

# North East Lincolnshire's Bus Service Improvement Plan Progress Report: October 2024

Welcome to the October 2024 Bus Service Improvement Plan Progress Report. This report will offer an overview of the BSIPs progress since March 2024 and provide results from 2023 satisfaction surveys, including an update on the current satisfaction survey, as well as detailed outcomes from the BSIP measures delivered to date.

## Progress since March 2024

### Publication of the 2024 Bus Service Improvement Plan

On the 12 June 2024, as required by the Department for Transport (DfT), North East Lincolnshire Council published the updated 2024 Bus Service Improvement Plan document and its associated appendices. This document provides an update on the current state of transport in North East Lincolnshire, how the Council intends to spend BSIP funding during the 2024/25 financial year and sets out the authority's ambitious and deliverable plan for post 2025 BSIP funding (subject to future DfT announcements).

The 2024 BSIP document can be found on North East Lincolnshire Council's website:

[North East Lincolnshire Bus Service Improvement Plan June 2024 \(nelincs.gov.uk\)](https://nelincs.gov.uk/north-east-lincolnshire-bus-service-improvement-plan-june-2024)

[North East Lincolnshire Bus Service Improvement Plan Appendix \(nelincs.gov.uk\)](https://nelincs.gov.uk/north-east-lincolnshire-bus-service-improvement-plan-appendix)

### BSIP Phase 3 Funding

On 4 October 2023, the government announced over £1 billion in new funding to improve buses in every part of the North and Midlands. Of this, North East Lincolnshire Council was allocated £893,000 in revenue funding to support the delivery of the BSIP.

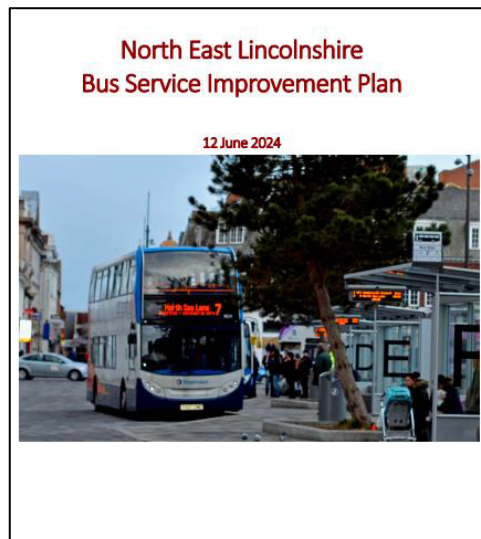
### Delivery of BSIP Measures

The following measures are being delivered as part of this year's BSIP programme:

**Bus priority measures** – The Council are mobilising the delivery of a number of bus priority measures over the next 13 months. These include parking restrictions to enable the free flow of buses and provide consistent and punctual services. As approved at the Portfolio Holder meeting on the 17 June 2024, six locations were identified for double yellow lines to ease the flow of buses. In addition, a further seven streets have been selected for a roll out of bus stop clearway markings, to prohibit illegal parking at bus stops.

**Acceleration of traffic signal priority programme** – To date, 30 junctions in North East Lincolnshire are operating with Traffic Signal Priority Equipment, 16 of which were funded through the BSIP in 2023/24. With the 2024/25 BSIP funding, the Council will launch an additional 11 junctions with this equipment. The locations of these junctions can be found in appendix 2.

**Bus service alterations** – Stagecoach continues to deliver quality bus services within North East Lincolnshire, with ongoing BSIP support for the May 2023 service alterations.



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**Acquisition & deployment of CCTV units** – The Council's Security Team continues to monitor the four new CCTV cameras at the Riverhead.

**Discounted fares for young people** – The Young Persons Holiday Rider offered daily tickets at a discounted rate of £1.50 during the 2024 summer holidays, with BSIP support.

**Real time bus information** – All new TFT displays have been installed at various locations around the borough. The Council's Real Time supplier, R2P, are currently reviewing old RTI displays, with the view of repurposing the displays, where possible, elsewhere within the borough.

**Enhanced parking enforcement** – Two BSIP Civil Enforcement Officers have been patrolling bus stops and bus routes within North East Lincolnshire. Since June 1, 2024, new walking routes were rolled out to all Civil Enforcement Officers to ensure the bus routes and bus stops had increased patrols. Between April 2024 and June 2024, the Enforcement Officers have issued 443 parking tickets at various locations around the borough.

**Monitoring & evaluation** – The results of the 2023 Transport Focus survey can be found in appendix 6 of this report, along with the results to date for the 2024 surveys, which started in April 2024.



**BSIP+** – With the receipt of the BSIP+ funding, the Enhanced Partnership has extended the £1 Leisure & Shopper ticket and is currently looking at options to further extending the scheme into late 2024, subject to DfT approval.

**BSIP Phase 3** – On June 3, 2024, the Enhanced Partnership launched the pre 9:30 Concessionary Travel, which provides free all-day travel to those with a Concessionary Fares bus pass in North East Lincolnshire. This new scheme goes above and beyond the Council's statutory duty, and will be

offered on all locally registered bus services provided by Stagecoach East Midlands in North East Lincolnshire.

More information on the Concessionary Fares scheme, including eligibility can be found on the Council's website: [NEL Bus pass leaflet \(nelincs.gov.uk\)](https://www.nelincs.gov.uk/nel-bus-pass-leaflet)

In addition to the new Concessionary Travel scheme, BSIP Phase 3 funding has also enabled an uplift in frequency of the 3 & 4 services, Monday – Friday, up to every 10 minutes, and provided a new 11 bus service, with a small contribution from the BRG funding, along Bradley Road, which is an extension of the 12 service.

The timetable of the new 11 service is in appendix 1 of this document.

## Funding Breakdown

To date, £688,028.26 has been spent on BSIP projects from a budget of £4,737,853 (including BSIP+ and BSIP Phase 3) for the current financial year. Please note, the DfT has approved

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the Council to extend the delivery of some capital funding until September 2025. Please see appendix 3 for a breakdown of the budget split.

## Communications / Good News Stories

### September Day of Action Event

On September 4, 2024, North East Lincolnshire Council hosted the seventh Day of Action in Grimsby Town Centre. These monthly events aim to target the antisocial behaviour in the Town Centre, while also addressing regular issues faced by those visiting and working in the town centre, such as nuisance parking.

Representatives from the Council's Transport Team and Stagecoach East Midlands are invited to participate in these events to assist in targeting the parking and access issues in the Riverhead Square. During the last event, 8 parking fines were issued and Humberside Police issued 11 fines in 1 hour to those driving illegally through New Street, George Street and Victoria Street.

For more information about the event, please click [here](#).



### Passengers happy with the 3 & 4 frequency improvements



On July 21, 2024, Stagecoach East Midlands enhanced the 3 & 4 frequency, using BSIP Phase 3 funding, to every 10 minutes, Monday – Friday. In addition, the 4 service was extended in the early mornings and evenings to serve Laceby Village.

Representatives from North East Lincolnshire Council, Stagecoach East Midlands and the Portfolio Holder for Housing, Infrastructure and Transport travelled on the 3 & 4 service to speak with passengers and get their feedback on the new frequency.

*“The changes are great for us two. You can tell they’re more frequent now which means we can easily get anywhere in the borough. It’s certainly a good reason for us to continue using the buses and allowing us to keep doing what we enjoy.”*

To read the full story, please click [here](#).

### Record number of passengers using buses to get around North East Lincolnshire

Through the BSIP funding, and the measures delivered by the Enhanced Partnership between the Council and bus operator, the number of people taking the bus to get around the borough is at record levels post Covid-19.

To see detailed passenger information, please see appendix 4.

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To read the full story, please click [here](#).

## Next Steps

The Council is awaiting the Government's Autumn Statement regarding the future of BSIP funding. In the event that no further funding is provided, the Partnership is preparing an exit strategy for all BSIP funded measures. However, if more funding is available, then the Council's delivery plan will be implemented.

Alongside this announcement, the Council will be updating the Enhanced Partnership Plan and Scheme to reflect the BSIP progress to date and the future plan, subject to funding. The updated EP document is expected to be published after the Autumn Statement.

The Council will continue to make good progress on the approved bus priority measures and will provide a further update in the next progress report.

Should you wish to access previous progress reports, they can be found on the council's website, under the National Bus Strategy at <https://www.nelincs.gov.uk/streets-travel-and-parking/highways-projects/business-cases-and-funding-bids>.

**For any queries, comments or suggestions related to the BSIP, please contact:**

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