

# **PORTFOLIO HOLDER – HOUSING, INFRASTRUCTURE AND TRANSPORT**

<b>DATE</b>	10 February 2025
<b>REPORT OF</b>	Cllr Stewart Swinburn, Portfolio Holder for Housing, Infrastructure and Transport
<b>RESPONSIBLE OFFICER</b>	Carolina Borgstrom, Director for Economy, Environment & Infrastructure
<b>SUBJECT</b>	Bus Service Improvement Plan and Enhanced Bus Quality Partnership Progress Report
<b>STATUS</b>	Open
<b>FORWARD PLAN REF NO.</b>	PHHIT 02/25/05

## **CONTRIBUTION TO OUR AIMS**

The North East Lincolnshire Bus Service Improvement Plan (BSIP) and Enhanced Bus Quality Partnership Plan and Scheme (EP) contributes towards key Council priorities by improving public transport within the borough, providing access to work, training, education, and social opportunities, and creating affordable transport services, which, in turn enables a 'Stronger Economy, Stronger Communities, Greener Future & Effective and Enabling Council'. The BSIP is also expected to enable improved safety and sustainability and contribute towards actions identified in the Councils Carbon Roadmap strategy.

## **EXECUTIVE SUMMARY**

This report provides an update in relation to the work of the EP and BSIP in North East Lincolnshire (NEL).

## **RECOMMENDATIONS**

It is recommended that the Portfolio Holder notes the report and receives a further BSIP and EP progress report by early 2026, in line with the DfT and EP requirements.

It is also recommended that the Portfolio Holder provides approval for this progress report to be published on North East Lincolnshire Councils website.

## **REASONS FOR DECISION**

This report provides an annual progress report which is a requirement of the DfT and the Council's EP Plan.

### **1. BACKGROUND AND ISSUES**

1.1 The Government's 2021 National Bus Strategy for England offered an opportunity for step changes in local bus services in North East Lincolnshire. The Council has been awarded £4.7 million of BSIP funding through a successful funding bid to the Department for Transport's (DfT) National Bus Strategy.

1.2 On the 12 February 2024, the Portfolio Holder considered a BSIP and EP

progress report and approved for this update to be provided early 2025.

- 1.3 The Council made positive use of all BSIP funding (BSIP Phase 1, BSIP+ & BSIP Phase 3) funding in 2024. A timeline of the progress to date, following the February 2024 progress report, can be found in Appendix A.
- 1.4 To monitor the progress of the BSIP, the Council commissioned Transport Focus to conduct passenger satisfaction surveys. Results of the satisfaction survey (covering the period February 2024 to November 2024), are shown in the table below (See Appendix B for more information):

Item	2023 Results	2023 Average for England	BSIP 2024/25 Target	Results to Date
Overall Satisfaction	85%	80%	92%	86%
Value for money	71%	67%	77%	68%
Bus stop where you caught the bus	79%	76%	N/A	74%
Length of time you had to wait for bus	76%	68%	N/A	76%
Punctuality of bus stop (arriving on time)	79%	70%	82%	79%
Bus driver	87%	85%	82%	86%
Length of time bus journey took	87%	81%	90%	82%

- 1.5 Prior to the Covid-19 pandemic, over 7 million people were travelling on Stagecoach East Midlands local bus services. During the pandemic, passenger numbers decreased by over 61%, however, as seen in the data in Appendix C, passenger numbers overall are approximately 85% of pre pandemic levels.

## **2. RISKS AND OPPORTUNITIES**

- 2.1 It has been agreed with Stagecoach that once the BSIP funding period ends, all bus services supported by the BSIP are to be commercially viable and operate without any local authority funding.
- 2.2 It is envisaged the BSIP and EP performance will be taken into account by the DfT when they consider future external funding bids from the Council, therefore poor performance may have a negative impact on future bidding opportunities.
- 2.3 The continued challenging economic environment may impact on the commercial viability of bus services, which would require future consideration regarding subsidy.
- 2.4 The BSIP and EP provides the Council with an opportunity to be seen as a best practice authority which may enhance future bidding opportunities.

## **3. OTHER OPTIONS CONSIDERED**

- 3.1. This report provides an update, as approved in the February 2024 update report, in relation to the work of the Enhanced Bus Quality Partnership Plan and

Scheme, options are to be considered as part of the EP delivery process.

#### 4. REPUTATION AND COMMUNICATIONS CONSIDERATIONS

- 4.1. It is not expected there are any reputational or communications issues associated with this report.

#### 5. FINANCIAL CONSIDERATIONS

- 5.1. The confirmed NELC BSIP and EP funding allocations received in each financial year are:

Financial Year	BSIP+ Revenue	BSIP Phase 3 Revenue	Revenue Delivery	Capital Delivery	Total
2023/24	£280,128	£0	£1,016,096*	£1,011,256*	£2,307,480
2024/25	£280,128	£893,000	£432,147	£2,225,255	£3,830,530
2025/26	£0	£0	£1,705,659**	£2,010,583	£3,716,242
<b>Total</b>	<b>£560,256</b>	<b>£893,000</b>	<b>£3,153,902</b>	<b>£5,247,094</b>	<b>£9,854,252</b>

\*2022/23 & 2023/24 combined allocation

\*\*Includes £63,000 BSIP Capacity funding

- 5.2 At the time of writing this report, the spend to date within the 2024/2025 financial year, including value of orders raised, is as follows:

	Capital	Revenue	Total
Available Funding 2024/25	£2,842,701	£2,466,936	£5,309,637
Value of Outstanding Orders	£31,098	£334,811	£365,909
Spend to date (transacted)	£62,064	£1,107,333	£1,169,397

#### 6. CHILDREN AND YOUNG PEOPLE IMPLICATIONS

- 6.1. During the development of the BSIP and EP, including any associated document updates, public consultation was delivered, which identified the need for discounted fares for young people.
- 6.2. The BSIP and EP has delivered cheaper fares for young people and those in education/ apprenticeships, which, in conjunction with other BSIP measures, helped to break down barriers for young people accessing employment and educational opportunities.

#### 7. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

- 7.1. The Government expects Local Authorities to develop ambitious strategies, targets, and measures for cutting carbon from transport in their area and to work with bus operators and energy providers to include ambitions to decarbonise the local bus fleet. The measures within the BSIP will encourage the use of public transport within the borough by making it cheaper, and more accessible,

which supports the Councils Net Zero Carbon Roadmap, by encouraging and supporting modal shift away from single occupancy car trips to public transport.

## **8. CONSULTATION WITH SCRUTINY**

- 8.1 The Economy Scrutiny Panel considered the BSIP on the 12 October 2021 and the EP document on the 1 March 2022.
- 8.2 The Transport, Infrastructure and Strategic Housing Scrutiny Panel received an update report on the North East Lincolnshire BSIP on the 12 November 2024.

## **9. FINANCIAL IMPLICATIONS**

- 9.1. There are no direct financial implications arising from the recommendations within this report. BSIP and EP performance will continue to be monitored against current funding allocations for both capital and revenue expenditure.

## **10. LEGAL IMPLICATIONS**

- 10.1 As this is an update paper there is very little to comment upon. It remains the case that BSIP is consistent with the stated aims and objectives of the Council.
- 10.2 It should be noted that amendments to the EP from the version agreed by Cabinet will need a decision under delegated powers.
- 10.3 Any actions undertaken under the EP will need to comply with procurement and subsidy control law.

## **11. HUMAN RESOURCES IMPLICATIONS**

- 1.1. There are no direct HR implications arising from the contents of this report.

## **12. WARD IMPLICATIONS**

- 2.1. The BSIP contains interventions that impact on all Wards.

## **13. BACKGROUND PAPERS**

- 13.1 North East Lincolnshire Bus Service Improvement Plan, Scrutiny Report, 12 November 2024;

<https://www.nelincs.gov.uk/assets/uploads/2024/06/11.-Bus-Service-Improvement-Plan.pdf>

- 13.2 North East Lincolnshire Bus Service Improvement Plan, Cabinet Report, 3 April 2024;

<https://www.nelincs.gov.uk/assets/uploads/2023/06/4.-Cabinet-Bus-Service-Improvement-Plan-ReportPDF-120KBicon-namepaperclip-prefixfa.pdf>

- 13.3 Bus Service Improvement Plan and Enhanced Bus Quality Partnership Plan and Scheme;

<https://www.nelincs.gov.uk/assets/uploads/2024/06/North-East-Lincolnshire->

[Bus-Service-Improvement-Plan-June-2024.pdf](#)

<https://www.nelincs.gov.uk/assets/uploads/2024/06/North-East-Lincolnshire-Bus-Service-Improvement-Plan-Appendix.pdf>

<https://www.nelincs.gov.uk/assets/uploads/2024/01/PART-1-Enhanced-Bus-Quality-Partnership-January-2024-Update.pdf>

<https://www.nelincs.gov.uk/assets/uploads/2024/03/PART-2-Scheme-document-January-2024-v2.pdf>

<https://www.nelincs.gov.uk/assets/uploads/2024/01/Appendix-Documents-January-2024-Update.pdf>

13.4 National Bus Strategy, Bus Back Better;

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/980227/DfT-Bus-Back-Better-national-bus-strategy-for-England.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/980227/DfT-Bus-Back-Better-national-bus-strategy-for-England.pdf)

#### **14. CONTACT OFFICER(S)**

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14.2 Martin Lear, Head of Transport, Equans. Tel: 01472 324482.

**CLLR STEWART SWINBURN**  
**PORTFOLIO HOLDER FOR HOUSING, INFRASTRUCTURE AND**  
**TRANSPORT**

## Appendix A – 2024 BSIP timeline of progress to date

March 2024	The Department for Transport (DfT) approved the Council's delivery plan for the BSIP Phase 3 funding, resulting in the full £893,000 revenue funding being released to the Council.
April 2024	Transport Focus commenced with the 2024 Passenger Satisfaction survey.  Cabinet approved the draft 2024 Bus Service Improvement Plan on 3 April 2024.
May 2024	The Portfolio Holder for Housing, Infrastructure And Transport approved a number of bus priority and highway improvement schemes.  The details of the schemes approved by the Portfolio Holder were presented to the DfT, who provided approval for the BSIP capital funding to be used to deliver bus priority in North East Lincolnshire.
June 2024	<p>On the 17 June 2024, the Portfolio Holder for Housing, Infrastructure And Transport accepted and approved a report to commence with Traffic Regulation Order's (TRO) to install No Waiting At Anytime restrictions at the following locations:</p> <ul style="list-style-type: none"> <li>• Belvoir Road</li> <li>• Wybers Way</li> <li>• Elsenham Road &amp; Stortford Street</li> <li>• Littlefield Lane to Chelmsford Avenue</li> <li>• Windsor Road</li> <li>• Humberston Avenue</li> </ul> <p><a href="#">8.-Traffic-Regulation-Order-24-09-BSIP-Locations-No-Waiting-At-Any-TimePDF-1483KBicon-namepaperclip-prefixfa.pdf</a></p> <p>The above locations were identified through an independent bus priority study in North East Lincolnshire, conducted by SYSTRA. The study detailed that buses are regularly impeded by vehicles parked in the above locations, which effects the punctuality and reliability of services, and in some instances, buses being diverted and missing vulnerable passengers due to inconsiderate parking. Implementing these restrictions has aided in enabling the free flow of buses within the borough.</p> <p>Following the Portfolio Holders approval of the No Waiting at Anytime restrictions, the Council commenced with an informal consultation with residents within the vicinity of the proposed restrictions.</p>

	<p>Included in this informal consultation was the proposal to install Bus Stop Clearway marking (previously approved by the Portfolio Holder in May 2024) at the following locations:</p> <ul style="list-style-type: none"> <li>• Curzon Avenue</li> <li>• Highgate</li> <li>• Laceby Road</li> <li>• Springfield Road</li> <li>• St Michaels Road</li> <li>• St Nicholas Drive</li> <li>• Yarborough Road</li> </ul> <p>The purpose of the informal consultation was to understand any requirements of local residents and also address any concerns or questions residents may have prior to commencing with the formal TRO process.</p> <p>As required by the DfT, the Council published the updated 2024 Bus Service Improvement Plan by the specified deadline. The publication of this document allowed the release of all 2024/25 BSIP funding to the Council, including BSIP+ &amp; BSIP Phase 3.</p> <p>On 3 June 2024, pre 9:30am Concessionary Travel (Monday to Friday) was offered on all locally registered bus services in North East Lincolnshire. This is a non-statutory enhancement which is funded through BSIP phase 3 funding.</p> <p>Whilst the number of people with an active Concessionary bus pass in North East Lincolnshire have been approximately 22,000 since 2020, Covid-19 does not seem to have affected the number of people either applying or renewing their bus pass. In April 2024 Concessionary Fares usage was 130,843 and increased 17% to 152,323 in July 2024 which is the highest increase since the Covid-19 pandemic.</p>
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July 2024	<p>The BSIP Phase 3 funding allowed the Council and Stagecoach to focus on the key urban corridor 3 &amp; 4 services which link Cleethorpes with Grimsby and Morrisons Supermarket on Laceby Road. The services now operate every 10 minutes (previously every 15 minutes) during the day, Monday – Friday. This represents about a quarter of the bus operations provided by Stagecoach in North East Lincolnshire. As such, it offers immediate potential for self-sustaining passenger growth and is therefore a high priority for investment.</p> <p>Following feedback from Bradley Parish Council, BSIP Phase 3 funding is being used to provide a new bus service (11 Route) to deliver a peak time Bradley Road bus service. This route provides a direct connection from Waltham to Morrisons and improves connectivity to the Town Centre for those on Bradley Road.</p> <p>The Council installed 6 new bus stops along Bradley Road to support the new 11 route bus service and improve accessibility for bus passengers.</p>
August 2024	<p>The Council formally advertised the proposed TRO for the No Waiting At Anytime restrictions listed above. During the advertising period (9 August 2024 – 30 August 2024) no comments or objections were received.</p>
September 2024	<p>An update presentation was shared at the Transport, Infrastructure and Strategic Housing Scrutiny Panel on the 10 September 2024 about the results from the North East Lincolnshire Concessionary Fares Survey. <a href="#">12.-Concessionary-Fares.pdf</a></p>
October 2024	<p>Local residents were notified about the installation of the No Waiting At Anytime restrictions and Bus Stop Clearways. All of the lining work was carried out between the 14 – 17 October 2024.</p> <p>The Council and Stagecoach continue to monitor the impact the new restrictions have had for local bus services and passengers.</p>
November 2024	<p>As previously approved by the Portfolio Holder in May 2024, the BSIP bus priority funding enabled the installation of school enforcement cameras outside of Great Coates Primary School on Cromwell Road. These cameras were installed and went live in November 2024.</p> <p>Parking outside of the primary school, particularly during peak pick up and drop off times, has an impact on the punctuality of local bus services, and in some instances, restricted access to the bus stops in the area, effecting accessibility for local bus passengers. The installation of these parking enforcement cameras will make the highway safer for children accessing the school, and reduce congestion caused by illegally parked</p>

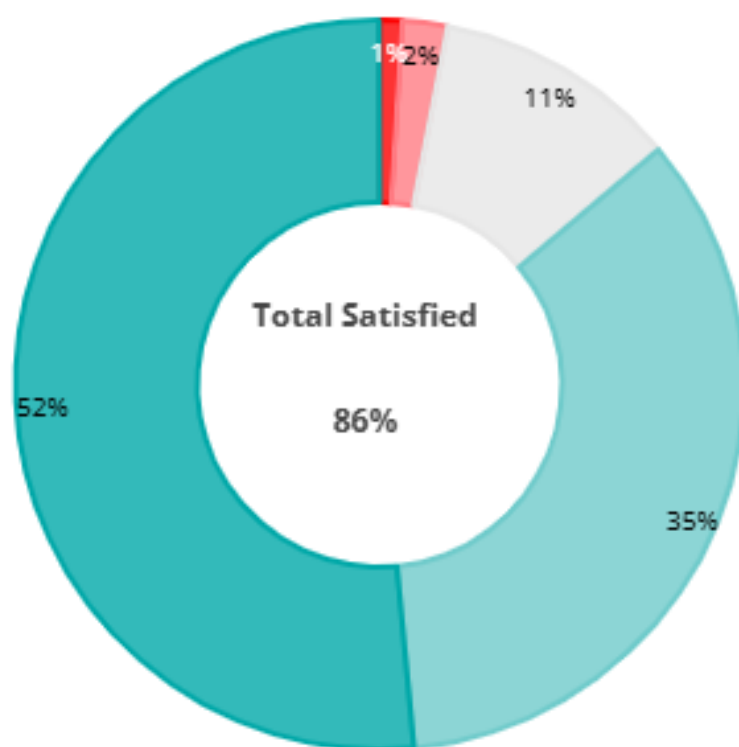


	<p>vehicles.</p> <p>On the 17 November 2024, the DfT announced further BSIP funding for all Authorities in England for the 2025/26 financial year, called BSIP Phase 4.</p> <p>From this announcement, North East Lincolnshire Council received an indicative allocation of £3,733,027.</p> <p>Through discussions with Bradley Parish Council, the Council identified an opportunity to further improve accessibility to the 11-bus service along Bradley Road, so commenced with a resident consultation on the proposal to install 4 additional bus stops along Bradley Road.</p>
December 2024	<p>North East Lincolnshire Council received the grant letter for the 2025/26 BSIP Phase 4 funding which placed a requirement on the Council to produce a delivery plan by the 31 March 2025. This delivery plan must be in accordance with the guidance issued by the DfT:</p> <p><i>“This new Bus Grant is provided to make a real difference for people across the country by improving bus services and keeping fares down. The Department for Transport expects all LTAs to provide a Delivery Plan consistent with an up-to-date BSIP. This could include but is not limited to:</i></p> <ul style="list-style-type: none"> <li><i>• introducing new or more frequent services, getting more people to more places;</i></li> <li><i>• creating safer and more accessible bus stops, stations and interchanges;</i></li> <li><i>• ensuring bus services are punctual and reliable for passengers;</i></li> <li><i>• improvements to the bus fleet, including introducing zero emission buses;</i></li> <li><i>• improving bus service information so people know when their bus will turn up;</i></li> <li><i>• ensuring that socially necessary services are preserved or created; and</i></li> <li><i>• local fares simplification and fares reductions.”</i></li> </ul>

## Appendix B – Transport Focus data to date



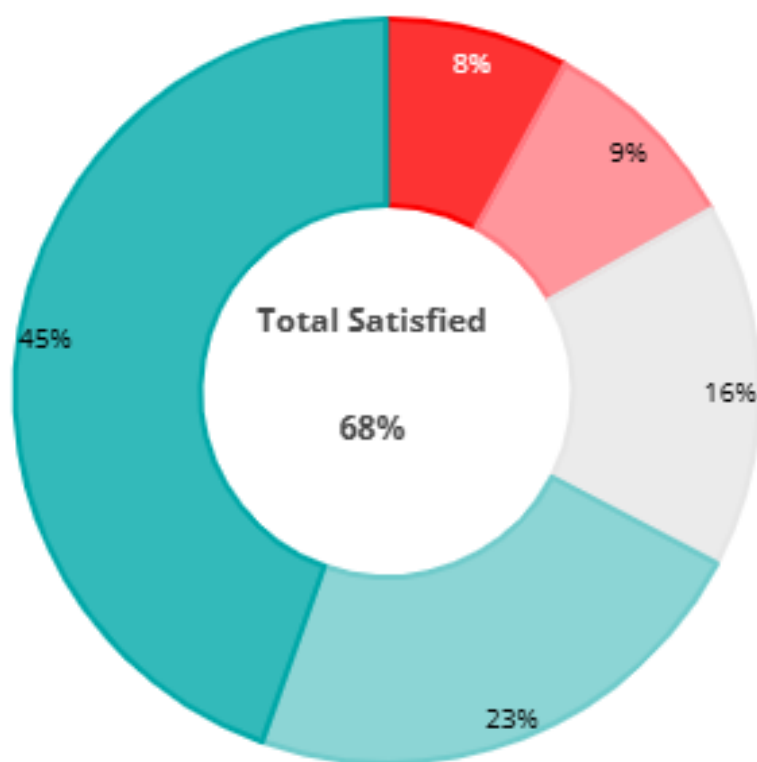
Q9.How satisfied were you with your bus Journey? (Year to Date)



- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

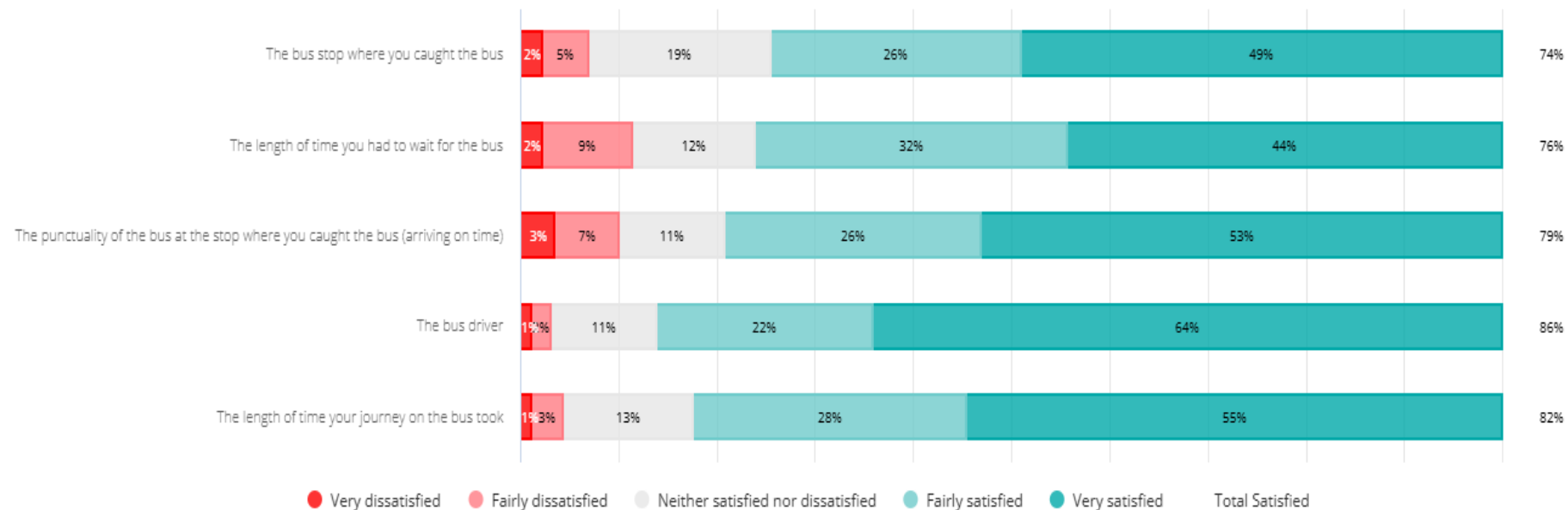


Q10A.How satisfied were you with the value for money of your journey? (Year to Date)



- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q8r1-Q8r5. How satisfied were you with each of the following during the journey? (Year to Date)



Appendix C – North East Lincolnshire Bus Passenger Numbers

