent Valley are reduced from December 2018 as services run fast between Crewe and Stafford
- Later last service from London Euston to Crewe via the Trent Valley Monday to Friday by December 2018
- Later last service from London Euston to Crewe via the Trent Valley on Saturdays by December 2018
- Earlier first service from Crewe to London Euston on Sundays by May 2021
- Extra car park spaces at Tamworth Rail Station



## Appendix B: West Midlands Franchise Separable Business Units



