Working in Partnership	**User Forum** ***Total Transport***

Meeting Date:	Time:	Location:
14/11/16	14:00	Grimsby Town Hall

Chair:	Lindsay Linder (LL) Total Transport Project Manager on behalf of Nicola Stark
Attendees:	Angeline Saunderson-Hill (ASH) – Customer Management Co-ordinator, North East Lincolnshire Council (NELC) Lynne Bartlett (LB) – Independent Travel Trainer, NELC Christine Wright (CW) – Independent Travel Trainer, NELC Paul King (PK) – Engage Transport Group Emma Overton (EO) - Care Act Implementation Manager, Care and Independence, Clinical Commissioning Group (CCG) Bob Abbey (BA) – Community Voice Linda Thomas (LT) - Outreach Support Worker, Friendship at Home **Transport users:** Mike Sleight (MS), Frances Bovill (FB), Michael Turner (MT) & Kate Ashby (KA)
Apologies:	Nicola (NS) – One Stop Shop Project Lead, NELC LL opened the meeting and explained that NS who is the Project Lead for this work-stream had planned the event today but unfortunately could not be here. However this was one of several anticipated meetings so NS would be meeting everyone at the next event

Item	Minutes
1)	**Introductions** All - Roundtable introductions given including which other groups we belong/represent. LL opened the meeting with thanks to everyone for attending and put into context that the meeting was to focus on the One Stop Shop Work-stream and that we hope that we would get a sense of what people wanted out of this element of the Total Transport Project.
2)	**One Stop Shop Work-stream** LL – provided a presentation on this element of the Total Transport project (presentation slides attached) **Questions brought up during feedback from the presentation:** 1. The No5 bus service – now running more regularly 2. Real Time Information (RTI) – visibility on some is only available from one side which is not helpful - Transport Team to be informed via LL 3. Travel APP MS shared that he uses Southwest and Anglia and finds it extremely helpful 4. Maps and information – this could be situation outside stations - LL updated that the community rail partnership had secured some funding and that this was going to be happening possibly as early as January 2017 5. Have travel providers been invited to the meeting? – LL confirmed that they will have separate meetings and also that NS, the Project lead for this work-stream will also be meeting with various stakeholders

	6. Travel Training – LB was able to clarify what this actually was - supporting young people with additional needs to be able to travel independently in particular to and from College, this also includes walking safely as well as using Buses 7. Where would the 'One Stop Shops' be? LL explained that there would not be a physical shop but possibly a virtual shop – a website, online, that would be full of information, advice and guidance that covered every aspect of travel – buses, cycling, walking, passenger transport for health for example – the aim was to get everything together in one place that was easy to access, easy to understand and available 24/7. However, alongside this, there may be stakeholder places that customer could go to who would be able to deliver advice face to face accessing the information from the virtual site 8. Frustrations of information online that is not up to date - information needs to be in plain English, accurate and kept up to date by all partners. Consideration regarding disabilities needs to be addressed when developing the site and the information and how it is presented 9. How will 'buy in' be sought and gained from stakeholders? NS will be having further meetings with all stakeholders and working with LL to ensure that everyone who needs to be is involved 10. Feedback to Travel providers – examples were given about the non-joining up, linking transport for example a train comes in but there is not enough time to catch a bus as there may be only 1 minute available to make the connection. LL will take feedback as appropriate whenever she can
3)	**<u>Exercise 1 – Choosing Options (individual work)</u>** Attendees were asked to rate the importance to them: **What would a one stop shop be?** • Information in one place (6 votes) • Fare and pass information (6 votes) • Up to date information (4 votes) • Feedback (3 votes) • Plain English (2 votes) • Local knowledge (2 votes) • Different modes of transport (2 votes) • Accessibility of route (2 votes) • Travel training perspective (2 votes) • Roadwork and utility (2 votes) • Real time information (2 votes) • Travel planning (1 vote) • Easy to use and find (1 vote) • How to contact providers (1 vote) - Mapping, attitude of staff and good training were added to the list for suggestions **How would you contact the one stop shop?** • Virtual / physical (4 votes) • Location important (5 votes) • Keep it simple (2 votes) • Local knowledge – terms and searchwords (1 vote) • 24 hours / 7 days a week (2 votes) • Telephone (4 votes) • Two way engagement (1 vote) • Kiosks and hospitals (2 votes)

	• Real time information (4 votes) • Translatable, Plain English, clear and concise (2 votes) • Available on the move (2 votes) • Links to other apps (2 votes) • Partners / stakeholders participate (2 votes) - Consider disabilities, language used, telephone with virtual / physical were added to the list for suggestions
4)	**<u>Exercise 2 – Possible Actions for the Future (group work)</u>** • Provides speaking to each other – linking departures • Making provision for people's needs – presentation • Soft testing – variety of testers • Bad planning – could mean not used • Keep simple / Plain English • Help button • Located well • Make sense of the lists – pull under themes • Definitely a need for physical contact • Support for those with limited education • Feedback – feeling listened to (two way) • Emergency work – timetables at bus stops • App • Can't call Stagecoach locally • Timetable difficult to get in paper format – find this useful • Local updates on the radio • Twitter • Local media
5)	**Open discussion on Information, Advice and Contacting Transport Services** **Information Advice and Guidance – what are the priorities** Discussions continued as to what was important: • Information, advice and guidance must be consistent • Up to date, whether virtual or not needs to be right • Needs to be planned well if bad planning it won't be used • Needs a help button on site • Needs to be good location • There is cross over themes Essentially it was agreed the following needs to be addressed: • Where • When • How • Cost It was agreed that it would be useful to put the questions into themes. Additional discussion points: • Looking at best practice in other areas • Do need face to face in a supportive environment

	• Need customers to be able to give feedback – and feel that it is two way • Where to get Bus timetables - LL to source some timetables and arrange for them to be sent to friendship at home • The next "Bus it" consultation ○ **Please note:** the next "Bus It" mobile information bus will be on Monday 21 November at the Riverhead, Grimsby, 9am to 4pm. Bus and rail travellers in North East Lincolnshire can visit the bus and have the opportunity to give feedback and make suggestions at this regular public transport event • Has a 'Pronto' Service been thought about – this is a bus service that pics up at main points and then does NOT stop at all available stops between start and end
6)	**Total Transport Project Update – LL** Project on track. Monthly Reports available online www.nelincs.gov.uk/total-transport. We have been discussing the 'One Stop Shop' work-stream today and information gathered will feed into the project. The role of volunteers work-stream report available on-line and a transport volunteer handbook is currently being developed. Taxi work-stream final report submitted and the working group will be discussing next steps. Patient Transport work-stream - Thames Ambulance Service commenced delivery of patient transport services on the 1st October. They had higher than expected call volumes and have responded to this. They have also made a Freephone number available. The Clinical Commissioning Group (CCG) are seeking feedback on the service too. More information can be found in Octobers Monthly Report. Pilot Phone n Ride Web Based Solution will be undertaking soft market testing with passengers in December. If you would like to be involved please let the team know. FB - would like to attend. The solution will be available early next year. Regional Software work-stream Lincolnshire County Council are leading on this. We are awaiting updates. Northern Regional Total Transport Conference last Friday was a successful event with approximately 100 delegates present to find out more about delivering smarter solutions for Health Transport. Andrew Jones MP stated 'at heart total transport is about using what we have more effectively' and that 'passenger information has not been keeping pace with digital'.
7)	**Actions** RTI visibility on some is only available from one side which is not helpful - LL to inform the Transport Team. Where to get Bus timetables - LL to help.
8)	**Any Other Business** LL asked if the venue today was ok for future meetings – all agreed
	Next meeting date: to be confirmed - February 2017

Total Transport North East Lincolnshire
Passenger Transport User Forum

Theme: One Stop Shop Work-stream

Nicola Stark - Project Lead for One Stop Shop
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Focus Group

The Aims

- To have organised discussions to gain information about our views and experiences of a topic
- To share knowledge and best practice to inform the Total Transport Project
- To act as a representative and voice for the groups we belong

Meeting Frequency

- Quarterly Meetings

Location

- Town Hall

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The Bid

Awarded a £297k Total Transport Grant by the Department for Transport. The project, managed by North East Lincolnshire's Regeneration Partnership Team, will enable improved transport integration in the area.

Government Interest

- Cabinet Office and Treasury both supportive
- DfT plan for £4m challenge fund doubled to £8m
- 37 Winning bids one-off grants by DfT to undertake the investigative study
- September 2017

The intention as stated in the bid, is to create a cross-agency Passenger Transport Partnership

- Research / pilot support / administration / surveys / ICT / marketing & publicity
- DfT is flexible how it is spent except NOT on existing services or core revenue support

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'One Stop Shop' Work-stream

- Project lead for One Stop Shop element of Total Transport pilot fund
- Commenced on 10 October
- Best practice
- Engagement
- Feasibility study
- A key role of transport is to connect people to opportunity
- https://www.nelincs.gov.uk/total-transport
- totaltransport@nelincs.gov.uk

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Exercise 1 – Choosing options

This is an opportunity for you to assist us in prioritising feedback from our previous focus group.

Flip Chart 1 – What would a Transport One Stop Shop be?

Flip Chart 2 – How would you contact the One Stop Shop?

Please use the transport themed stickers to vote for four items from each flip chart page.

If you would like to suggest additional options for consideration please use the Post-its provided and place at the bottom of the relevant flip chart page.

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Exercise 2 – Possible Actions for the Future

The Results

Please form into small groups and spend the next 10 - 15 minutes discussing the options that have been voted for and any additional suggestions put forward.

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Open Discussion on Information, Advice and Contacting Transport Services

An opportunity to share experiences and views.

- When you last looked for Transport Information and advice, what were you looking for?
- Where or from whom do you usually look for Transport Information and advice?
- What works well?
- How do you access services?
- What could be improved?
- What is your experience of best practice?

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Total Transport Project Update

Summary of Monthly Reports

Monthly project update reports are available on our dedicated web page:-

www.nelincs.gov.uk/total-transport

Brief Overview July 16 to Present

- Project is on track
- One Stop Shop Work-stream
- The Role of Volunteers Work-stream
- Taxi Work-stream
- Patient Transport Service Work-stream
- Pilot Phone n Ride Web based solution
- Regional Software Work-stream

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Total Transport Project Update Cont.

Northern Regional Total Transport Conference

The Keepmoat Stadium, Doncaster
Friday 11th November

Keynote address by Andrew Jones MP, Parliamentary Under Secretary of State, Department for Transport and presentations by various Healthcare partners

Delivering smarter solutions for Health Transport

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Next Steps

- Today's Focus Group
- Next Focus Group Meeting .... February 2017

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