

**Scrutiny Inquiry Progress Update on Recommendations**  
**Progress Report (12 months on)**

**Select Committee Inquiry Report Completion Date:** 10<sup>th</sup> November 2014

**Date of this update:** 17<sup>th</sup> November 2015

**Lead Officer responsible for this response:** Martin Tugwell

**Cabinet Member that has signed-off this update:**

Accepted Recommendations	Original Response and Actions	Progress Update	Committee Assessment of Progress (RAG status)
<p><b>1. We recommend that the Council undertakes a full assessment of the access and connectivity requirements of Buckinghamshire residents in order to understand the demands on passenger transport, establish a clear view of need in relation to different sections of the population, and identify gaps. This assessment should be used to inform the future provision of coordinated public transport across the county.</b></p>	<p>Partially Agreed - A full assessment is potentially a significant piece of work which needs to be built into the resource planning for the new TEE Business Unit to take forward in 15/16. It needs to fit into a bigger picture about why the movements of people and goods occur and what can be done to reduce and manage demands in different ways going forward, with a presumption that state intervention has to reduce as public budgets are limited. It would form part of the evidence base for the preparation of the Local Transport Plan 4 which is just about to commence.</p>	<p>Work is underway to develop a new business delivery model through which the transport needs of different sectors of the community might best be met. This will use a small number of pilot projects through which the aim is to develop an approach in which the community co-designs the ways in which the need for future services is identified and how that might be provided.</p> <p>The pilot projects are being undertaken over the course of the next 9 months. A key consideration will be to ensure that the approach is capable of being rolled out across the county in a way that is affordable.</p> <p>The location of the pilot projects – which will be representative of both urban and rural communities across the county – will be informed by the output of an initial piece of work specifically focused on improving our internal use of information already available to the County Council: the Strategic Options Appraisal having identified this as being a weakness.</p> <p>In addition, through the Total Transport demonstration project the Council is benefiting from the experience of other partners as to how to incorporate datasets/information from other</p>	

	Action by December 2015	agencies and organisations to improve the understanding of transport needs within the community.	
<b>2. We recommend that, prior to commissioning, or re-commissioning public transport services, the Council undertakes an objective assessment of all service delivery options. This assessment should include community schemes, commercial services and other forms of demand-led transport.</b>	<p>Partially Agreed -There are current bus contract renewals will need to be completed to maintain services. However future procurement and commissioning will be structured/based on a deeper analysis from the above assessment. It is likely to include self-delivery options and not just roll forward the current subsidy model. Changes that might be considered could include using the subsidy as initial pump priming for community led provision rather than ongoing support.</p> <p>Action from December 2015</p>	<p>Andrew Bluck was appointed to the role of Head of Client and Public Transport at the end of October 2015. In this role he is responsible for ensuring that the Integrated Transport Unit is established from 1<sup>st</sup> April 2016.</p> <p>The Unit will bring together all of the County Council's functions in relation to the provision of supported transport services, including its role in commissioning/re-commissioning public transport services.</p> <p>In advance of the Unit being formally established work on the pilot projects (and Total Transport demonstration project) is being taken forward this autumn. Integral to this work will be working with the stakeholder community to understand the potential of different delivery options in meeting identified need.</p> <p>The output from the pilot projects will be used to develop a proposal for a new business delivery model for the County Council's future role. This proposal will be available for consideration in summer/autumn 2016.</p>	
<b>3. We recommend that the Council develops a new transport subsidy strategy that focuses the limited available resources in a way that drives the delivery of coordinated public transport across the county and demonstrates clear</b>	<p>Agreed – this should grow from a deeper understanding of user needs and expectations and alternative community based/led provision, with the traditional subsidy offer restricted to a tighter set of criteria to be established.</p> <p>Action from December 2015</p>	<p>The output from the Strategic Options Appraisal – reported to Cabinet on 28<sup>th</sup> September – set out the need for the County Council to develop a new business delivery model for its role, one that is financially sustainable for the Council in the longer term.</p> <p>The work, now underway through the pilot projects, will enable a proposal for the County Council's new business delivery model to be developed. The need for, and basis on which investment in supported transport services will be made by the Council in future will form part of that proposal, which will then be</p>	





<p>value for money.</p>		<p>considered in summer/autumn 2016.</p>	
<p><b>4. We recommend that the Council encourages existing Dial-a-Ride schemes to evolve to suit changes in demand and to take advantage of the opportunities presented by newer, more flexible and sustainable operating models for community transport schemes.</b></p>	<p>Agreed – the response to Recommendations 1-4 will be built into the new TEE 15/16 Business Plan for action.</p> <p>Action – April 2015 for Business Plan Approval</p>	<p>The need for the County Council to have a new business delivery model has been identified through the Strategic Options Appraisal.</p> <p>A number of pilot projects are being undertaken through which the County Council will work with the local community to develop an approach that enables transport needs to be better understood and the most appropriate delivery options developed. The potential of Dial-a-Ride schemes – in either their current, or evolved state – will be one of the options that will be explored as part of this work.</p>	
<p><b>5. In order to address community transport’s untapped potential, we recommend that the Transport, Economy &amp; Environment Business Unit prioritises the improvement of community transport across the county in its forthcoming business plan. This should include leading the development of a joined up approach with partners to encourage more accessible, sustainable and responsive community transport</b></p>	<p>Agreed – this proposal will be considered in the broader policy and resource context outlined in the response to recommendations 2-4.</p> <p>Action – from December 2015</p>	<p>Work is underway to develop a new business delivery model for the County Council’s contribution to the provision of transport services that meet local needs.</p> <p>The County Council is looking to engage local communities – initially through a limited number of pilot projects - in the co-design of that new business delivery model. A co-design approach is essential to ensuring that the new delivery model is capable of meeting local needs, as well as being financially sustainable (for the County Council) in the longer-term.</p> <p>A key measure of success for the pilots will be ensuring that the methodology is capable of being applied more widely across the County in a way that is affordable.</p>	

schemes.			
<p><b>6. To ensure limited resources are spent in a coordinated manner, we recommend that the Council's Transport, Economy &amp; Environment Business Unit identifies a lead client side officer within the broader transport team with responsibility for encouraging the development of the community transport sector and strengthening the Council's control of externally contracted service delivery.</b></p>	<p>Agreed in principle subject to consultation – the TEE BU comes into formal being from 1<sup>st</sup> April 2015 and the structure currently being consulted on includes a specialist team working on an integrated Client and Public Transport service, subject to finalisation of current plans to re-insource the Public Transport team from the TfB contract and to transfer the Client Transport function from CYP to TEE. These plans if finalised would include a Head of Client &amp; Public Transport post reporting to the Director Transport Services.</p> <p>Action – April-June 2015</p>	<p>Andrew Bluck was appointed to the role of Head of Client and Public Transport at the end of October 2015. In this role he is responsible for ensuring that the Integrated Transport Unit is established from 1<sup>st</sup> April 2016.</p> <p>The Integrated Transport Unit will bring together all of the County Council's functions in relation to the provision of supported transport services, including its role in relation to the community transport sector.</p> <p>The Integrated Transport Unit will have responsibility for ensuring that the County Council's approach to externally contracted services is fit for purpose and takes into account the implications (if any) of the County Council adopting a new business delivery model for supported transport services.</p>	
<p><b>7. We recommend that an Integrated Transport Unit be created within the Transport Economy &amp; Environment Business Unit to drive a joined up approach to the Council's investment in transport services, including</b></p>	<p>Agreed in principle subject to consultation - The TEE BU comes into formal being from 1<sup>st</sup> April 2015 and the structure currently being consulted on includes a specialist team working on an integrated Client and Public Transport service, subject to finalisation of current plans to</p>	<p>Work is in hand in order to enable the Integrated Transport Unit to be established from 1<sup>st</sup> April 2016.</p> <p>The Client Transport contract with Amey comes to a natural conclusion on 31<sup>st</sup> March, at which point the services and functions will revert to the County Council. At the same time the Public Transport client functions currently provided by Ringway Jacobs will also revert to the County Council (by agreement with Ringway Jacobs).</p>	

<p><b>public buses, client transport, home to school transport and community transport.</b></p>	<p>re-insource the Public Transport team from the TfB contract and to transfer the Client Transport function from CYP to TEE. These plans if finalised would include a Range 12 Head of Client &amp; Public Transport post reporting to the Director Transport Services.</p> <p>Established April 2015.</p>	<p>The Integrated Transport Unit will be established by bringing the two services/functions together under the direction of the Head of Client and Public Transport.</p> <p>This Head of Client and Public Transport is based within TEE, and will assume (with effect from 1<sup>st</sup> April) responsibility for the client transport functions currently the responsibility of CYP. An internal protocol has been put in place to ensure the transfer of responsibility takes place smoothly and with no impact on business as usual services.</p> <p>Work is underway to develop Service Level Agreements between the Unit (once it is established) and Business Units across the County Council.</p> <p>The Head of Client and Public Transport is also responsible for overseeing the work to realise opportunities for 'quick wins' in service delivery, and for overseeing the work to develop a new business delivery model for the longer term.</p> <p>It is expected that the proposal for a new business delivery model will be considered further in summer 2016 building on the output from the pilot projects. The recommendations will include, if necessary, the implications for the organisational structure of the Integrated Transport Unit.</p>	
<p><b>8. We recommend that the Council explores opportunities to undertake a pilot project with the Department for Transport focused on innovative Total Transport options.</b></p>	<p>Agreed - This will be considered and an approach developed to maximise opportunity. Initial discussions have already commenced.</p> <p>Commenced November 2015</p>	<p>The County Council is a partner in the Total Transport demonstration project that is being led by Northamptonshire County Council.</p> <p>Buckinghamshire's work to develop a new business model for supported transport services forms its contribution to the Total Transport demonstration project – in this way the County Council is gaining access to insight and experience obtained by other partners that will inform its own work.</p>	

		The Total Transport demonstration project overall is scheduled to conclude at the end of 2016/17 – but the expectation is that the outputs from the Buckinghamshire part of the project will be available in summer 2016 and as such will inform budget discussions that autumn.	
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*RAG Status Guidance (For the Select Committee's Assessment)*

	<i>Recommendation implemented to the satisfaction of the committee.</i>		<i>Committee have concerns the recommendation may not be fully delivered to its satisfaction</i>
	<i>Recommendation on track to be completed to the satisfaction of the committee.</i>		<i>Committee consider the recommendation to have not been delivered/implemented</i>