



Oversight and Governance

Chief Executive's Department
Plymouth City Council
Ballard House
Plymouth PL1 3BJ

Please ask for Jamie Sheldon
T 01752 668000
E jamie.sheldon@plymouth.gov.uk
www.plymouth.gov.uk

Published 01 February 2023

CABINET

Thursday 9 February 2023
2.30 pm
Council House, Plymouth

Members:

Councillor Bingley, Chair

Councillor Shayer, Vice Chair

Councillors Drear, Carlyle, Dr Mahony, Patel, Smith, Stoneman and Wakeham.

Members are invited to attend the above meeting to consider the items of business overleaf.

This meeting will be webcast and available on-line after the meeting. By entering the Warspite room, councillors are consenting to being filmed during the meeting and to the use of the recording for the webcast.

The Council is a data controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with authority's published policy.

For further information on attending Council meetings and how to engage in the democratic process please follow this link - [Get Involved](#)

Tracey Lee

Chief Executive

Cabinet

Agenda

Part I (Public Meeting)

1. Apologies

To receive apologies for absence submitted by Cabinet Members.

2. Declarations of Interest

Cabinet Members will be asked to make any declarations of interest in respect of items on this agenda.

3. Minutes (Pages 1 - 12)

To sign and confirm as a correct record the minutes of the meeting held on 17 January 2023.

4. Questions from the Public

To receive questions from the public in accordance with the Constitution.

Questions, of no longer than 50 words, can be submitted to the Democratic Support Unit, Plymouth City Council, Ballard House, Plymouth, PL1 3BJ, or email to democraticsupport@plymouth.gov.uk. Any questions must be received at least five clear working days before the date of the meeting.

5. Chair's Urgent Business

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

6. Leader's Announcements (Verbal Report)

7. Cabinet Member Updates (Verbal Report)

8. Finance Monitoring Report Month 9 (To Follow)

9. Budget Scrutiny Recommendations and Cabinet Responses (To Follow)

10. Proposed Budget 2023 - 24 (To Follow)

11. Emergency Response Plan (To Follow)

- 12. National Bus Strategy: Formation of Enhanced Partnership and Bus Service Improvement Plan Refresh (Pages 13 - 120)**
- 13. Chelson Community Solar Joint Venture (To Follow)**
- 14. Family hubs contract award/Children's Centre delivery plan (Pages 121 - 142)**
- 15. Exempt Business**

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

At the time this agenda is published no representations have been made that this part of the meeting should be in public. (Members of the public to note that, if agreed, you will be asked to leave the meeting).

PART II (PRIVATE MEETING)

- 16. Family hubs contract award/Children's Centre delivery plan (Pages 143 - 146)**

This page is intentionally left blank

Cabinet

Tuesday 17 January 2023

PRESENT:

Councillor Bingley, in the Chair.

Councillor Shayer, Vice Chair.

Councillors Drean, Carlyle, Dr Mahony, Patel, Smith, Stoneman and Wakeham.

The meeting started at 16:00 and finished at 16:57.

Note: The full discussion can be viewed on the webcast of the City Council meeting at www.plymouth.gov.uk. At a future meeting, the Council will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

80. **Declarations of Interest**

There were no declarations of interest received.

81. **Minutes**

Cabinet agreed the minutes of the meeting held on 08 December 2022.

82. **Questions from the Public**

There were no questions from members of the public.

83. **Chair's Urgent Business**

There were no items of Chair's urgent business.

84. **Leader's Announcements**

The Leader gave his announcements and highlighted –

- (a) Congratulated Councillor Noble and Councillor McLay on their election;
- (b) On 02 January 2023, along with senior members of the Council and the Lord Major, attended a reception on board the Brittany Ferries Flagship Pont Aven to celebrate a very special milestone;
- (c) The event which came out of a meeting with the Leader and CEO Christophe Mathieu in the summer brought together civic representatives from across Brittany, Devon, Cornwall and Wales along with long term employees of Brittany Ferries to celebrate the significance of the relationship between Plymouth, Brittany and Brittany Ferries;

- (d) Marked the significance of this amazing milestone. Brittany Ferries was formed by a Farmers co-operative to ship produce to UK markets and quickly became a household name in European travel;
- (e) The business is owned by the same model today and Brittany Ferries Chairman, Pierre BIHAN-POUDEC, is still a farmer. The sight of the ferry coming into Plymouth Sound was one of Plymouth's iconic moments and is a major economic driver both in terms of tourism, freight and international connectivity;
- (f) The Government was putting through the Fair Wages Bill for Seafarers and wished that well as it progressed through Parliament;
- (g) The relationship between the Council, port owner and ABP has never been stronger. This administration had been focussed on the growth opportunity for our ports;
- (h) On behalf of the Cabinet the Leader formally wished Brittany Ferries a happy 50th Birthday and here's to the next 50;
- (i) The Leader met with the Vice Chancellor of Plymouth University to consider any potential opportunity for a city Investment Zone as referenced in the Autumn Statement. We were investigating opportunities how to align this with the new Plymouth and South Devon Freeport and capitalise upon our globally recognised marine and maritime research and innovation strengths across the city;
- (j) I attended the House of Lords Parliamentary reception last week celebrating the establishment of the Great South West (GSW). It was hosted by Lord Berkeley. A number of the region's MPs attended the event including the Chair of the GSW – Simon Jupp MP;
- (k) At the GSW the Leader highlighted the top priority as transport connectivity.

85. **Cabinet Member Updates**

Councillor Jonathan Drear (Cabinet Member for Transport) provided an update and highlighted –

- (a) Velocity which was the machine that would be attending to potholes that we have on trial. This would be starting in February in various locations throughout the city;
- (b) had finally managed to get meetings with National Highways to discuss issues and would be having discussions with them shortly;
- (c) The Capability and Ambition Fund was a revenue grant that enabled councils to promote walking and cycling within their area. Through behaviour change and initiatives and future scheme developments;
- (d) Plymouth was invited to bid for £190,000 of funding and successfully secured £208,000 pounds, being one of the councils whose funding exceeded the bid amongst

strength from all the other proposals in the categories. We would use this for developing a pipeline of tomorrow's sustainable transport projects, including development work for the routes under Colesdown hill, which is a cycle path going all the way out to Sherford;

- (e) Safer School Streets Programme, which was the temporary closing outside of schools to encourage more walking and cycling from the area, and to continue our Bike Kids Plus Programme, engaging with school children to encourage the uptake of cycling as schools;
- (f) Following the difficult decisions on the budget that we had to make at our Cabinet meeting on 10 November 2022 and in particular, the changes we reluctantly had to make to some of our non-commercial bus routes. I had been working tirelessly behind the scenes with many transport companies and operators since then, to see what could be done to support some of the routes that would be lost. The decisions that were made in November protected nine of the 14 routes. I am therefore delighted to announce that we will be able to reintroduce bus services to the Merryfield and Holly park areas of the city;
- (g) Our sustainable transport team had been working with their counterparts at Devon County Council and Plymouth City Bus who have been successful in securing a replacement bus service to Merryfield which would be provided by a rerouting of the current 59 service;
- (h) This is a route Plymouth City Bus operates under contract to Devon County Council. The new service will commence on Monday the 30th of January. It will operate four journeys per day. In each direction reinstating links for Merryfield residents to both the Ridgeway and the City Centre, as well as expanding travel opportunities to take in Sparkwell, Shaughprior and Bickleigh. The timetable also had a peak journey to and from the City Centre, which will hopefully help generate commuter patronage on this route;
- (i) For the first time in several years, this would mean the residents of Merryfield now have a Saturday service as well. And all this would be provided at no cost to the City Centre;
- (j) Discussions with Plymouth City Bus have also led to the reintroduction of a service from Holly Park and Ringmore way providing links to West Park and St Budeaux square and the City Centre;
- (k) Also starting on Monday the 30 January 2023, the new service would comprise four journeys a day in each direction, Monday to Friday. While this service was more limited than what was there before. I hope residents will find the service helpful to access local services, doctors, dentists and banking. I should emphasise that Plymouth City Bus were providing these services strictly on a commercial basis. Therefore the service being provided is on a use it or lose it basis and as such will be reviewed after six months;

- (l) I would like to express my thanks to Devon County Council and Plymouth City Bus for working with me and the Sustainable Transport team to enable these services to be reinstated.

Councillor Bill Wakeham (Cabinet Member for Environment and Street Scene) provided an update and highlighted –

- (m) Added considerably to our transport fleet and have got 22 new vehicles in total. These vehicles were necessary because we were wasting so many hours and so many vehicles in the dock all the time. So we have made some really good progress here. This would help us in the future this year;
- (n) we've got eight new electric vehicles, mainly vans, and five new refuse trucks. We needed them because we were having quite a few problems with the old ones, they do take a lot of wear and tear;
- (o) we've got one vehicle-mounted boom for tree works, one coldwash street cleaner for the city centre, one new truck and trailer and that includes the two weed rippers that had been essential in controlling our back lanes this year;
- (p) This year, we're way ahead on controlling the weed situation. Last year, we had a few problems with contractors. But this year, we're way ahead of the game. The winter tree programme was going well with about 600 trees planted so far this year with a lot more to do;
- (q) Thanked all the officers and staff who worked through Christmas and the New Year. They've done such an excellent job and I can't praise the staff enough for what they've done.

Councillor Dr John Mahony (Cabinet Member for Health and Adult Social Care) provided an update and highlighted –

- (r) Following the announcement in early December of the deployment of £500m of national funding to support hospital discharge, The PCC Adult Social Care Commissioning Team has worked in partnership at pace to deploy initiatives to support discharges and help with the flow at Derriford Hospital. This includes:
- (s) Commencing 16/1/23 - An investment in additional hours of Independence at Home (Plymouth City Councils Reablement Service) that will increase weekly slots by up to 200% in the short-term and enable more people to return home on discharge from the hospital;
- (t) An enhanced support offer of short term 1:1 staffing with wrap-around multi-disciplinary support from Livewell Southwest for individuals with complex dementia needs being discharged from hospital into a care home (this is live now and supporting 4 people at any one time for periods of up to 2 weeks). This service is working well and already helping to ensure individuals with more complex needs can leave hospital and move to a more appropriate setting as soon as possible once they are medically able to do so;

- (u) Further investment in international recruitment support for social care providers with a focus on supporting growth in the domiciliary care workforce in the coming weeks;
- (v) A step-down day-care service in partnership with Age UK to provide additional short term support for individuals stepping down from either the Short Term Care Centre, Care Hotel, Mount Gould Hospital. This can help people to return home quicker by offering a pathway and an extra support offer for families with Age UK actively taking part in the complex MDT's to identify individuals suitable for this service. This is now live with capacity to support 8 individuals per day;
- (w) Thanked all those involved in the care sector in hospitals or care homes or in domiciliary care services, who particularly over the bad weather in the winter thus far have provided an excellent service.

Councillor Charlotte Carlyle (Cabinet Member for Education, Skills, Children and Young People) provided an update and highlighted –

- (x) Had a very exciting call with Primary Engineering, which is a non-profit organisation and what they do is they go into schools, and they help encourage STEM. We're going to be encouraging 10 schools, and giving them the ability to build their own type of trains and working on it. So it's going to be with primary schools to ignite that passion for STEM for children at a very young age;
- (y) I'd like to highlight and shine a light on our Plymouth Youth Service. They've done a lot of work over the last few months and one of the numbers, which is amazing is the amount of participants that they've engaged across all the groups that they have, and all the workers that they have. Since October was 792 Children. A high number of them was from our detached group, they had worked with 378 children and young people across. They go and visit schools and engage the children to make the streets safer, as well and give them advice and support;
- (z) Thanked everyone who worked really hard on the Christmas packages this year, myself, and lots of volunteers turned up and wrapped boxes. we managed to give out festive fun packages to 244 families and managed to do over 50 family packages, as well as Christmas hampers, and food vouchers. It was all the hard work of our senior youth worker, Kerry Powell-Tuckett, who worked tirelessly behind the scenes and she drove that whole thing for us.

Councillor Rebecca Smith (Cabinet Member for Strategic Planning, Homes and Communities) provided an update and highlighted –

- (aa) Regarding the Violence Against Women and Girls work that we've been doing in the City over the last 12 to 18 months;
- (bb) had an email to say that one of the recommendations under the driving culture change needed to challenge male violence against women and girls in the city was that we should share our learning and experience with others. We specifically

recommended as a commission, that local MPs should be called on to host the debate in Westminster, about the work that we've been doing;

- (cc) Plymouth's work on violence against women and girls will be debated for an hour in Westminster Hall on Wednesday, the 25 January 2023, which was great, because that's another recommendation we can say we've delivered on.

Councillor Pat Patel (Cabinet Member for Customer Services, Culture, Leisure & Sport) gave an update and highlighted –

- (dd) The new programme for the box would commence in February. I don't know what it is yet as the announcement hasn't been made. But there would be new artists commencing February;
- (ee) The events team had been really busy negotiating and trying to finalise an Events Programme for 2023. And I've got a rough draft at the moment. We have a lot of events starting in May, again, we're going to have the Pirate's Weekend and the Ocean City Running Festival with a marathon.

86. **Plymouth's Future: Our Opportunity, Our Delivery Plan - Quarter Two Progress Update 2022 - 23**

Councillor Bingley (Leader) introduced The Delivery Plan - Quarter Two Progress Update 2022 – 23 and highlighted -

- (a) This report provided a progress update against the delivery plan agreed by Cabinet in July 2022 for the second quarter of 2022-23;
- (b) A 40 bedded Care Hotel opened in October/November to support Derriford Hospital through the winter by increasing the amount of complex discharge capacity in the City;
- (c) It is also very exciting that the first homes have been completed at the Stirling Project in Honicknowle with nine service veterans involved in construction and with almost half of the homes to be lived in by veterans themselves. The scheme is due to be completed in September 2023;
- (d) Our achievements include Plymouth and South Devon Freeport becoming operational on 13 October 2022, and since the preparation of this report it was one of the first of eight Freeport's to be given the full green light, with the Memorandum of Understanding signed in December 2022. The approval unlocks millions of pounds of grant seed funding and enables applicable businesses to join and take advantage of the Freeport status;
- (e) Furthermore, along with Plymouth University and Exeter University, Plymouth City Council has been awarded £890k to look at MCA regulatory pilot around Marine Autonomy and Hydrogen Fuel Cells as part of the Port Strategy;

- (f) Arts Council England's investment of more than £12million into the city's cultural organisations over the next 3 years, further recognising Plymouth's role as a cultural and art hotspot;
- (g) We also had the Christmas Light Switch-On events in the City Centre and on the Barbican which drew record crowds;
- (h) And the positive impact of Plymouth hosting Sail GP has also been made available since the last progress report, with a worldwide TV audience of more than 74 million in over 175 countries, attracted almost 16 million views on social media and reaped an economic impact upwards of £10million. As well as getting the seal of approval from the Princess of Wales.

Cabinet noted the report.

87. **Tamar Bridge and Torpoint Ferry 2023-2024 Revenue and Capital Programme**

Councillor Drean (Cabinet Member for Transport) introduced the Tamar Bridge and Torpoint Ferry 2023 - 24 Revenue and Capital Programme item and highlighted –

- (a) The report set out for consideration and approval, the proposed revenue estimates (budget) for Plymouth City Council and Cornwall Council Cabinet and Full Council for 2023/24 and indicative figures for the subsequent three years 2024/25, 2025/26 and 2026/27, together with the proposed capital programme;
- (b) The primary reasons identified for the projected deficit are interest rate rises, currently circa 10% and energy costs that have risen exponentially;
- (c) A 30% toll increase was proposed earlier in 2022 with a request made to the SoS for Transport, this was agreed by the SoS and will be implemented in January 2023. The issues identified in 1.6 were not present when the assessment was made, to set the required Toll increase. The increase agreed by the parent authorities reflected the situation at the time with local authority due diligence regarding projected costs;
- (d) The Tamar Bridge Act 1957 sets out the default process to be followed if such deficits arise, namely that the parent authorities, Cornwall Council and Plymouth City Council cover that deficit for subsequent recovery at some later stage when the undertaking returns to a surplus position;
- (e) The budget for 2023/24 will meet the requirements of the Councils, in that it is balanced and affordable, even though traffic levels have remained below pre-Covid levels and are currently running at approximately 90% at both crossings, which is in line with the 90% level incorporated in the financial model.

Cabinet agreed to recommend to Council:

1. That the 2023/24 revenue estimates and capital programme and the draft 2023-24 Business plan, as set out in the appendices to the JC Report, be approved; and
2. The longer-term forecast to 2026/27 is noted.

88. Finance Monitoring Report Month 8

Councillor Shayer (Deputy Leader and Cabinet Member for Finance and Economy) introduced the Finance Monitoring Report Month 8 and highlighted -

- (a) This report sets out the revenue monitoring position of the Council forecast to the end of the financial year 2022/23 at Period 8;
- (b) This report highlights a revised monitoring position at Month 8 (November 2022) of £3.126m over budget, which is a variance of +1.58% against the net budget;
- (c) The planned in-year savings targets amount to £11.245m, of which £8.275m are reported as on track or scheduled for delivery. Officers will continue to pursue these savings to ensure full delivery by the end of the financial year.

Cabinet noted the forecast revenue monitoring position at Period 8 as set out in this report in the sum of £3.126m.

89. Council Tax Base and Council Tax Support Scheme 2023 - 24

Councillor Shayer (Deputy Leader and Cabinet Member for Finance and Economy) introduced the Council Tax Base and Council Tax Support Scheme 2023 – 24 highlighting the following key points -

- (a) The Local Authorities (Calculation of Tax Base) (England) Regulations 2012 make arrangements for the setting of the Council Tax. The arrangements include the determination of the Council Tax Base. A Council resolution is necessary. The decision must be notified to the major precept authorities;
- (b) For the year commencing 1 April 2023, the major precept authorities would be Devon and Cornwall Police and Crime Commissioner and Devon and Somerset Fire and Rescue Authority;
- (c) The Council must determine its Council Tax Base for 2023/24 during the period 1 December 2022 to 31 January 2023. The Council Tax Base is the measure of the taxable capacity of an area, to calculate an authority's Council Tax;
- (d) It represents the estimated number of Band D equivalent chargeable dwellings for the year;
- (e) It also takes into account the authority's estimated Council Tax collection rate. The level of Council Tax subsequently set must be determined using the Council Tax Base figure. The Council Tax Base calculation is attached in Appendix B;
- (f) The calculation of the Council Tax Base allows for discounts under the Council Tax Support Scheme.

Cabinet agreed to recommend to Council -

1. The Council Tax Base for 2023/24 of 74,891 equivalent Band D dwellings as set out in the report;
2. The continuation of the current Council Tax Support scheme and Exceptional Hardship Scheme for 2023/24 with no updates.

90. **Draft Budget Report 2023 - 24 (To Follow)**

Councillor Bingley (Leader) introduced the Draft Budget Report 2023 – 24 and highlighted the following points –

- (a) The report sets out a draft budget for 2023/24 and a proposed Council Tax rate;
- (b) The scale of the task in getting to the stage where we can recommend a draft budget should not be underestimated given the unprecedented challenges this year which were being faced by all local authorities – not least national inflation running at around 10 per cent, rising energy costs and increasing demand pressures and rising costs in social care services;
- (c) in the summer these factors led to us identifying a projected overspend of £15.5 million for this financial year and a £37.6 million shortfall in the resources needed to set a balanced budget for 2023/24;
- (d) Since then we had been working hard on a budget recovery programme to address these pressures, focusing on modernising and investing, generating income, reviewing the efficiency and effectiveness of everything we do and making difficult decisions to change, pause or stop services or activities – while protecting the statutory services that we provide;
- (e) We are committed to listening to Plymouth residents as we did this and before Christmas we held a public engagement exercise to seek views on proposed measures to help close the shortfall;
- (f) pleased to say that we had around 300 responses, many of them very thoughtful and constructive;
- (g) A summary of the feedback is set out in this report;
- (h) Considered all feedback that we had received as we make decisions on the budget. I would like to thank everyone who took the time to give their feedback;
- (i) The report before us today shows progress in closing the budget gap through savings and other measures totalling £25.8 million;
- (j) This report recommended that – like most other local authorities across the country – we increase Council Tax by 2.99%, as well as levy a 2% precept to support the increase in costs and demand for looking after the elderly and social care for both adults and children;

- (k) Plymouth households are also facing rising bills and the impact of the cost of living crisis, so do not take the decision to recommend any increase lightly. However, we need to protect statutory services and protect the elderly and vulnerable in Plymouth;
- (l) We also need to remind ourselves that the increase is limited to 2.99 per cent, which compares to the inflation rate of around 10 per cent;
- (m) even with the proposed increase, we still have a gap to close before the Full Council meeting on 27 February, so work needs to continue;
- (n) We remain determined to deliver a budget that gets us through this extremely difficult financial situation and enables us to emerge as a leaner and greener council that is even more effective and efficient;
- (o) Thanked everyone involved in getting us to the stage today where we can recommend a draft budget. It was the result of a huge amount of hard work by members, officers across the council and our finance team over the last six months. We are not there yet but together we have achieved a massive amount;

Councillor Shayer (Deputy Leader and Cabinet Member for Finance and Economy) highlighted the following key points -

- (a) The Council continued to manage a challenging financial environment where service demands continue to increase, the longer-term legacy impact of COVID-19 continues and where uncertain and unpredictable funding and cost levels remain;
- (b) Together with all authorities the Council was in a serious and unprecedented position due to additional national and international factors largely beyond its control, including rapidly rising energy costs, broader inflation related cost increases and demand pressures and costs in both adults' and children's social care;
- (c) The report set out an update to the Draft Budget which was presented to Cabinet in November last year;
- (d) At that time, we were presented with a budget gap to close of £11.394m. We are now showing a revised gap of £617,000;
- (e) there are several key areas to think about not least that to get to this position we all need to work together to ensure we deliver in full the £26m of savings as set out. We would of course consider the views from the public engagement and the budget scrutiny committee next week. But we need to meet this savings target;
- (f) the report is proposed a 2.99% increase in the Council Tax and a further 2% increase for the Adult Social Care Precept. These two measures together provided additional resources of £6.240m – not just for 2023/24 but also for future years as part of our core income;
- (g) It goes without saying, that without this increase we would be looking at a financial gap of £6.857m next year;

- (h) reminded us that the Council delivers more than 300 services – as diverse as bin collections, protecting vulnerable children, providing libraries, making planning decisions, attracting investment and jobs in the city, providing leisure facilities, providing parking, maintaining roads and pavements and looking after Plymouth's parks and green spaces;
- (i) Every part of the Council had been involved in the response to the budget situation and many employees and services would need to work in new ways. A significant amount of work continued to support the city's economy, which had been severely affected by the recent pandemic and cost of living crisis: high value jobs remained a priority. It should be noted that options were limited by the fact that the Council needed to deliver a large number of services as a statutory requirement and has limited scope to influence how these services are delivered;

Cabinet agreed to -

1. Note this report, and that it is subject to change in line with any final Settlement adjustments.
2. Agree to recommend and endorse to Full Council on the 27 February 2023 the approval of a Council Tax rise of 2.99% and ASC Precept rise of 2.00%.
3. Delegate authority to the Section 151 Officer, in consultation with the Deputy Leader and Cabinet Member for Finance and Economy, to propose final adjustments to achieve a balanced Revenue Budget.
4. Note a final Revenue and Capital Budget 2023/24 will be presented to the Cabinet meeting 9 February 2023, to be presented to February Full Council.

This page is intentionally left blank

Cabinet



Date of meeting:	09 February 2023
Title of Report:	National Bus Strategy: Formation of Enhanced Partnership and Bus Service Improvement Plan Refresh
Lead Member:	Councillor Jonathan Drean (Cabinet Member for Transport)
Lead Strategic Director:	Anthony Payne (Strategic Director for Place)
Author:	Debbie Newcombe (Sustainable Transport Coordinator)
Contact Email:	Debbie.newcombe@plymouth.gov.uk
Your Reference:	EP Cabinet 230209
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

This report seeks Cabinet approval to form an Enhanced Partnership with the city's bus operators in accordance with the National Bus Strategy, to commence from 1 April 2023. This is a legally binding partnership made in accordance with SI 38G (I) of the Transport Act 2000.

The report also seeks approval to undertake a complete refresh of the Council's Bus Service Improvement Plan (BSIP), originally approved by Cabinet on 12 October 2021. This submission was unsuccessful and following feedback from the Department for Transport on the reasons why this was the case, the Council need to ensure that the Council's BSIP is more positive and ambitious as the Council's "Shop Window". The BSIP shows that the Council has a plan for buses and is what the Department for Transport will refer to in future in deciding future funding allocations for improving bus services.

Recommendations and Reasons

The Cabinet is recommended to:

1. Approve the formation of a statutory Enhanced Partnership with the city's bus operators from 1 April 2023.

Reason: To ensure the Council complies with its statutory duty as Local Transport Authority.

2. Approve the process of refreshing the Council's Bus Service Improvement Plan by 30 June 2023.

Reason: To ensure that Plymouth remains best placed to receive future rounds of Government funding for bus services, as it is the BSIP that will determine the allocation of funding.

3. To give delegated authority to the Service Director for Strategic Planning and Infrastructure, in association with the Cabinet Member for Transport, to approve the publication of the updated Bus Service Improvement Plan.

Reason:

To allow the publication of an updated BSIP by 30 June 2023, to ensure the Council is ready to respond to invitations to bid for funding when the next opportunity arises.

Alternative options considered and rejected

The legislation surrounding the formation of partnership arrangements with the city's bus operators is able to take the form of an Enhanced Partnership or a Franchise arrangement.

Franchising was considered, but rejected on the grounds that this level of oversight on the city's bus operations was not required, and an Enhanced Partnership would be more effective for local circumstances, given the positive relationships and established working practices that are already in place with the Council's local bus operators. On 25 June 2021, the Council approved the development of an Enhanced Partnership with the city's bus operators and published a Notice of Intent on the same date.

There is no requirement for the Council to undertake a full refresh of its Bus Service Improvement Plan in 2023, so there is an option to only produce an annual update of where the Council are in terms of delivery and achieving the targets set out in the Plan. However, given the feedback received on the Council's original submission, the Council needs to act on this and therefore fully refresh the BSIP to ensure the Council is in a good position for future funding allocations, given that the BSIP is a bidding document for future bus service funding.

Relevance to the Corporate Plan and/or the Plymouth Plan

The provision of a comprehensive public transport network supports both Plymouth's recovery from the Covid-19 pandemic, and its sustainable growth, by providing residents with sustainable transport options to access employment, education, healthcare, leisure and retail opportunities. The formation of an Enhanced Partnership and refresh of the Council's BSIP will ensure that these objectives can be achieved.

Links to the Corporate Plan:

The development of the Enhanced Partnership and BSIP supports the city's mission to 'build back better' and make Plymouth a great place to live, work and visit.

Whilst the Council is taking responsibility for the improvement of Plymouth's bus services through this process, the Council is, and will continue, to work closely with Plymouth's public transport providers, to deliver the Council's common ambition of making buses easier, cheaper, and more convenient to use, to encourage modal shift and patronage growth.

Council Priorities

Unlocking the city's potential – Plymouth already has a comprehensive bus network. However, delivery of the objectives of the National Bus Strategy, through an Enhanced Partnership, provides an opportunity, in partnership with the Council's operators, to make buses more affordable and more convenient for customers whilst still ensuring they can access the employment, education, medical and leisure facilities they need. This will support the recovery of both the city and public transport and allow both to build back better.

Caring for people and communities – Buses provide valuable links to shops, healthcare, employment, education and leisure for those citizens who do not have access to the private car or other modes of transport. Improving the current bus network across the city, in accordance with the National Bus Strategy, will ensure that residents have affordable transport options, reducing the risk of isolation, resulting in improved independence and wellbeing.

Links to the Plymouth Plan:

Provision of a comprehensive bus network, through the development of the Enhanced Partnership Plan and Scheme, and the refresh of the Council's BSIP supports the delivery of the strategy set out within the Plymouth Plan and in particular policies HEA6 (Delivering a safe, accessible, sustainable and health enabling transport system) and GRO4 (Using transport investment to drive growth, and commitment to facilitate the use of sustainable transport modes).

The Plymouth Plan seeks to help deliver a transport system that enables and encourages sustainable and active travel choices, provides good accessibility for the city's population to jobs and services, and supports a healthy environment. Through the requirements of the National Bus Strategy the Council will actively support the Plymouth Plan policy commitments to:

- HEA6(5) [Deliver] a public transport system that everyone can use, including working with the bus companies to provide easier ticketing, clear journey planning and timetable information, and accessible boarding and alighting across the city.
- HEA6 (6) [Work] with public transport providers to ensure that each neighbourhood is well connected to the city's High Quality Public Transport Network offering good accessibility to key destinations.
- HEA6(9) [Work] with the Council's partners, including the charitable sector, to provide community transport to enable people who cannot use conventional public transport to access health, leisure, shopping and social opportunities within the city and surrounding area.
- HEA6 (10) [Work] with regional partners, agencies and public transport operators to deliver an integrated transport system across all modes covering key locations within and adjoining the Plymouth Travel to Work Area.

The BSIP will also positively support the delivery of the commitments within the Plan to help deliver targeted integrated transport measures to help support the sustainable growth of Plymouth, in accordance with the vision, objectives and policies of the Plymouth and South West Devon Joint Local Plan. Specifically:

- GRO4 (1) Continuing to support the High Quality Public Transport Network and improve public and sustainable transport services through, where appropriate, subsidies and new infrastructure.
- GRO4 (2) Maintaining, improving and expanding the network of Park & Ride facilities and services, addressing the needs of both Derriford and the City Centre including a new facility at Deep Lane, exploring suitable locations for new facilities and considering the reallocation of space at existing sites.
- GRO4 (3) Continuing to support and develop new and existing local passenger ferry services, by working with stakeholders.
- GRO4 (7) Continuing to support and where feasible expand Community Transport schemes.
- GRO4 (13) Use of smarter choices and travel planning to provide and promote travel choice, through the planning process.
- GRO4 (15) Developing and delivering targeted infrastructure interventions, consistent with the long term vision and objectives for transport set out in the Joint Local Plan.

The BSIP also supports the following policies of the Plymouth and South West Devon Joint Local Plan:

- SPT9 (5)5, where it states that the local Planning and Highway Authorities with key stakeholders will deliver: “realistic sustainable transport choices and increasing the integration of transport modes so that people have genuine alternative ways to travel;”
- SPT9 (6), which seeks to get the most out of the Council’s existing network and encourage behavioural change;
- SPT9(9) (delivering transport projects which provide a safe and effective transport system); and
- SPT (10) ‘taking local control of the Council’s transport future, embracing localism, generating independent resources to transform transport investment, and embracing changes in travel technology.’

The BSIP is a delivery plan of the Plymouth Plan.

Implications for the Medium Term Financial Plan and Resource Implications:

The Government has provided grant funding, totalling £395,418, which is only available to Local Transport Authorities (LTA) that did not receive a BSIP funding allocation in 2022. The purpose of the grant is to ensure that those LTAs have the ongoing internal capacity and capability to dedicate to the continued development and delivery of their BSIP and Enhanced Partnership over the next three years. The Enhanced Partnership must be in place by 1 April 2023.

Delivery of an Enhanced Partnership, and associated Bus Service Improvement Plan, will require funding. The Bus Service Improvement Plan is a bidding document. The proposals set out in the Plan must be ambitious. They must demonstrate delivery of the objectives of the National Bus Strategy and a vision for delivering a step-change in bus services through an Enhanced Partnership.

The Bus Service Improvement Plan must also be accompanied by a presentation of funding requirements, including alternative sources of funding available to support delivery of BSIPs such as operator or Local Transport Authority contributions. However, there are no financial commitments on the part of the Government, Council or public transport operators associated with the submission of the Bus Service Improvement Plan and the Department for Transport explicitly state that they ‘do not expect BSIPs to provide detailed, definitive costings.’

The indicative ‘ask’ from the Department for Transport for the delivery of the proposals within the original Plymouth Bus Service Improvement Plan was circa £118M for the period 2022/23 – 2029/30. This figure may change as the refresh of the Plan is progressed.

Financial Risks

There is no direct financial risk from the recommendations of this report, as the funding received to date from the Department for Transport covers the development of the Enhanced Partnership and Bus Service Improvement Plan.

However, should approval not be granted for a refresh of the Bus Service Improvement Plan, this will significantly impact on the Council’s ability to secure funding for the bus service improvements the Council is seeking in order to improve the city’s public transport network, which is needed for generating modal shift and supporting sustainable economic growth in the future.

Carbon Footprint (Environmental) Implications:

The aims and objectives of the National Bus Strategy have clear synergies with the Council’s declaration of a Climate Emergency and approved Climate Emergency Action Plan. Through delivery of an enhanced bus network offering cheaper fares, enhanced frequencies, improved reliability and greater convenience

Sign off:

Fin	DJN. 22.2 3.34 4	Leg	LS/3 9668 /JP/1 9012 3	Mon Off		HR		Assets		Strat Proc	
-----	---------------------------	-----	------------------------------------	------------	--	----	--	--------	--	---------------	--

Originating Senior Leadership Team member: Anthony Payne, Strategic Director for Place

Please confirm the Strategic Director(s) has agreed the report? Yes

Date agreed: 20/01/2023

Cabinet Member approval: Approved by Councillor Drean, Cabinet Member for Transport

Date approved: 20/01/2023

National Bus Strategy: Formation of Enhanced Partnership And Bus Service Improvement Plan Refresh

09 February 2023



1.0 Executive Summary

1.1 On 15 March 2021 the Government published the National Bus Strategy (NBS) for England 'Bus Back Better'. The Strategy set out an ambitious vision to dramatically improve bus services across England (outside London) to first reverse the long term decline in the number of journeys made by bus and secondly to encourage passengers back to the bus, post the Covid-19 pandemic. It is intended that the Strategy will deliver cheaper, more frequent and more reliable bus services for passengers.

1.2 The Strategy requires the establishment of a formal, statutory, partnership arrangement, led by Plymouth City Council as the Local Transport Authority (LTA), for all local bus services operated within the city boundary. Partnership arrangements can take the form of either a franchise or an Enhanced Partnership, with the Council approving the development of an Enhanced Partnership (EP). The EP Plan and Scheme must be established and 'made' in order for the Council to be eligible for future Government funding to support bus services.

1.3 The NBS also required the Council to lead the preparation of a Bus Service Improvement Plan (BSIP) in collaboration with bus operators, which was approved by Cabinet on 12 October 2021 and subsequently submitted to the Department for Transport (DfT), with an annual review undertaken in October 2022. The BSIP outlines the vision, aspirations, objectives and interventions that Plymouth City Council and bus operators will take to improve the local bus network.

1.4 This report explains the context for the formation of the Enhanced Partnership, and the future development of the BSIP, setting out the vision for Plymouth's bus services which will deliver a step-change in Plymouth's bus network.

2.0 Enhanced Partnership

2.1 Introduction

2.1.1 The vision for Plymouth's bus services, delivered through the measures set out in the Plymouth BSIP, is for buses to be more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.

2.1.2 The Enhanced Partnership is the forum that will work together to deliver this, through a statutory Enhanced Partnership Plan and Scheme which must be formed in accordance with Section 138G(l) of the Transport Act 2000.

2.1.3 The Enhanced Partnership Plan sets out the objectives in meeting this vision whilst the Enhanced Partnership Scheme describes the measures taken forward by the Council and bus operators to meet some of the objectives.

2.1.4 The EP Plan sets out the improvements to bus services that the Enhanced Partnership will deliver, mirroring the objectives in the BSIP. An annual review of the BSIP was undertaken in October 2022 in accordance with the legislation, and a full refresh of the document will be undertaken by 30 June 2023 following feedback received from the DfT on the Council's original submission, leading to a further update of the EP Plan.

2.1.5 The EP Scheme is an accompanying document setting out the requirements that need to be met by the Council and local bus operators to achieve the BSIP and EP Plan outcomes. Formation of

the EP demonstrates the Council's commitment to developing an attractive public transport offer that encourages long-term changes in travel behaviour in Plymouth.

2.1.6 Buses play an important role in keeping people and places connected. Plymouth City Council and the local bus operators wish to further improve public transport, by delivering a reliable, resilient transport system, which supports a thriving economy and growth for everyone. The Plymouth Enhanced Partnership wants Plymouth's buses to be both tools of inclusion and the transport of choice and therefore, the vision is for local buses to be more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper. It is hoped that improving service reliability, frequency, integration, co-ordination, infrastructure and quality will help overcome the setbacks of the lost patronage suffered during the Covid-19 pandemic and re-establish the growth and development that was underway before the pandemic.

2.1.7 The EP Plan has been aligned with the Plymouth Plan which sets out the city's spatial strategy, incorporating the Plymouth-specific elements of the Plymouth and South West Devon Joint Local Plan [PCC, 2019] which is the development plan for the city. The EP Plan therefore closely aligns with the transport strategies outlined in these plans.

2.1.8 Drawing on the BSIP, this document fulfils the statutory requirements set out by the Bus Services Act 2017 of an Enhanced Partnership (EP) Plan for Plymouth. Initially, this will facilitate the introduction of an EP Scheme designed to support and develop bus services across Plymouth, with the aim of starting to achieve the objectives set out in the BSIP.

2.2 Process for Development of the EP Plan and Scheme

2.2.1 In accordance with the statutory requirements for an EP Plan, this document must include:

- Overview and map of the geographical area covered (Plymouth)
- Factors affecting the local bus market
- Summary of passengers' experiences in using bus services and the priorities of users and non-users for improvements
- Trends in bus journey speeds and the impact of congestion on bus services
- Objectives that are sought for bus service provision
- Interventions needed to achieve the desired outcomes
- Governance arrangements
- Competition test

2.2.2 The EP Scheme must include:

- The scope of the Scheme and commencement date
- Obligations on the LTA
- Obligations on the bus operators
- Governance arrangements

2.2.3 The LTA is required to draft the EP Plan and Scheme, setting out all of the above factors, and where appropriate, how they will be achieved. This is followed by a 28 day consultation period with the city's bus operators, providing them with an opportunity to object to any aspect of the EP Plan and Scheme.

2.2.4 Given that the Council's original BSIP submission was unsuccessful in securing any funding through "Bus Back Better", the current draft documents set out commitments on both the LTA and the operators which can be achieved without the funding, and build upon interventions that are already in place, in construction or already funded.

2.2.5 The obligations on the LTA within the proposed EP Plan and Scheme are:

- Provision, maintenance and enforcement of bus lanes
- Provision and maintenance of Park and Ride sites

- Management of roadworks in the EP Scheme area

2.2.6 The obligations on the bus operators within the proposed EP Plan and Scheme are:

- To provide a co-ordinated network map detailing all bus services within the EP Plan and Scheme area
- To provide a link to a single source of bus service information for all bus services within the EP Plan and Scheme area
- To promote contactless payments
- To continue to deliver an enhanced cleaning regime on buses as developed during the Covid-19 pandemic
- To participate in a citywide Bus Passenger Charter
- To reinvest any operating cost savings from any new bus priority in the future into the delivery of improvements set out in the BSIP

2.2.7 Further detailed requirements of these obligations are set out in the attached EP Plan and EP Scheme documents.

2.2.8 Should any objections be received from bus operators, these must be considered and acted upon where appropriate. Where changes are made to either the EP Plan or Scheme as a result of the objections raised, a further 28 day consultation period must be entered into with the bus operators.

2.2.9 If no objections are raised by operators, a further period of consultation must follow with a wider statutory stakeholder group which must include the following:

- Organisations representing passengers
- Traffic Commissioner
- Chief of Police
- Transport Focus
- Competition and Markets Authority (CMA)
- Others as required

2.2.10 Consultation with these groups must take place for a maximum of 28 days, however, this period can be shortened if deemed appropriate by the LTA. Given that the Council was unsuccessful in its original BSIP submission and therefore the content of its EP Plan and Scheme does not include new measures that could be controversial and given that the consultation period took place outside of normal holiday times (January 2022), a 21 day consultation period was allowed for the wider stakeholder group on this occasions.

2.2.11 Any objections received must be considered, and if accepted the consultation period must commence again with the operators for 28 days followed by the wider stakeholder group.

2.2.12 On this occasion no objections were received and the Council are therefore in a position to form its Enhanced Partnership.

2.3 Next Steps

2.3.1 The next steps in this process are:

- To legally form the EP Partnership
- To enact the governance arrangements

2.3.2 Any future changes must be made in accordance with the governance arrangements set out in the attached Enhanced Partnership Plan.

3.0 Bus Service Improvement Plan

3.1 Introduction

3.1.1 The BSIP has been designed to deliver a reformed bus network, which will improve public confidence and address misconceptions, to encourage passengers back. The Council want buses to be both tools of inclusion and the transport of choice and therefore, the partnership of the Council and public and community transport providers want to make Plymouth's buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.

3.1.2 Through the Bus Service Improvement Plan the ambition is:

- To make the buses the natural choice for everyone, not just those without cars
- For buses to be a practical and attractive alternative to the car for more people
- For main road services to run so often that you don't need to refer to a timetable
- More frequent services and better coverage in the evening and at the weekend
- More demand responsive services (such as Dial-A-Ride) using smaller vehicles for areas of the city unserved, or barely served, by conventional buses on fixed routes and timetables
- Simple, cheap, fares that you can pay with a contactless card
- To introduce technology to allow daily and weekly price capping across all operators to give passengers the best price for their journeys
- A network that feels like a network, with
 - Easy to understand and coordinated services
 - Consistent high standards
 - Comprehensive information
- Greener buses, both directly and indirectly improving air quality, reducing carbon emissions, tackling traffic congestion and supporting Plymouth's sustainable growth
- Faster and more reliable services

3.1.3 The Bus Service Improvement Plan covers the city of Plymouth. The justification for the BSIP purely relating to the city boundary is that approximately 77% of registered bus routes serving Plymouth, operate entirely within this boundary. Furthermore, ONS data relating to commuting patterns indicates that Plymouth is relatively self-contained in terms of employment, with 67 per cent of all workers usually resident in the city also working here.

3.1.4 However, the Council recognises that the travel to work area goes beyond the Council's administrative boundary and, in order to make buses the natural choice for everyone not just those without cars and reduce the number of cars crossing the city boundary every day, boosting bus patronage in the longer term, cross boundary bus routes into and out of the city are also important. During the development of our BSIP the Council worked closely with neighbouring Local Transport Authorities Cornwall Council, Devon County Council and Torbay Council and will continue to work with neighbouring authorities as the Council further develop the BSIP.

3.1.5 Our BSIP will span the period through to 2034, aligning with the ending of the current Plymouth Plan period, a ground-breaking plan which sets a shared direction of travel for the long-term future of Plymouth and bringing together a number of strategic planning processes under a single umbrella plan document.

3.1.6 Alignment with the Plymouth Plan has been chosen because, since 2017, Plymouth's Local Transport Plan, and hence transport policies, has been integrated within the Plymouth Plan. The BSIP will be a delivery plan of the Plymouth Plan and hence through working to the same timescales as the Plymouth Plan it will help ensure the guiding transport strategies and the delivery plans, are aligned.

3.1.7 The BSIP must be reviewed annually, and it is envisaged that this will take place in October of each year.

3.2 Progress to Date

3.2.1 Our BSIP, setting out an ambitious plan for the transformation of bus travel in Plymouth, was submitted to the DfT in October 2021. Plymouth was one of 79 authorities to submit a bid, but unfortunately, was unsuccessful in securing a funding allocation at that time. Given the demand, only 31 authorities received either some of all of the funding requested. However, the BSIP remains a bidding document for future rounds of Government funding for transport.

3.2.3 In October 2022, the DfT provided constructive feedback as to why they felt our BSIP was not funded in the first round of BSIP funding. This was predominantly around the use of language within the document, which in places lacked positivity and assertiveness, and the targets not being sufficiently ambitious had the funding been awarded. The DfT stressed that this document would remain the bidding document for future rounds of funding and provided constructive comments around improvements that could be made to maximise our chances of receiving future funding.

3.2.4 The required annual update of the document was undertaken in October 2022, summarising the changes that have happened to the bus network over the previous 12 months and this has now been published on the Council's [National Bus Strategy webpage](#).

3.3 Next Steps

3.3.1 To ensure the Council is in the best possible position for future funding and following the feedback from DfT, a more detailed review and refresh of the BSIP is necessary, particularly around the setting of passenger growth targets and measures for achieving growth. The Council will also build upon the aspirations and themes included in the original BSIP, as well as considering any new interventions, which may not have been relevant at the time of our original submission.

3.3.2 This exercise will therefore take place early in 2023 for completion by the 30 June 2023. The Council will continue to work with our bus operators and other key stakeholders in the development of the BSIP.

4.0 Financial Implications

4.1 There are no financial implications arising from this report. The Government has currently made £395,418 available to the Council, through the Bus Capacity Fund, to support the development of the Enhanced Partnership and associated Bus Service Improvement Plan. The Enhanced Partnership must be in place by 1 April 2023. This funding was awarded to the Council, as the LTA, by the DfT because Plymouth did not receive an indicative BSIP funding allocation. The purpose of the grant is to ensure that the Council has the ongoing internal capacity and capability to dedicate to the continued development and delivery of bus interventions, especially through Plymouth's BSIP and EP over the next three years. The funding has been calculated to enable the recruitment and retention of at least one EP Officer (EPO) or equivalent internal capacity for bus delivery within the LTA.

4.2 Delivery of an Enhanced Partnership, and associated Bus Service Improvement Plan, will require funding. The Bus Service Improvement Plan is a bidding document. The proposals set out in the Plan must be ambitious. They must demonstrate delivery of the objectives of the National Bus Strategy and a vision for delivering a step-change in bus services through an Enhanced Partnership.

4.3 The Bus Service Improvement Plan must also be accompanied by a presentation of funding requirements, including alternative sources of funding available to support delivery of BSIPs such as operator or Local Transport Authority contributions. However, there are no financial commitments on the part of the Government, Council or public transport operators associated with the submission of the Bus Service Improvement Plan and the Department for Transport explicitly state that they 'do not expect BSIPs to provide detailed, definitive costings.'

4.4 The indicative 'ask' from the Department for Transport for the delivery of the proposals within the original Plymouth Bus Service Improvement Plan was circa £118M for the period 2022/23 – 2029/30. This figure may change as the refresh of the Plan is progressed.

4.5 There is no direct financial risk from the recommendations of this report, as the funding received to date from the Department for Transport covers the development of the Enhanced Partnership and Bus Service Improvement Plan.

4.6 However, should approval not be granted for a refresh of the Bus Service Improvement Plan, this will significantly impact on the Council's ability to secure funding for the bus service improvements the Council is seeking in order to improve the city's public transport network, which aims to generate modal shift and growth in the future.

5.0 Recommendations

5.1 It is recommended that the Cabinet:

1. Approve the formation of a statutory Enhanced Partnership with the city's bus operators from 1 April 2023.

Reason: To ensure the Council comply with our statutory duty as Local Transport Authority.

2. Approve the process of refreshing the Council's Bus Service Improvement Plan by 30 June 2023.


Reason: To ensure that Plymouth remains best placed to receive future rounds of Government funding for bus services, as it is the BSIP that will determine the allocation of funding.

3. To give delegated authority to the Service Director for Strategic Planning and Infrastructure, in association with the Cabinet Member for Transport, to approve the publication of the updated Bus Service Improvement Plan.

Reason: To allow the publication of an updated BSIP by 30 June 2023, to ensure the Council is ready to respond to invitations to bid for funding when the next opportunity arises.

EQUALITY IMPACT ASSESSMENT – FORMATION OF AN ENHANCED PARTNERSHIP UNDER SECTION 9 OF THE BUS SERVICES ACT 2017

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): This is the person completing the EIA template.	Jessica Colverson, Public Transport Officer	Department and service:	Sustainable Transport, Strategic Planning and Infrastructure	Date of assessment:	13 December 2022
Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Paul Barnard, Service Director, Strategic Planning and Infrastructure	Signature:		Approval date:	13 December 2022
Overview:	<p>This assessment relates to the formation of a statutory Enhanced Partnership with the city's bus operators across the Plymouth City Council area.</p> <p>The city already has a comprehensive bus network, but the 2021 publication of the Government's 'Bus Back Better' National Bus Strategy places a requirement on local authorities to formalise arrangements for the provision of bus services through a formal partnership with its bus operators, in order to deliver cheaper, more frequent and more reliable bus services for passengers.</p> <p>Bus services play a vital role in ensuring the city's residents have access to employment, education, healthcare, retail and leisure opportunities. However, public transport has suffered during the pandemic and patronage has declined. The National Bus Strategy, together with the formation of the Enhanced Partnership, as the Council and Operators preferred formal partnership, will ensure that bus services become the people's choice for the journeys they wish to make and support Plymouth's sustainable recovery from the Covid-19 pandemic.</p> <p>In partnership with Plymouth's bus operators we will work together to deliver cheaper fares, enhanced frequencies, improved reliability and greater convenience, improving the quality of life for all of the city's residents, through enhanced bus service and better access to key services and environmental benefits associated with modal shift away from the private car.</p>				
Decision required:	<p>This Equality Impact Assessment (EIA) assesses the impact of the recommendations for Cabinet to:</p> <ol style="list-style-type: none"> 1. Approve the formation of a statutory Enhanced Partnership with the city's bus operators from 01 April 2023 to comply with our statutory duty as a Local Transport Authority. 2. Approve the process of refreshing the Council's Bus Service Improvement Plan (BSIP) by 30 June 2023 following feedback from the Department for Transport. 				

3. To give delegated authority to the Service Director for Strategic Planning and Infrastructure, in association with the Cabinet Member for Transport, to approve the publication of the updated Bus Service Improvement Plan.

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

<p>Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?</p>	Yes		No	X
<p>Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?</p>	Yes		No	X
<p>Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)</p>	Yes		No	X
<p>If you do not agree that a full equality impact assessment is required, please set out your justification for why not.</p>				

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
Age	<p>Plymouth</p> <ul style="list-style-type: none"> • 16.4 per cent of people in Plymouth are children aged under 15. • 65.1 per cent are adults aged 15 to 64. • 18.5 percent are adults aged 65 and over. • 2.4 percent of the resident population are 85 and over. 	<p>No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city’s bus operators which seeks to improve bus service provision for all.</p>	<p>Not applicable.</p>	<p>Not applicable.</p>

	<p>South West</p> <ul style="list-style-type: none"> • 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. • 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none"> • 17.4 per cent of people are aged 0 to 14. • 64.2 per cent of people are aged 15 to 64. • 18.4 per cent of people are aged 65 and over. <p>(Data sourced from the 2021 Census)</p> <p>Public transport data:</p> <ul style="list-style-type: none"> • In 2019/20 18,027,681 bus trips were made, of which 5,098,348 (28%) were concessionary trips. • In 2020/2021 6,881,673 bus trips were made, of which 1,722,313 (25 per cent) were concessionary trips. • In 2021/2022 12,481,802 bus trips were made, of which 2,870,138 (23 per cent) were concessionary trips <p>This data shows that overall patronage and concessionary patronage has not returned to pre-pandemic levels.</p> <p>There are currently 54,985 people living within Plymouth that hold a concessionary bus pass. The passes are issued either to residents who are over state pension age or have a disability that entitles them to a pass. There are currently 50,657 active age related passes.</p> <p>Older people by the nature of the scheme are overrepresented as beneficiaries of concessionary</p>			
--	--	--	--	--

	<p>fares. National data shows that young people are overrepresented amongst public transport users (Gov.uk).</p>			
<p>Disability</p>	<p>10 per cent of our population have their day-to-day activities limited a lot by a long-term health problem or disability (2011 Census).</p> <p>Public Transport Data:</p> <ul style="list-style-type: none"> • In 2019/2020 18,027,681 bus trips were made, of which 5,098,348 (28 per cent) were concessionary trips. • In 2020/2021 6,881,673 bus trips were made, of which 1,722,313 (25 per cent) were concessionary trips. • In 2021/2022 12,481,802 bus trips were made, of which 2,870,138 (23 per cent) were concessionary trips. <p>This data shows that overall patronage and concessionary patronage has not returned to pre-pandemic levels.</p> <p>There are currently 54,985 people living within Plymouth that hold a concessionary bus pass. The passes are issued either to residents who are over state pension age or have a disability that entitles them to a pass. There are currently 4,328 active disabled bus passes.</p> <p>In 2019, disabled adults (aged 16 years and over) in England made 757 trips on average per person per year, as compared to 1,016 for adults without a disability. The difference was smaller for those aged under 65, 17 per cent less (854 trips compared to 1,026) than for those aged over 65, 34 per cent less (642 trips compared to 970) (DfT Accessibility Statistics: 2020)</p>	<p>No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city's bus operators which seeks to improve bus service provision for all.</p> <p>However, consideration should be given to ensuring that the co-ordinated network map is accessible.</p>	<p>Not applicable.</p>	<p>Not applicable.</p>

	National evidence suggests that a higher proportion of individuals who live in families with disabled members live in poverty, compared to individuals who live in families where no one is disabled (EHRC 2017).			
Gender reassignment	There are no official estimates for gender reassignment at either national or local level (awaiting 2021 Census data).	No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city's bus operators which seeks to improve bus service provision for all.	Not applicable.	Not applicable.
Marriage and civil partnership	There were 234,795 marriages in England and Wales in 2018. In 2020, there were 7,566 opposite-sex civil partnerships formed in England and Wales, of which 7,208 were registered in England and 358 were registered in Wales. There were 785 civil partnerships formed between same-sex couples in England and Wales in 2020, of which 745 were registered in England and 40 were registered in Wales.	No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city's bus operators which seeks to improve bus service provision for all.	Not applicable.	Not applicable.
Pregnancy and maternity	There were 640,370 live births in England and Wales in 2019, a decrease of 2.5 per cent since 2018. The mid-year 2019 population estimates show that there were 2,590 births in Plymouth. The total fertility rate (TFR) for England and Wales decreased from 1.70 children per woman in 2018 to 1.65 children per woman in 2019.	No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city's bus operators which seeks to improve bus service provision for all.	Not applicable.	Not applicable.
Race	In 2021, 94.9 per cent of Plymouth's population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black.	No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city's bus operators which seeks	Not applicable.	Not applicable.

	<p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity.</p> <p>2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese and Arabic are the most spoken languages in Plymouth.</p> <p>ONS data shows that White people were consistently the most likely to have a driving licence out of all ethnic groups, and Black people were least likely to (ONS, 2020)</p>	<p>to improve bus service provision for all.</p>		
<p>Religion or belief</p>	<p>48.9 per cent (129,338) of the Plymouth population stated they had no religion. 42.5 per cent of the population (112,526) identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth’s population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	<p>No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city’s bus operators which seeks to improve bus service provision for all.</p>	<p>Not applicable.</p>	<p>Not applicable.</p>
<p>Sex</p>	<p>51 per cent of our population are women and 49 per cent are men (2021 Census).</p> <p>The Plymouth City Council Violence Against Women and Girls Survey 2022 Final Report shows that:</p> <ul style="list-style-type: none"> • The proportion of males who felt very/fairly safe out after dark (58 per cent) was significantly greater than females (8 per cent). • The proportion of males who felt very/fairly safe out during the day (83 per cent) was significantly greater than females (63 per cent). 	<p>No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city’s bus operators which seeks to improve bus service provision for all.</p>	<p>Not applicable.</p>	<p>Not applicable.</p>

Sexual orientation	There is no precise local data on sexual orientation in Plymouth (awaiting 2021 Census data).	No adverse impacts are anticipated from the formation of an Enhanced Partnership between the Council and the city's bus operators which seeks to improve bus service provision for all.	Not applicable.	Not applicable.
---------------------------	---	---	-----------------	-----------------

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	No adverse impacts on Human Rights are anticipated from this decision.	Not applicable.	Not applicable.

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
Celebrate diversity and ensure that Plymouth is a welcoming city.	Plymouth City Council remains committed to celebrating the diversity of the city.	Not applicable.	Not applicable.
Pay equality for women, and staff with disabilities in our workforce.	Plymouth City Council is committed to promoting equality and the fair treatment of its workforce. As an employer, we have a clear policy of paying employees equally for the same or equivalent work regardless of gender or disability. The Council operates a comprehensive job evaluation scheme to ensure that rates of pay are fair and are based wholly on the role being undertaken.	The Council continues to promote its Go Green Travel Policy to its staff and has a New Ways of Working Programme which encourages flexible working (where appropriate).	HROD.

Supporting our workforce through the implementation of Our People Strategy 2020 – 2024	Our People Strategy 2020 – 2024 sets out our approach towards ensuring that the Council's workforce can adapt and meet the ever changing needs of the Council and our residents.	Not applicable.	Not applicable.
Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.	The Council is committed to reducing and tackling hate crime and ensuring that victims are treated in a trauma informed manner to ensure that they get the outcome which is most appropriate for them. The Council works closely with the Safer Plymouth Partnership, the community safety partnership for the city. Hate crime data is monitored.	We will continue to monitor hate crime data and work with our partners in the police where appropriate.	Community Connections.
Plymouth is a city where people from different backgrounds get along well.	The Council is committed to promoting cohesion within the city.	We will continue to monitor cohesion levels via our biannual City Survey.	Policy and Intelligence Team.

This page is intentionally left blank

PLYMOUTH ENHANCED PARTNERSHIP PLAN April 2023



Why not take the bus today?...



PLYMOTION

Make the connection!

PLYMOUTH ENHANCED PARTNERSHIP PLAN

Contents page

Section	Section Heading	Page Number
	Introduction	5
One	Plymouth Enhanced Partnership – Geographical Area	7
Two	Plymouth Enhanced Partnership – Plan Period	8
Three	Plymouth Enhanced Partnership – Factors affecting, or having the potential to affect, the local bus market over the life of the Plan	9
Four	Plymouth Enhanced Partnership – Passenger experiences of Plymouth’s bus services and current, lapsed and potential passenger priorities	24
Five	Plymouth Enhanced Partnership – Local bus services	38
Six	Plymouth Enhanced Partnership – Objectives, Interventions and Outcomes of the Plan	55
Seven	Plymouth Enhanced Partnership – Governance	59

Figures

Figure	Title	Page Number
Section One: Plymouth Enhanced Partnership Plan – Geographical Area		
1.0	Plymouth Enhanced Partnership Plan Area	7
Section Two: Plymouth Enhanced Partnership Plan – Plan Period		
Section Three: Plymouth Enhanced Partnership – Factors affecting, or having the potential to affect, the local bus market over the life of the Plan		
3.0	Plymouth – Key facts	10
3.1	Total population (numbers) by Plymouth electoral ward, 2017	12
3.2	Plymouth LSOAs by IMD 2015 national deprivation decile	13
3.3	Commuting patterns of workers, according to the local authority of their usual residence.	14
3.4	Method of travel to work by all residents aged 16-74 in employment, by Plymouth and South West Devon JLP Planning Authority (2011 Census)	15
3.5	Method of travel to work – proportion driving to work	16
3.6	Method of travel to work – proportion traveling by bus	17
3.7	National Rail Network serving Plymouth and the Plymouth and South West Devon Joint Local Plan area.	18
3.8	Strategic Transport infrastructure projects	21
3.9	<i>Productive Plymouth</i> Transforming Cities Fund programme	22
Section Four: Plymouth Enhanced Partnership – Passenger experiences of Plymouth’s bus services and current, lapsed and potential passenger priorities		
4.0	Transport Focus – Bus Passenger Priorities (2020)	28

4.1	Transport Focus – The Route ahead, getting passengers back on buses – Findings from a major survey of current and lapsed passengers and non-users (June 2021).	28
4.2	Analysis of NHT surveys for the three year period 2018 - 2020 [NHT 2018, 2019, 2020a]	30
4.3	Key commuting flows between neighbouring authorities, 2011	37
Section Five: Plymouth Enhanced Partnership – Local bus services		
5.0	Plymouth's Bus Network	38
5.1	Plymouth's core bus corridors	40
5.2	Weekday (Monday – Friday) AM Peak link frequencies	41
5.3	Weekday (Monday – Friday) Off-Peak link frequencies	42
5.4	Saturday AM Peak link frequency	43
5.5	Saturday Off-Peak link frequencies	44
5.6	Sunday AM Peak link frequencies	45
5.7	Sunday Off-Peak link frequencies	46
5.8	Skipper ticket map	49
5.9	Annual Average Weekday Traffic on Selected Roads in Plymouth	50
Section Six: Plymouth Enhanced Partnership – Objectives, Interventions and Outcomes of the Plan		
Section Seven: Plymouth Enhanced Partnership – Governance		
7.0	Governance Structure	59
7.1	Plymouth Enhanced Partnership Plan and Scheme Decision Making Process	63

Tables

Table	Title	Page Number
Section One: Plymouth Enhanced Partnership Plan – Geographical Area		
Section Two: Plymouth Enhanced Partnership Plan – Plan Period		
Section Three: Plymouth Enhanced Partnership – Factors affecting, or having the potential to affect, the local bus market over the life of the Plan		
3.0	Number and percentages by age group in Plymouth and England, 2017	11
3.1	Bus passenger journeys per head of population, 2019/20	14
3.2	Entries and Exits at National Rail Stations in Plymouth, calculated from ticket purchases.	18
3.3	Bus Lane Contraventions Since 2016/17	23
Section Four: Plymouth Enhanced Partnership – Passenger experiences of Plymouth's bus services and current, lapsed and potential passenger priorities		
4.0	Focus group thematic feedback on Plymouth's bus services	24

4.1	2020 NHT results for Plymouth – Summary	29
4.2	Plymouth Citybus – Transport Focus 2019 Bus Passenger Survey	31
4.3	Stagecoach Devon – Transport Focus 2019 Bus Passenger Survey	31
4.4	Comparison of car and bus based journeys on Plymouth’s six core corridors (Weekday – AM Peak – October 2021)	32
4.5	Comparison of car and bus based journeys on Plymouth’s six core corridors (Weekday – Off- Peak – October 2021)	33
4.6	Comparison of car and bus based journeys on Plymouth’s six core corridors (Sunday – AM Peak – October 2021)	34
4.7	Comparison of car and bus based journeys on Plymouth’s six core corridors (Sunday – Off- Peak – October 2021)	35
Section Five: Plymouth Enhanced Partnership – Local bus services		
5.0	Bus Patronage – Plymouth and England	39
5.1	Plymouth’s subsidised services – total patronage and average cost per passenger for providing the services	48
5.2	Annual Average Weekday Traffic Flows on Strategic Roads in Plymouth	50
5.3	Bus journey times by core corridor, inbound to the city centre	52
5.4	Bus journey times by core corridor, outbound from the city centre	53
5.5	Percentage of non-frequent bus services running on time, by authority	54
5.6	Scheduled journey times on Plymouth’s core corridors, in the peak and off-peak	54
Section Six: Plymouth Enhanced Partnership – Objectives, Interventions and Outcomes of the Plan		
6.0	Plymouth Enhanced Partnership Plan Interventions	56
6.1	Strategic outcomes achieved through the Plymouth Enhanced Partnership	57
Section Seven: Plymouth Enhanced Partnership – Governance		

PLYMOUTH ENHANCED PARTNERSHIP PLAN

THE PLYMOUTH CITY COUNCIL ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G (1) OF THE TRANSPORT ACT 2000 BY:

PLYMOUTH CITY COUNCIL

The Plan comes into effect on 1 April 2023 and will remain valid until revoked.

Introduction

On 15 March 2021 the Government published the National Bus Strategy (NBS) for England 'Bus Back Better'¹. The NBS requires the establishment of a formal, statutory, partnership arrangement, led by Plymouth City Council as the Local Transport Authority (LTA), for all local bus services operated within the city boundary. Partnership arrangements can take the form of either a franchise or an Enhanced Partnership², with the Council approving the development of an Enhanced Partnership (EP). The EP Plan and Scheme must be established and 'made' in order for the Council to be eligible for future Government funding to support bus services.

The NBS also required the Council to lead the preparation of a Bus Service Improvement Plan (BSIP) in collaboration with bus operators, which was submitted to the Department for Transport (DfT) in October 2021, and subsequently reviewed in October 2022. The BSIP outlines the vision, aspirations, objectives and interventions that Plymouth City Council and bus operators will take to improve the local bus network.

The EP Plan sets out the improvements to bus services that the Enhanced Partnership will deliver, mirroring the objectives in the BSIP. The Council will fully refresh the Plymouth BSIP by July 2023, leading to a further update of the EP Plan.

The EP Scheme is an accompanying document that sets out the requirements that need to be met by the Council and local bus services to achieve the BSIP and EP Plan outcomes. Creating the Enhanced Partnership demonstrates the Council's commitment to developing an attractive public transport offer that encourages long-term changes in travel behaviour in Plymouth.

The EP Plan has been aligned with the Plymouth Plan which sets out the city's spatial strategy, incorporating the Plymouth-specific elements of the Plymouth and South West Devon Joint Local Plan [PCC, 2019] which is the development plan for the city. The EP Plan therefore closely follows the transport strategies outlined in these plans. Additionally, the EP Plan recognises the significance of the Violence Against Women and Girls (VAWG) Partnership Framework and will work closely with this to ensure that Plymouth is a place where women and girls are safe and feel safe when travelling around the city, particularly through reviewing and maintaining the safety measures on public transport infrastructure.

Buses play an important role in keeping people and places connected. Plymouth City Council and the local bus operators wish to further improve public transport, by delivering a reliable, resilient transport system which supports a thriving economy and growth for everyone. The Plymouth Enhanced Partnership wants Plymouth's buses to be both tools of inclusion and the transport of choice and therefore, the vision is for local buses to be more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper. It is hoped that improving service reliability, frequency, integration, co-ordination, infrastructure

¹ [Bus back better - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/bus-back-better)

² The main difference versus franchising is that operators in an Enhanced Partnership have a much greater role, working with Local Transport Authorities to both develop and deliver improvements for passengers. Enhanced Partnerships also offer significantly more flexibility than franchising.

and quality will help overcome the setbacks of the lost patronage suffered during the Covid-19 pandemic and re-establish the growth and development that was underway before the pandemic.

The use of bus services rather than travelling by private car also helps reduce congestion, improves air quality in our towns, and limits carbon emissions. Tackling climate change is one of the Council's top priorities and in March 2019 the Council declared a Climate Emergency and pledged to make Plymouth carbon neutral by 2030. Citywide action against this pledge is set out in the Climate Emergency Action Plans (CEAPs). These set out all the actions that the Council, as well as other partners in the Plymouth Net Zero Partnership, are taking to reduce emissions across the city and to encourage others to do the same. The emerging Net Zero Action Plan 2023 – 2026, is complementary to the objectives of the Enhanced Partnership Plan.

Drawing on the BSIP, this document fulfils the statutory requirements set out by the Bus Services Act 2017 of an Enhanced Partnership (EP) Plan for Plymouth. Initially, this will facilitate the introduction of an EP Scheme designed to support and develop bus services across Plymouth, with the aim of starting to achieve the objectives set out in the BSIP.

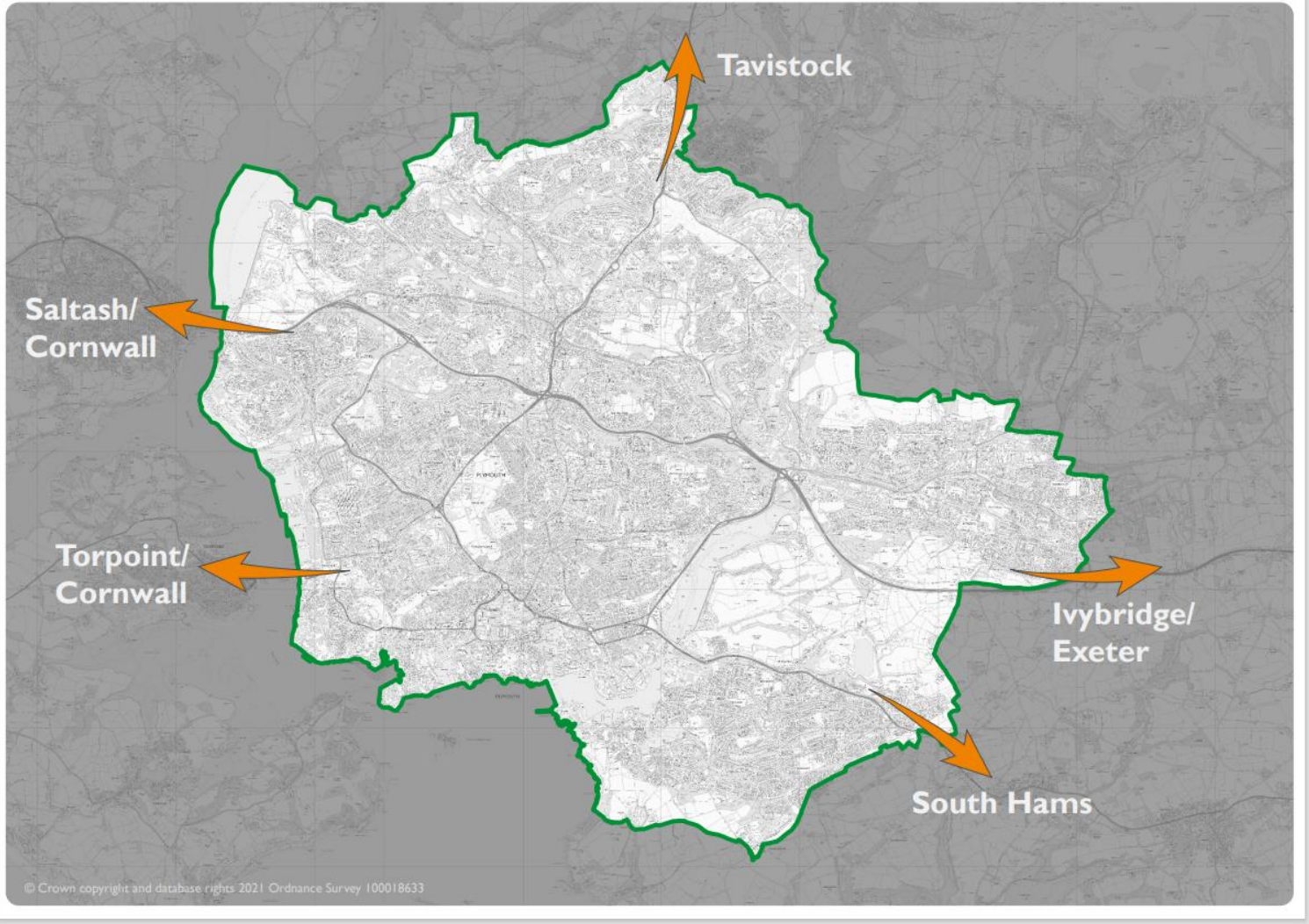
In accordance with the statutory requirements for an EP Plan, this document includes:

- Overview and map of the geographical area covered
- Factors affecting the local bus market
- Summary of passengers' experiences in using bus services and the priorities of users and non-users for improvements
- Trends in bus journey speeds and the impact of congestion on bus services
- Objectives that are sought for bus service provision
- Interventions needed to achieve the desired outcomes
- Governance arrangements
- Competition test

I	Plymouth Enhanced Partnership – Geographical Area
Summary	This section of the Plan considers:- <ul style="list-style-type: none"> • The geographical area of the Enhanced Partnership (EP) Plan

This Enhanced Partnership Plan covers the city of Plymouth (Figure I.0).

Figure I.0 Plymouth Enhanced Partnership Plan Area



2	Plymouth Enhanced Partnership - Plan Period
Summary	<p>This section of the Plan considers:-</p> <ul style="list-style-type: none"> • The Plan period • How often the Plan will be reviewed and how and when this will happen • EP Plan Variations

2.1 The Plan Period

The EP Plan was made on **31st March 2023**.

The EP Plan is for the period April 2023 to March 2034, aligning with the Plymouth Plan [PCC, 2021], a ground-breaking plan which sets a shared direction of travel for the long term future of Plymouth bringing together a number of strategic planning processes into one place.

The Plymouth Plan talks about the future of the city's economy; it plans for the city's transport and housing needs; it looks at how the city can improve the lives of children and young people and address the issues which lead to child poverty and it sets out the aspiration to be a healthy and prosperous city with a rich arts and cultural environment; and it sets out the city's spatial strategy, incorporating the Plymouth-specific elements of the Plymouth and South West Devon Joint Local Plan [PCC, 2019], the development plan for the city.

Alignment with the Plymouth Plan has been chosen because, since 2017, Plymouth's Local Transport Plan, and related transport policies, has been integrated within the Plymouth Plan and hence through working to the same timescales it will help ensure that the guiding transport strategies and the implementation plan, are aligned.

A new EP Plan will be prepared for the period post March 2034.

2.2 How often the Plan will be reviewed and how and when this will happen

The Enhanced Partnership Plan will be reviewed by the **Plymouth Bus Service Enhanced Partnership Forum and Board**³ at least annually. Plymouth City Council will initiate each review and it will take no longer than 6 months to complete. It is expected that the review will commence in July each year from July 2023.

2.3 Enhanced Partnership Plan variations

Enhanced Partnership Plan Variations shall be made in accordance with the procedures provided for under s.138L and s.138M of the 2000 Act.

³ Information on the EP Forum and Board, including the membership of both, is set out in the Plymouth Enhanced Partnership Scheme.

3	Plymouth Enhanced Partnership – Factors affecting, or having the potential to affect, the local bus market over the life of the Plan
<i>Summary</i>	<p>This section of the Plan considers:-</p> <ul style="list-style-type: none"> • Factors affecting, or having the potential to affect, the local bus market over the life of the Plan • Policies regarding local bus services which will be pursued in the Plan area • Complementary policies which will be pursued in support of the Enhanced Partnership objectives

3.1 Factors affecting, or having the potential to affect, the local bus market over the life of the Plan

3.1.1 Introduction to Plymouth

Plymouth, 'Britain's Ocean City', is one of the largest cities on the south coast and the 15th largest city in England with a population of circa 263,000, an economic output of £5.63 billion and 111,500 jobs (Figure 3.0). Plymouth has a strong growth potential with ambitions to grow its population to over 300,000, delivering the planned development of 26,700 homes and creating 13,200 jobs by 2034 [PCC, 2019]. Plymouth is a nationally strategically important City. It has the largest naval base in western Europe, employing over 10,000 people and is set to become a Freeport creating a further 9,000 jobs over the next 10 years. The city has three universities and two specialist marine research institutions. Derriford Hospital is a regionally important centre for health care with over 1 million visits per year.

Figure 3.0 Plymouth – Key Facts

PLYMOUTH: KEY FACTS

Key facts: City life



Plymouth has a current population of

264,700

Source: Office for National Statistics ONS MYE 2020

Plymouth's 65+ population is projected to increase by a

1/3

by 2034
(15,400 people)

Source: Plymouth Report

Key facts: Economy



Plymouth currently has an employment rate of

75.5%

aged 16 to 64

(compared to 75.1% nationally)

4.2%

of 16 and 17 year olds are currently not in employment, education or training

compared to 2.8% nationally

14.6%

of Plymouth's jobs are in the manufacturing industry, far exceeding the national average of 8.8% (2019)

HM Naval Base Devonport (HMNB)

is the largest Naval Base in Western Europe

and is of vital importance to the UK's defence capability

Devonport plays a vital role in the Plymouth and wider regional economy directly supporting

10%

of Plymouth's total employment

and 14.1% of its economic output (Gross Value Added, GVA 2017)

Key facts: Getting around



28%

of Plymouth households do not have access to a car or van

There are around

100,000

people living in the travel to work area outside of Plymouth

Key facts: Local community



Plymouth is within the

20%

most deprived local authority districts in England

Two areas fall within the most deprived 1% in England while 28 fall within the most deprived 10% in England, affecting around 46,000 people locally

Key facts: Arts, culture and heritage



Around

2,400,000

people visited Plymouth in 2020

3.1.2 Plymouth's population – our potential bus passengers ⁴

Plymouth's population is currently 263,070 of whom 50.2 per cent are women and 49.8 per cent are men.

In 2017, children and young people under 18 accounted for 20 per cent of the population (Table 3.0). Due to approximately 27,000 students residing in the city, the percentage of 18-24 year olds (12.2 per cent) is higher than that found in England as a whole (8.7 per cent).

The high proportion of young people and students presents an opportunity for Plymouth's buses. Many journeys to secondary school are by bus, helping to instil public transport habits, and the majority of students do not have access to a car but do have a high travel demand, both to locations in the city and in the wider travel to work area.

The proportion of the working-age (15-64 year old) population (65 per cent) is higher than that in England (64 per cent). 18 per cent of people in Plymouth are aged 65 and older which is comparable with the England average (18 per cent). However, there will be a major shift in the population structure of Plymouth over the next decade as the proportion of the population aged 65 and over increases and the population aged 0-4 year's decreases. ONS predicts a rise in the percentage of the Plymouth 65+ population from 17.9 per cent in 2016 to 22.7 per cent by 2034. Plymouth's bus network needs to be ready to respond to the city's changing demographics. The recovery of concessionary bus patronage is currently slower than that seen for fare paying passengers. Boosting concessionary confidence in bus travel will be key to restoring bus patronage to pre-pandemic levels.

Table 3.0 Number and percentages by age group in Plymouth and England, 2017⁵

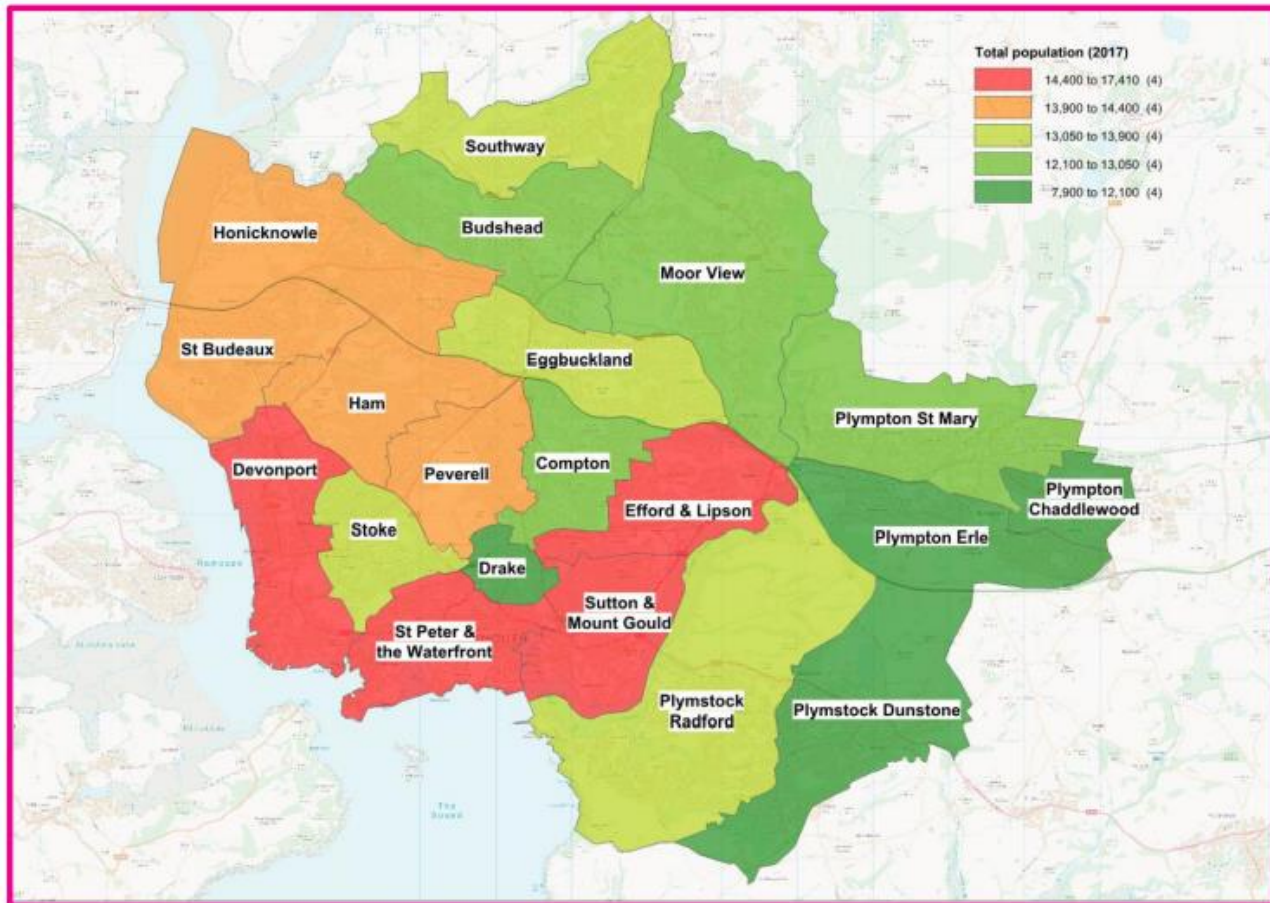
Age group	Plymouth		England	
	Numbers	Per cent	Numbers	Per cent
Under 5	15,308	5.8	3,384,925	6.1
Under 16	47,120	17.9	10,637,971	19.1
Under 18	52,296	19.9	11,869,346	21.3
18-24	32,180	12.2	4,828,279	8.7
15-64	170,672	64.9	35,542,943	63.9
65 and over	47,686	18.1	10,030,511	18.0
75 and over	21,620	8.2	4,535,330	8.1
85 and over	6,376	2.4	1,352,056	2.4

Plymouth's population is not evenly split across the city. There are higher numbers of people living in the wards to the west and southwest of the city (Figure 3.1). The ward with the biggest population is St Peter and the Waterfront (17,400) whilst Plympton Chaddlewood has the smallest population (7,900).

⁴ Plymouth Report, 2019

<https://www.plymouth.gov.uk/publichealth/factsandfiguresjointstrategicneedsassessment/plymouthreport>

⁵ ONS mid-year population estimates, 2017

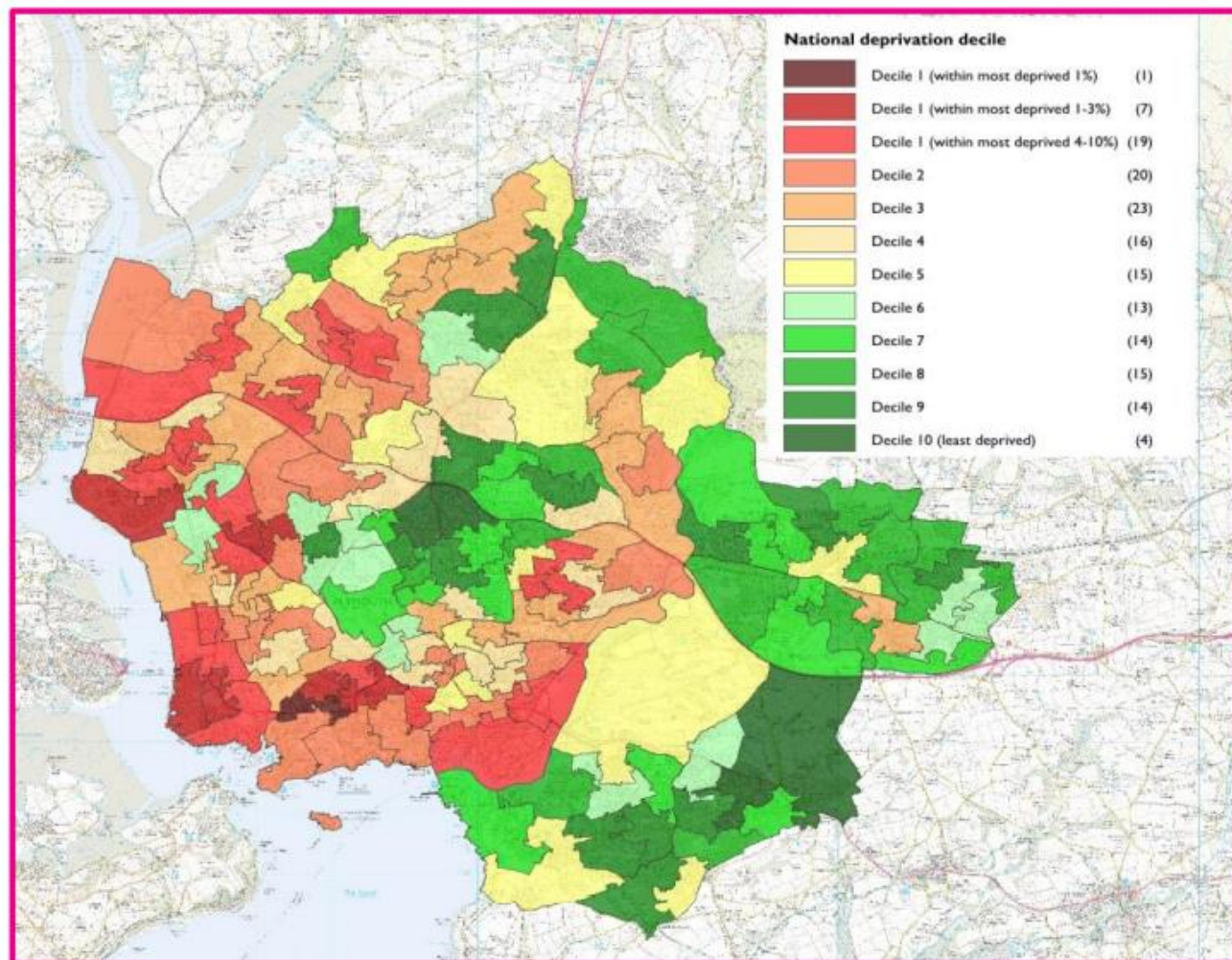
Figure 3.1 Total population (numbers) by Plymouth electoral ward, 2017

Contains public sector information licensed under the Open Government Licence v3.0 Contains OS data © Crown copyright and database right (2018).

Seventy four per cent of residents aged 17 or over hold a full driving licence, although there is a gender imbalance in licence holding; 80 per cent of men versus 68 per cent of women. Only one-third of 17-20 year olds hold a full driving licence. Furthermore 28 per cent of Plymouth households do not have access to a car or van; slightly higher than the England and Wales average of 26 per cent.

Analysis of the Index of Multiple Deprivation (IMD), 2015, the current official measure of relative deprivation in LSOAs in England IMD, for Plymouth reveals that deprivation in Plymouth remains higher than the England average. Figure 3.2 shows which national deprivation decile each of the 161 LSOAs in Plymouth fall within. Those falling within decile one have been further split to show the areas in the city that are most deprived nationally. One LSOA (found in the St Peter and the Waterfront ward) falls within the most deprived 1 per cent in England.

Plymouth's bus services have – and will continue to play – a key role in providing access to employment, healthcare, training and leisure opportunities. To be accessible to all, it's important that fares are kept as low as possible so that the bus is an inclusive mode of transport.

Figure 3.2: Plymouth LSOAs by IMD 2015 national deprivation decile

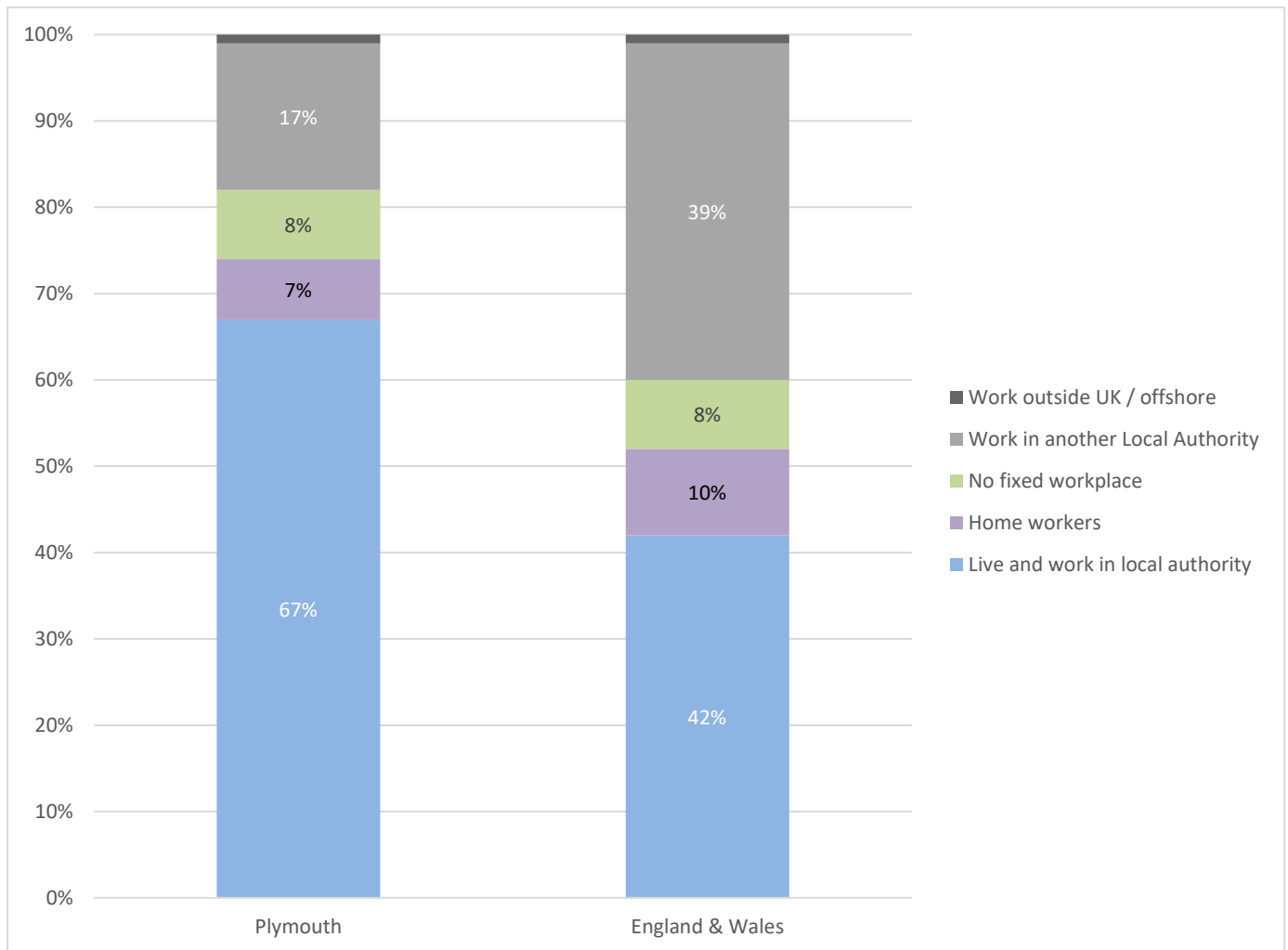
Contains public sector information licensed under the Open Government Licence v3.0. Contains OS data © Crown copyright and database right (2016). Data source: IMD 2015, Department of Communities and Local Government, 30 September 2015.

In addition to the needs of residents Plymouth's bus services also need to satisfy the needs of visitors to the city. Tourism is a major contributor to the city's economy. Plymouth has over 5 million visitors a year, spending £322 million.

3.1.3 Plymouth's Travel Patterns

ONS data relating to commuting patterns indicates that Plymouth is relatively self-contained in terms of employment, with 67 per cent of all workers usually resident in the city also working here (Figure 3.3).

Figure 3.3 Commuting patterns of workers, according to the local authority of their usual residence.



There is variation in the levels of self-containment in different parts of the city. Areas which are least reliant on employment in Plymouth (less than 79 per cent of residents commuting to jobs in the city) are either those on the urban fringes; Roborough, Plympton, Chaddlewood, Woodford, and Plympton St Maurice or in central areas such as Mutley and the city centre. However, when account is taken of commuting to urban fringe employment sites (located in South Hams) then all parts of the city have at least four in every five residents working there [WSP|PB, 2017].

3.1.5 Bus Patronage and mode share

Plymouth is a bus based city. Table 3.1 shows the bus passenger journeys per head of population.

Table 3.1 Bus passenger journeys per head of population, 2019/20

Local Authority	Average Passenger Journeys on local services per head of population (2019/20)
Plymouth	68.1
Cornwall	13.2
Devon	29.4
Torbay	53.4
England	72.3

Furthermore, encouragingly, commuting by bus is higher in Plymouth than across England & Wales, excluding London, placing the city in the top 20% of authorities for this commuting mode (Figure 3.4). Above average levels of bus commuting are located in the western parts of Plymouth (from Devonport to St. Budeaux). The highest proportion of car commuting is found in the Chaddlewood, Goosewell, Tamerton Foliot and Woolwell neighbourhoods. The lowest proportions of people driving to work are found in Plymouth’s central areas as well as a small pocket around Derriford (WSP|PB, 2017) (Figures 3.5 and 3.6).

Figure 3.4: Method of travel to work by all residents aged 16-74 in employment, by Plymouth and South West Devon JLP Planning Authority (2011 Census)

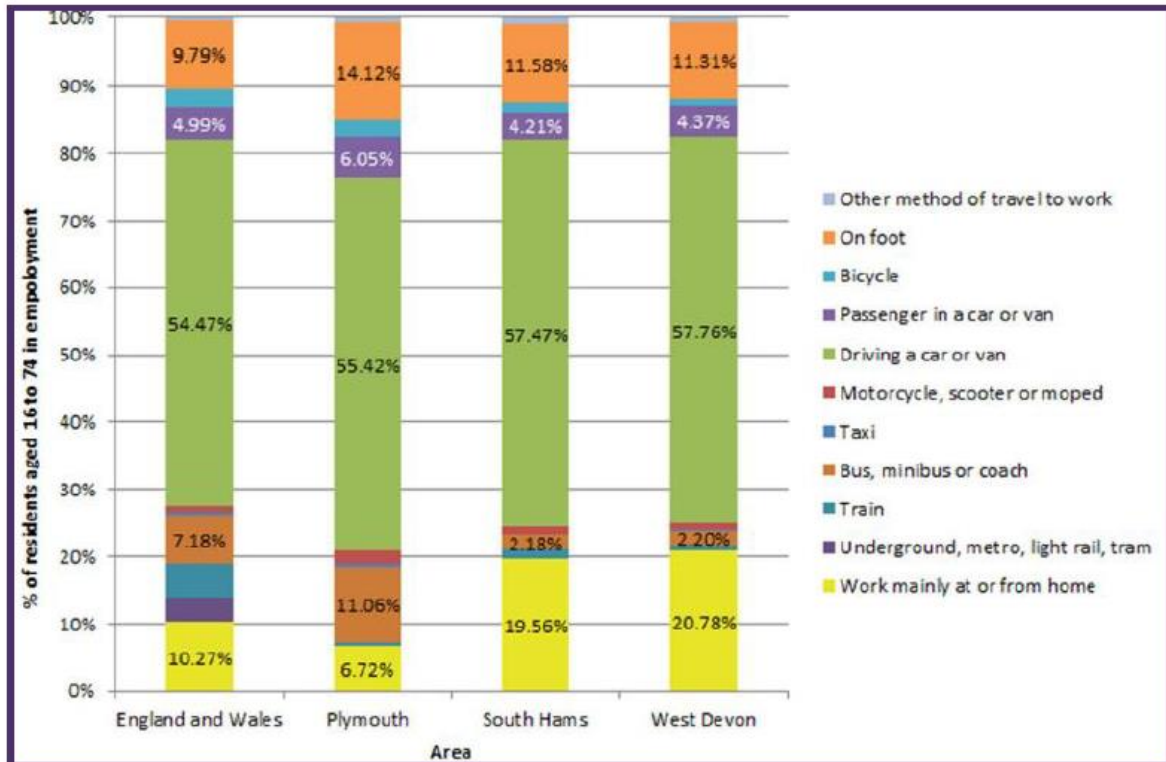


Figure 3.5 Method of travel to work – proportion driving to work

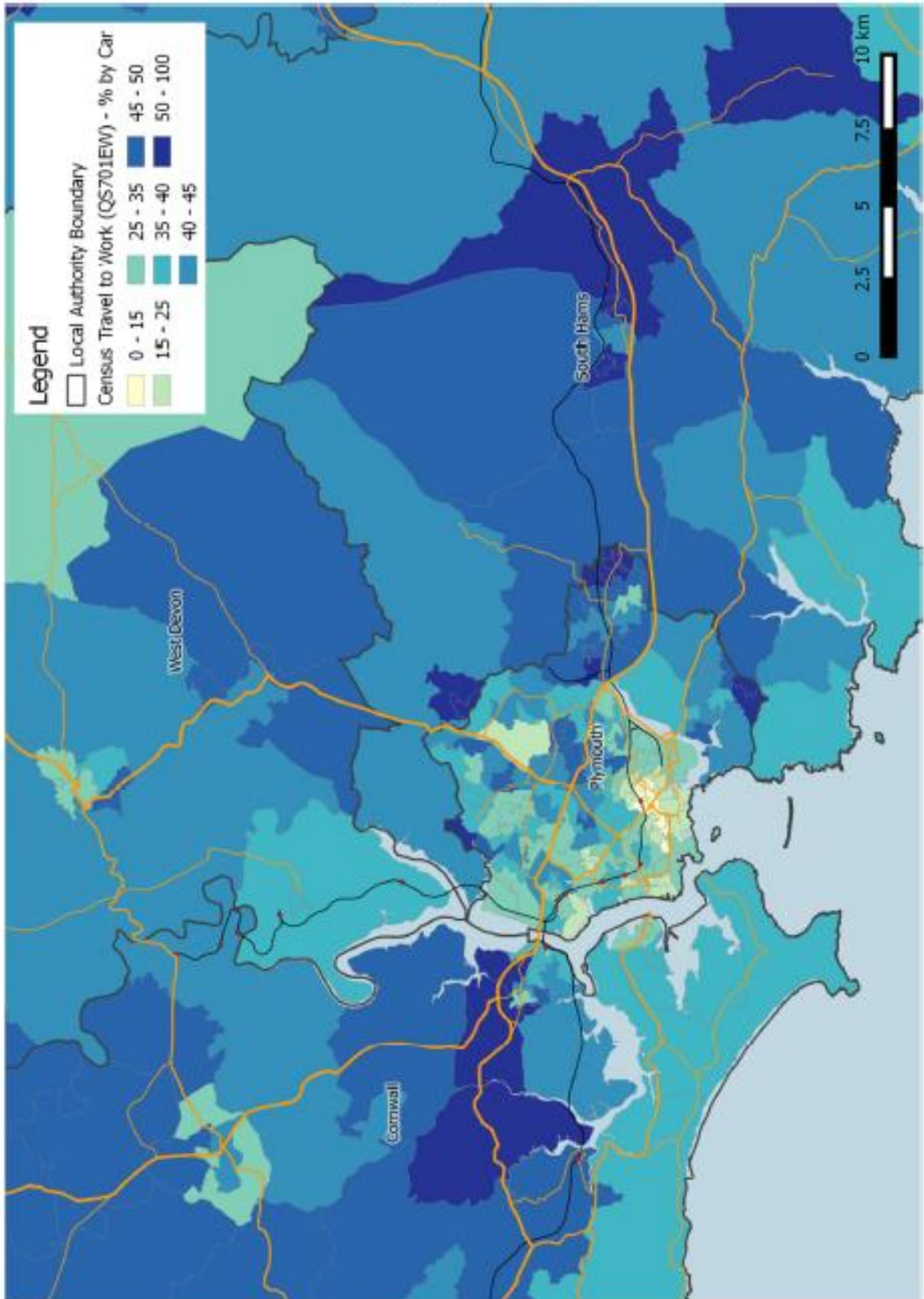
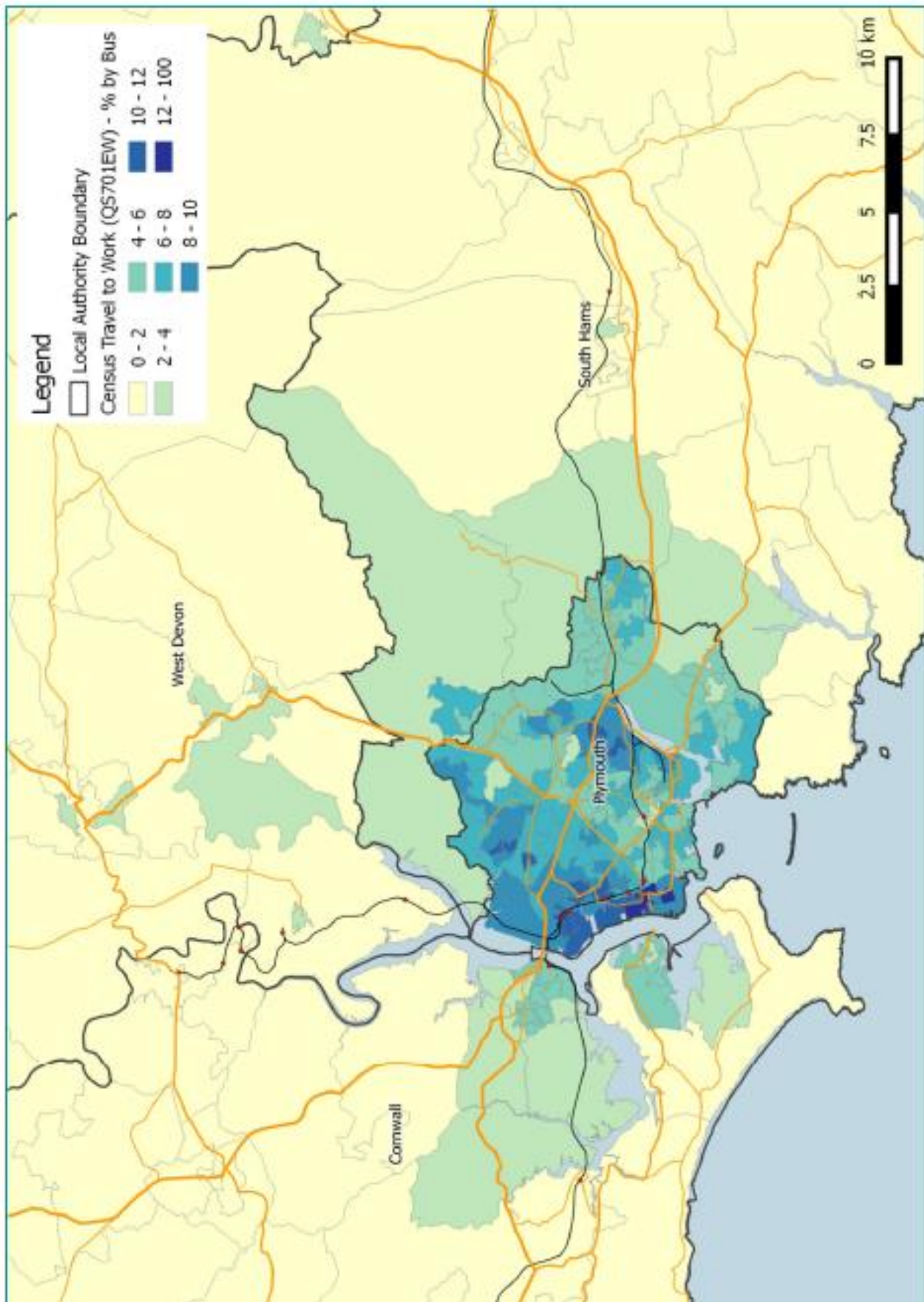


Figure 3.6 Method of travel to work – proportion traveling by bus

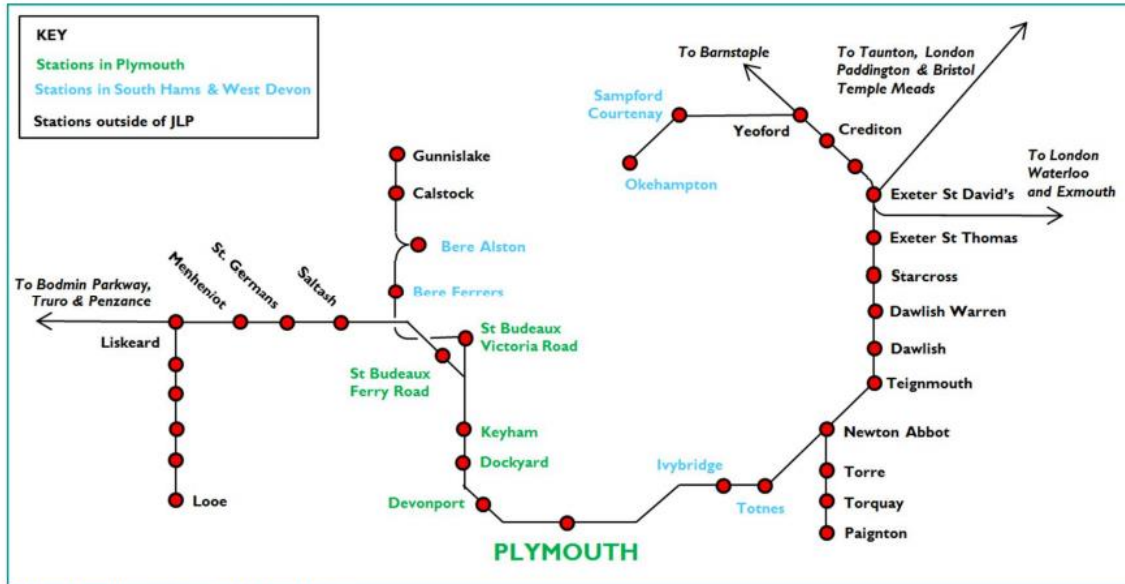


3.1.9 Public transport interchange opportunities

3.1.9.1 Bus-rail Interchange

Plymouth is served by six railway stations (Figure 3.7, Table 3.2).

Figure 3.7 – National Rail Network serving Plymouth and the Plymouth and South West Devon Joint Local Plan area.



[WSP | PB on behalf of PCC]

Plymouth Rail Station on North Road East in the city centre is the busiest of the six stations (Table 3.2) and acts as the primary gateway for long distance rail travel for the wider region. It is also an important interchange between long distance and local services. It is the busiest station in the far South West.

Table 3.2 Entries and Exits at National Rail Stations in Plymouth, calculated from ticket purchases.

	Station	2018-19 Total Entries & Exits	2019-20 Total Entries & Exits	% change (2018-19 vs 2019/20)
Plymouth	Plymouth	2,416,376	2,372,040	-1.8%
	Devonport	39,464	43,046	9.1%
	Dockyard	4,406	10,368	135.3%
	Keyham	7,516	7,808	3.9%
	St Budeaux Ferry Road	3,092	2,348	-24.1%
	St. Budeaux Victoria Road	9,376	8,928	-4.8%

Bus-rail interchange in the city is currently focused on Plymouth Rail Station, which is approximately a 650m walk from the coach station and approximately 900m from the principal local bus stops on Royal Parade. A scheme is currently being developed as part of the Council's *Productive Plymouth* Transforming Cities Fund programme to redevelop the station forecourt, completing the Station. The closest bus stops to the station forecourt are located on Saltash Road approximately 73m (inbound to the city centre) and 102 m (outbound from the city centre) from the entrance to the bus stops.

Work is also underway, in partnership with Great Western Railways and our local bus operators, on improving bus-rail interchange in St Budeaux, through the Transforming Cities Fund, St Budeaux interchange project. Through this project St. Budeaux Station (Victoria Road and Ferry Road) will provide a pivotal role as a sustainable transport interchange connecting rail commuters from the South East of Cornwall and West Devon with buses serving employment and healthcare opportunities in both the Derriford and Northern Corridor and City Centre and Waterfront growth areas.

3.1.9.2 Bus-ferry interchange

Bus services pass close to, or directly serve most of the local ferry landings (Barbican, Admiral's Hard, Mount Batten and Torpoint ferry). Some bus services from Cornwall use the Torpoint Ferry and are given priority loading, when in service. The cross-channel ferry terminal at Millbay is, however, not directly served by bus services with the closest stop to the ferry terminal operating along Millbay Road approximately 700 m away.

3.1.9.3 Mobility hubs⁶

Up to 50 multi-modal hubs will be provided across the city as part of the Council's Transforming Cities Fund programme. The hubs are designed to offer a variety of transport modes and provide connectivity to public transport.

3.2 Policies regarding local bus services which will be pursued in the Plan area

Plymouth's guiding transport strategy is set out in the [Plymouth Plan](#). We have made a commitment to deliver a safe, accessible, sustainable and health enabling transport system⁷ that delivers a step change in walking, cycling and public transport as the travel modes of choice for those living in and visiting the city⁸, focusing major growth on accessible locations, where high quality sustainable travel can be more effectively promoted, with clear priorities for routes to and from the city's three Growth Areas to balance the competing demands for highway space.

We have committed to ensuring that transport is delivered in the most health promoting and environmentally responsible manner,⁹ where the impact of severance caused by transport networks is reduced, enabling more journeys by walking, cycling and public transport and providing genuine alternative ways to travel¹⁰. To do this we have adopted a hierarchy of modes and routes based upon different spatial settings,¹¹ with walking, cycling and bus travel being the best option for city trips, and committed to partnership working, with local and regional partners, in order to realise greater benefits over the life of the plan and beyond [PCC 2021].

The Plymouth Plan seeks to help deliver a transport system that enables and encourages sustainable and active travel choices, provides good accessibility for the city's population to jobs and services, and supports a healthy environment. The Enhanced Partnership Plan is actively supported by the following Plymouth Plan policy commitments:-

- HEA6(5) [Deliver] a public transport system that everyone can use, including working with the bus companies to provide easier ticketing, clear journey planning and timetable information, and accessible boarding and alighting across the city.

⁶ [Mobility Hubs | PLYMOUTH.GOV.UK](#)

⁷ Plymouth Plan Policy HEA6.

⁸ Plymouth Plan – Theme 2: A Green City.

⁹ Plymouth and South West Devon Joint Local Plan policy SPT9.1.

¹⁰ Plymouth and South West Devon Joint Local Plan Policy SPT9.4.

¹¹ Plymouth and South West Devon Joint Local Plan Policy SPT9.8.

- HEA6 (6) [Work] with public transport providers to ensure that each neighbourhood is well connected to the city's High Quality Public Transport Network offering good accessibility to key destinations.
- HEA6(9) [Work] with our partners, including the charitable sector, to provide community transport to enable people who cannot use conventional public transport to access health, leisure, shopping and social opportunities within the city and surrounding area.
- HEA6 (10) [Work] with regional partners, agencies and public transport operators to deliver an integrated transport system across all modes covering key locations within and adjoining the Plymouth Travel to Work Area.

The Enhanced Partnership Plan also positively supports the delivery of the commitments within the Plymouth Plan to help deliver targeted integrated transport measures to help support the sustainable growth of Plymouth, in accordance with the vision, objectives and policies of the Plymouth and South West Devon [Joint Local Plan](#). Specifically:-

- GRO4 (1) Continuing to support the High Quality Public Transport Network and improve public and sustainable transport services through, where appropriate, subsidies and new infrastructure.
- GRO4 (2) Maintaining, improving and expanding the network of Park & Ride facilities and services, addressing the needs of both Derriford and the City Centre including a new facility at Deep Lane, exploring suitable locations for new facilities and considering the reallocation of space at existing sites.
- GRO4 (3) Continuing to support and develop new and existing local passenger ferry services, by working with stakeholders.
- GRO4 (7) Continuing to support and where feasible expand Community Transport schemes.
- GRO4 (13) Use of smarter choices and travel planning to provide and promote travel choice, through the planning process and
- GRO4 (15) Developing and delivering targeted infrastructure interventions, consistent with the long term vision and objectives for transport set out in the [Joint Local Plan](#).

The Enhanced Partnership Plan is also supported by the following policies of the Plymouth and South West Devon Joint Local Plan:- SPT9 (5)5, where it states that the local Planning and Highway Authorities with key stakeholders will deliver: “realistic sustainable transport choices and increasing the integration of transport modes so that people have genuine alternative ways to travel.,” SPT9 (6), which seeks to get the most out of our existing network and encourage behavioural change, SPT9(9) (delivering transport projects which provide a safe and effective transport system) and SPT (10) ‘taking local control of our transport future, embracing localism, generating independent resources to transform transport investment, and embracing changes in travel technology.’

The guiding strategies are reinforced by one of the Council’s priorities, as set out within the Corporate Plan, to unlock the city’s potential through creating a varied, efficient, sustainable transport network and mirrors the policy set out in the National Bus Strategy¹².

3.3 Complementary policies which will be pursued in support of the Enhanced Partnership objectives

3.3.1 Infrastructure investment

To support the sustainable growth of Plymouth, in accordance with the Plymouth and South West Devon Joint Local Plan, the Council has, and continues to, deliver a vast transport infrastructure programme designed to both directly and indirectly support the efficient operation of the city’s sustainable transport network. This work is principally being delivered through the Strategic Transport (Figure 3.8) and Transforming Cities Fund (Figure 3.9) programmes.

¹² Bus Back Better – National Bus Strategy for England, 2021 <https://www.gov.uk/government/publications/bus-back-better>

Figure 3.8 Strategic Transport infrastructure projects

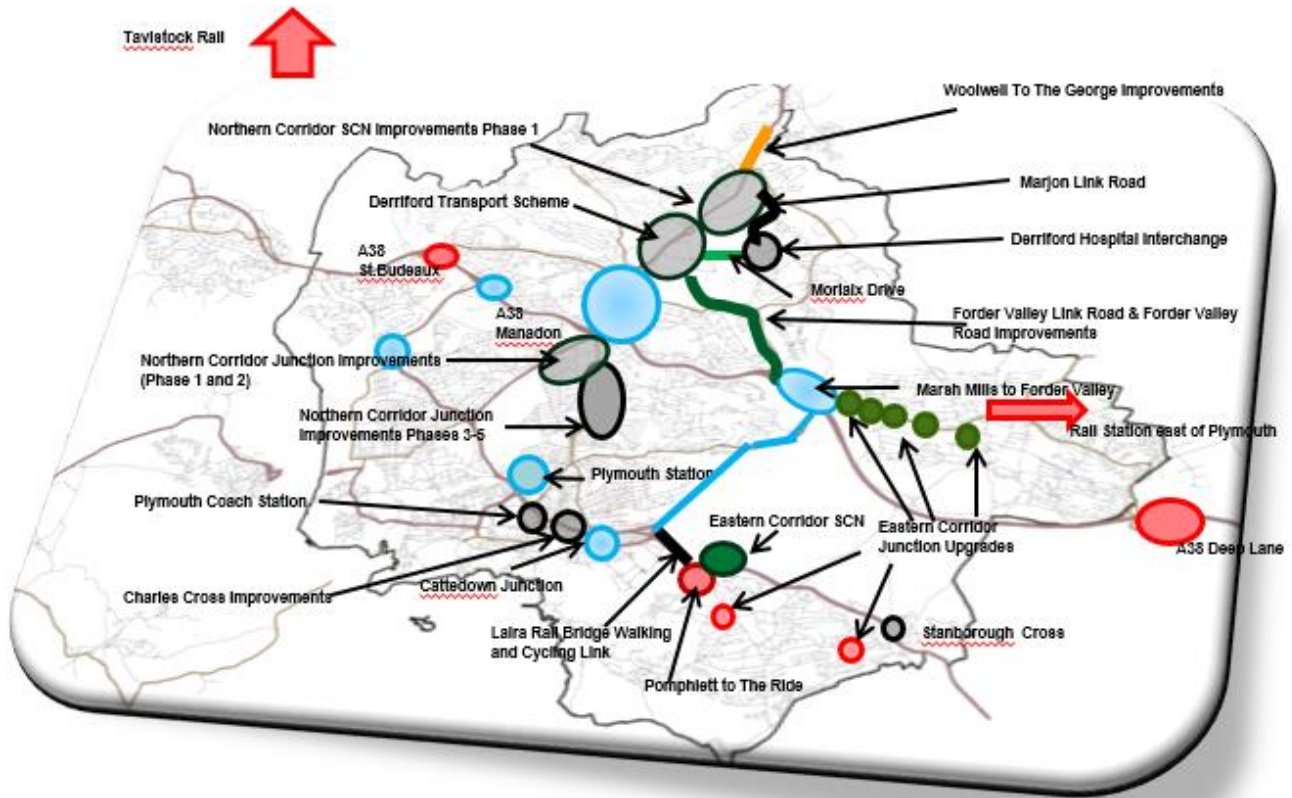
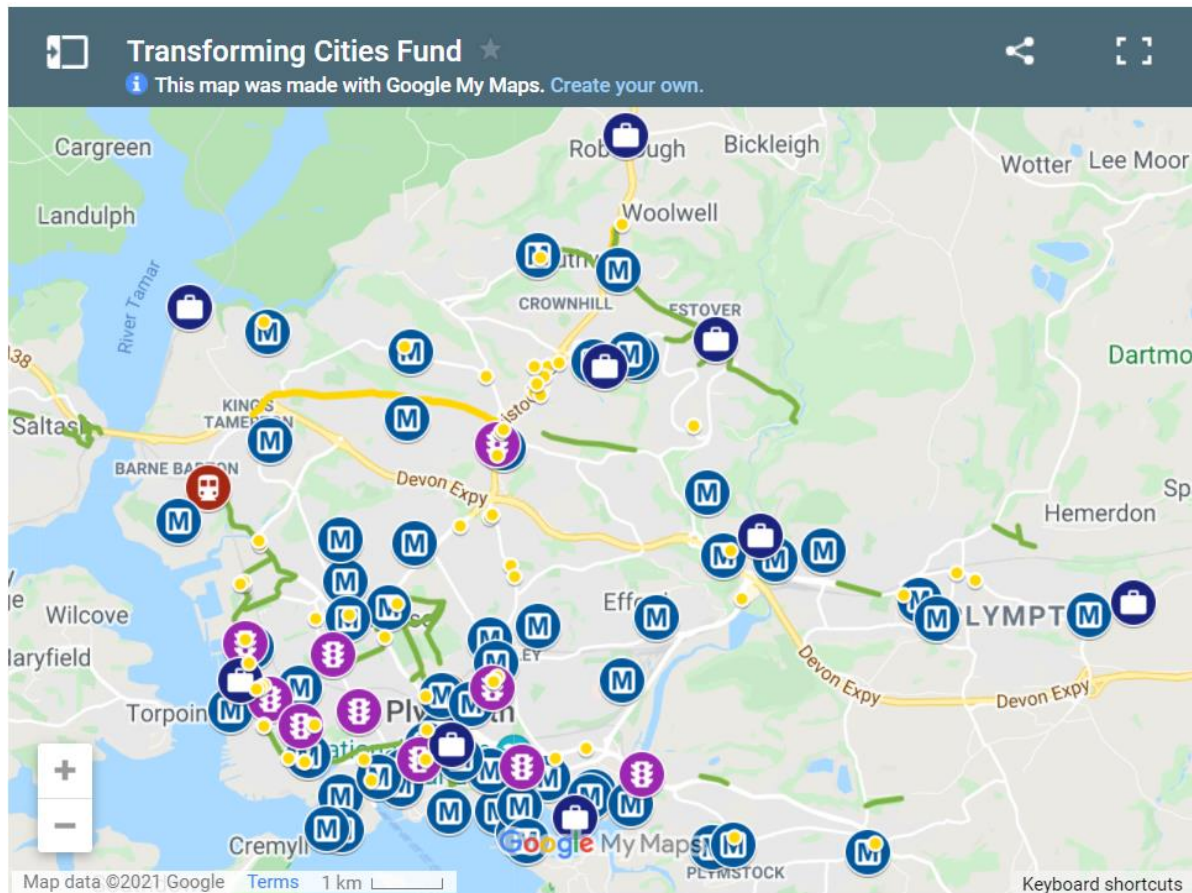


Figure 3.9: Productive Plymouth Transforming Cities Fund programme¹³

3.3.2 Plymouth and South West Devon Supplementary Planning Document

The Plymouth and South West Devon Supplementary Planning Document (SPD) July 2020 was adopted by Plymouth City Council on 22 June 2020.

The SPD amplifies and gives guidance on the implementation of the policies of the [Plymouth and South West Devon Joint Local Plan \(JLP\)](#). It provides guidance on parking provision, travel plans, permeability and strategic transport infrastructure, including guidance on designing streets around bus travel.

3.3.3 Plymouth Climate Emergency

Tackling climate change is one of the Council's top priorities and in March 2019 the Council declared a Climate Emergency and pledged to make Plymouth carbon neutral by 2030. Citywide action against this pledge is set out in the Climate Emergency Action Plans (CEAPs). These set out all the actions that the Council, as well as other partners in the Plymouth Net Zero Partnership, are taking to reduce emissions across the city and to encourage others to do the same. The emerging Net Zero Action Plan 2023 – 2026, is complementary to the objectives of the Enhanced Partnership Plan.

Progress against the actions and review a review of the plan takes in a public forum every 6 months. New action plans will be developed each year up to 2030 and are complementary to the objectives of the Enhanced Partnership Plan.

¹³ [Transforming Cities Fund - Google My Maps](#)

3.3.4 Parking enforcement

Plymouth City Council first introduced CCTV enforcement in 2010 with the introduction of a CCTV Enforcement and Road Safety vehicle focused around: -

- Safety around schools and travel to school;
- Bus punctuality and viability

Following this, the Council introduced fixed site CCTV enforcement of bus lanes in 2016/17. This was a direct effort to provide further dedicated support to the punctuality and viability of public transport services through increasing compliance of bus lanes.

This started with a 6-month campaign delivered in partnership with Plymouth's bus operators to raise awareness and educate motorists around the compliance and implications to driving in bus lanes; this included a whole fleet of bus services displaying campaign messages alongside traditional media campaigns.

Plymouth City Council has remained committed to supporting public transport services and has continued to use CCTV enforcement of bus lanes. Over the years compliance to bus lanes has continued to improve year on year, evidenced through sustained decreases in contraventions (Table 3.3)

Table 3.3 Bus Lane Contraventions Since 2016/17

Year	Total Contraventions	Year on Year Comparison (%)	Comparison to 16/17 (%)
2016/17	18,005	n/a	n/a
2017/18	15,824	-12.11	-12.11
2018/19	12,754	-19.40	-29.16
2019/20	9,499	-25.52	-47.24
2020/21	7,222	-23.97	-59.89

4	Plymouth Enhanced Partnership – Passenger experiences of Plymouth’s bus services and current, lapsed and potential passenger priorities
<i>Summary</i>	<p>This section of the Plan considers:-</p> <ul style="list-style-type: none"> • Passenger experiences of Plymouth’s bus services and current, lapsed and potential passenger priorities • Plymouth City Council’s plans for consulting operators and passenger groups on how well the EP Plan and Scheme(s) are working • The intended effect of the Enhanced Partnership Scheme(s) on neighbouring areas that are outside the Enhanced Partnership Plan and Scheme area

4.1 Passenger experiences of Plymouth’s bus services and current, lapsed and potential passenger priorities

To support the development of proposals for Plymouth’s bus services the Council has:-

- Worked collaboratively with Plymouth’s public transport providers; bus, rail, water and community transport;
- Consulted with key stakeholders, including local MPs, Members, and businesses, on their opinion regarding what improvements need to be made to the City’s bus service;
- Commissioned a series of focus groups involving current, lapsed¹⁴ and non-bus users in order to understand what residents want from Plymouth’s bus services and what would encourage greater bus use; and
- Scrutinised national data on the needs of bus passengers to allow local data to be compared with national research.

The Plymouth Enhanced Partnership Plan has therefore been informed by the local community with focus groups and passenger satisfaction data being used to understand what works well, and what needs to be improved, with regards to Plymouth’s bus services.

4.1.1 Passenger Priorities

Amongst bus-users the most frequently used words to describe the future bus service they’d like to see are **‘frequent, reliable and safe’**. Amongst lapsed bus users, **‘reliable, clean and affordable’** and amongst non-bus users **‘fast, reliable and cheap.’**

Table 4.0 reports the consultation feedback from the focus groups.

Table 4.0 Focus group thematic feedback on Plymouth’s bus services

Theme	Bus Users	Lapsed Bus Users	Non-bus Users (Potential passengers)
Frequency	Happy with the frequency but they disliked the lack of provision in the evenings and at weekends.	Frequency of buses was viewed “as ok” but they felt the evening and night service were poor The concept of a turn up and go service (on major urban routes) without a timetable was universally liked.	Generally frequency was considered poor, particularly if you live on the edge of the city. They were aware that evenings and weekends had even lower service provision, but indicated an interest to

¹⁴ Residents who used to travel by bus pre the Covid-19 pandemic

			use the bus for social purposes
<i>Making buses faster and more reliable</i>	<p>Most were happy with the reliability. Some of the routes they used had similar journey times compared to the car and were often quicker (with the exception of roadworks) and cheaper (compared to parking all day) but they'd like more direct routes with less stops.</p> <p>Bus priority schemes were liked and the park and ride noted for being particularly fast and direct compared to other services.</p>	<p>The length of time to complete a journey was an important barrier to use.</p> <p>They felt that the buses were not always reliable (running late / cancelled – with little / no notice) and had slow journey times with too many stops.</p> <p>Bus priority lanes were particularly liked, and they wanted more of them</p> <p>More direct routes (reducing overall journey times) and more frequent bus service would encourage future use.</p> <p>The majority do not want to change buses to reach their destination.</p>	<p>There was a perception of poor reliability with the perception that buses were not always on time or could be cancelled with little or no notice and were not aware how they could check the buses progress on the route.</p> <p>Slow journey times, indirect routes and too many stops were comments that were often repeated.</p>
<i>Making buses cheaper</i>	<p>Costs were viewed as “reasonable” and “well priced” – and generally lower than using a car and parking, suggesting they viewed the service as good value for money</p>	<p>Ticket costs were viewed as having “increased” but weren't noted as a specific barrier to travel, but did need to be competitive with other alternatives (e.g. shared taxi)</p> <p>Ticketing across different services was viewed as confusing and frustrating and there was a clear interest in single integrated ticketing across services</p>	<p>The overall perception was that ticket costs were expensive.</p>
<i>Making buses more comprehensive</i>	<p>As existing users they were happy with the destinations served but acknowledged that others found it difficult, particularly if you had to travel to the centre of the city to change and then come back out to get to your final destination.</p> <p>The city centre is still a key destination – but others are also important to them. Other destinations include major employers (Dockyard, Derriford Hospital) and leisure and shopping destinations (local beaches, retail parks, leisure centres).</p> <p>They liked not having to worry about where to park (parking was often restricted at work / and not always</p>	<p>The use of demand responsive vehicles was also liked, but they were sceptical about how it would work in practice.</p> <p>The city centre is still a key destination – but others are also important to them. Other destinations include major employers (Dockyard, Derriford Hospital) and leisure and shopping destinations (local beaches, retail parks, leisure centres).</p>	<p>The city centre is still a key destination – but others are also important to them. Other destinations include major employers (Dockyard, Derriford Hospital, factories at Estover) leisure and shopping destinations.</p>

	<p>available on busy days in the city)</p> <p>There was support for the use of demand responsive vehicles to extend the service to rural areas and introduce the turn up and go service (on major urban routes).</p>		
<i>Making buses easier to understand</i>	<p>Most users didn't use the service information on the bus stop and went online or used an App on their mobile phone to get information.</p> <p>Older users (not "Tech" savvy) were happy using the information at the bus stop.</p> <p>Bus timetables were difficult to understand but the majority were aware of how they could access bus timetable information on their smart phone or online.</p>	<p>The information at the bus stop was little used and they also had little awareness of how to access timetable information online / smart phone apps, but they felt confident they would be able to repeat previous journeys they had made.</p>	<p>The majority were not aware of how they could access bus timetable information on their smart phone or online and thought it would be difficult to find and use</p> <p>There was the perception that it could be difficult to work out which bus you should catch when more than one service travelled the same route.</p>
<i>Making buses easier to use</i>	<p>Convenience was very important to their usage, most used the bus or park and ride, because they were close to a bus stop where they lived and priority bus lanes made their journey quicker / or about the same time as an alternative journey by car.</p> <p>There was frustration you couldn't travel to your final destination using one ticket and confusion if you used a ticket for the same route with a different operator.</p> <p>Make them more child friendly – have a family / children's bus</p> <p>Have contactless payment on all buses.</p> <p>Single ticketing / through ticketing between operators was felt to be really important and make them more likely to use a combined service.</p>	<p>No specific comments</p>	<p>Overall there was little knowledge about the ticket options available.</p> <p>They were not aware of the Skipper Ticket – but had heard of a Day Rider</p>
<i>Making buses better integrated with other modes and each other</i>	<p>Unlike the non-user and lapsed users, most would change buses to reach their destination.</p>	<p>No specific comments</p>	<p>No specific comments</p>

<p>Make buses better to ride in</p>	<p>The newer buses offered a much better customer experience. The addition of WIFI and charging points was particularly liked among younger users.</p> <p>Some of the buses are older and personal space is limited. The older “tired” buses were felt to be inadequate.</p> <p>One important aspect that was noted was that they wanted more “<i>personal space</i>” when traveling and this was not linked to COVID.</p> <p>They disliked sitting next to someone who had personal hygiene issues / played loud music or was involved in a loud phone call – all of which they wanted to avoid.</p> <p>Negative comments related to the journey time being too long with the bus stopping too many times and being “<i>hot and sticky</i>” (Heat wave - 30C during survey)</p>	<p>In the main buses were viewed as tired and often dirty – but they have noticed the newer buses and felt these would offer a better passenger experience.</p> <p>One important aspect was that they wanted more personal space when traveling (avoiding other passengers with personal hygiene issues/loud music or telephone conversations)</p> <p>They felt they weren't always “treated like a customer” by drivers and had a number of other issues ranging from drivers going too fast to stopping and starting abruptly and driving off before passengers had time to take their seats.</p>	<p>They viewed drivers positively and were not expecting there to be any issues.</p>
<p>Seen as a safe mode of transport</p>	<p>No specific comments</p>	<p>Most respondents indicated that health concerns / the increased risk of COVID transmission were the main reasons they don't use the service.</p> <p>“You want to avoid crowded buses”</p>	<p>They did perceive that a bus offered a safer travel solution than a taxi - particularly for young girls / women with bus CCTV providing some degree of reassurance – “It's a safe place” - “people know about it”.</p>

The focus group feedback is echoed by a wider stakeholder group encompassing politicians, disability groups, transport providers, industry specialists and local businesses. The top priorities stakeholders want the Enhanced Partnership to address are **cheaper fares** and **more frequent services**, with the group identifying ‘*Availability and frequency of services, quality of buses, cleanliness of buses, reasonable fares, reliable services, and key corridors are served well*’ as the features of Plymouth’s bus service which they most liked. Fares, journey times, fear of Covid-19, unreliability and poor links to places of work were barriers to bus use which respondents identified, along with, ‘*improving and or implementing RTPi; tickets being used across multiple operators; cheaper fares; extending routes to centres such as Derriford; additional park and ride sites; park and ride services that are direct; and weekend and evening services*’.

The local feedback reflects national research. In 2019, Transport Focus conducted an extensive survey seeking to understand bus passengers’ priorities. The results (Figure 4.0) demonstrate that feedback regarding Plymouth’s bus services is similar to the national picture with **frequency, destination choice** and **value for money** being key factors for bus users.

Figure 4.0: Transport Focus – Bus Passenger Priorities (2020)

- The top three priorities centre on the bus network: ‘running more often’; ‘going to more places’; and ‘more on time at stop’. Value for money was fourth followed by ‘more journeys on time’ fifth.
- The priorities for improvement are fairly consistent by age group except for those age 35 to 64 where ‘value for money’ comes through more strongly.
- Improvements associated with ‘the bus itself’ are second to ‘the bus network’ related improvements.
- Their attitude towards bus is generally positive; less than half agreed with the statement “I only use buses if I have to”.
- Around three fifths of users can access a car frequently and make regular journeys using the car. Around 3 in 10 of these users said ‘all or most’ of their car journeys could be made by bus. However this group attitudinally were also a little more averse to buses.
- Around half of users felt buses could play a reasonable role in reducing air pollution.

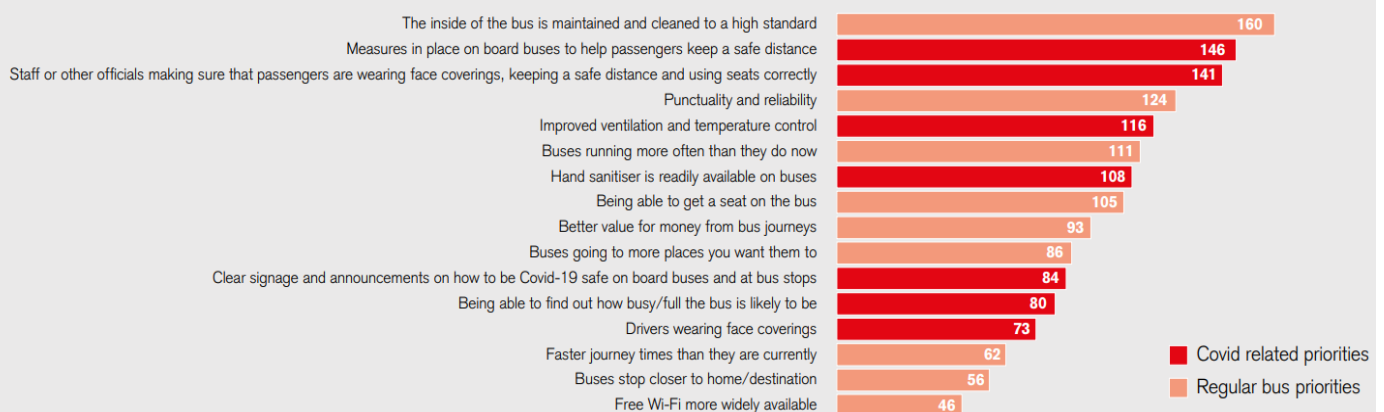
This research has been augmented by a further study completed in spring 2021, to understand the views, experiences and priorities of over 10,000 current, fully lapsed and non-users about bus services in Great Britain in light of the pandemic (Figure 4.1). The results show that there are new, Covid-19 based priorities, which bus services need to respond to. However, the core priorities of frequency, reliability, value and punctuality remain.

The Plymouth Enhanced Partnership has been developed mindful of both the new requirements and the core priorities for an attractive bus network.

Figure 4.1: Transport Focus – The Route ahead, getting passengers back on buses – Findings from a major survey of current and lapsed passengers and non-users (June 2021).

Priorities for encouraging those who have reduced their bus travel to use the bus more

Scores show importance relative to each other such as score twice as high as another means the item is twice as important: 100 = average level of priority



Base Fully lapsed and Current reducers n=4,777

4.1.2 Passenger satisfaction

Satisfaction with public transport in Plymouth is measured using the National Highway and Transport Public Satisfaction Survey (NHT Survey). The survey collects the public's views on different aspects of Highway and Transport¹⁵ in local authority areas¹⁶.

Plymouth has taken part in the NHT Survey 13 times and were one of the 109 authorities across the UK to take part in the latest survey completed in 2020. The survey was sent to 3,300 households across the authority area and 799 members of the public responded, including 92 on-line. This represents an overall response rate of 24.2% compared with the national average of 23.8%. Table 4.1 presents a summary of the results. The figure compares Plymouth's thematic scores with the NHT average, it also shows a trend in results, where available and the difference (gap) from the NHT average

Table 4.1 2020 NHT results for Plymouth – Summary [NHT, 2020].

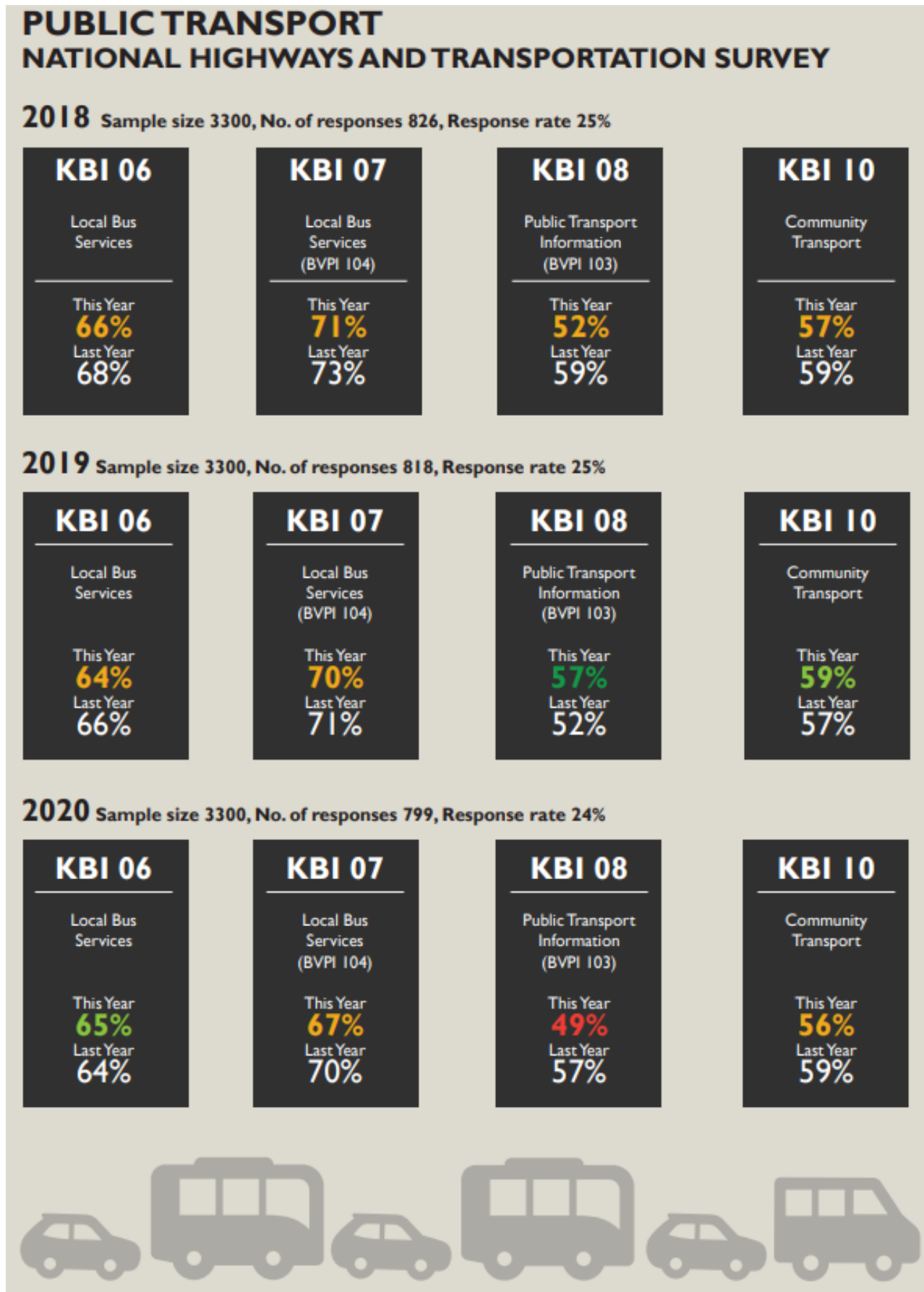
Theme	Plymouth	NHT Average	Gap
Accessibility	70%	71%	-1%
Public Transport	60%	57%	+3%
Walking and Cycling	52%	52%	0%
Tackling Congestion	47%	46%	+1%
Road Safety	55%	53%	+2%
Highway Maintenance	48%	49%	-1%

The data shows that overall satisfaction with public transport in Plymouth is higher than the average NHT score. When considered in more detail Plymouth is above average in all areas, excluding community transport (Figure 4.2), although less than 50% of respondents were satisfied with Plymouth's public transport information.

¹⁵ Pavements, Cycle Routes/Lanes, Local Bus Services, Local Taxi (or mini cab) Services, Community Transport, Demand Responsive Transport, Safety on Roads, Traffic Congestion, Levels of Traffic Pollution, Street Lighting, the Condition of Roads and the local Rights of Way Network.

¹⁶ Responses to the survey are compiled into Key Benchmark Indicators (KBIs) and Benchmark Indicators (BIs) for each Authority for comparison purposes, most of which measure satisfaction. There are also a range of Key Quality Indicators (KQIs) and Quality Indicators (QIs) which cover the non-satisfaction related questions in the survey, measuring ease of access to services, levels of provision and how well informed the public feel.

Figure 4.2 Analysis of NHT surveys for the three year period 2018 - 2020 [NHT 2018, 2019, 2020a]



The results from the NHT survey have been cross-checked with the latest Transport Focus Bus Passenger Survey (Autumn 2019 report) for Plymouth Citybus and Stagecoach Devon¹⁷ (Tables 4.2 and 4.3)

Table 4.2 Plymouth Citybus – Transport Focus 2019 Bus Passenger Survey

Satisfaction (%)	2016 (All satisfied)	2017 (All satisfied)	2018 (All satisfied)	2019 (All satisfied)	Annual trend	Comparison with Group data
Overall journey satisfaction	90	90	93	94 (91)	+	+
Value for money – All fare-paying passengers	61	51	56	54 (59)	-	-
Punctuality of the bus	75	69	74	80 (78)	+	+
On-bus journey time	85	83	87	88 (86)	+	+

The figures shown in brackets are for the Go-Ahead Group

Table 4.3 Stagecoach Devon – Transport Focus 2019 Bus Passenger Survey

Satisfaction (%)	2016 (All satisfied)	2017 (All satisfied)	2018 (All satisfied)	2019 (All satisfied)	Annual trend	Comparison with Group data
Overall journey satisfaction	Data not available			93 (91)		+
Value for money – All fare-paying passengers	Data not available			55 (66)		-
Punctuality of the bus	Data not available			83 (76)		+
On-bus journey time	Data not available			86 (86)		0

The figures shown in brackets are for Stagecoach Bus

The survey demonstrates that for both Plymouth's principle bus operators there are high levels of passenger satisfaction with all metrics, excluding value for money amongst fare paying passengers, and that for each measure, again excluding perceived value for money, both major operators performed better than across their group average nationally.

With regards to value for money tables 4.4 - 4.7 provide a time and cost comparison for car and bus based journeys on Plymouth's six core corridors both during the week and at weekends. Tackling the relative cost of public transport, compared to the private car, will be important in order to achieve modal shift.

¹⁷ Information is not available for Stagecoach South West

Table 4.4 Comparison of car and bus based journeys on Plymouth's six core corridors (Weekday – AM Peak – October 2021)

Corridor	Car		Bus	
	Cost ¹⁸	Time ¹⁹	Cost	Time ²⁰
City Centre – Devonport (via Union Street) – St Budeaux Square (4.6 miles)	Cost of fuel £0.74	15 minutes	Circa £2.10 single, £3.20 return	20-22 minutes
City Centre – Wolseley Road – Saltash (6.5 miles)	Cost of fuel £1.04	19 minutes	Circa £2.20 - £2.70 single Circa £3.60 – 4.20 return	21-22 minutes
City Centre – Mutley Plain – George Junction Park and Ride (5.8 miles)	Cost of fuel £0.92	20 minutes	Circa £3 - £3.70 single Circa £4.20 - £4.40 return	27-28 minutes
City Centre – Outland Road - George Junction Park and Ride (6.2 miles)	Cost of fuel £0.98	18 minutes	Circa £2.80 single Circa £3.90 return	32 minutes
City Centre – Plympton Ridgeway (7.6 miles)	Cost of fuel £1.17	17 minutes	Circa £3.30 - £3.40 single Circa £4.70 return	21 minutes
City Centre – Plymstock Broadway (2.9 miles)	Cost of fuel £0.43	14 minutes	Circa £2.70- £2.90 single Circa £4.20 - £4.40 return	16-18 minutes

¹⁸ The costs quoted are fuel costs only – based on September 2021 prices - the yearly cost of running a car (excluding costs associated with vehicle purchase and fuel costs) is £1,136.40. This works out at an average daily cost across the year of £3.11 or £4.35 per working day (261 days) (Kwik Fit report, 2018).

¹⁹ Time taken from Google maps

²⁰ Time take from traveline

Tables 4.5 Comparison of car and bus based journeys on Plymouth's six core corridors (Weekday – Off- Peak – October 2021)

Corridor	Car		Bus	
	Cost ²¹	Time ²²	Cost	Time ²³
City Centre – Devonport (via Union Street) – St Budeaux Square (4.6 miles)	Cost of fuel £0.74	15 minutes	Circa £2.10 single Circa £3.20 return	20 – 22 minutes
City Centre – Wolseley Road – Saltash (6.5 miles)	Cost of fuel £1.04	19 minutes	Circa £2.50 - £2.70 single Circa £3.70 - £4.20 return	21 minutes
City Centre – Mutley Plain – George Junction Park and Ride (5.8 miles)	Cost of fuel £0.92	19 minutes	Circa £3 - £3.70 single Circa £4.20 - £4.40 return	27 – 33 minutes
City Centre – Outland Road - George Junction Park and Ride (6.2 miles)	Cost of fuel £0.98	17 minutes	Circa £2.80 single Circa £3.90 return	32 minutes
City Centre – Plympton Ridgeway (7.6 miles)	Cost of fuel £1.17	18 minutes	Circa £3.30 single Circa £4.70 return	21 minutes
City Centre – Plymstock Broadway (2.9 miles)	Cost of fuel £0.43	17 minutes	Circa £2.70 - £2.90 single Circa £4.20 - £4.40 return	16 – 18 minutes

²¹ The costs quoted are fuel costs only – based on September 2021 prices - the yearly cost of running a car (excluding costs associated with vehicle purchase and fuel costs) is £1,136.40. This works out at an average daily cost across the year of £3.11 or £4.35 per working day (261 days) (Kwik Fit report, 2018).

²² Time taken from Google maps

²³ Time take from traveline

Table 4.6 Comparison of car and bus based journeys on Plymouth's six core corridors (Sunday – AM Peak – October 2021)

Corridor	Car		Bus	
	Cost ²⁴	Time ²⁵	Cost	Time ²⁶
City Centre – Devonport (via Union Street) – St Budeaux Square (4.6 miles)	Cost of fuel £0.74	12-20 minutes	Circa £2.10 single, £3.20 return	21 minutes
City Centre – Wolseley Road – Saltash (6.5 miles)	Cost of fuel £1.04	10-20 minutes	Circa £2.20 - £2.70 single Circa £3.60 – 4.20 return	20- 21 minutes
City Centre – Mutley Plain – George Junction Park and Ride (5.8 miles)	Cost of fuel £0.92	12-28 minutes	Circa £3 - £3.70 single Circa £4.20 - £4.40 return	23-26 minutes
City Centre – Outland Road - George Junction Park and Ride (6.2 miles)	Cost of fuel £0.98	14-28 minutes	Circa £2.80 single Circa £3.90 return	32 minutes
City Centre – Plympton Ridgeway (7.6 miles)	Cost of fuel £1.17	12-22 minutes	Circa £3.40 single Circa £4.70 return	21 minutes
City Centre – Plymstock Broadway (2.9 miles)	Cost of fuel £0.43	7-16 minutes	Circa £2.70- £2.90 single Circa £4.20 - £4.40 return	16-17 minutes

²⁴ The costs quoted are fuel costs only – based on September 2021 prices - the yearly cost of running a car (excluding costs associated with vehicle purchase and fuel costs) is £1,136.40. This works out at an average daily cost across the year of £3.11 or £4.35 per working day (261 days) (Kwik Fit report, 2018).

²⁵ Time taken from Google maps

²⁶ Time take from traveline

Table 4.7 Comparison of car and bus based journeys on Plymouth's six core corridors (Sunday – Off- Peak – October 2021)

Corridor	Car		Bus	
	Cost ²⁷	Time ²⁸	Cost	Time ²⁹
City Centre – Devonport (via Union Street) – St Budeaux Square (4.6 miles)	Cost of fuel £0.74	12-26 minutes	Circa £2.10 single Circa £3.20 return	20 – 22 minutes
City Centre – Wolseley Road – Saltash (6.5 miles)	Cost of fuel £1.04	12-24 minutes	Circa £2.50 - £2.70 single Circa £3.70 - £4.20 return	21 minutes
City Centre – Mutley Plain – George Junction Park and Ride (5.8 miles)	Cost of fuel £0.92	16-35 minutes	Circa £3 - £3.70 single Circa £4.20 - £4.40 return	27 – 33 minutes
City Centre – Outland Road - George Junction Park and Ride (6.2 miles)	Cost of fuel £0.98	16-35 minutes	Circa £2.80 single Circa £3.90 return	32 minutes
City Centre – Plympton Ridgeway (7.6 miles)	Cost of fuel £1.17	16-30 minutes	Circa £3.30 single Circa £4.70 return	21 minutes
City Centre – Plymstock Broadway (2.9 miles)	Cost of fuel £0.43	9-22 minutes	Circa £2.70 - £2.90 single Circa £4.20 - £4.40 return	16 – 18 minutes

4.2 Plymouth City Council's plans for consulting operators and passenger groups on how well the Enhanced Partnership Plan and Scheme are working

In accordance with the Council's values, as lead for the development of the Enhanced Partnership Plan and Scheme, the Council is taking responsibility for the improvement of Plymouth's bus services. However, the development of the Enhanced Partnership and delivery of the Enhanced Partnership Scheme is collaborative. The Council has, and will continue to, work closely with Plymouth's public transport providers, passengers, and stakeholders to deliver our common ambition of making buses easier, cheaper and more convenient to use.

²⁷ The costs quoted are fuel costs only – based on September 2021 prices - the yearly cost of running a car (excluding costs associated with vehicle purchase and fuel costs) is £1,136.40. This works out at an average daily cost across the year of £3.11 or £4.35 per working day (261 days) (Kwik Fit report, 2018).

²⁸ Time taken from Google maps

²⁹ Time take from traveline

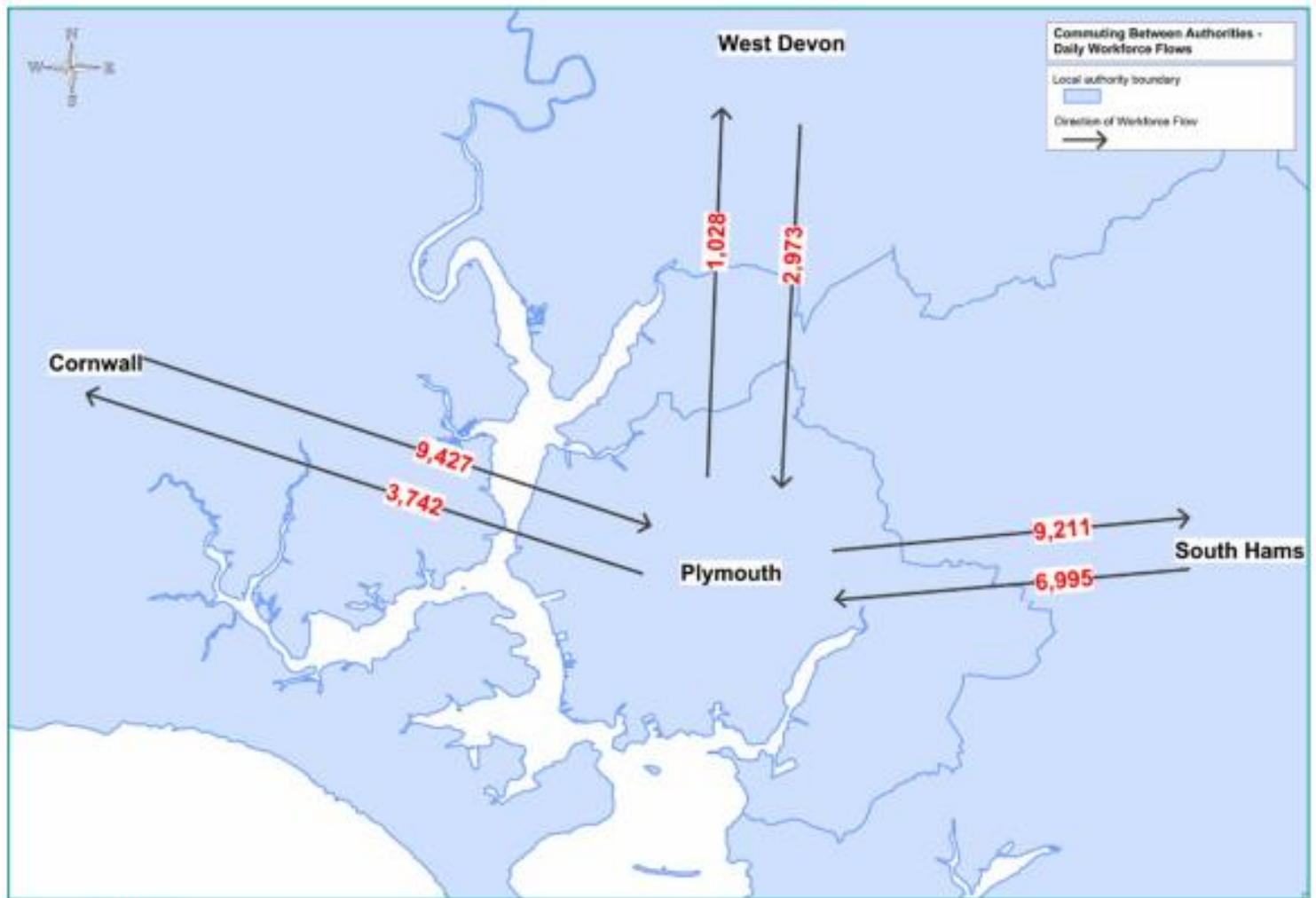
Consultation will principally be undertaken through the establishment of a Plymouth Bus Service Enhanced Partnership Forum (see Section 7).

Furthermore, as part of the consultation on Plymouth's Enhanced Partnership Plan and Scheme we will engage with stakeholders and set up a mailing list. During the development the Plymouth Bus Service Improvement Plan over 190 stakeholders spanning politicians, disability groups, transport providers, industry specialists, and local businesses, were surveyed in order to understand the merits and shortcomings of local bus services. These stakeholders will be encouraged to sign up to the Plymouth Bus Service Improvement Plan mailing list. Everyone who signs up to the mailing list will be notified when reports on the Bus Service Improvement Plan are published; of the outcomes of the Enhanced Partnership Plan and Scheme reviews; and when new Plans and Schemes are published.

4.3 The intended effect of the Enhanced Partnership Scheme(s) on neighbouring areas that are outside the Enhanced Partnership Plan and Scheme area

Continuous dialogue will be held with neighbouring authorities to ensure that delivery of the Enhanced Partnership is compatible with neighbouring Enhanced Partnerships. This is because the Council recognises that our Travel to Work Area (TTWA) goes beyond our administrative boundary and includes parts of South Hams, including Ivybridge, West Devon, including Tavistock, and Cornwall including the Rame Peninsula, Torpoint and Saltash (Figure 4.3).

Figure 4.3 Key commuting flows between neighbouring authorities, 2011



[ONS undated]

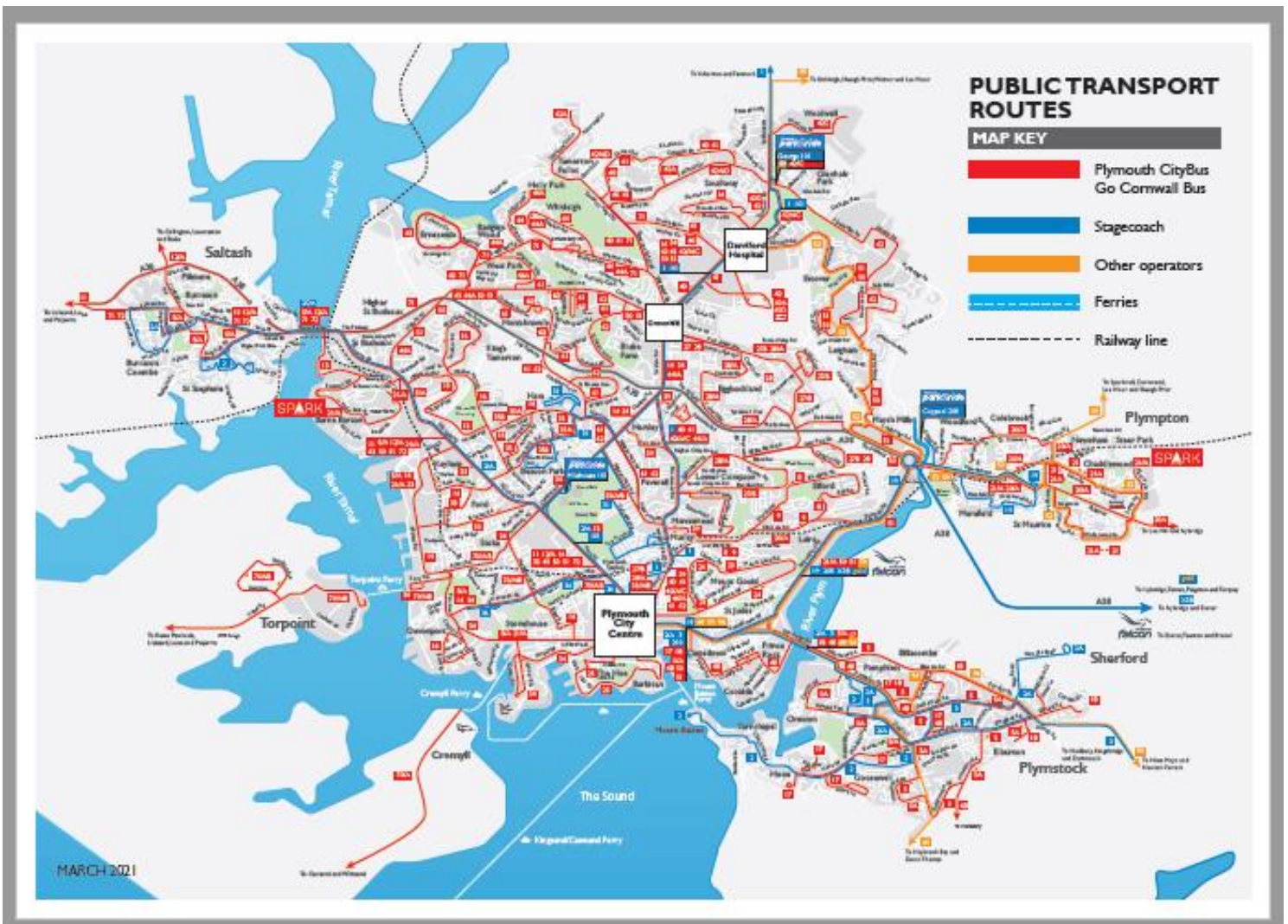
In order to make buses the natural choice for everyone, not just those without cars, and boost bus patronage, routes into and out of the city are also important. The Plymouth Bus Service Improvement Plan Partnership has worked closely with our neighbouring Local Transport Authorities; Cornwall Council, Devon County Council and Torbay Council and the Council will continue to work with our neighbours during the delivery of the Enhanced Partnership Plan and Scheme(s).

5	Plymouth Enhanced Partnership – Local bus services
Summary	This section of the Plan considers:- <ul style="list-style-type: none"> Local bus services in Plymouth Trends in bus journey speeds and the impact of congestion on local services

5.1 Local bus services in Plymouth

77% of registered routes operate exclusively within the city boundary (Figure 5.0).

Figure 5.0 Plymouth’s Bus Network



Plymouth typically has high levels of bus use. However, bus patronage has declined, due to the Covid-19 pandemic. In 2019/20, 18,027,681³⁰ bus trips were made. In 2020/21 the number of trips on our buses fell to 6,887,794³¹ (Table 5.0)

³⁰ Of the 18,027,681 trips, 4,970,235 were made by concessionary pass holders (28%)

³¹ Of the 6,887,794 trips, 1,627,887 were made by concessionary pass holders (24%)

Table 5.0 Bus Patronage – Plymouth and England

		2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Plymouth	Total Patronage	19,220,784	18,652,931	19,016,310	18,027,681	6,887,794
	% change (+ is an increase, - is a decrease)		-3%	+2%	-5%	-62%
England ³²	Total Patronage (millions)	4,440.5	4,348.4	4,307.2	4,069.5	
	% change (+ is an increase, - is a decrease)		-2%	-1%	-6%	

5.1.1 Plymouth's bus network and service frequencies

An extensive network of bus services covers Plymouth and its fringes. Most local bus services start, terminate or call at one of the stops on Royal Parade in the city centre and many services operate on a loop through city centre streets (Mayflower Street, Western Approach, Union Street, Derry's Cross, Royal Parade, Exeter Street, Charles Street) before radiating out along key corridors to serve the city.

Within Plymouth there are six core bus corridors (Figure 5.1). These are:-

- City Centre - Devonport (via Union Street) – St Budeaux Square
- City Centre – Wolseley Road – Saltash
- City Centre – Mutley Plain – George Junction Park and Ride
- City Centre – Outland Road – George Junction Park and Ride
- City Centre – Plympton Ridgeway
- City Centre – Plymstock Broadway

All current bus routes and operators are shown on the public transport network map (Figure 5.0).

During weekday daytimes, services operate on up to a ten minute frequency (i.e. 6 buses per hour). Services are either less frequent during evenings and weekends or do not operate during these times or days, which can limit journey opportunities. Local residents in communities including Ernesettle, Tamerton Foliot and Glenholt raised dissatisfaction during Plymouth Plan consultations with the level of bus accessibility available to them [PCC, 2015].

Conversely the combination of several services operating on the same corridor can give a much more significant bus frequency on core corridors as shown in Figures 5.2 - 5.7.

³² Department for Transport Statistics Table BUS0109a Passenger journeys on local bus services by local authority; England from 2009,10

Figure 5.1 Plymouth's core bus corridors³³

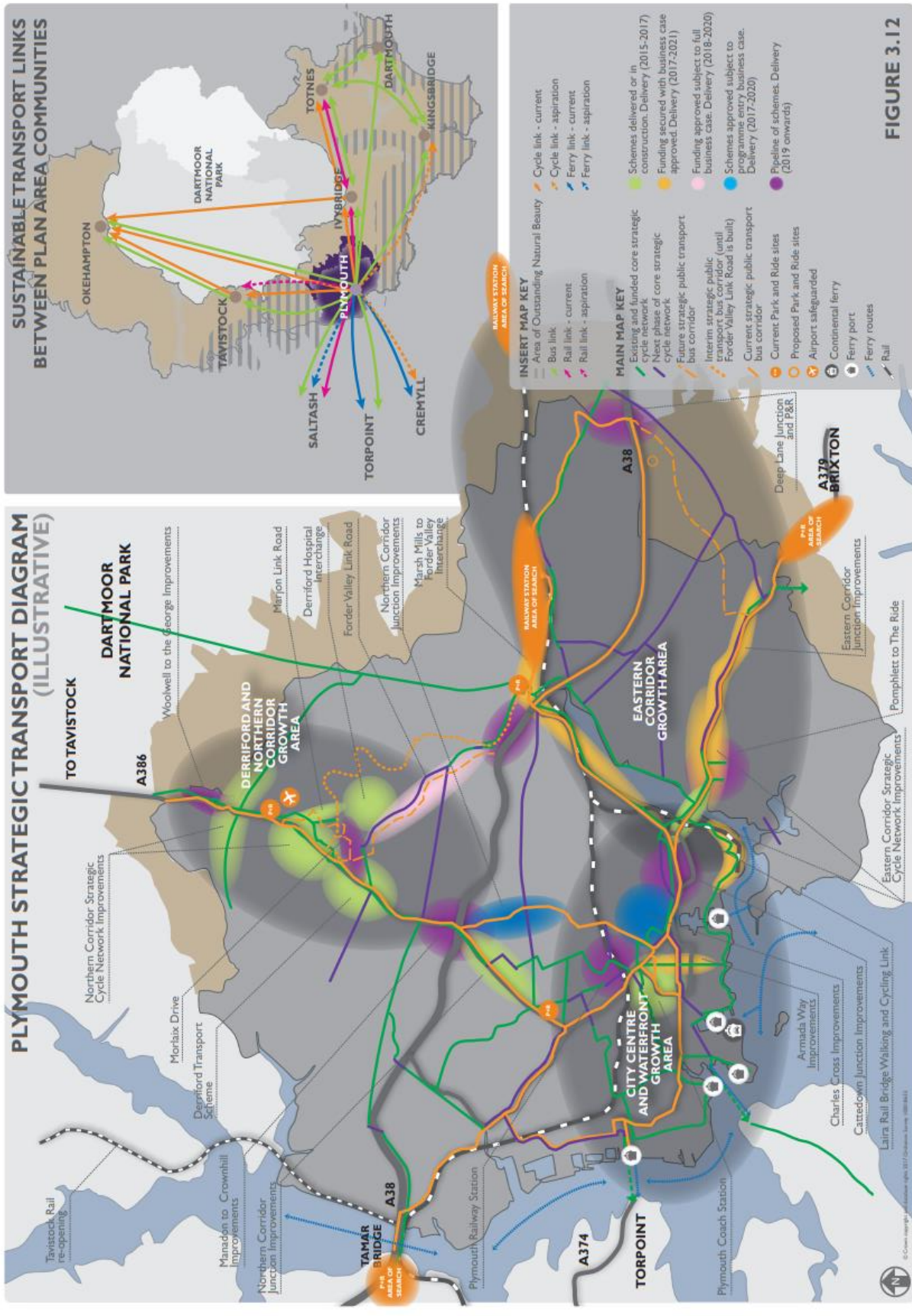
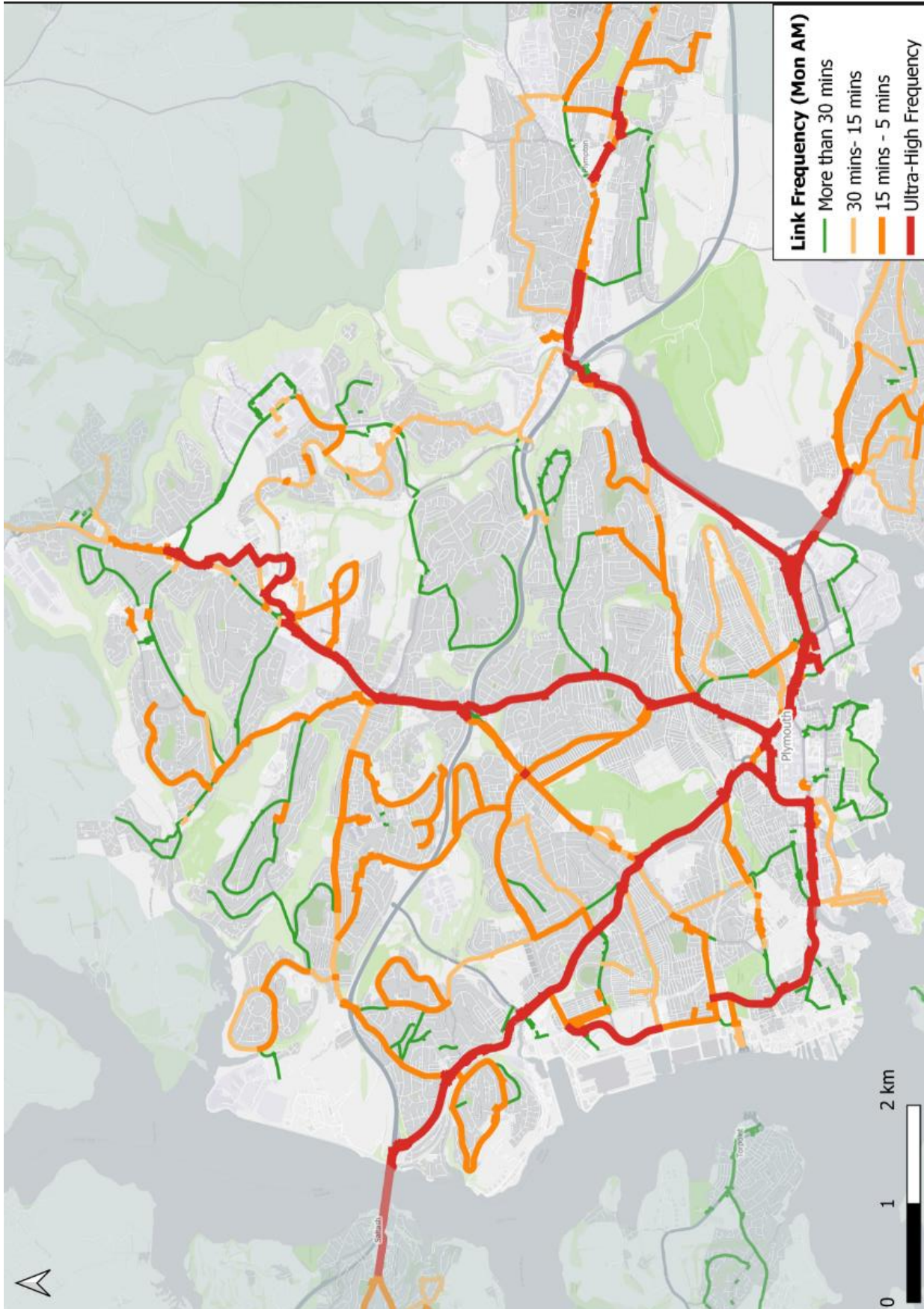


FIGURE 3.12

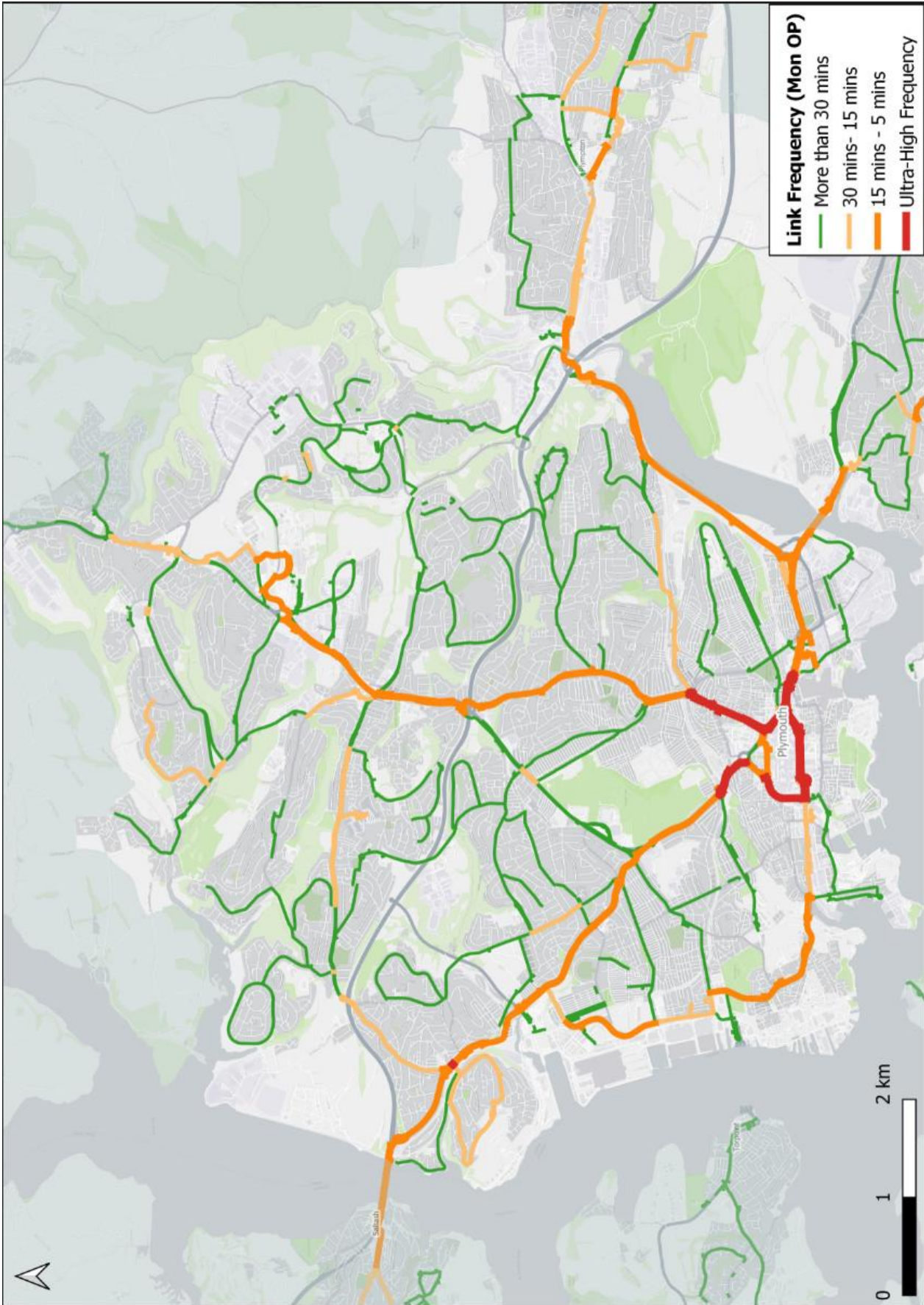
³³ Plymouth's core bus corridors are shown in orange

Figure 5.2: Weekday, AM peak link frequencies.³⁴



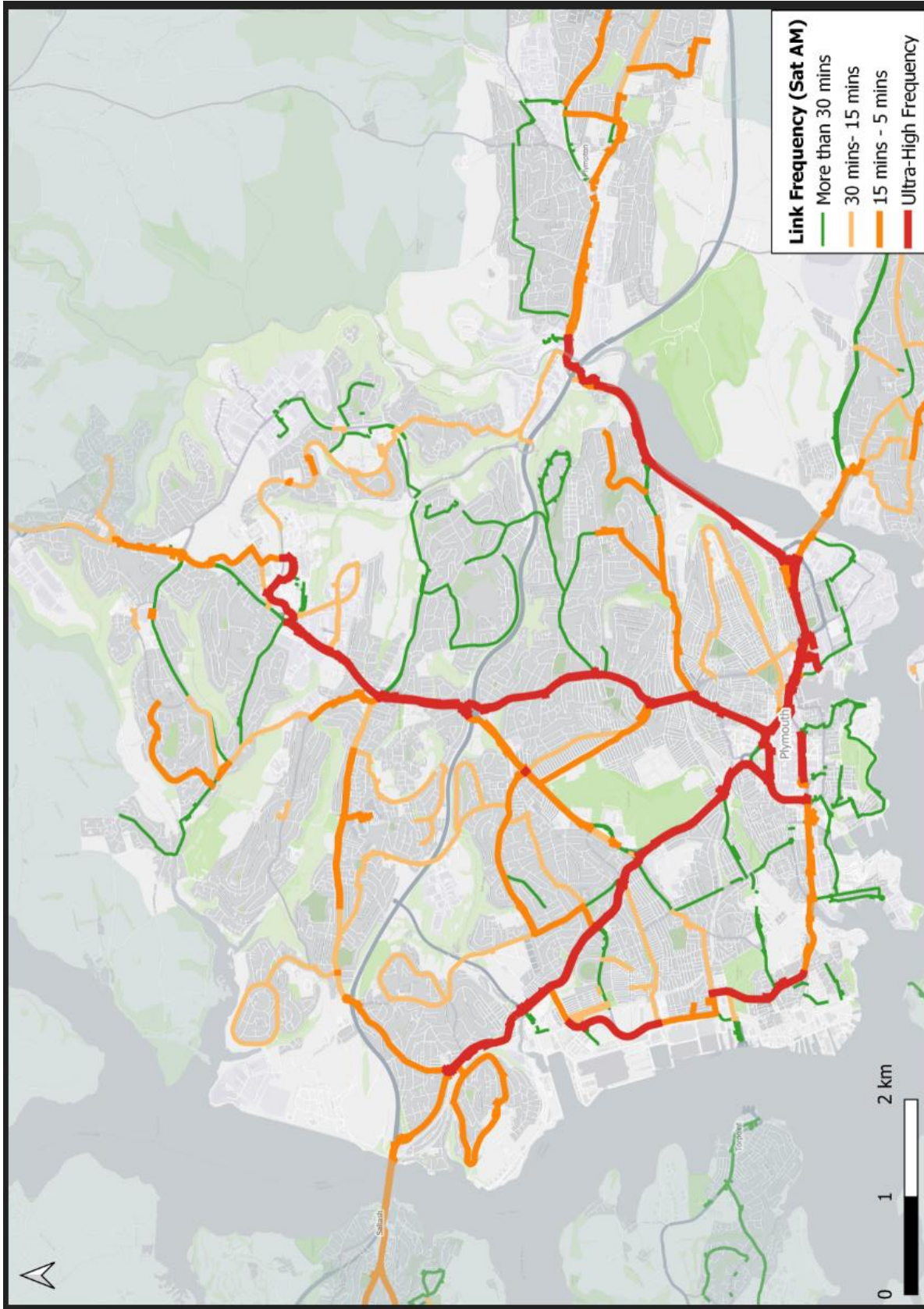
³⁴ Weekday (Monday – Friday), AM peak (07:00 – 09:00), link frequencies– the combined frequency along each section of road.

Figure 5.3: Weekday, off-peak, link frequencies.³⁵



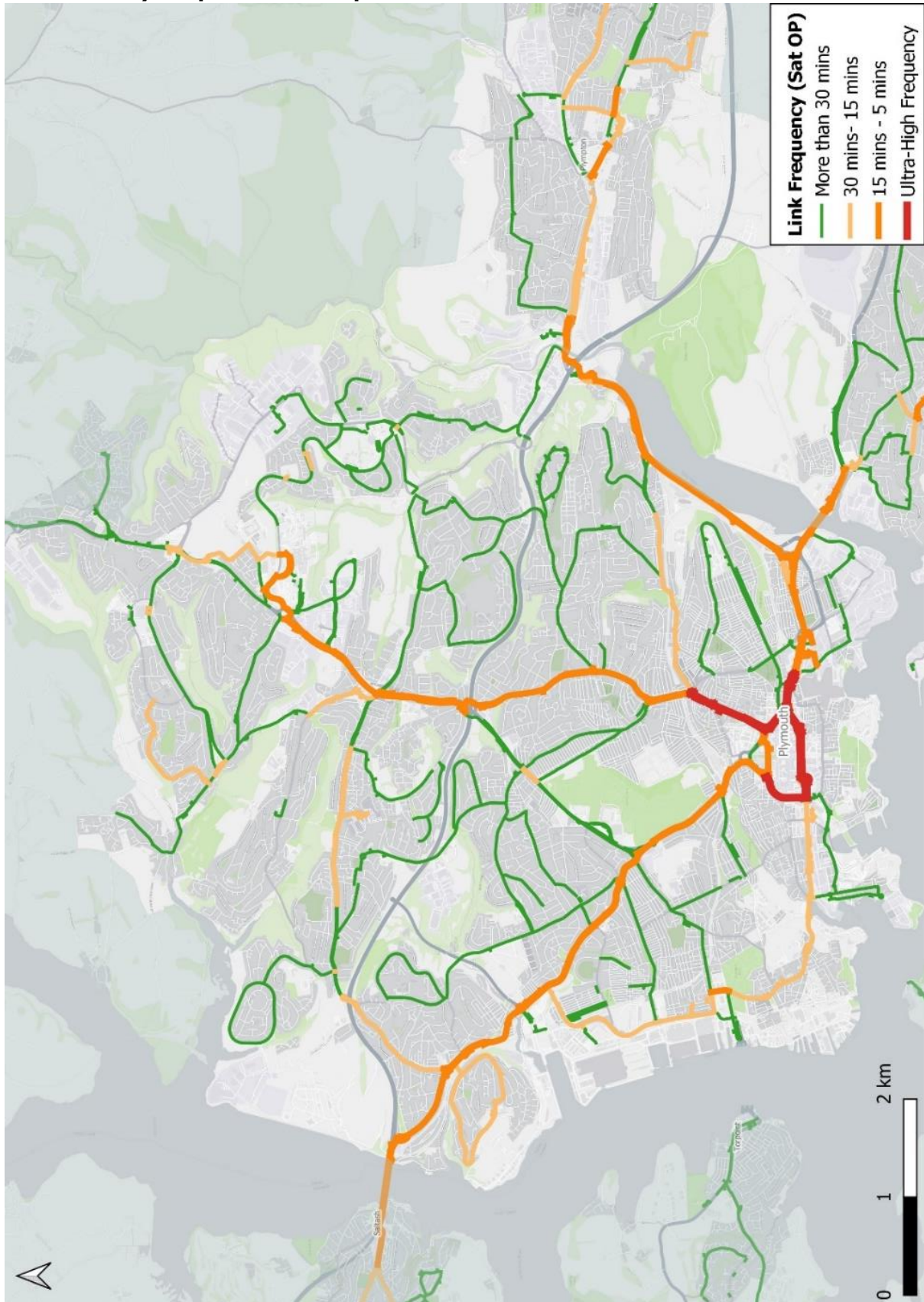
³⁵ Weekday (Monday – Friday), off-peak (18:00 – 23:59), link frequencies– the combined frequency along each section of road.

Figure 5.4: Saturday AM peak, link frequencies.³⁶



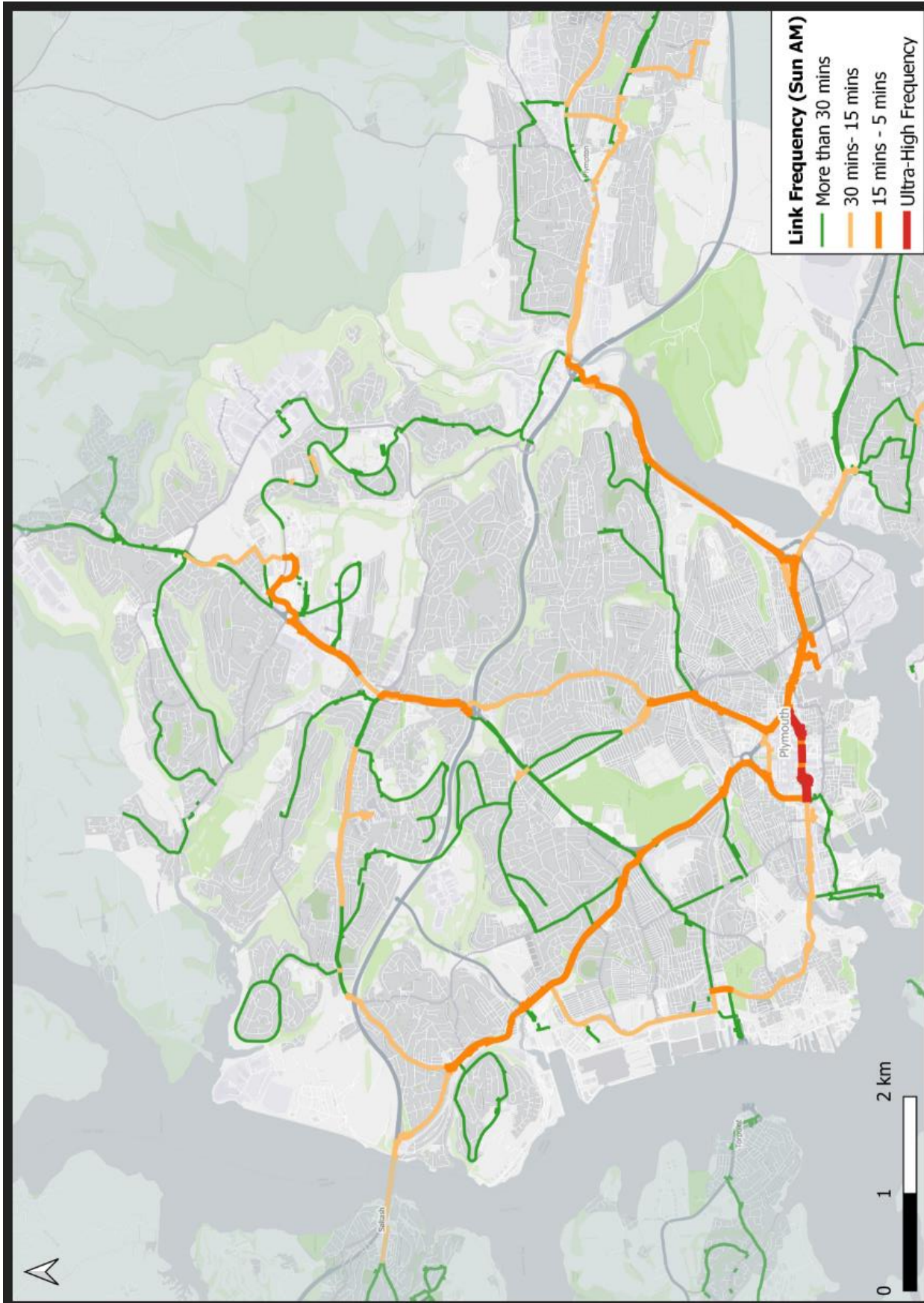
³⁶ Saturday AM peak (07:00 – 09:00), link frequencies– the combined frequency along each section of road.

Figure 5.5 Saturday off-peak, link frequencies³⁷



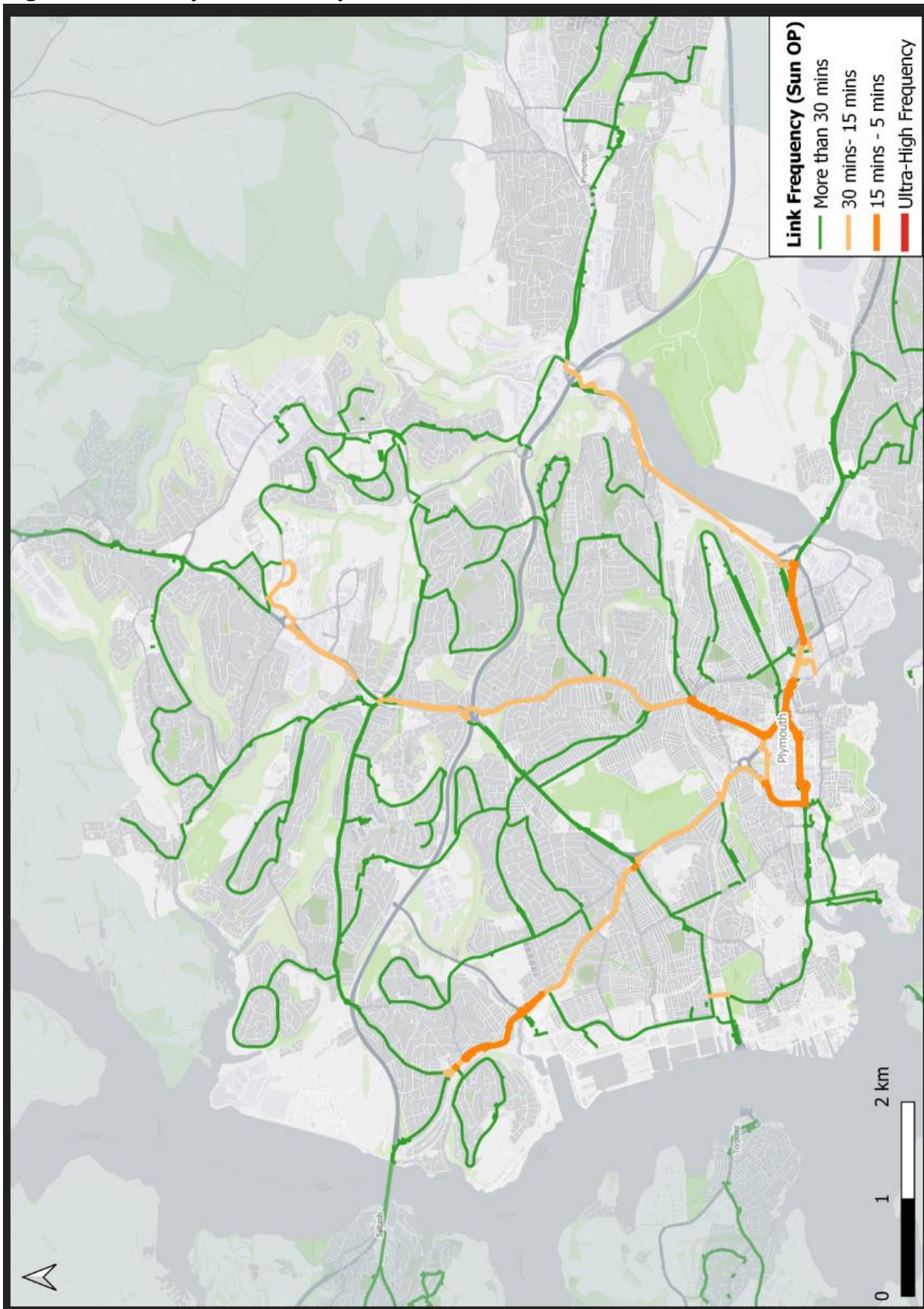
³⁷ Saturday off-peak (18:00 – 23:59), link frequencies– the combined frequency along each section of road.

Figure 5.6: Sunday, AM peak link frequencies.³⁸



³⁸ Sunday AM peak (07:00 – 09:00), link frequencies– the combined frequency along each section of road.

Figure 5.7 Sunday off, link frequencies.³⁹



³⁹ Sunday off-peak (18:00 – 23:59), link frequencies– the combined frequency along each section of road.

Whilst bus journeys from most parts of the city to the city centre may be straightforward (and to a lesser extent for travel to other local hubs such as Derriford), orbital or cross-city journeys tend to involve interchange between services. As a consequence these journeys have a resultant time penalty and can require a walk between different stops to complete the journey. However, accessibility to services is generally good.

5.1.2 Accessibility to services

Accessibility to public transport services in Plymouth has been determined⁴⁰ and shows that circa:-

Monday - Friday

- **98%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **morning peak**.
- **87%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **evening**.
- **83%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **morning peak**;
- **43%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **evening**.

Saturday

- **86%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the **morning peak**
- **56%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak
- **66%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**;
- **35%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.

Sunday

- **51%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the **morning peak**
- **32%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak
- **30%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**;
- **14%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.

Accessibility to frequent services⁴¹ is good during the week but deteriorates significantly in the evenings and at weekends.

⁴⁰ Using GIS software Super Output Areas were reviewed with a 400m buffer area plotted bus routes

⁴¹ At least every 15 minutes, as per the Department for Transport National Bus Strategy: Bus Service Improvement Plans – Guidance to local authorities and bus operators.

5.1.3 Subsidised services

Part of the reason behind high levels of accessibility is the provision of subsidised services. The Council currently provides financial support for thirteen bus services. Without this support these services would be deemed commercially unviable and would not operate and accessibility to public transport would be reduced.

Between 2018/19 and 2019/20 patronage on subsidised services rose and the average cost per passenger for providing the services fell. However, as with all services, patronage has been heavily affected by the Covid-19 pandemic with patronage falling to 141,653 in 2020/21 (Table 5.1).

Table 5.1 Plymouth's subsidised services – total patronage and average cost per passenger for providing the services

Measure	Year		
	2018/19	2019/20	2020/21
Subsidised services patronage	357,611	379,720	141,653
Average cost per passenger for providing the services	£1.52	£1.71	£6.11

Up to date information on Plymouth's subsidised services network is available at [Tendered services | PLYMOUTH.GOV.UK](https://www.plymouth.gov.uk/tendered-services)

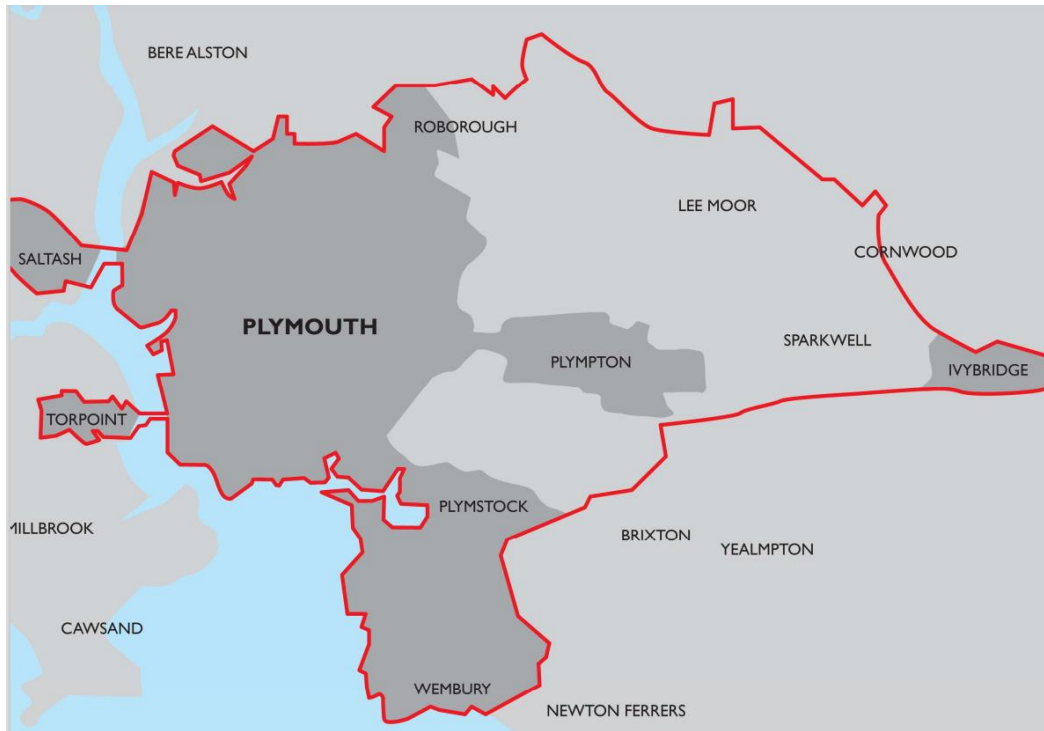
5.1.4 Ticketing

A range of tickets are available to purchase on Plymouth's buses ranging from single and return tickets, to day tickets and longer period passes. Tickets are able to be purchased both on bus and online. Mobile tickets are also available on Plymouth's principle bus operators, Plymouth Citybus and Stagecoach South West [Plymouth Citybus, undated, Stagecoach, undated].

The ticket classes are broadly similar across operators, although the names of the tickets differ. However, there are also company specific products, such as the weekend wonder and nightrider tickets on Plymouth Citybus [Plymouth Citybus, undated] and the multi-trip carnet available on Stagecoach South West services [Stagecoach, undated]. The discounted tickets and add-ons also are inconsistent between companies with Plymouth Citybus, for example, offering a 'kid add-on' and Stagecoach half price single and return tickets for job seekers. Ticketing is perceived as confusing, with a general lack of awareness of the ticket options available (Section 4).

Plymouth also has a multi-operator 'Skipper' ticket. It allows travel in Plymouth, Torpoint, Saltash, Roborough, Langage, the built up areas of Ivybridge, Lee Mill, Smithaleigh, Wembury and Heybrook Bay (Figure 5.8) and can be used on Go Cornwall Bus, Oakleys Coaches, Plymouth Citybus, Stagecoach South West and Tally Ho services.

It is available as a day, seven day and 28 day ticket. Seven and 28 day tickets can only be added to a smart card which you can buy online from [Plymouth Citybus](#) or [Stagecoach South West](#), from the [Plymouth Citybus Travel Centre](#) or from the driver on any Stagecoach South West bus.

Figure 5.8 Skipper ticket map

All Plymouth's bus operators accept contactless payments and cash fares are also accepted.

5.1.5 Passenger information

Plymouth currently does not have co-ordinated timetables or an integrated timetable book. However, there is a multi-operator network map which is produced by the Council and is available online⁴².

Passenger information, particularly since the start of the pandemic, is principally available online. The exception is information displayed at bus stops where information is displayed either in a shelter or timetable case. Information is also available on Real Time Passenger Information (RTPI) displays and in person from the Council's 'Plymotion' travel advisors and from staff at the Plymouth Citybus travel shop in the city centre.

5.2 Trends in bus journey speeds and the impact of congestion on local services

Large traffic volumes are experienced on Plymouth's roads. Table 5.2 details annual average weekday traffic (AAWT) flows on strategic corridors in Plymouth with the information presented graphically on Figure 5.9

⁴² https://www.plymouth.gov.uk/sites/default/files/PlymouthPublicTransportNetworkMap_1.pdf

Table 5.2 Annual Average Weekday Traffic Flows in 2019 on strategic roads in Plymouth

Corridor	Road	Location	Count Ref	2019 AADT (24hr period)	2019 AAWT (24hr period)
Northern Corridor	A386	Roborough by-pass (Woolwell)	2	25,622	27,377
		Tavistock Road south of Southway Drive	33	26,813	28,685
		Tavistock Road north of Manadon Interchange	32	60,315	65,346
		Outland Road (at Morrison's)	4003	40,221*	42,857*
		Saltash Road	29	32,978	34,473
	B4313	Forder Valley Road	6	21,088	23,191
	B3250	Mannamead Road	3	20,034	20,964
		Mutley Plain	27	22,942**	23,538**
Eastern Corridor	A379	Elburton Road	5	9,708	10,180
		Billacombe Road	58	18,160***	19,478***
		Billacombe Road east of Laira Bridge	55	39,780**	42,216**
	A374	Exeter Street	30 & 31	44,934***	47,319***
		Embankment Road	7 & 8	52,807*	56,617*
City Centre and Waterfront	A379	Ferry Road	4	4,740*	5,033*
		Stonehouse Bridge	51	19,393**	20,769**
Western Corridor	A3064	St Budeaux Bypass	28	18,953**	21,052**
		*2018	**2016	***2017	

Figure 5.9 Annual Average Weekday Traffic on selected roads in Plymouth



High traffic volumes impact on bus journey times (Tables 5.3 and 5.4) and bus service reliability (Table 5.5).

Table 5.3 Bus journey times, by core corridor, inbound to the city centre

Corridor		2018			2019			2020		
		Recorded Journey Times (mins)			Recorded Journey Times (mins)			Recorded Journey Times (mins)		
		Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time
City Centre – Devonport (via Union Street) – St Budeaux Square	St Budeaux Square – Granby Way	13	11	16	16	11	24	15	9	24
	Granby Way – Two Trees (Union Street)	8	5	17	6	5	9	7	5	11
City Centre – Wolseley Road – Saltash	Saltash Fore Street bottom – Cookworthy Road	8	8	11	9	8	10	9	8	11
	Cookworthy Road – Plymouth Railway Station	7	5	9	7	5	10	7	5	10
City Centre – Mutley Plain – George Junction Park and Ride	George Junction – Henders Corner	17	13	26	18	13	25	18	13	25
	Henders Corner – Bedford Terrace	6	5	6	6	5	6	10	4	22
City Centre – Outland Road-George Junction Park and Ride	George Junction – Weston Park Road	15	12	23	16	13	23	16	11	23
	Weston Park Road – Railway Station	13	6	19	11	6	19	8	5	16
City Centre – Plympton Ridgeway	Old Priory Junior School – Jurys Inn	16	14	19	19	15	20	19	16	23
City Centre – Plymstock Broadway	Plymstock Fire Station – Jurys Inn	12	7	18	12	8	18	11	8	15

Table 5.4 Bus journey times, by core corridor, outbound from the city centre

Corridor		2018			2019			2020		
		Recorded Journey Times (mins)			Recorded Journey Times (mins)			Recorded Journey Times (mins)		
		Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time
City Centre – Devonport (via Union Street) – St Budeaux Square	Pavillions – Granby Way	8	6	12	8	6	12	8	6	12
	Granby Way – St Budeaux Square	6	N/A	N/A	N/A	N/A	N/A	12	10	15
City Centre – Wolseley Road – Saltash	Plymouth Railway Station – Cookworthy Road	6	4	8	6	5	7	6	5	8
	Cookworthy Road – Saltash Fore Street bottom	9	8	12	9	8	12	9	8	15
City Centre – Mutley Plain – George Junction Park and Ride	Skardon Place – Henders Corner	6	4	10	5	3	10	6	4	11
	Henders Corner – George Junction	20	16	25	18	14	25	18	14	25
City Centre – Outland Road-George Junction Park and Ride	Railway Station – Outland Road	9	6	14	8	6	14	9	6	14
	Outland Road – Railway Station	14	6	23	15	6	23	15	6	23
City Centre – Plympton Ridgeway	Jurys Inn - Ridgeway	16	15	18	16	15	19	17	15	20
City Centre – Plymstock Broadway	Plymstock Fire Station – Jurys Inn	11	8	17	12	8	17	11	8	16

Table 5.5 – Percentage of non-frequent bus services running on time⁴³, by authority

Local Authority	2012/13	2014/15
Plymouth	91.0%	92.0%
England outside London	82.7%	83.2%
English non-metropolitan areas	83.9%	83.1%

To compensate for the impact of traffic congestion bus journeys at peak times are timetabled to make allowance for slower road conditions (Table 5.6) requiring extra resource.

Table 5.6 - Scheduled journey times on Plymouth's core bus corridors in the peak and off-peak⁴⁴

Corridor	Journey time AM Peak		Journey time Off-peak		Service used as benchmark
	Inbound	Outbound	Inbound	Outbound	
City Centre – Devonport (via Union Street) – St Budeaux Square	24 Minutes	22 Minutes	24 Minutes	22 Minutes	21A
City Centre – Wolseley Road – Saltash	30 Minutes	22 Minutes	27 Minutes	21 Minutes	2
City Centre – Mutley Plain – George Junction Park and Ride	40 Minutes	38 Minutes	35 Minutes	33 Minutes	42
City Centre – Outland Road- George Junction Park and Ride	39 Minutes	41 Minutes	30 Minutes	32 Minutes	101
City Centre – Plympton Ridgeway	39 Minutes	32 Minutes	39 Minutes	32 Minutes	20A
City Centre – Plymstock Broadway	19 Minutes	18 Minutes	19 Minutes	18 Minutes	5A

Key:

	No difference between peak and off-peak		Longer peak journey time
--	---	--	--------------------------

⁴³ Percentage of services operating in the Traffic Commissioners' window of tolerance (up to 1 minute before or up to 5 minute after the scheduled time. Note: Non-metropolitan areas refers to all area of England outside Greater London, Greater Manchester, South Yorkshire, Merseyside, South Yorkshire, Tyne and Wear, West Midlands and West Yorkshire.

⁴⁴ Data taken from timetables on the Plymouth Citybus and Stagecoach South West websites

6	Plymouth Enhanced Partnership – Objectives, Interventions and Outcomes of the Plan
Summary	<p>This section of the Plan considers:-</p> <ul style="list-style-type: none"> • The objectives of the Plan • Interventions required to deliver the Plan outcomes • How the related Enhanced Partnership Scheme(s) are intended to assist in implementing the policies and achieving the objectives set out in the Plan • Outcomes required to deliver improved local bus services in the Plan area

6.1 The objectives of the Plan

The **Plymouth Enhanced Partnership** wants Plymouth's buses to be both tools of inclusion and the transport of choice and therefore, as a partnership, our vision is for **Plymouth's buses to be more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.**

Our objectives are to deliver bus services

- With **high frequencies on our core corridors**, available seven days a week, both in the evenings as well as during the day, **enabled by high quality infrastructure reducing journey times.**
- **Which connect with more destinations**
- **Which deliver great value for money**
- **Which people are supported and empowered to use**

6.2 Interventions required to deliver the Plan outcomes

The interventions within the Plan (Table 6.0) represent a blended strategy spanning both short-term measures to attract passengers back, rebuild confidence in buses and prevent a car-led recovery to the pandemic and longer term proposals. The latter are intended to be kick-start programmes driving patronage growth and hence becoming a sustainable legacy of the opportunity the National Bus Strategy represents.

The ethos of the proposals within the Enhanced Partnership Plan is to deliver:-

- Intensive services and investment on Plymouth's six key bus corridors
- Significant increases in bus priority providing buses with faster, attractive journey times
- Lower and simpler fares
- Seamless, integrated local ticketing between operators, across all modes of transport
- Service patterns integrated with other modes
- The local bus network as a single system that works together, with clear passenger information
- Modern buses leading Plymouth's transport decarbonisation programme
- A voice to passengers making sure that the needs of current and future passengers is at the heart of everything the Plymouth Bus Service partnership does.

Table 6.0 Plymouth Enhanced Partnership Plan Interventions

Theme		Proposed Intervention ⁴⁵
More frequent and reliable services	Review service frequency	We propose to boost daytime, evening and weekend frequencies on Plymouth's six core bus corridors through evening out headways and providing additional resource, where required.
	Increase bus priority measures	We will deliver a comprehensive suite of bus priority schemes, principally focussed on Plymouth's core bus corridors, supported by citywide measures such as the introduction of additional bus stop clearways.
	Increase demand responsive services	Complementing the <i>Productive Plymouth</i> Transforming Cities Fund (TCF) mobility hub programme we propose purchasing five electric minibuses, and the necessary charging infrastructure, to allow the expansion of Plymouth's Demand Responsive, dial a ride service.
Improvements to planning / integration with other modes	Integrate services with other modes	We propose delivering multi-modal ticketing and better integration between buses, ferries and rail services through enhancing the Skipper ticket.
	Simplify services	It is envisaged that the enhanced frequencies on Plymouth's core bus corridors will provide better turn up and go services making buses more flexible and easier to use.
	Review socially necessary services	We propose to support the expansion of the Demand Responsive Service being provided by Plymouth's community transport providers.
Improvements to fares and ticketing	Lower fares	The Skipper proposals will deliver a competitively priced suite of day, 7-day and 28-day tickets for the benefit of both the commuter and leisure markets. The intention is for Skipper product to span all bus operators and local ferry and rail operations.
	Simplify fares	
	Integrate ticketing between operators and transport	
Make improvements to the bus passenger experience: Higher spec buses	Invest in improved bus specifications	We will look to support the introduction of on bus audio visual announcements, access to Wi-Fi and charging points and a reduction in the age of vehicle operating on the network.
	Invest in accessible and inclusive bus services	
	Protect personal safety of bus passengers	We will continue to deliver the enhanced on-board cleaning programmes – responding to Covid-19 concerns, and look to improve lighting and waiting facilities at bus stops
	Improve buses for tourists	The proposed Skipper product will provide a single multi-modal ticket which will cover all journeys within Plymouth and the immediate area. Through positive marketing it will become the ticket of choice for visitors who will be supported in their use of Plymouth's buses through off-bus information, publicity materials and Personalised Travel Planning.

⁴⁵ Subject to funding

	Invest in decarbonisation	We propose to invest in electric minibuses for our Demand Responsive Services, retrofit the existing fleet to deliver emissions improvements, subject to satisfactory trials and pursue funding opportunities for zero emission buses.
Improvements to passenger engagement	Passenger charter	We will develop a Plymouth passenger charter so that the Plymouth Enhanced Partnership can be held to account for improvements in Plymouth's bus network and passengers are given a strong voice to help shape Plymouth's bus network.
	Strengthen network identity	We will expand the established 'Plymotion: make the connection' brand to cover bus stop infrastructure and on and off-bus publicity in order to present the network with a single, unified, identity.
	Improve bus information	We will deliver route and destination based Personalised Travel Planning, supported by a multi-operator map being provided to all households, a co-ordinated, standardised timetable and an expanded RTPI network.

6.3 Outcomes required to deliver improved local bus services in the Plan area

The outcomes required from the Enhanced Partnership are the delivery of a fully integrated service with simple multi-modal tickets, more bus priority measures, high quality passenger information and better turn up and go frequencies that keep running into the evenings and at weekends.

Through the Enhanced Partnership, an improvement to local bus services in the Plan area will be delivered through the provision of cheaper fares on services operating on days of the week and at times of day our community needs, serving more destinations. We will encourage, enable, empower and enthuse everyone to 'make the connection' on our buses and in doing so will deliver associated social, economic and environmental objectives including the decarbonisation of Plymouth's transport network, supporting the City's commitment to tackle climate change.

In doing so the outcomes set out in Table 6.1 will be achieved.

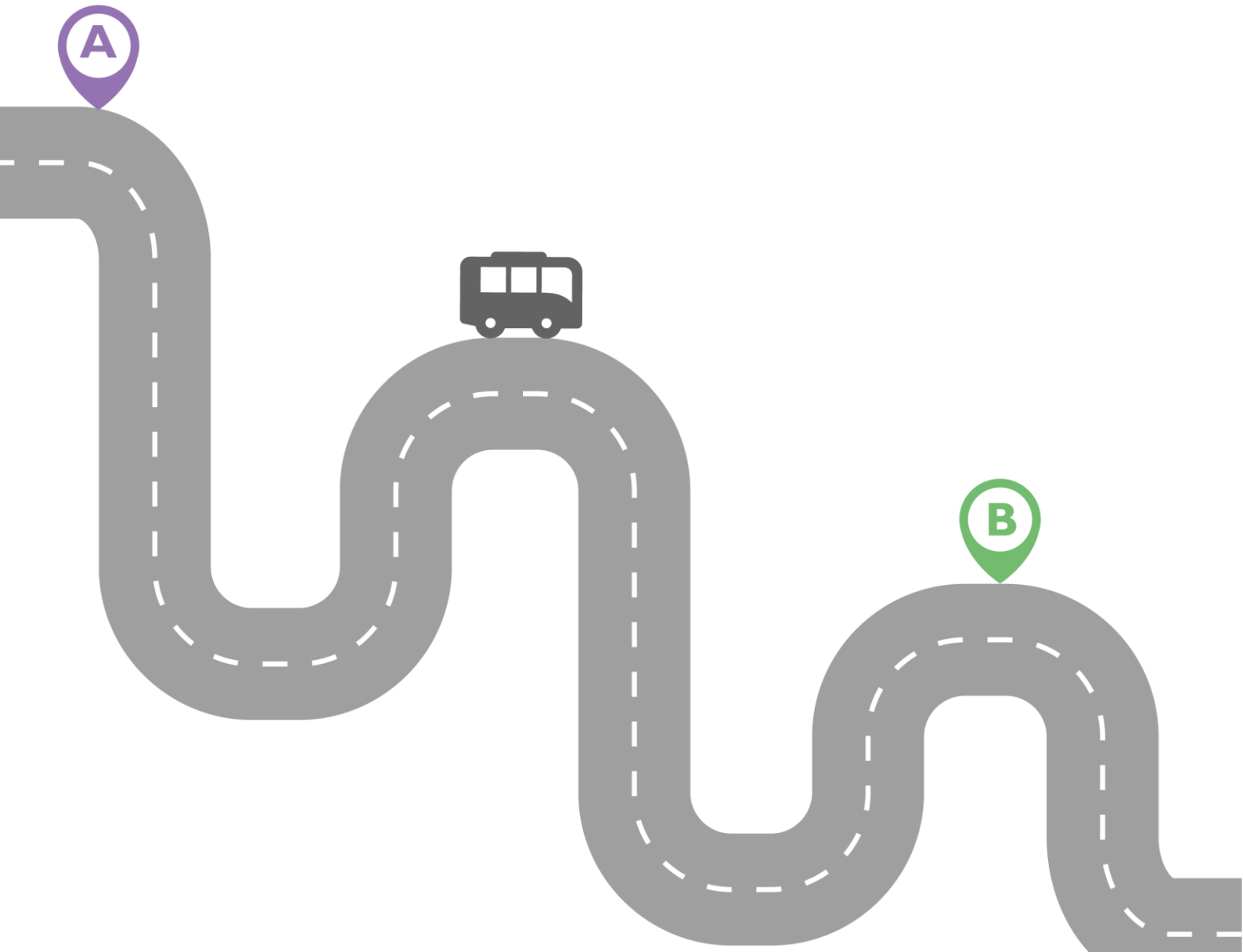
Table 6.1: Strategic outcomes achieved through the Plymouth Enhanced Partnership

Outcome	Contribution
Support the local economy and facilitate economic development	The principle economic benefits associated with Enhanced Partnership are: <ol style="list-style-type: none"> 1. Reduction in levels of traffic congestion; 2. Improving access to employment, services and facilities; 3. Improved customer satisfaction, helping to attract and retain bus passengers
Enabling a reduction of carbon emissions and improving air quality	Encouraging modal shift and reducing vehicle movements associated with major new and existing housing and employment development. <p>Investment in public transport supporting investment in lower emission vehicles, by operators, positively impacting on carbon emissions.</p>

<p>Delivering wider social and economic benefits</p>	<p>Improving access to employment, healthcare, education, retail and social activities tackling social exclusion.</p> <p>Helping commercial operators to maintain and potentially expand their networks.</p> <p>Connecting people to local services and opportunities supporting physical and mental well-being.</p> <p>Improving the sustainability of development sites and encouraging modal shift, releasing highway capacity to accommodate growth.</p>
--	--

The first EP Scheme seeks to outline and commit partners to measures that will help provide a stable and consistent network for users in Plymouth and outlines a commitment to the development of other schemes on approval of funding.

Within the Plymouth BSIP, a range of interventions have been identified that address the aim and objectives of the Enhanced Partnership Plan. As funding availability allows, these will be brought forward and implemented (either singly or in combination) in future Schemes made under the Enhanced Partnership Plan.



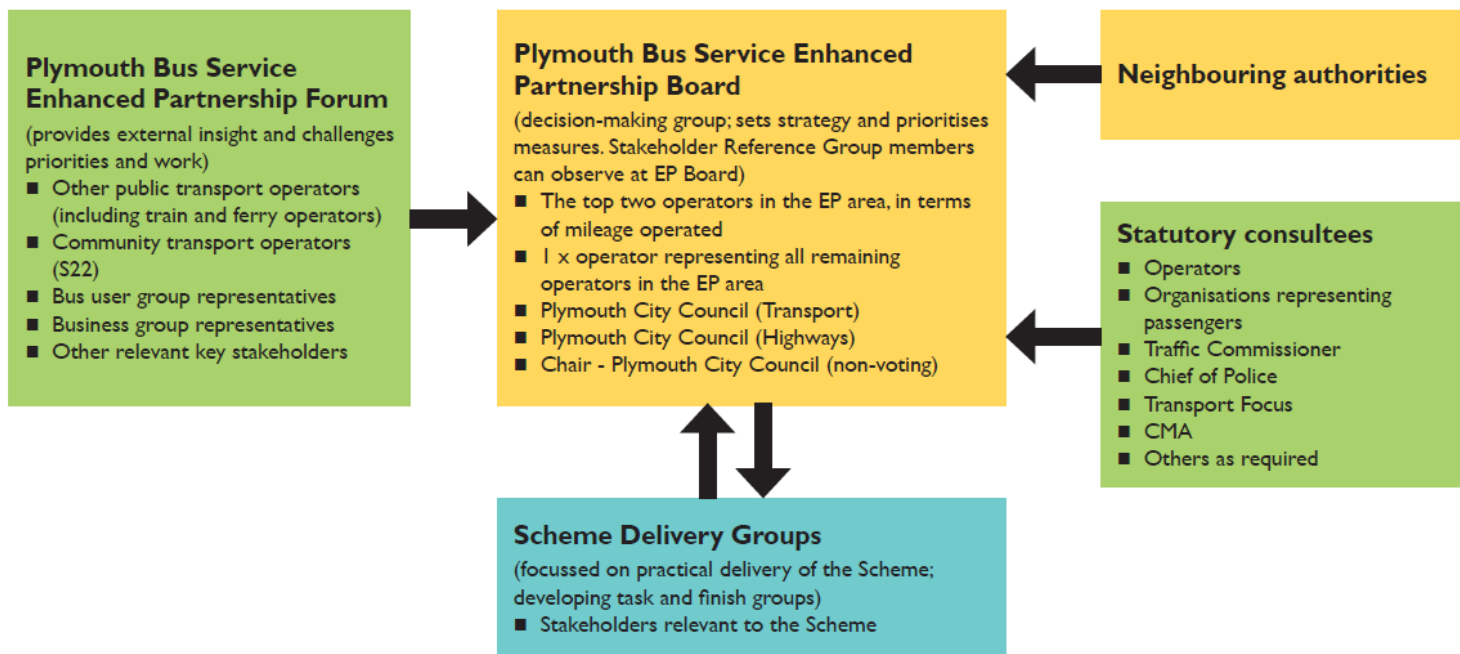
7	Plymouth Enhanced Partnership – Governance
Summary	<p>This section of the Plan considers:-</p> <ul style="list-style-type: none"> • Enhanced Partnership Plan Governance • Plymouth Bus Service Enhanced Partnership Board • Enhanced Partnership Scheme Delivery Group(s) • Plymouth Bus Service Enhanced Partnership Forum • Variations to the Plan and Schemes • Monitoring progress • Small and medium-sized operators • Competition • Review of the EP Plan • Revocation of the EP Plan

7.1 Enhanced Partnership Plan Governance

The Enhanced Partnership is overseen by the Council who will also monitor progress made towards achieving the EP Plan objectives.

The governance structure is set out in Figure 7.0.

Figure 7.0 Governance Structure



For decision-making purposes, the Plymouth Enhanced Partnership will be governed by two primary bodies:

- **Plymouth Bus Service Enhanced Partnership Board** – has the mandate to make decisions using an Enhanced Partnership Scheme Variation mechanism (Section 5.5) on issues put to them by either the **Plymouth Bus Service Enhanced Partnership Forum** or by members of the **Plymouth Bus Service Enhanced Partnership Board**, and other issues identified as being relevant to partnership delivery.

- **Plymouth Bus Service Enhanced Partnership Forum** – in which all bus operators and wider stakeholders, as set out in section 5.3, will be entitled to participate and be invited, although attendance is voluntary.

7.2 Plymouth Bus Service Enhanced Partnership Board

The Plymouth Bus Service Enhanced Partnership Board will be the decision making body of the Plymouth Enhanced Partnership.

Membership of the **Plymouth Bus Service Enhanced Partnership Board** will comprise the following representatives:

- The top two Qualifying Bus Operators in the EP area, in terms of mileage operated (1 vote each)
- One Qualifying Bus Operator representing all remaining Qualifying Bus Operators in the EP area (1 vote)
- Plymouth County Council – Sustainable Transport (1 vote) (Sustainable Transport Manager and the Sustainable Transport Co-ordinator or nominated delegates if unavailable)
- Plymouth County Council – Highways (1 vote) (the Plymouth Network Manager and the Head of Parking or nominated delegates if unavailable)
- Chair (non-voting)

Should other operators of qualifying local bus services start operating in Plymouth they will automatically become part of the Board and, should any of the aforementioned bus operators cease to operate qualifying local bus services in Plymouth they will automatically cease to be members of the Board.

7.2.1 Meeting observers:

Any representative of the Plymouth Bus Service Enhanced Partnership Forum will be able to attend the Board meetings as observers but will not have the right to vote. Observers may be invited to make comments or ask questions of the Board at the Chair's discretion or invited to defer these until the next Forum meeting.

7.2.2 Meeting arrangements:

Board meetings will take place quarterly with provision for additional meetings as required under the Variations to the Scheme arrangements (Section 5.5).

Meetings will be arranged, chaired and minutes taken by the Council. They will normally be held at the Council House, however, a blended meeting platform will be utilised, at least for the first two meetings. This is to facilitate participation by stakeholders who are not based in Plymouth and to reduce travel associated with each meeting, in accordance with Plymouth's Climate Emergency Declaration and commitment to reduce carbon emissions. Meeting length will vary according to agenda content but ordinarily is expected to be one to two hours.

The Chair will be the Head of Transport for the Council, or an appointed delegate should the Head of Transport be unavailable. A separate note taker, who will be a Plymouth City Council officer, will also be in attendance. Neither the Chair nor the note taker will have voting rights on the Board.

Agendas and meeting papers will be circulated to all Board members by the Council no later than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Board meeting.

Board meetings will require a quorum of at least two qualifying local bus operator representatives, one of which must be from the qualifying local bus operator with the largest market share (as defined by annual mileage); and two voting representatives from the Council.

7.3 Enhanced Partnership Scheme Delivery Group(s)

An **Enhanced Partnership Scheme Delivery Group(s)** will be responsible for implementing the measures set out in the EP Scheme(s). This group(s) will consist of representatives from the Council, bus operators and other relevant stakeholders and experts as appropriate. It will establish specific task and finish groups to implement particular measures, and will report directly to the Enhanced Partnership Board. Membership of the Enhanced Partnership Scheme Delivery Group(s) will be decided by the Plymouth Bus Service Enhanced Partnership Board at the first Board meeting and will be reviewed in subsequent meetings.

7.4 Plymouth Bus Service Enhanced Partnership Forum

The Plymouth Bus Service Enhanced Partnership Forum will provide external insight and constructive challenge, and provide opportunities for discussing issues of all kind affecting Plymouth's bus network, consulting with, and building consensus across, the various stakeholders and making recommendations for decisions to the **Plymouth Bus Service Enhanced Partnership Board**.

Membership of the Forum will comprise:-

- The **Plymouth Bus Service Improvement Plan Partnership**, which led on the development of the Bus Service Improvement Plan, and comprising the following representatives:
 - Plymouth City Council
 - Plymouth's local bus operators
 - Community Transport operators
- Confederation of Passenger Transport
- Heart of the South West Local Enterprise Partnership
- Bus Users UK
- Transport Focus
- Plymouth train operating companies
- The head of public transport, or equivalent officer, for neighbouring authorities (as observers); Cornwall Council, Devon County Council and Torbay Council.
- Other representatives to be agreed by the Plymouth Bus Service Enhanced Partnership Board

Participation by these representatives is entirely voluntary.

Representation by the Council at the Plymouth Bus Service Enhanced Partnership Forum will include officers from the Councils Highways and Parking services, reflecting participation in Plymouth's Bus Punctuality Improvement Partnership which the **Plymouth Bus Service Enhanced Partnership Forum** replaces.

On occasions, from time to time other external organisations may also be invited, by the Council, to join the Forum on an advisory basis for fixed periods to provide specialist expertise.

The Forum will support the delivery and monitoring of the Plymouth Enhanced Partnership.

Continuous dialogue will also be held with neighbouring authorities to ensure the EP delivery is compatible with neighbouring EPs.

7.4.1 Meeting arrangements

Plymouth Bus Service Enhanced Partnership Forum meetings will take place at least four times per year, normally six calendar weeks before a **Plymouth Bus Service Enhanced Partnership Board** meeting.

Forum meetings will be arranged, chaired and minutes taken by the Council. The Chair will be Plymouth City Council's Sustainable Transport Manager, or an appointed delegate should they be unavailable.

Forum meetings will normally be held at the Council House, however, a blended meeting platform will be utilised, at least for the first two meetings. This is to facilitate participation by stakeholders who are not based in Plymouth and to reduce travel associated with each meeting, in accordance with Plymouth's Climate Emergency Declaration. Meeting length will vary according to agenda content but ordinarily is expected to be one to two hours.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous **Plymouth Bus Service Enhanced Partnership Board**) will be circulated by the Council no later than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Forum meeting.

7.5 Small and medium-sized operators

The needs of small and medium-sized operators (SMOs) have been considered in the development of the Enhanced Partnership, with opportunities for all bus operators to participate throughout, either through individual discussions or through attendance at National Bus Strategy meetings. The Plan seeks to support improvements in all aspects of bus provision, regardless of the size of operators providing services. Measures to address reasonable changes by smaller operators will be set out within specific EP Schemes.

7.6 Decision Making and Variations to the Scheme

Consideration will be given to potential EP Scheme variations highlighted either by one of the organisations represented in the **Plymouth Bus Service Enhanced Partnership Forum** or the **Plymouth Bus Service Enhanced Partnership Board**, as set out above.

Any bespoke variation to the Scheme will be undertaken in regard to Section 138(E) of The Bus Services Act 2017 and the statutory guidance contained within The Bus Services Act 2017 Enhanced Partnership Scheme Guidance.

The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the EP Plan and current local transport policies.

Such requests should be set out in writing and submitted to buspartnership@plymouth.gov.uk. On receipt of a valid request for a variation (below – Council right of veto), the Council will reconvene the **Plymouth Bus Service Enhanced Partnership Board**, giving at least 21 days' notice for the meeting, to consider the proposed variation.

If the proposed variation is agreed by all bus operators and local authority representatives present, the Council will make the EP Scheme variation. Bus operators neither represented at the meeting nor providing written representations will be deemed to be abstaining from the decision.

If there is not full agreement, then the proposed variation will be put to the operator objection mechanism, but with a reduced objection period of 14 days replacing Part 2 of the Transport Act 2000 section 138L (2) (c). The proposed variation will be advertised on the Council website and emailed to operators of qualifying local bus services in the EP Scheme area. If the proposed variation passes the operator objection mechanism, the Council will make the EP Scheme variation.

For the variation to be rejected, objections must fulfil either of the following criteria:

1. The combined registered distance of all the qualifying local bus services operated by objectors in the scheme area is at least 25% of the total registered distance of all local bus services operated by all the bus operators in the area and:

- a. where there are four or more operators in the Scheme area, at least three are objectors; or
 - b. where there are less than four operators in the Scheme area, all are objectors.
2. At least 50% of the total number of operators of qualifying local bus services within the Scheme area have objected and the combined registered distance of qualifying local bus services operated by the objectors in the relevant area is at least 4% of the registered distance of all local bus services operated by all the bus operators in that area.

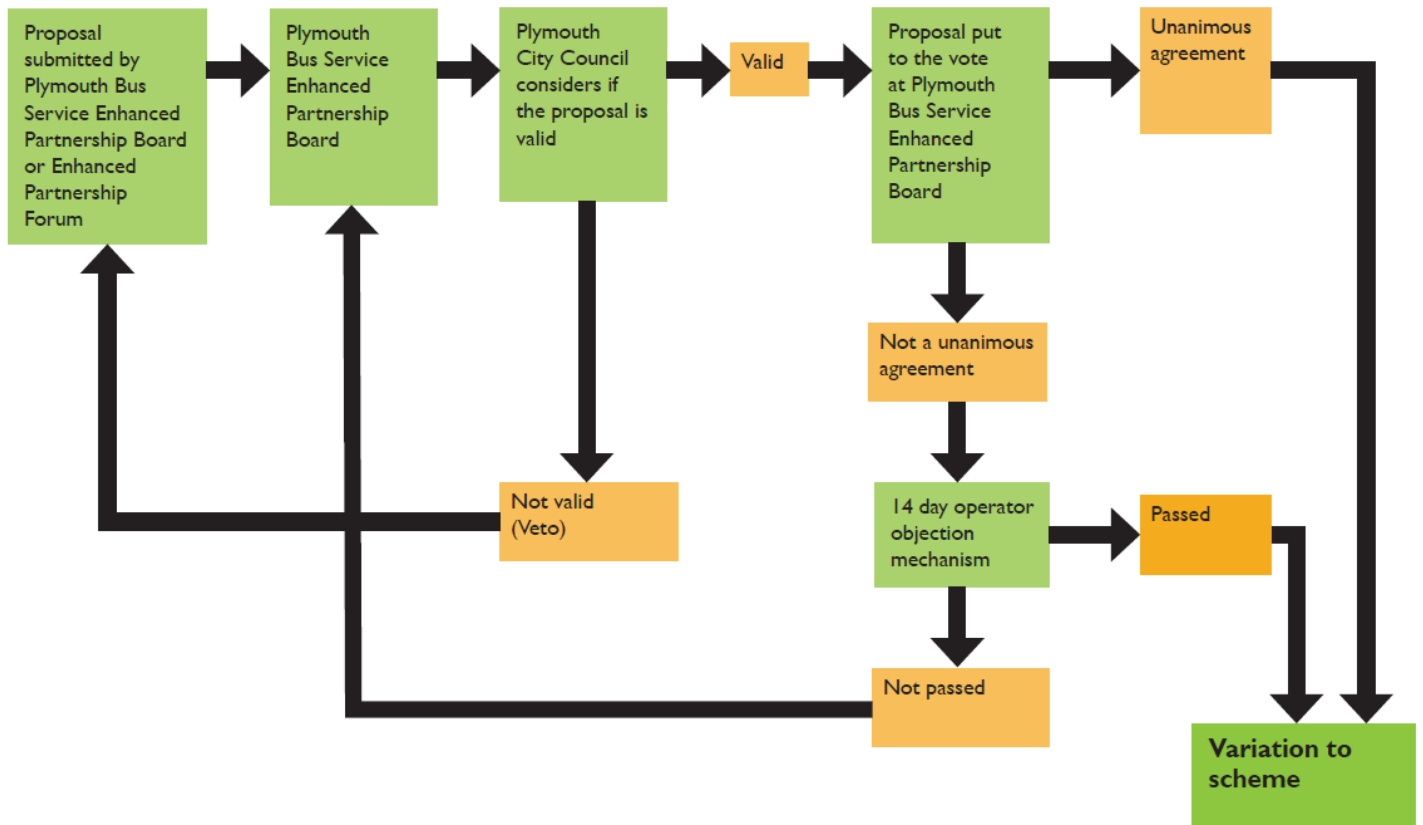
7.6.1 Plymouth City Council veto with respect to assessing the validity of any proposed variation:

On receipt of a request for a variation the Council will consider the validity with regards to the proposal. The Council may, in exceptional circumstances, exercise veto over whether a proposed variation is put to the Board where it reasonably believes or suspects the variation would be unlawful, has anti-competitive implications, or is otherwise significantly against the public interest, or that there exist circumstances under which the Council would be unable to comply with any obligations that would be imposed upon the Council were the decision to be implemented.

These controls ensure that the voting system does not allow an individual operator to influence the Enhanced Partnership to its own commercial benefit or to harm competitors; there is no opportunity for a group of operators to vote in a co-ordinated manner to mutual benefit on a sustained basis; there is no discrimination between operators; and that actual or potential competition, entry to new services and by new operators, or innovation, is not inhibited.

The decision of the Council will be shared, in writing, with the proposer and the Council will also share the decision with the Board at the next Board meeting convened.

Figure 7.1 Plymouth Enhanced Partnership Plan and Scheme Decision Making Process



7.7 Competition

The Enhanced Partnership has been subjected to the Competition Test as set out in Part I of Schedule 10 of the Transport Act 2000. The assessment, undertaken by Plymouth City Council, concluded that there would be no adverse impact on competition. The implementation of an Enhanced Partnership Plan and associated Scheme are aimed at delivering improvements to bus services for passengers in a deregulated environment. The Enhanced Partnership will not impact on competition, as operators will be free to amend and introduce services in the area, provided that the standards that apply to all operators are met.

7.8 Review of the EP Scheme

Once the EP Scheme is made, it will be reviewed by the **Plymouth Bus Service Enhanced Partnership Board** at least annually. The Council will initiate each review and it will take no longer than 6 months to complete.

7.9 Revocation of the EP Scheme

If, for some reason, it becomes necessary for the EP Scheme to be revoked, the **Plymouth Bus Service Enhanced Partnership Board**, will be reconvened and follow the same process as outlined in Section 5.5 'Variations to the Scheme' (noting that the agreement will be for revocation and not variation).

If at any point in the future the EP Scheme area is included in a Bus Franchising Area, the relevant requirements set out in this EP Scheme document will cease to apply from the commencement date of the Franchising Scheme.

References

National Highways and Transport Network (NHT), 2018, *NHT Survey Report 2018*

National Highways and Transport Network (NHT), 2019, *NHT Survey Report 2019*

National Highways & Transport Network (NHT), 2020, *NHT Survey Report 2020 – Executive Highlights Report*

National Highways and Transport Network (NHT), 2020a, *2020 Authority Annual Report*

Plymouth Citybus, undated Tickets [Fares & tickets - Plymouth Bus](#) [Accessed 21.09.21]

Plymouth City Council (PCC), 2015, *Plymouth Plan 2011 to 2031 Part Two Toolkits (8 toolkits)* [Plymouth Plan Archive | PLYMOUTH.GOV.UK](#)

Plymouth City Council (PCC), 2019 *The Plymouth and South West Devon Joint Local Plan 2014-2034* <https://www.plymouth.gov.uk/planningandbuildingcontrol/planningpolicyandguidance/plymouthandsouthwestdevonjointlocalplan/adoptedplymouthandsouthwestdevonjointlocalplan>

Plymouth City Council, 2020, *Plymouth City Council 2020 Air Quality Annual Status Report (ASR)* [Executive summary \(plymouth.gov.uk\)](#)

Plymouth City Council (PCC), 2021, *The Plymouth Plan 2014 -2034* <https://www.plymouth.gov.uk/planningandbuildingcontrol/plymouthplan/approvedplymouthplan>

Plymouth City Council (PCC) 2021a, *Corporate Plan 2021-2025* [Corporate Plan | PLYMOUTH.GOV.UK](#)

Plymouth City Council, 2021b, *Mobility as a Service (MaaS) in Plymouth – A Pathway to Delivery, January 2021*

Transport Focus (TF), 2021, *Setting targets in Bus Service Improvement Plans, June 2021*

Transport Focus (TF), 2018, *Bus Passenger Survey – Autumn 2018 report* [Bus-Passenger-Survey-Autumn-2018-overall-report.pdf \(d3cez36w5wymxj.cloudfront.net\)](#)

Transport Focus (TF), 2019, *Bus Passenger Survey – Autumn 2019 report*

Stagecoach Group, undated Tickets [All Tickets | Stagecoach \(stagecoachbus.com\)](#) [Accessed 21.09.21]

WSP|PB, 2017, *Plymouth and South West Devon Joint Local Plan – Baseline Transport Conditions Report, PlymouthSouthWestDevon|LPBaselineTransportConditionsReport 2017.pdf*

This page is intentionally left blank

PLYMOUTH ENHANCED PARTNERSHIP SCHEME April 2023



Why not take the bus today?...



PLYMOTION

Make the connection!

PLYMOUTH ENHANCED PARTNERSHIP SCHEME

Contents page

Section	Section Heading	Page Number
	Definition of Terms	3
One	Enhanced Partnership Scheme Content	4
Two	Scope of the EP Scheme and Commencement Date	5
Three	Obligations on Plymouth City Council	6
Four	Obligations on Bus Operators	7
Five	Governance Arrangements	9

Figures

Figure	Title	Page Number
Section One: EP Scheme Content		
Section Two: Scope of the EP Scheme and commencement date		
2.0	Map of the Enhanced Partnership Plan and Scheme Areas	5
Section Three: Obligations on Plymouth City Council		
Section Four: Obligations on Bus Operators		
Section Five: Governance Arrangements		
5.0	Governance Structure	9
5.1	Plymouth Enhanced Partnership Plan and Scheme Decision Making Process	13

Tables

Table	Title	Page Number
Section One: EP Scheme Content		
Section Two: Scope of the EP Scheme and commencement date		
Section Three: Obligations on Plymouth City Council		
3.0	Summary of obligations on Plymouth City Council	6
Section Four: Obligations on Bus Operators		
4.0	Summary of obligations on Local Bus Operators	7
Section Five: Governance Arrangements		

Annexes

Number	Title	Page Number
One	Schedule of Facilities – Bus Lanes	16
Two	Schedule of Facilities – Park and Ride Sites	18
Three	Schedule of Measures – Bus Lane Enforcement	19

Definition of Terms

Bus Lane – signposted lane, designated for use by registered local bus services and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

Bus Lane Enforcement – action taken to ensure that bus lanes and bus gates are used only by authorised vehicles. This is often carried out by using cameras to record unauthorised use, with the issue of civil penalties to offenders under section 144 of the Transport Act 2000.

CCTV - closed circuit television system, whereby static or mobile cameras are used to record offences or for surveillance and safety and security purposes.

Bus Passenger Charter– document setting out the commitment of the Council and bus operators to ensure certain standards are met for each journey.

Enforcement Camera – roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the Local Highway Authority to issue civil penalties under section 144 of the Transport Act 2000.

EP Scheme Area - area to which this EP Scheme document applies.

Facilities – physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP Scheme area. This is deemed for such purposes as section 138D (1) of the Transport Act 2000.

Plymouth Enhanced Partnership Board - the decision making body of the Plymouth Enhanced Partnership.

Plymouth Enhanced Partnership Forum – group providing external insight and constructive challenge on the Plymouth Enhanced Partnership; able to make recommendations for decisions to the Plymouth Bus Service Enhanced Partnership Board.

Plymouth Enhanced Partnership Plan – document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made.

Local Authorities – prescribed under section 23 of the Local Government Act 2003.

Local Highways Authority – Local Authority with responsibility for the maintenance of highway infrastructure in its local authority area. In the case of this EP Scheme, this means Plymouth City Council.

Local Transport Authority (LTA) – In the case of this EP Scheme this means Plymouth City Council.

Measures – improvements with the aim of:

- Increasing the use of local bus services serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus services.

Registered Local Bus Service – as set out in Section 2 of the Transport Act 1985.

PLYMOUTH ENHANCED PARTNERSHIP SCHEME

THE PLYMOUTH CITY COUNCIL ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G (1) OF THE TRANSPORT ACT 2000 BY:

PLYMOUTH CITY COUNCIL

Section One – Enhanced Partnership Scheme Content

This document fulfils the statutory requirements for an Enhanced Partnership (EP) Scheme and sets out:

Section Two - Scope of the EP Scheme and commencement date

Section Three - Obligations on the Local Authorities

Section Four - Obligations on Bus Operators

Section Five - Governance Arrangements

The EP Scheme has been jointly developed by Plymouth City Council¹ “the Council” and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both the Council (as Local Transport Authority and Local Highway Authority) and operators of local services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated Enhanced Partnership Plan.

¹ Plymouth City Council is a unitary authority and hence includes the Highway Authority for the Plan area

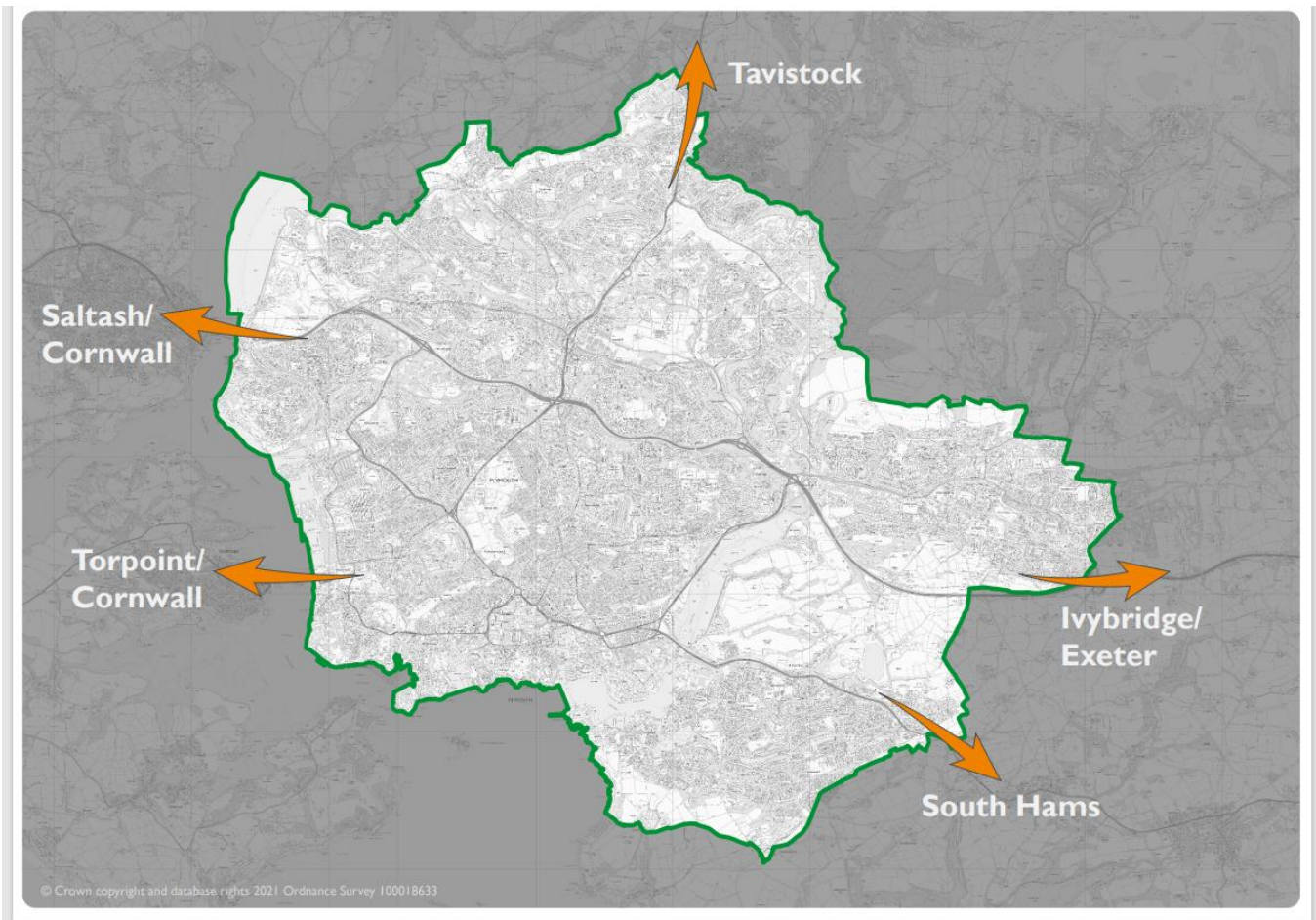
Section Two – Scope of the EP Scheme and Commencement Date

2.1 Description of Geographical Coverage

The EP Scheme will support the improvement of all local bus services operating within Plymouth as defined by the administrative boundary of the Council (Figure 2.0).

The areas covered by the Enhanced Partnership Plan and the Enhanced Partnership Scheme are the same.

Figure 2.0 Map of the Enhanced Partnership Plan and Scheme Areas



2.2 Commencement Date

The EP Scheme commencement date will be 7 days after it has been made.

The EP Scheme will have no specific end date but will be reviewed by the Council, in conjunction with the Board, at least annually.

2.3 Qualifying and Exempted Services

This scheme will apply to all bus operators operating registered local bus services with one or more stopping places within the geographical area of the Enhanced Partnership, with the exception of the following services which are exempt from the requirements of the EP Scheme:

- A service which has part of its route registered as a local service in the EP geographical area, but where that part of its route is 10% or less of the overall route distance covered by the service from its service start to service end point.
- A service which is registered as a local service under section 6 of the Transport Act 1985 but which would otherwise be an excursion or tour within the meaning in section 137 (1) of that Act.

Registered local bus services with one or more stopping places within the geographical of the Enhanced Partnership, which are not exempt, are referred to as “qualifying local bus services” in this document, and operators of such services are referred to as “qualifying bus operators”.

Section Three – Obligations on the Council

3.1 Summary of obligations on the Council

Table 3.0 summarises the specific interventions that the Council will deliver as part of the EP Scheme.

Table 3.0 Summary of obligations on the Council

Facilities
Bus Lanes described in section 3.2.1
Park and Ride facilities described in section 3.2.2
Measures
Bus Lane enforcement described in section 3.3.1
Managing roadworks in the EP Scheme area – described in section 3.3.2

3.2 Facilities²

The Council will provide the following Facilities:

3.2.1 Bus Lanes

The Council will provide and maintain the list of Bus Lanes described in Annex One from April 2023.

Exempt from section 3.2.1 are

- (1) changes to bus lanes which have been either included as part of a planning permission and agreed through a Section 278 (s278) highway agreement, or proposed to the Council through the same process, pre April 2023.
- (2) changes to bus lanes which are within an area affected by a highways project for which a business case has been submitted to the funding body pre April 2023 and / or where consultation on the design has happened pre April 2023.

The authority reserves the right to remove, amend, suspend or introduce bus lanes as part of any future transport scheme or development project.

3.2.2 Park and Ride facilities

The Council will provide and maintain the Park and Ride sites described in Annex Two from April 2023.

The authority reserves the right to remove, amend, suspend or introduce Park and Ride sites as part of any future transport scheme or development project.

3.3 Measures³

3.3.1 Bus Lane Enforcement

From April 2023 the Council will use the discretionary powers granted in the Traffic Management Act 2004 to enforce those bus lanes with CCTV equipment, as set out in Annex Three.

² Provided under s.138D(1) of the Transport Act 2000

³ Provided under s.138D(2) of the Transport Act 2000

The Council is an approved local authority under The Bus Lane Contraventions (Approved Local Authorities) (England) Order 2005 for the purposes of section 144 of the Transport Act 2000 (Civil Penalties for Bus Lane Contraventions).

The Enforcement cameras and recording systems will be approved in accordance with the requirements of The Bus Lanes (Approved Devices) (England) Order 2005.

The Council will develop with bus operators, an evidence-based assessment process to determine the initial need and continued operational business case of any bus lane enforcement system used under this EP Scheme.

3.3.2 Managing roadworks in the Enhanced Partnership Scheme area

From April 2023 the Council will give all bus operators a minimum of three days' notice of **planned** roadworks within the EP Scheme area. Emergency works are outside the scope of this EP Scheme.

From April 2023 the Council will establish with local bus operators a mechanism to minimise disruption to local bus services from both planned and emergency roadworks. This will include liaison with bus operators, through monthly Network Management meetings and the weekly publication of the Council roadworks list, to ensure that the co-ordination of works across the network minimises disruption, as well as setting out their processes and procedures for the provision and management of street works permits in the EP Scheme area.

Section Four – Obligations on Qualifying Bus Operators ⁴

4.1 Summary of obligations on Qualifying Bus Operators

Table 4.0 summarises the specific interventions that qualifying bus operators are required to deliver as part of the EP Scheme. The obligations apply to all qualifying local bus services except those exempted under section 2.3 of the Enhanced Partnership Scheme. The dates from which the obligations will apply are set out in sections 4.2, 4.3, 4.4 and 4.5.

Table 4.0 Summary of obligations on Qualifying Bus Operators

Measures
Produce a co-ordinated network map detailing all local bus services operating within the Enhanced Partnership Plan and Scheme Area, described in section 4.2
Provide a link to a single source of bus service information for all local bus services operating within the Enhanced Partnership Plan and Scheme Area, described in section 4.3
Promote contactless payments , described in section 4.4
Continue to deliver an enhanced cleaning regime as introduced during the Covid-19 pandemic, described in section 4.5
Participate in a Plymouth Bus Passenger Charter , described in section 4.5
Reinvest any operating cost savings from any new bus priority provided in the future into the delivery of improvements within the BSIP, described in section 4.6

⁴ Under s.138C of the Transport Act 2000

4.2 Co-ordinated network map

From April 2023 all qualifying bus operators within the Enhanced Partnership Scheme area will provide the bus operator within the EP Scheme area with the largest market share (as defined by annual mileage), by the date requested by that operator, information on local bus services, including new services or service variations occurring within the next 30 days which need to be reflected on the map, as required, but a minimum of three times a year (January, April and September), to allow the production of a co-ordinated network map.

Using the information provided, the bus operator with the largest market share (as defined by annual mileage) will produce a co-ordinated network map for the EP Scheme Area where the map features all qualifying local bus services and operators with equal prominence, at nil cost to the participating operators.

On production of the co-ordinated map, all qualifying bus operators and the Council will display the map on their websites and promote its availability in all printed literature and at all promotional events.

4.3 Single source of bus service information

From April 2023 all qualifying bus operators will include a link to www.plymouth.gov.uk/plan-your-bus-journey on their websites, which will act as a single source of information for all qualifying local bus services and provide a link to the integrated network map and the Traveline website.

4.4 Ticketing

From April 2023 all qualifying bus operators with more than 5% of the EP area market share (as defined by annual mileage) will provide, and subsequently promote, the use of contactless payments on all services. All qualifying bus operators, irrespective of market share, will provide, and subsequently promote, the use of contactless payments on all services by 31 March 2025.

4.5 On-bus cleaning

From April 2023 all qualifying bus operators will continue to deliver an enhanced cleaning regime as introduced during the Covid-19 pandemic.

4.6 Bus Passenger Charter

By December 2022, all qualifying bus operators will sign up to the Plymouth Bus Passenger Charter, which will be displayed on the Council's [Plan your bus journey webpage](#). The Charter will set out a commitment from the Council and bus operators to ensure certain standards are met for each journey. It will include tangible outcomes for passengers and clear communication channels so that passengers have a voice, enabling the partnership to address concerns raised.

4.7 Reinvestment

Where operational cost savings have been achieved through the implementation of measures to improve service running times and/or reliability, qualifying bus operators will reinvest these savings into the bus network in the Scheme area.

Providing that qualifying bus operators are engaged at every stage from concept design to detailed design for all new bus infrastructure projects, they will share on a transparent, open book basis, any operational savings generated and achieved from such projects. These operational cost savings may include costs savings in areas including fuel, vehicle maintenance, driver costs and any other cost as reasonably requested by the Council in so far as they relate to the bus priority or infrastructure. Qualifying bus operators will be permitted to demonstrate any cost savings that they were achieving through independent actions they were taking so as they are excluded from the calculation of cost savings evident from the introduction of the bus priority infrastructure project.

Non-disclosure agreements, as required, will be put in place between qualifying bus operators and the Council to facilitate the exchange of cost information on a confidential basis. Qualifying bus operators will provide cost information 6 months after the implementation of new bus priority schemes and will agree with the Council whether significant savings have been generated.

Savings generated and agreed will then be expected to be reinvested in improvements for passengers. Qualifying bus operators will agree with the Council how and when this reinvestment will be made and could include but is not limited to any one or combination of fares and ticketing initiatives; improved frequency of services; additional journeys; promotion and marketing of the bus network within the scheme area; or investment in better quality and/or zero emission buses.

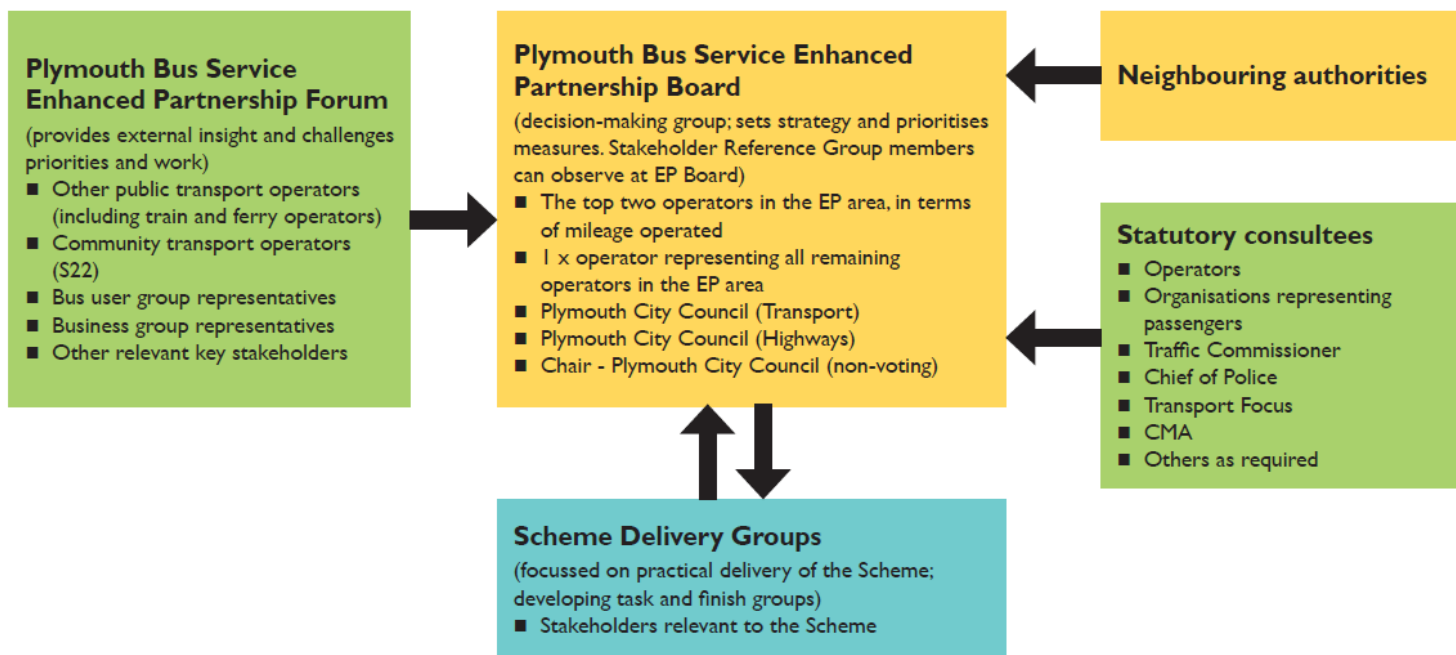
Priorities for reinvestment of operator cost savings will be negotiated on a case by case basis between individual qualifying bus operators and the Council and reported back to the EP Board once agreed.

Section Five – Governance

The Enhanced Partnership is overseen by the Council who will also monitor progress made towards achieving the EP Plan objectives.

The governance structure is set out in Figure 5.0.

Figure 5.0 Governance Structure



For decision-making purposes, the Plymouth Enhanced Partnership will be governed by two primary bodies:

- Plymouth Bus Service Enhanced Partnership Board** – has the mandate to make decisions using an Enhanced Partnership Scheme Variation mechanism (Section 5.5) on issues put to them by either the **Plymouth Bus Service Enhanced Partnership Forum** or by members of the **Plymouth Bus Service Enhanced Partnership Board**, and other issues identified as being relevant to partnership delivery.

- **Plymouth Bus Service Enhanced Partnership Forum** – in which all bus operators and wider stakeholders, as set out in section 5.3, will be entitled to participate and be invited, although attendance is voluntary.

5.1 Plymouth Bus Service Enhanced Partnership Board

The Plymouth Bus Service Enhanced Partnership Board will be the decision making body of the Plymouth Enhanced Partnership.

Membership of the **Plymouth Bus Service Enhanced Partnership Board** will comprise the following representatives:

- The top two Qualifying Bus Operators in the EP area, in terms of mileage operated (1 vote each)
- One Qualifying Bus Operator representing all remaining Qualifying Bus Operators in the EP area (1 vote)
- Plymouth County Council – Sustainable Transport (1 vote) (Sustainable Transport Manager and the Sustainable Transport Co-ordinator or nominated delegates if unavailable)
- Plymouth County Council – Highways (1 vote) (the Plymouth Network Manager and the Head of Parking or nominated delegates if unavailable)
- Chair (non-voting)

Should other operators of qualifying local bus services start operating in Plymouth they will automatically become part of the Board and, should any of the aforementioned bus operators cease to operate qualifying local bus services in Plymouth they will automatically cease to be members of the Board.

5.1.1 Meeting observers:

Any representative of the Plymouth Bus Service Enhanced Partnership Forum will be able to attend the Board meetings as observers but will not have the right to vote. Observers may be invited to make comments or ask questions of the Board at the Chair's discretion or invited to defer these until the next Forum meeting.

5.1.3 Meeting arrangements:

Board meetings will take place quarterly with provision for additional meetings as required under the Variations to the Scheme arrangements (Section 5.5).

Meetings will be arranged, chaired and minutes taken by the Council. They will normally be held at the Council House, however, a blended meeting platform will be utilised, at least for the first two meetings. This is to facilitate participation by stakeholders who are not based in Plymouth and to reduce travel associated with each meeting, in accordance with Plymouth's Climate Emergency Declaration and commitment to reduce carbon emissions. Meeting length will vary according to agenda content but ordinarily is expected to be one to two hours.

The Chair will be the Head of Transport for the Council, or an appointed delegate should the Head of Transport be unavailable. A separate note taker, who will be a Plymouth City Council officer, will also be in attendance. Neither the Chair nor the note taker will have voting rights on the Board.

Agendas and meeting papers will be circulated to all Board members by the Council no later than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Board meeting.

Board meetings will require a quorum of at least two qualifying local bus operator representatives, one of which must be from the qualifying local bus operator with the largest market share (as defined by annual mileage); and two voting representatives from the Council.

5.2 Enhanced Partnership Scheme Delivery Group(s)

An **Enhanced Partnership Scheme Delivery Group(s)** will be responsible for implementing the measures set out in the EP Scheme(s). This group(s) will consist of representatives from the Council, bus operators and other relevant stakeholders and experts as appropriate. It will establish specific task and finish groups to implement particular measures, and will report directly to the Enhanced Partnership Board. Membership of the Enhanced Partnership Scheme Delivery Group(s) will be decided by the Plymouth Bus Service Enhanced Partnership Board at the first Board meeting and will be reviewed in subsequent meetings.

5.3 Plymouth Bus Service Enhanced Partnership Forum

The Plymouth Bus Service Enhanced Partnership Forum will provide external insight and constructive challenge, and provide opportunities for discussing issues of all kind affecting Plymouth's bus network, consulting with, and building consensus across, the various stakeholders and making recommendations for decisions to the **Plymouth Bus Service Enhanced Partnership Board**.

Membership of the Forum will comprise:-

- The **Plymouth Bus Service Improvement Plan Partnership**, which led on the development of the Bus Service Improvement Plan, and comprising the following representatives:
 - Plymouth City Council
 - Plymouth's local bus operators
 - Community Transport operators
- Confederation of Passenger Transport
- Heart of the South West Local Enterprise Partnership
- Bus Users UK
- Transport Focus
- Plymouth train operating companies
- The head of public transport, or equivalent officer, for neighbouring authorities (as observers); Cornwall Council, Devon County Council and Torbay Council.
- Other representatives to be agreed by the Plymouth Bus Service Enhanced Partnership Board

Participation by these representatives is entirely voluntary.

Representation by the Council at the Plymouth Bus Service Enhanced Partnership Forum will include officers from the Councils Highways and Parking services, reflecting participation in Plymouth's Bus Punctuality Improvement Partnership which the **Plymouth Bus Service Enhanced Partnership Forum** replaces.

On occasions, from time to time other external organisations may also be invited, by the Council, to join the Forum on an advisory basis for fixed periods to provide specialist expertise.

The Forum will support the delivery and monitoring of the Plymouth Enhanced Partnership.

Continuous dialogue will also be held with neighbouring authorities to ensure the EP delivery is compatible with neighbouring EPs.

5.3.1 Meeting arrangements

Plymouth Bus Service Enhanced Partnership Forum meetings will take place at least four times per year, normally six calendar weeks before a **Plymouth Bus Service Enhanced Partnership Board** meeting. Forum meetings will be arranged, chaired and minutes taken by the Council. The Chair will be Plymouth City Council's Sustainable Transport Manager, or an appointed delegate should they be unavailable.

Forum meetings will normally be held at the Council House, however, a blended meeting platform will be utilised, at least for the first two meetings. This is to facilitate participation by stakeholders who are not based in Plymouth and to reduce travel associated with each meeting, in accordance with Plymouth's Climate Emergency Declaration. Meeting length will vary according to agenda content but ordinarily is expected to be one to two hours.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous **Plymouth Bus Service Enhanced Partnership Board**) will be circulated by the Council no later than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Forum meeting.

5.4 Small and medium-sized operators

The needs of small and medium-sized operators (SMOs) have been considered in the development of the Enhanced Partnership, with opportunities for all bus operators to participate throughout, either through individual discussions or through attendance at National Bus Strategy meetings. The Plan seeks to support improvements in all aspects of bus provision, regardless of the size of operators providing services. Measures to address reasonable changes by smaller operators will be set out within specific EP Schemes.

5.5 Decision Making and Variations to the Scheme

Consideration will be given to potential EP Scheme variations highlighted either by one of the organisations represented in the **Plymouth Bus Service Enhanced Partnership Forum** or the **Plymouth Bus Service Enhanced Partnership Board**, as set out above.

Any bespoke variation to the Scheme will be undertaken in regard to Section 138(E) of The Bus Services Act 2017 and the statutory guidance contained within The Bus Services Act 2017 Enhanced Partnership Scheme Guidance.

The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the EP Plan and current local transport policies.

Such requests should be set out in writing and submitted to buspartnership@plymouth.gov.uk. On receipt of a valid request for a variation (below – Council right of veto), the Council will reconvene the **Plymouth Bus Service Enhanced Partnership Board**, giving at least 21 days' notice for the meeting, to consider the proposed variation.

If the proposed variation is agreed by all bus operators and local authority representatives present, the Council will make the EP Scheme variation. Bus operators neither represented at the meeting nor providing written representations will be deemed to be abstaining from the decision.

If there is not full agreement, then the proposed variation will be put to the operator objection mechanism, but with a reduced objection period of 14 days replacing Part 2 of the Transport Act 2000 section 138L (2) (c). The proposed variation will be advertised on the Council website and emailed to operators of qualifying local bus services in the EP Scheme area. If the proposed variation passes the operator objection mechanism, the Council will make the EP Scheme variation.

For the variation to be rejected, objections must fulfil either of the following criteria:

- I. The combined registered distance of all the qualifying local bus services operated by objectors in the scheme area is at least 25% of the total registered distance of all local bus services operated by all the bus operators in the area and:
 - a. where there are four or more operators in the Scheme area, at least three are objectors; or

- b. where there are less than four operators in the Scheme area, all are objectors.
- 2. At least 50% of the total number of operators of qualifying local bus services within the Scheme area have objected and the combined registered distance of qualifying local bus services operated by the objectors in the relevant area is at least 4% of the registered distance of all local bus services operated by all the bus operators in that area.

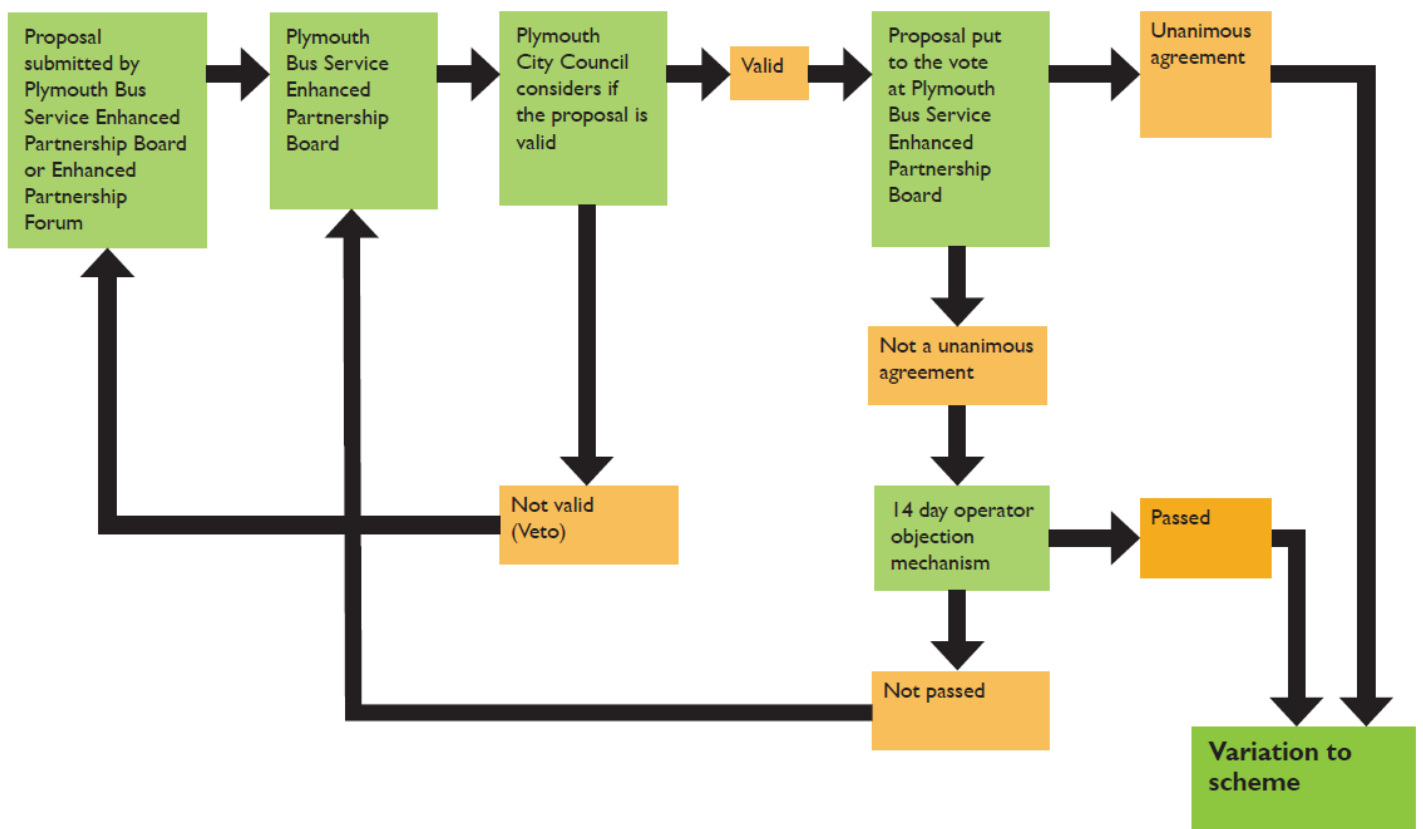
5.5.1 Plymouth City Council veto with respect to assessing the validity of any proposed variation:

On receipt of a request for a variation the Council will consider the validity with regards to the proposal. The Council may, in exceptional circumstances, exercise veto over whether a proposed variation is put to the Board where it reasonably believes or suspects the variation would be unlawful, has anti-competitive implications, or is otherwise significantly against the public interest, or that there exist circumstances under which the Council would be unable to comply with any obligations that would be imposed upon the Council were the decision to be implemented.

These controls ensure that the voting system does not allow an individual operator to influence the Enhanced Partnership to its own commercial benefit or to harm competitors; there is no opportunity for a group of operators to vote in a co-ordinated manner to mutual benefit on a sustained basis; there is no discrimination between operators; and that actual or potential competition, entry to new services and by new operators, or innovation, is not inhibited.

The decision of the Council will be shared, in writing, with the proposer and the Council will also share the decision with the Board at the next Board meeting convened.

Figure 5.1 Plymouth Enhanced Partnership Plan and Scheme Decision Making Process



5.6 Competition

The Enhanced Partnership has been subjected to the Competition Test as set out in Part I of Schedule 10 of the Transport Act 2000. The assessment, undertaken by Plymouth City Council, concluded that there would be no adverse impact on competition. The implementation of an Enhanced Partnership Plan and associated Scheme are aimed at delivering improvements to bus services for passengers in a deregulated environment. The Enhanced Partnership will not impact on competition, as operators will be free to amend and introduce services in the area, provided that the standards that apply to all operators are met.

5.7 Review of the EP Scheme

Once the EP Scheme is made, it will be reviewed by the **Plymouth Bus Service Enhanced Partnership Board** at least annually. The Council will initiate each review and it will take no longer than 6 months to complete.

5.8 Revocation of the EP Scheme

If, for some reason, it becomes necessary for the EP Scheme to be revoked, the **Plymouth Bus Service Enhanced Partnership Board**, will be reconvened and follow the same process as outlined in Section 5.5 'Variations to the Scheme' (noting that the agreement will be for revocation and not variation).

If at any point in the future the EP Scheme area is included in a Bus Franchising Area, the relevant requirements set out in this EP Scheme document will cease to apply from the commencement date of the Franchising Scheme.

5.9 Data sharing

The Council, in order to effectively monitor the delivery of the Plymouth Enhanced Partnership Scheme will require information from qualifying local bus operators.

The Council will work in partnership with the qualifying local bus operators to agree the scope of the information and timescales for providing the information to ensure effective monitoring can be achieved.

The type of information that may be requested under the Schedule to the Information Regulations⁵ is set out below:-

- How and when a local service operated by an operator is used by passengers once the Enhanced Partnership Scheme has been made or varied.
- The structure of fares for journeys on the local service.
- The types of tickets used by passengers, and by particular types of passenger, on the local service.
- The time taken for journeys, and parts of journeys, on the local service including information about adherence to timetables at all times or at certain times of the day.
- The total distance, in miles or kilometres, covered by all vehicles used by the operator in qualifying local bus services in the area.⁶
- The vehicles used on local bus services, including information about the age of those vehicles, emissions and types of fuel or power.
- The result of any activities undertaken with a view to promoting increased passenger use of the local service.
- The particulars of a local service's registration under section 6 of the Transport Act 1985.
- Any other data or information that may be relevant over the lifetime of the EP Scheme.

The information may be requested in any form in which it is reasonable to expect it to be provided, taking into account the manner in which it is kept.

⁵ The Franchising Schemes and Enhanced Partnership Plans and Schemes (Provision of Information) Regulations 2017.

⁶ The total distance operated, per year, as set out in the registration held by the traffic commissioner

Once obtained the Council will only use the information for the purpose for which it was obtained. Where it is necessary for those purposes, the Council may share the obtained information with third parties including, but not limited to:

- the Secretary of State for Transport
- anyone providing services to the above, such as a consultant (including anyone providing services to the council who obtained the information).

The Council is mindful that some of the information obtained will be commercially sensitive. The Council will therefore seek to aggregate information it obtains where possible and appropriate – given the nature of the work being undertaken in the EP Scheme – and put in place measures to avoid inadvertently disclosing any commercially sensitive information provided by a bus operator. If an operator can demonstrate that certain information they provide is commercially sensitive, the Council will look favourably upon any request from the operator concerned for a confidentiality or non-disclosure agreement. The Council will also consider carefully what confidentiality agreements may be needed if information is shared with another body as described above.

Information obtained by the Council using these powers will not be disclosed if it is information that the Council would refuse to disclose in response to a request under the Freedom of Information Act 2000 in reliance on provisions in the Freedom of Information Act 2000⁷ that exempt disclosure of certain categories of information.

However, these restrictions do not prevent it being shared as set out above, or disclosed;

- if it is personal information and the person concerned has consented to its disclosure;
- in connection with the investigation of crime or for the purposes or criminal proceedings or civil action under the 2017 Act or the Transport Act 1985;
- to comply with a court or tribunal order; and / or
- to comply with a legal requirement.

⁷ See sections 40,41,42 and 43 of the Freedom of Information Act 2000

Annex One: Schedule of Facilities - Bus Lanes

The current bus lanes detailed in Table AI.0 will be maintained by Plymouth City Council as part of the EP Scheme.⁸ The authority reserves the right to remove, amend, suspend or introduce bus lanes as part of any future transport scheme or development project.

Table AI.0 Plymouth Bus Lanes

ID	Bus Lane Description	Hours of operation	Category of vehicle permitted
1	Billacombe Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
2	Charles Cross Roundabout	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
3	Charles Street	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
4	Cobourg Street	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
5	Derriford Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
6	Derriford Roundabout	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
7	Derry's Cross	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
8	Embankment Road (Inbound)	Bus Lane At Any Time	Exemption for Buses only
9	Embankment Road (Outbound)	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
10	Exeter Street	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
11	Hyde Park Road	8am and 9:15am Monday to Saturdays	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
12	Laira Bridge Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
13	Leypark Drive	Bus Lane At Any Time	Exemption for Buses only
14	Madeira Road	Bus Lane At Any Time	exemption for Buses, Taxis, Motorcycles and Pedal Cycles

⁸ Maps showing the extent of the bus lane TRO are held by Plymouth City Council

15	Mannamead Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
16	Marjon Hill	Bus Lane At Any Time	Exemption for Buses and Pedal Cycles
17	Pemros Road	Bus Lane At Any Time	Exemption for Buses, and Taxis
18	Plymouth Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
19	Royal Parade	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
20	Runway Road	Bus Lane At Any Time	Local Services Only
21	Saltash Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
22	Tavistock Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
23	Union Street	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
24	Western Approach	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
25	William Prance Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles
26	Wolseley Road	Bus Lane At Any Time	Exemption for Buses, Taxis, Motorcycles and Pedal Cycles

Annex Two: Schedule of Facilities – Park and Ride Sites

The current park and ride sites detailed in Table A2.0 will be maintained by Plymouth City Council as part of the EP Scheme. The authority reserves the right to remove, amend, suspend or introduce Park and Ride sites as part of any future transport scheme or development project.

Table A2.0 Park and Ride Sites

Site	Location	Number of car parking spaces
Coypool Park and Ride	Near Marsh Mills Roundabout off the A38 (PL7 4TB)	450
George Park and Ride	North of the city opposite the George Hotel on Tavistock Road (PL6 7HB).	750
Milehouse Park and Ride	Near Plymouth Argyle Football Club on Outland Road (PL2 3DE).	700

Annex Three: Schedule of Measures - Bus Lane Enforcement

Bus lane enforcement cameras will be provided in at least 7 locations across the EP Scheme Area. These will be maintained and operated by Plymouth City Council as part of the EP Scheme. These, minimum 7 locations will be provided at locations listed in Table A3.0

Table A3.0 Bus Lane Enforcement Camera Locations

ID	Description	Responsibility for Maintaining
1	Embankment Road (Inbound) 50.372333, -4.113466	Plymouth City Council
2	Embankment Road (Outbound) 50.371251, -4.118016	Plymouth City Council
3	Exeter Street (after Friary Mill Retail) 50.370649, -4.128589	Plymouth City Council
4	Exeter Street (before Friary Mill Retail) 50.370874, -4.129843	Plymouth City Council
5	Laira Bridge Road 50.371143, -4.116938	Plymouth City Council
6	Leypark Drive 50.410210, -4.096075	Plymouth City Council
7	Marjon Hill 50.418097, -4.113744	Plymouth City Council
8	Pemros Road 50.406537, -4.197127	Plymouth City Council
9	Saltash Road 50.376516, -4.143911	Plymouth City Council
10	Tavistock Road (after Sendall's Way) 50.416802, -4.123588	Plymouth City Council
11	Tavistock Road (before Sendall's Way) 50.415069, -4.125981	Plymouth City Council
12	Tavistock Road (outside Fishbone Hotel) 50.414131, -4.126509	Plymouth City Council
13	Union Street 50.369902, -4.148034	Plymouth City Council
14	Western Approach 50.373889, -4.145035	Plymouth City Council

This page is intentionally left blank

Cabinet



Date of meeting:	09 February 2023
Title of Report:	Family hubs contract award/Children's Centre delivery plan
Lead Member:	Councillor Charlotte Carlyle (Cabinet Member for Education, Skills and Children and Young People)
Lead Strategic Director:	Sharon Muldoon (Director for Childrens Services)
Author:	Emma Crowther, Strategic Commissioning Manager
Contact Email:	Emma.crowther@plymouth.gov.uk
Your Reference:	
Key Decision:	Yes
Confidentiality:	Part I - Official

Purpose of Report

We are committed to transforming our Early Help offer for children, young people and families in Plymouth, to give our children the best possible start in life. The development of 0-19 Family Hubs are central to this ambition, and will provide safe, welcoming places where families can seek advice and support and make connections with a range of services and community links. The Hubs will be underpinned by integrated working between agencies, to enable families to 'tell their story once' and get the help they need at the earliest possible point.

In order to achieve this there is a range of activity ongoing to progress the launch of Family Hubs, with the first due to open in summer 2023. This paper provides an update on proposals to reduce the Children's Centre contract in line with Council delivery plans, but also how the resilience of services will be maintained for families as the Family Hubs progress to opening, through the appropriate deployment of grant funding and the award of new contracts.

Recommendations and Reasons

The following recommendations are made in order to ensure the sustainability of services for families in Plymouth and supporting the strategic direction of travel into developing Family Hubs. They are also intended to maximise the benefits of grant funding and ensure Value for Money in the delivery of services. Cabinet is recommended to approve or agree as follows:

- New contracts are awarded to LARK, Action for Children and Barnardo's to support the conversion of Children's Centres into Family Hubs between 1st April 2023 and 31st March 2025. The current contracts expire at the end of March 2023.
- that statutory consultation is undertaken to consider the change of use of seven Children's Centre sites.
- Agree that the reduction in service budgets will be mitigated by a shift in service delivery to focus on conversion to Family Hubs and delivery of grant funded activity.

Alternative options considered and rejected

Ceasing the service – Children’s Centres are a core partner in the Early Help offer in Plymouth, offering a local “front door” to support which is trusted by families. Ceasing the service would likely increase requests for statutory support in the mid to longer term and lead to poorer outcomes for families. It would also risk significant amounts of financial clawback on buildings which were originally funded via the Sure Start programme, as this liability remains.

Relevance to the Corporate Plan and/or the Plymouth Plan

This proposal links to Caring for People and Communities in the Corporate Plan, with a focus on prevention and early intervention. Achieving improved outcomes and opportunities for children, young people and families is woven throughout the Plymouth Plan. These themes are picked up in more detail in the Children and Young People’s plan for the city, A Bright Future 2021 – 26.

Implications for the Medium Term Financial Plan and Resource Implications:

This proposal links to Council delivery plans for 2023/24 and a reduction in the commissioned Children’s Centre contracts. The proposal considers how this can be achieved whilst retaining resilience in service delivery for families.

Financial Risks

There is a possible financial risk in any delay to achieving efficiencies from the change in use or vacation of buildings, or unforeseen dilapidation costs.

Carbon Footprint (Environmental) Implications:

The Children’s Centres are all based within the Plymouth city boundary and provide a local service for families. The proposals would ensure that a local footprint of services remains and are put on a more sustainable basis for the future.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council’s duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

Children’s Centres are part of the Early Help offer for children, young people and families in the city, which is linked to the Child Poverty agenda and action plan, specifically:

- Support and improve disadvantaged children’s emotional Health and Wellbeing (with a focus on disadvantaged children)
- Ensure children from disadvantaged households get access to Healthy Lifestyle opportunities
- Continue the Oral Health improvement programme with a focus on disadvantaged children
- Boost child and parental literacy in the city

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable)						
		If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.						
		1	2	3	4	5	6	7

A	Family hubs contract award/children's centre delivery plan – Part 1							
B	Family hubs contract award/children's centre delivery plan – Part 2			X				
C	Equalities Impact Assessment							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable)						
	If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.						
	1	2	3	4	5	6	7
N/A							

Sign off:

Fin	DJN. 22.23. 352	Leg	MS/3 9702	Mon Off		HR	N/A	Asset s	N/A	Strat Proc	PB/SC/019 /CAB/012 3
Originating Senior Leadership Team member: Jane Anstis (Service Director Children, Young People and Families)											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 18/01/2023											
Cabinet Member approval: Councillor Charlotte Carlyle (Cabinet Member for Education, Skills and Children and Young People)											
Date approved: 25/01/2023											

This page is intentionally left blank

BRIEFING PAPER: FAMILY HUBS CONTRACT AWARD/CHILDREN'S CENTRE DELIVERY PLAN

Part One



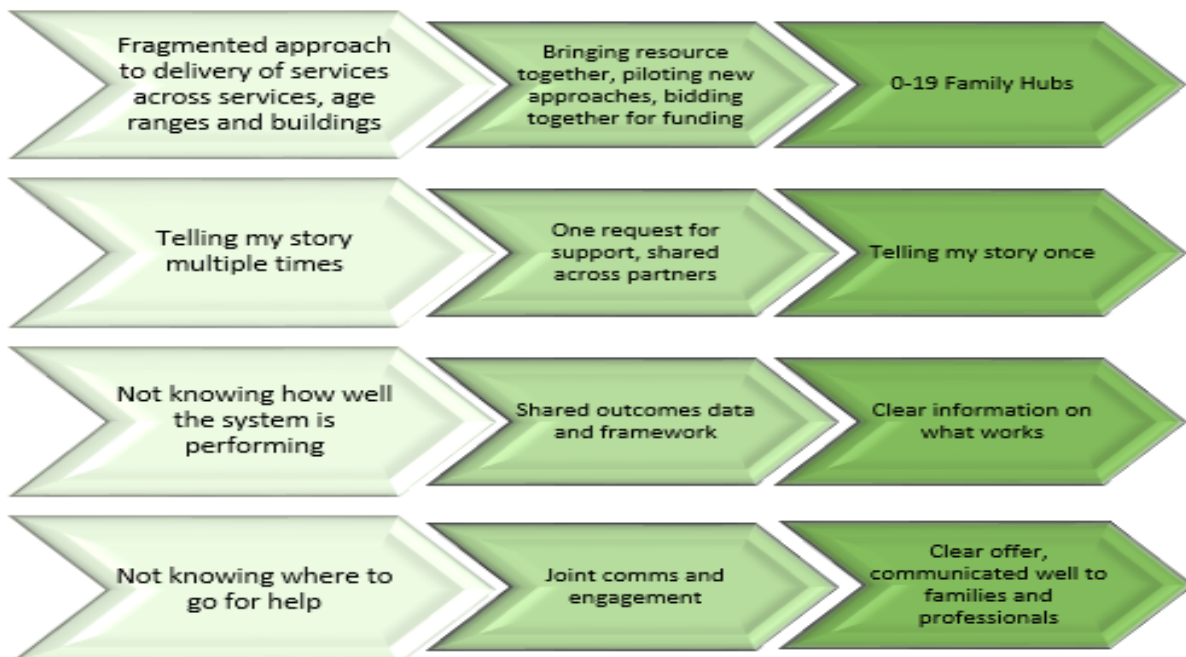
I. PURPOSE

“Providing Early Help is more effective in promoting the welfare of children than reacting later. Early Help means providing support as soon as a problem emerges, at any point in a child’s life, from the foundation years through to the teenage years. Early Help can also prevent further problems arising, for example, if it is provided as part of a support plan where a child has returned home to their family from care”.

Working Together to Safeguard Children, HM Government, 2018

We need to offer families the support they need earlier, to prevent problems later on in children’s lives. Services are currently fragmented, leading to confusion for families and practitioners. The ambition is to drive significant system change over the next decade, to deliver improved experiences and outcomes for families that is felt at every level, from strategic to operational delivery.

This approach builds on areas of integrated working which are already taking shape, including co-commissioned approaches to Community Health, Wellbeing and SEND and embedding community maternity services into Children’s Centres. The development of 0-19 Family Hubs will support a whole family response to identifying and meeting needs early, also tackling some of the wicked issues in the Plymouth system:



2. CONTRACT SAVINGS TARGETS

This paper sets out:

- How an agreed reduction in the Children’s Centre contracts for 2023/24 will be achieved and the proposed next steps to deliver this, along with any associated risks and benefits;
- The award of new contracts to the Children’s Centres providers to support the development of Family Hubs in Plymouth for a period of 2 years from April 2023.

Both are considered in the context of wider development of the to the Early Help Target Operating Model in Plymouth, to deliver improved locality based services which intervene earlier and more effectively if families begin to experience difficulties. This is also aligned to the use of grant funding to support families.

In line with the Council's Medium Term Financial Plan the total savings required from Children's Centre contracts from 2023/24 equates to 18.3% of current 2022/23 value (see table below for breakdown).

Cluster	Provider	Contract Value 2022/23	2023/24 savings target	Revised contract value 2023/24
1	Barnardo's	553,740	101,334	452,406
4	Barnardo's	598,416	109,510	488,906
5	Barnardo's	413,520	75,674	337,846
6	Barnardo's	500,028	91,505	408,523
Barnardo's sub total		2,065,704	378,023	1,687,681
2	Action for Children	608,400	111,337	497,063
3	LARK	605,548	110,815	494,733
TOTAL		£3,279,652	£600,175	£2,679,477

3. RATIONALE FOR AWARD OF CONTRACT

The following are factors in the award of new contracts to the existing Children's Centre providers for a period of 2 years:

- The next 2 years will be a period of significant change in the local Early Help system – until this period of redesigning and trialling new approaches has concluded it is very difficult to procure a new service fit for the future needs of the city
- The current contracts have been in place since 2014, with providers well embedded in the city and known and trusted by families and professionals; this will provide stability during a period of change
- The Children's Centre providers have been instrumental in the design of grant funding bids, and provide expertise in delivery of services for expectant parents and parents of children aged 0-2 which will be a key focus of grant funded delivery
- This will allow for the Family Hubs to open and embed as part of the new Early Help TOM and in line with grant funding requirements and outcome measures, while longer term partnership, commissioning and contractual arrangements for Early Help are developed.

4. METHODOLOGY FOR CHANGE

Workshops have been held face to face with the Children's Centre providers to consider how the savings target can be achieved for 2023/24. This broadly falls into 2 areas:

- Buildings - moving services to other buildings or release of some sites which are no longer required or fit for purpose.
- Service Delivery - grant maximisation to focus service delivery into specific evidence based areas which can be supported through funded programmes. The aim is to safeguard quality of service delivery to families and Plymouth's eligibility for central Government grant funding, by

minimising compulsory redundancies of skilled staff or staff seeking other employment due to uncertainty.

A number of other factors were taken into consideration, which add further complexity:

Statutory consultation - the proposed change to any designated Children's Centre building requires statutory consultation – see Appendix 1.

Potential DfE capital funding clawback - A number of the Plymouth Children's Centre sites attracted capital Sure Start funding which would trigger clawback if the support for families with children aged 0-5 was to cease. For some sites the potential clawback is significant (see Appendix 2 for figures.) However, this can be mitigated if the site continues to offer services for families with younger children.

Target Operating Model - the intention is for the Plymouth system to switch to a new Target Operating Model (TOM) for Early Help linked to locality working, wrapped around our schools, and able to flex according to changing need. This is linked to our developing understanding of need in the city, underpinned by data. There are risks in reducing established buildings and services which may weaken the effectiveness of the TOM at a time when central government policy and likely regulatory oversight is moving towards reinforcing expectations of early help and preventative services for families.

Existing leases and income - Plymouth has for some time been working towards an integrated model of early help with our health partners, including health visiting and midwifery, which are co-located in some children's centre buildings. This means that some buildings have lease arrangements with partners – the withdrawal of Children's Centre services from some buildings will require negotiation with partners to establish if they are able to take over the whole building, or whether other services would seek to use the space, for example nurseries. The income from partners also needs to be taken into account in any savings calculations.

It is therefore proposed to achieve the reduction in budget via the following:

BUILDINGS – PROPOSALS

The Children's Centres have put forward proposals for the withdrawal or change of use of 7 buildings, while retaining services for families. The vacation of some children's centre buildings will achieve the savings in the table below – if the buildings are released promptly at the start of April 2023. Any delay to vacating buildings will reduce the amount of savings achieved in 2023/24. Similarly, any dilapidation or other relocation costs incurred may reduce the savings achieved. These will be carefully tracked and mitigations considered.

Cluster	2023/24 savings target	Savings identified from buildings (full year effect)	Savings still to be found
Barnardo's	£378,023	£29,654	£348,369
Action for Children	£111,337	£83,411	£27,926
LARK	£110,815	£0*	£0
Total	£600,175	£113,065	£376,295

**Lark has been able to identify the £110,815 from the service delivery budget without impacting on staff numbers or buildings in 2023/24*

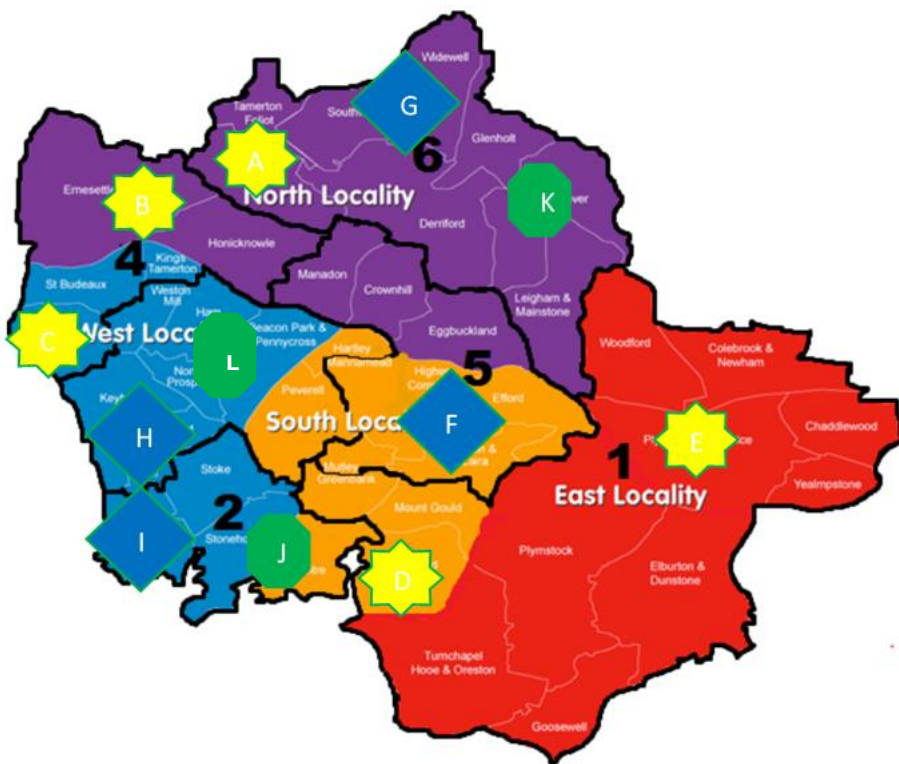
Consideration was given to which buildings are no longer fit for purpose, either in terms of suitable space, use by the community, or unsustainable running costs, including landlord’s service charges. The aim is to:

- retain a network of buildings sufficient to meet the requirements of the Family Hub programme
- have at least one building in each health locality in the city
- retain space to support multi-agency working as part of the Early Help locality based TOM

All proposals are subject to the outcome from statutory consultation and further negotiation with partners.

It is proposed that a phased approach is then undertaken to launching branded Family Hubs, suggested at this stage as the following sites:

- Phase 1 (June 2023) – Four Woods or Four Greens (North), The Barn (West), Nomony (South) and Rees Centre (East)
- Phase 2 (2024) – TBC Efford (South), Southway (North), Green Ark (West) and Morice Town (West)
- Phase 3 (2025) – any other potential Family Hubs (e.g. Frederick Street, Estover Youth Centre, The Beacon)



KEY	
Phase 1 –	★
Phase 2 –	◆
Phase 3 –	●
A –	Whitleigh CC - Four Greens
B –	Four Woods CC
C –	The Barn
D –	Nomony CC
E –	Plum Tree/Plympton CCs - Rees Centre
F –	Efford YC
G –	Southernway CC – South YC
H –	Morice Town CC
I –	Green Ark CC
J –	Frederick St
K –	Estover YC
L –	The Beacon

SERVICE DELIVERY - PROPOSALS

Grant funding can be used to reshape the delivery of local services and mitigate against staff redundancies/loss of skilled workforce and loss of frontline service delivery to families. The Part 2 briefing paper contains more information on the funding likely to be available.

5. RISKS AND MITIGATION

The risks and mitigation of the proposed approach are set out below:

Risks	Mitigation
Reduction in service quality or level of service experienced by families in Plymouth	Careful consideration has been given, in partnership with the providers, as to which buildings are no longer fit for purpose and needed. This has included consideration of the impact on families. Associated grant funded programmes will focus on families with children aged 0-2 and expectant parents, with new, evidence based programmes of support being introduced with the aim of supporting families sooner and more effectively. This activity will sit alongside the wider redesign of the Early Help TOM for Plymouth, so that families with children aged 0-19 receive better, earlier support.
Staff could face redundancy consultation from end of December 2022 (3 months before the end of the contract) as the Children's Centre contracts currently end in March 2023	To rapidly agree allocation of a proportion of associated grant funding to Children's Centres to retain staff for grant funded activities. Agreement for Delegated Decision via Director of Children's Services is in place to support this.
Contract award decision may not be implemented until after Cabinet call-in period in the second half of February 2023 which is only 5-6 weeks before contracts end.	Communicate our proposed intentions to Children's Centre providers 'subject to' Cabinet sign-off
Clawback from buildings no longer used by Children's Centres	Every effort will be made to continue to deliver early years support in some form.
Childcare sufficiency potentially impacted in if the existing nurseries are not able to take over larger spaces	Explore options for the sustainability of the building and tenants
Buildings not released in time for 1 st April 2023	Allocated savings are achieved during 2023/24 from buildings or other efficiencies

APPENDICES**Appendix I – duty to consult**

Childcare Act 2006 Section 5D: Duty on local authorities to ensure there is consultation before any significant changes are made to children’s centre provision in their area.

Significant changes to children’s centre provision and the duty to consult

Local authorities **must** ensure there is consultation before:

- opening a new children’s centre;
- making a significant change to the range and nature of services provided through a children’s centre and / or how they are delivered, including significant changes to services provided through linked sites; and
- Closing a children’s centre; or reducing the services provided to such an extent that it no longer meets the statutory definition of a Sure Start children’s centre.

Local authorities (or a third party acting on the authority’s behalf) should consult everyone who could be affected by the proposed changes, for example, local families, those who use the centres, children’s centres staff, advisory board members and service providers. Particular attention should be given to ensuring disadvantaged families and minority groups participate in consultations.

The consultation should explain how the local authority will continue to meet the needs of families with children under five as part of any reorganisation of services. It should also be clear how respondents’ views can be made known and **adequate time** should be allowed for those wishing to respond. Decisions following consultation should be announced publically. This should explain why decisions were taken.

Statutory definition of a children’s centre

A Sure Start children’s centre is defined in the Act as a place or a group of places:

- which is managed by or on behalf of, or under arrangements with, the local authority with a view to securing that early childhood services in the local authority’s area are made available in an integrated way;
- through which early childhood services are made available (either by providing the services on site, or by providing advice and assistance on gaining access to services elsewhere); and
- At which activities for young children are provided.

It follows from the statutory definition of a children’s centre that children’s centres are as much about making appropriate and integrated services available, as it is about providing premises in particular geographical areas. Early childhood services are defined as:

- early years provision (early education and childcare);
- social services functions of the local authority relating to young children, parents and prospective parents;
- health services relating to young children, parents and prospective parents;
- training and employment services to assist parents or prospective parents; and
- Information and advice services for parents and prospective parents.

A children’s centre should make available universal and targeted early childhood services either by providing the services at the centre itself or by providing advice and assistance to parents (mothers

and fathers) and prospective parents in accessing services provided elsewhere. Local authorities must ensure that children's centres provide some activities for young children on site.

Appendix 2 Clawback figures

Four Woods	Plymbridge	Crownlands (Austin Primary School)	Green Ark	Tamar Folk (Victoria School)	Plymstock (Dunstone Primary School)	Nomony	DELL High View
£194,000	£878,813	£186,662	£376,877	£352,297	£73,804	£398,216	£625,000

Appendix 3 Building Costs

Buildings	Barnardo's	Buildings	Action for Children
Crownlands	£5,776	Manor Street	£37,233
Plymbridge	£4,061	Green Ark	£46,178
DELL	£0	Total	£83,411
High View	£6,309		
Whitleigh	TBC		
Tamar Folk	£13,508		
Total	£29,654		

Buildings that will not become Family Hubs from 2023/24 (depending on notice period and DfE consultation):

- Crownlands – school to potentially demolish to rebuild a new space.
- Sweetpeas – too small as Family Hub site but continue to be used as outreach site.
- DELL High View – relocated to nearby Efford Youth Centre. School to retain.
- DELL Blandford Rd – relocated to nearby Efford Youth Centre due to issues with the fabric of the building.
- Plymbridge – potential to use Estover Youth Centre as a delivery site
- Manor Street – need to ensure the sustainability of the building for existing childcare tenant
- Tamar Folk – office space to be offered to health partners.


Interdependencies

- DfE statutory consultation
- Section 106 funding opportunities
- Wellbeing Hubs expansion
- Youth Centres application for capital funding (Youth Innovation Fund)
- Midwifery and Health visiting co-location
- Childcare settings co-location and impact of Children's Centres moving from buildings
- DfE SureStart Grant clawback to be avoided by ensuring buildings are continued to be used for similar early year's activity or renovated.
- Development of an Early Years Centre of Excellence for the Southwest in Plymouth

This page is intentionally left blank

EQUALITY IMPACT ASSESSMENT TEMPLATE

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): This is the person completing the EIA template.	Karlina Hall, Commissioning Officer	Department and service:	People Strategic Co-operative Commissioning	Date of assessment:	January 2023
Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Anna Coles, Strategic Director for People	Signature:		Approval date:	25 January 2023
Overview: Please use this section to provide a concise overview of the proposal being assessed including: <ul style="list-style-type: none"> ▪ Aims and objectives (including rationale for decision) ▪ Key stakeholders ▪ Details of any engagement activities 	<p>When considering this EIA it is important to have due regard to the public sector equalities duties imposed upon the Council by section 149 Equalities Act 2010.</p> <p>The redesign of the Early Help system in Plymouth aims to give our children and young people the best possible start to life. A key part of this approach is the development of 0-19 Family Hubs, building on the foundations created by the city's Children's Centres. This builds on areas of integrated working which are already taking shape, including co-commissioned approaches to Community Health, Wellbeing and SEND and embedding community maternity services into Children's Centres.</p> <p>This approach is informed by consultation, carried out with families and practitioners across the city between 2018 and spring 2020. It also takes into account the impact of COVID-19 on vulnerable families, in terms of their physical and emotional wellbeing, economic resilience and future aspirations. Consideration is given to the strength of the community response to COVID-19 in Plymouth, including the willingness of volunteers to come forward to support those in need.</p> <p>We need to offer families the support they need earlier, to prevent problems later on in children's lives. Services are currently fragmented, leading to confusion for families and practitioners. The ambition is to drive significant system change over the next 2-3 years, to deliver improved experiences and outcomes for families, that is felt at every level, from strategic to operational delivery.</p>				
Decision required: Within this section, you must be clear on any decision being made and how/when, it will be taken.	<p>This EIA will accompany the Briefing Paper: Family Hubs Contract Award/Children's Centre Delivery Plan, which will be considered by Plymouth City Council Cabinet in February 2023.</p> <p>The briefing paper describes the award of new children's centre contracts to support service transformation over the next 2 years, the delivery of financial efficiencies and balancing these with the appropriate and effective use of grant funding, to support families as early as possible. Statutory consultation will take place to consider the most appropriate buildings to deliver services from – this</p>				

	<p>consultation will take into account any equality considerations. Contract Key Performance Indicators will be reviewed as part of the new contracts to ensure they are fit for purpose and reflect the needs of the local population.</p> <p>The data from the 2021 Census will be used to inform the changes in the Plymouth population over the past 10 years and predict the population over the next 10. This will be underpinned by ongoing local data, capturing the ongoing needs of children, young people and families to inform service delivery and design.</p>
--	--

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	Yes	Potentially, if the service is not delivered appropriately	No	
Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?	Yes		No	No
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section two)	Yes	Yes	No	
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.	N/A			

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department

	<p>Provide examples of the data that you have used to inform your decision. Examples include census data, service feedback, consultation responses and information collected via demographic monitoring etc.</p> <p>The boxes below provide examples of the types of data you may wish to use.</p>	<p>Please use this column to identify where your decision may cause an adverse impact on those with protected characteristics. You can read the EIA Toolkit for guidance on how to make judgement.</p> <p>Where there is no adverse impact, please type 'not applicable'.</p>	<p>Please use this column to detail any mitigation action you plan to take to limit any identified adverse impacts. Where it is not possible to mitigate against an adverse impact you must make this clear. You can read the EIA Toolkit for guidance.</p>	<p>Please use this column to provide the timeframe for implementing any mitigation activities. You must include the lead department.</p>
<p>Age</p>	<p>Children’s Centres are used by parents and carers of pre-school children to support them to reach their developmental stages. However, the transformation into Family Hubs will extend the age range up to 19 or 25 for young people with SEND. Data from the 2022 Pen Profiles stated:</p> <p>Average age in Plymouth (38.6 years) is below the England average (40 years), and the South West (44.1 years).</p> <p>Children and young people under 18 account for 20% of our population, with 18% being under 16.</p> <p>The proportion of the working age population (aged 15 – 64 years) is higher at 64.3% than regionally (61.1%) but similar to the national proportion (64.5%).</p> <p>16.3% are aged 65 or over in Plymouth (Census 2011) which is in line with England.</p>	<p>No adverse impact.</p> <p>The Children’s Centres providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>We will identify areas of greater efficiency in delivering services to families to better meet their needs earlier.</p> <p>The grant funding associated with this area of work requires that regular reporting takes plan on outcomes being achieved for Plymouth children, young people and families – this will also support ongoing consideration of impact on equality and diversity.</p>	<p>Children’s Services/Strategic Commissioning – ongoing for 2023-2025</p>
<p>Disability</p>	<p>Family Hubs will support families and young people up to 25 with SEND. There are minimum service expectations for SEND services within the Family Hub that will need to be achieved by the end of the Start for Life and Family Hub funded programme in March 2025.</p> <p>A total of 31,164 people (from 28.5% of households) declared themselves as having a long term health problem or disability (national figure 25.7% of households), compared with the</p>	<p>No adverse impact.</p> <p>However, PCC is acutely aware of 701 hate incidents reported in Nov-18 to Oct 2019 (12% were disability incidents) compared to 151 hate incidents reported in 2016.</p>	<p>The programme of change will aim to improve the collaboration between teams and agencies that support Children & Young People, especially those with Special Education Need and/or a Disability (SEND).</p>	<p>Children’s Services/Strategic Commissioning – ongoing for 2023-2025</p>

	<p>total number of people with disabilities in UK (11,600,000) (2011 Census).</p> <p>10% of our population have their day-to-day activities limited a lot by a long-term health problem or disability (2011 Census).</p> <p>There are 3,142 children with disability in Plymouth. Plymouth schools report that of every 1,000 children 17.5 have a learning difficulty.</p> <p>Young people felt that disability can lead to things like social isolation and bad behaviour. Schools should be made more aware of individuals' circumstances as many disabilities are hidden.</p> <p>There has to be an expectation when people leave school that they can access further education, get a job, get a home, have a relationship etc.</p>	<p>Scoping for the appropriate buildings for the establishment of community-based Family Hubs will include assessment of accessibility.</p> <p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>This will include a focus on workforce development to ensure that Education Health & Care Plans (EHCP), Continuing Healthcare Checklists (CHC) and support outside assessment processes are considered and provided where appropriate.</p>	
<p>Gender reassignment</p>	<p>Family Hubs will support all families with children up to 19 (or 25 with SEND). The services affected by this programme will work with families and young people, regardless of gender reassignment.</p> <p>There are no official estimates for gender reassignment at either national or local level.</p> <p>However, in a study funded by the Home Office, the Gender Identity Research and Education Society (GIREs) estimate that between 300,000 and 500,000 people aged 16 or over in the UK are experiencing some degree of gender variance.</p> <p>There is no specific CYP data for this category, but given the average age for presentation for reassignment of male-to-females is 40-49. For female-to-male the age group is 20-29, it is anticipated the number of CYP affected in the city is small.</p> <p>Census 2021 collected the first ever census data on gender identity. 262,000 people said their gender identity differs from their sex registered at birth with 2.9 million people declining to answer the question on gender identity.</p>	<p>No gender reassignment related impact has been identified.</p> <p>However, PCC is acutely aware of 701 hate incidents reported in Nov-18 to Oct 2019 (5% were transgender incidents) compared to 151 hate incidents reported in 2016.</p> <p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>PCC will ensure service accessibility is in place and maintained via on-going contract management.</p>	<p>Children's Services/Strategic Commissioning – ongoing for 2023-2025</p>

<p>Marriage and civil partnership</p>	<p>Family Hubs will support all families with children up to 19 (or 25 with SEND). The services affected by this programme will work with families and young people, regardless of their marital status.</p> <p>There were 234,795 marriages in England and Wales in 2018.</p> <p>In 2020, there were 7,566 opposite-sex civil partnerships formed in England and Wales, of which 7,208 were registered in England and 358 were registered in Wales.</p> <p>There were 785 civil partnerships formed between same-sex couples in England and Wales in 2020, of which 745 were registered in England and 40 were registered in Wales.</p>	<p>No adverse impact.</p> <p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>PCC will ensure service accessibility is in place and maintained via on-going contract management.</p>	<p>Children's Services/Strategic Commissioning – ongoing for 2023-2025</p>
<p>Pregnancy and maternity</p>	<p>The Start for Life programme focuses support for expectant parents and parents of 0-2yr olds. This includes breastfeeding and support for eligible parents to access childcare funding.</p> <p>There were 640,370 live births in England and Wales in 2019, a decrease of 2.5 per cent since 2018. The mid-year 2019 population estimates show that there were 2,590 births in Plymouth.</p> <p>The total fertility rate (TFR) for England and Wales decreased from 1.70 children per woman in 2018 to 1.65 children per woman in 2019.</p> <p>In 2014, approximately 30 girls aged under 18 conceived for every 1,000 women aged 15-17 years in this area. This is higher than the regional average (approximately 19 per 1,000). The area has a higher teenage conception rate compared with the England average (approximately 23 per 1,000), although there is a downward trend in under 18 conceptions in Plymouth.</p> <p>In 2013 there were an estimated 831,282 conceptions to women of all ages (15-44 years) in England compared with 842,202 in 2012, a decrease of 1.3%. In Plymouth the number has fallen from 3,928 in 2012 to 3,833 in 2013, a decrease of</p>	<p>No adverse impact.</p> <p>However, we know that domestic abuse often begins during pregnancy and therefore the protection of pregnant women is a priority with domestic abuse support being one of the service expectations for Family Hubs.</p> <p>The domestic abuse service for Plymouth is also in the process of being re-tendered and meeting the needs of families experiencing domestic abuse is one of the aims of the new service.</p> <p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>PCC will ensure service accessibility is in place and maintained via on-going contract management.</p> <p>The new domestic abuse service will align with the requirements of the Family Hubs.</p>	<p>Children's Services/Strategic Commissioning – ongoing for 2023-2025, including the domestic abuse commissioning lead</p>

	<p>2.4%. In terms of rates per 1,000 women aged 15-44 years both areas have also seen a decrease; Plymouth from 73.2 to 71.8 and England from 78.8 to 78.0 between 2012 and 2013. Nationally conception rates in 2013 increased for women aged 35 years and over, and decreased for those aged under 35 years compared to 2012 (Sexual Health Needs Assessment 2015).</p> <p>Research from the Equality and Human Rights Commission found that three in four mothers reported a negative or possibly discriminatory experience during pregnancy, maternity leave and/or return from maternity leave.</p>			
<p>Race</p>	<p>Data from the 2022 Pen Profiles unless other stated:</p> <p>92.9 per cent of Plymouth’s population identify themselves as White British. 7.1 per cent identify themselves as Black, Asian or Minority Ethnic. Our ethnic minority communities are diverse with the Polish, Chinese and Kurdish communities amongst the largest. We also have a small resident Gypsy and Traveller community. Census data suggests at least 43 main languages are spoken in the city, showing Polish, Chinese and Kurdish as the top three, and over 100 different languages spoken in our schools. At the time of the 2001 census, 97 per cent of Plymouth’s population was White British, by 2011 this had decreased to 93 per cent. Our ethnic minority communities are diverse with the Polish, Chinese and Kurdish communities amongst the largest. We also have a small resident Gypsy and Traveller community. The Census records that there are at least 43 main languages spoken in the city, and over 100 different languages spoken in our schools.</p> <p>White British boys are less likely to do well than most Black and Minority Ethnic Communities (BAME) pupils. Pupils from Indian and Chinese communities outperform White British pupils whilst children from Black Afro Caribbean, Pakistani, and Bangladeshi communities do less well. Roma and Irish Traveller children do least well. Overall schools with high ethnic mix tend to do better than those that are more</p>	<p>No adverse impact. However, appropriate measures need to be in place to ensure that cultural and language barriers do not adversely affect families accessing the service.</p> <p>PCC is also acutely aware of 701 hate incidents reported in Nov-18 to Oct 2019 (62% were race incidents) compared to 151 hate incidents reported in 2016 (of which 64% were race incidents).</p> <p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>PCC will ensure service accessibility is in place and maintained via on-going contract management.</p>	<p>Children’s Services/Strategic Commissioning – ongoing for 2023-2025, including the domestic abuse commissioning lead</p>

	<p>monoculture. Locally at the current time immigration is not significantly adding to the pressure on school places as migrant children tend to attend schools that would otherwise have unwanted places.</p> <p>Some areas of the city are more diverse than others: the area around the university, the city centre, Stonehouse and the East End are among the most diverse.</p> <p>Plymouth is a dispersal area for asylum seekers and around 350 people will be accommodated in the city at any given time.</p> <p>Plymouth’s headline community cohesion rate (77 per cent) is significantly lower than the national average. Whilst rates are poor across the City they are not especially so amongst ethnic minorities. There is a strong correlation between areas with high levels of deprivation and low levels of community cohesion.</p> <p>According to a report by the King’s Fund, people from ethnic minority groups are more likely to report limiting long-term illness and poor health than White British people, in particular people from Pakistani and Bangladeshi groups and those identifying as White Gypsy and Irish Traveller.</p>			
<p>Religion or belief</p>	<p>Family Hubs will support all families with children up to 19 (or 25 with SEND). The services affected by this programme will work with families and young people, regardless of their religion or belief.</p> <p>There is no specific CYP data for this category. However, data shows 32.9% of the Plymouth population stated they had no religion. Those with a Hindu, Buddhist, Jewish or Sikh religion combined totalled less than 1%. 58.1% of those who responded declared themselves to be Christian. 0.8% declared that they were of Islam, 0.3% Buddhist; 0.2% Hindu; 0.1% Jewish; 0.1% Sikh.</p> <p>0.5% of the population had a current religion that was not Christian, Islam, Buddhism, Hinduism, Judaism, or Sikh such as Paganism or Spiritualism.</p>	<p>No adverse impact.</p> <p>However, PCC is acutely aware of 701 hate incidents reported in Nov-18 to Oct 2019 (4% were religion incidents, although this increased to 5% the following year when all other hate incidents against protected groups reduced) compared to 151 hate incidents reported in 2016.</p> <p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>PCC will ensure service accessibility is in place and maintained via on-going contract management.</p>	<p>Children’s Services/Strategic Commissioning – ongoing for 2023-2025</p>

<p>Sex</p>	<p>The Start for Life and Family Hubs programme focuses support for expectant parents and parents of 0-19 yr olds or up to 25 for SEND. This includes tailored support for pregnant and breastfeeding women and fathers and male carers.</p> <p>Overall 50.3 per cent of our population are female and 49.7 per cent are male: this reflects the national figure of 50.6 per cent females and 49.4 per cent males (ONS MYE 2019).</p> <p>Life expectancy at birth in Plymouth is 78.8 for males and 82.5 for females (OHID 2018-2020).</p> <p>Healthy life expectancy in Plymouth is 61.8 for males and 58.3 for females (OHID 2018-2020).</p> <p>Analysis from the Office for National Statistics shows that one in five women (compared to 4% of men) have experienced some type of sexual assault since the age of 16. The Women and Equalities Select Committee are currently holding full inquiries on sexual harassment of women and girls in public places following the emergence of widespread allegations of sexual assault and harassment across the UK.</p> <p>A previous inquiry into sexual harassment and sexual violence in schools found that the sexual harassment and abuse of girls is accepted as part of daily life. Although there is a lack of data on this issue, survey results have shown that 59% of girls aged 13-21 have faced some form of sexual harassment at school or college in the past year and almost a third (29%) of 16-18 year old girls have experienced unwanted sexual touching at school.</p>	<p>No adverse impact.</p> <p>However, PCC is acutely aware of 701 hate incidents reported in Nov-18 to Oct 2019 (2% were sex or gender incidents) compared to 151 hate incidents reported in 2016.</p> <p>The Family Hubs will work in partnership with Violence Against Women and Girls (VAWG) and the local Violence Against Men and Boys (VAMB) programmes.</p> <p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>	<p>PCC will ensure service accessibility is in place and maintained via on-going contract management.</p>	<p>Children's Services/Strategic Commissioning – ongoing for 2023-2025</p>
<p>Sexual orientation</p>	<p>Family Hubs will support all families with children up to 19 (or 25 with SEND). The services affected by this programme will work with families and young people, regardless of their sexual orientation.</p> <p>There are no official estimates for sexual orientation at a local level. There is no precise local data on sexual orientation in Plymouth.</p>	<p>No adverse impact.</p> <p>However, PCC is acutely aware of 701 hate incidents reported in Nov-18 to Oct 2019 (18% were sexual orientation incidents) compared to 151 hate incidents reported in 2016.</p>	<p>PCC will ensure service accessibility is in place and maintained via on-going contract management.</p>	<p>Children's Services/Strategic Commissioning – ongoing for 2023-2025</p>

	<p>Findings from the annual population survey have revealed the number of people identifying as lesbian, gay or bisexual in the UK has increased from 1.9% in 2015 to 2.7% in 2019, an increase of more than a third.</p> <p>Census 2021 collected the first ever census data on sexual orientations. 748,000 people identified as gay or lesbian, 624,000 as bisexual and 165,000 as having other sexual orientations with 3.6 million people declining to answer the question on sexual orientation.</p>	<p>The providers will sign up to PCCs Terms and Conditions which include clauses relating to Equality, Diversity and Equal Opportunities.</p>		
--	--	---	--	--

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
<p>If your proposal may impact on the Council’s ability to ensure human rights, please specify the relevant article in the boxes below – add more rows if required. Only complete this section if it is relevant to your decision. If it is not relevant, please type ‘not applicable’.</p>	<p>Please use this column to identify where your decision may cause a negative impact on the Council’s ability to ensure human rights. Where there is no impact, please type ‘not applicable’.</p>	<p>Please use this column to detail any mitigation action you plan to take to limit any negative impacts. Where it is not possible to mitigate against a negative impact you must make this clear.</p>	<p>Please use this column to provide the timeframe for implementing any mitigation activities. You must include the lead department.</p>
	<p>Not applicable</p>		

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
	<p>Please use this column to identify where your decision may cause a negative impact on the Council’s ability to meet its equality objectives. Where</p>	<p>Please use this column to detail any mitigation action you plan to take to limit any negative impacts. Where it is not possible to</p>	<p>Please use this column to provide the timeframe for implementing any mitigation activities. You must include the lead department.</p>

	there is no impact, please type 'not applicable'.	mitigate against a negative impact you must make this clear.	
Celebrate diversity and ensure that Plymouth is a welcoming city.	Not applicable		
Pay equality for women, and staff with disabilities in our workforce.	Not applicable		
Supporting our workforce through the implementation of Our People Strategy 2020 – 2024	Not applicable		
Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.	Not applicable		
Plymouth is a city where people from different backgrounds get along well.	Not applicable		

The following relates to exempt or confidential matters (Para(s) 3 of Part 1, Schedule 12A of the Local Govt Act 1972). Any breach of confidentiality could prejudice the Council/person/body concerned & might amount to a breach of the councillors /employees codes of conduct.

Document is Restricted

This page is intentionally left blank