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4 December 2012

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

Wednesday 12 December 2012

4.30 pm

Warspite Room, Council House

Members:

Councillor Mrs Aspinall, Chair

Councillor Tuffin, Vice Chair

Councillors Bowie, Bowyer, Casey, Philippa Davey, James, Monahan, Murphy, Mrs Nelder,
Nicholson and Wigans.

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

Tracey Lee

Chief Executive

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

AGENDA

PART I – PUBLIC MEETING

1. APOLOGIES

To receive apologies for non-attendance submitted by Overview and Scrutiny Management Board Members.

2. DECLARATIONS OF INTEREST

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

3. MINUTES (Pages 1 - 10)

The Management Board will be asked to agree the minutes of the meeting held on 14 November 2012.

4. CHAIR'S URGENT BUSINESS

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

5. TRACKING DECISIONS (Pages 11 - 16)

The Overview and Scrutiny Management Board will monitor progress on previous decisions.

6. CALL-INS

Members will be advised of any executive decisions that have been called in.

7. URGENT EXECUTIVE DECISIONS

Members will receive a schedule of executive decisions that have been deemed urgent with the agreement of the Chair of the Overview and Scrutiny Management Board.

8. NOTICE OF FORTHCOMING KEY EXECUTIVE DECISIONS AND PRIVATE BUSINESS (Pages 17 - 18)

To receive new items from the Notice of Key Executive Decisions and Private Business with a view to identifying items for scrutiny.

9. CORPORATE MONITORING REPORT FOR OCTOBER 2012 (Pages 19 - 26)

To receive the Corporate Monitoring Report for October 2012.

10. CABINET MEMBERS

The Cabinet Member for Environment will be attending the meeting to provide an update on his portfolio area.

11. WELFARE REFORM UPDATE (Pages 27 - 34)

The Board will receive an update on the welfare reforms.

12. PAPERLESS OFFICE FOR ELECTED MEMBERS (Pages 35 - 36)

The Board will receive an update on Paperless Office for Elected Members.

BUDGET SCRUTINY

13. Cabinet Responses to Budget/Revised Corporate Plan Recommendations - Progress Report (Pages 37 - 60)

The Board will receive a progress report on Cabinet responses to Budget/Corporate Plan recommendations.

14. Aims and Objectives 2013 (Pages 61 - 62)

The Board will consider the aims and objectives for budget scrutiny 2013.

15. RECOMMENDATIONS (Pages 63 - 66)

To receive and consider recommendations from Panels, Cabinet or Council.

16. WORK PROGRAMMES (Pages 67 - 76)

To consider and approve work programmes for each of the Panels, to include a progress update from each of the Chairs.

17. PROJECT INITIATION DOCUMENTS (PIDS)

To consider the proposal for a task and finish group.

18. TASK AND FINISH UPDATES/REPORTS

**(Pages 77 -
114)**

The Board will receive the Task and Finish Report on Subsidised Bus Routes and Through Ticketing submitted by the Growth and Prosperity Overview and Scrutiny Panel.

19. 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(s) of business on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in paragraph(s) ... of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE MEETING)

AGENDA

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

Overview and Scrutiny Management Board

Wednesday 14 November 2012

PRESENT:

Councillor Mrs Aspinall, in the Chair.

Councillor Tuffin, Vice Chair.

Councillors Bowie, Mrs Bowyer (Substitute for Councillor Monahan), Bowyer, Casey, James, Murphy, Mrs Nelder, Nicholson and Wigans.

Apologies for absence: Councillors Philippa Davey and Monahan.

Also in attendance: Councillor Lowry (Cabinet Member for Finance), Pam Marsden (Assistant Director for Joint Commissioning and Adult Social Care), David Northey (Head of Finance), Councillor Penberthy (Cabinet Member for Cooperatives and Community Development), Giles Perritt (Head of Policy, Performance and Partnerships), Candice Sainsbury (Senior Policy, Performance and Partnerships) and Helen Wright (Democratic Support Officer).

The meeting started at 4.30 pm and finished at 6.45 pm.

Note: At a future meeting, the committee 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.

64. **DECLARATIONS OF INTEREST**

In accordance with the code of conduct, Councillors Bowie and Bowyer declared a personal interest in minute number 72, as they were members of the cross party Child Poverty Working Group.

65. **MINUTES**

Agreed that the minutes of the meeting held on 25 October 2012 are confirmed as a correct record.

66. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

67. **TRACKING DECISIONS**

The Board considered the schedule of decisions made and noted the latest position.

With regard to the Corporate Plan 2012-2015 (minute 17), this item should not have been shaded out until it had been brought back to the Board for its consideration.

68. **CALL-INS**

There were no call-ins for consideration at this meeting.

69. **URGENT EXECUTIVE DECISIONS**

The Chair reported that there had been one urgent executive decision relating to the challenge to the English GCSE results 2012.

The Chair advised that Cabinet had been requested to deal with this matter as an urgent decision because Counsel needed to know which councils would be parties to the proceedings in order to be able to lodge the papers with the court. A sum of £24,000 had been set aside within the school intervention budget for this purpose.

70. **NOTICE OF FORTHCOMING KEY EXECUTIVE DECISIONS AND PRIVATE BUSINESS**

The Board noted the update provided on the executive key decisions, as follows –

- (a) the new cooperative models for energy solutions item had been deferred to the Cabinet meeting scheduled for 15 January 2013;
- (b) the new models for green space management item had been deferred to the Cabinet meeting scheduled for 15 January 2013;
- (c) the traded services with schools item had been agreed by Cabinet at its meeting held on 13 November 2012;
- (d) the Marine Academy free school contract award item had been deferred to the Cabinet meeting scheduled for 11 December 2012;
- (e) the capital investment for replacement of minibuses item had been agreed by Cabinet at its meeting held on 13 November 2012;
- (f) the capital investment for the replacement of plant and equipment item had been agreed by Cabinet at its meeting held on 13 November 2012.

71. **LEADER AND CHIEF EXECUTIVE**

The Chair welcomed the Leader and the newly appointed Chief Executive, who were in attendance to report on Council and City issues; the Chair extended a warm welcome to the Chief Executive as this was the first meeting of the Overview and Scrutiny Management Board that she had attended. The report highlighted the following main areas –

The Leader reported that –

- (a) the Plan for Jobs initiative remained on course to be launched in January 2013 and would be scrutinised by the Growth and Prosperity Overview and Scrutiny Panel;

- (b) Plymouth had been invited to compete for the second wave of the City Deals programme (which would devolve Government powers in exchange for responsibility for delivering growth locally); the Council would have until January 2013 to put forward its initial proposals.

The Chief Executive reported that –

- (c) the Council needed to be 'fit for the future' and that she was looking forward to leading it to the next stage of its development and to also build the organisation into a brilliant cooperative council;
- (d) there were significant challenges facing the Council, in particular, the delivery of its services with less money; this would result in the Council having to provide its services in a different way;
- (e) the City Deal would play a key part in the growth agenda for both the City and the region;
- (f) the overview and scrutiny process would be vital in supporting policy development and to ensure that the 'checks and balances' were in place to assist the Council to perform well;
- (g) there were already strong links with the Council's partners across the City, although further integration work was required.

The following responses were provided to questions raised by the Board, which included –

- (h) the Chief Executive saw her role on shared services, as a liaison role with partners and to look at sharing services across local authorities however, each partner would need to ensure that it made good business sense to do this;
- (i) the Chief Executive viewed her role in child poverty as being able to progress the work that had already been started, as this linked to the welfare reform agenda, and to also ensure that the child poverty strategy made a difference to the community;
- (j) officers would be made aware of the role and the importance of the overview and scrutiny process in the development of policies however, scrutiny would need to be able to demonstrate how policies had been improved through its recommendations;
- (k) the webcasting of the Council's meetings would form a key part in delivering the Council's commitment for Open Plymouth; scrutiny panels were encouraged to look at opportunities of holding meetings within the community;

- (l) the Leader gave an assurance to provide an update via the budget scrutiny process relating to Board's recommendation 'that the Cabinet seek and publish the partners' agreed approaches to the cooperative council ethos, including those of service delivery partners, such as Amey' (which arose from the Board's recommendations for the revised Corporate Plan 2012-2015);
- (m) a meeting had been arranged for the Leader to meet with the Transport Minister at the airport in January 2013; this would be a good opportunity for the Minister to be briefed on the connectivity issues facing the City (both road and rail); officers had met with representatives from Viable and continued to seek further information relating to their proposals; the decision to re-open the airport would need to be made by the private sector however, the Council would still be interested in any organisation that could meet the 'five tests';
- (n) the Chief Executive hoped that in 12 months' time she would be able to demonstrate that she had led the Council to the next stage of its development, by transforming itself and its services (the organisation needed to be built around its customers rather than in silos).

The Chair thanked the Leader and the Chief Executive for attending the meeting.

72. **CHILD POVERTY STRATEGY - PROGRESS UPDATE**

The Senior Policy, Performance and Partnerships Adviser submitted a progress update on the child poverty strategy (the Cabinet Member for Cooperatives and Community Development and the Assistant Director for Joint Commissioning and Adult Social Care were also present for this item) which highlighted the following main issues –

- (a) the report provided an update on the Council's approach to developing a three year local child poverty strategy and action plan by April 2013; it included a comprehensive child poverty needs assessment which formed part of the Joint Strategic Needs Assessment; it also outlined the approach being taken to ensure that the child poverty strategy for Plymouth was developed with full and inclusive involvement from key stakeholders and communities; this process had been endorsed by Cabinet on 11 September 2012 and was being led by the cross party Child Poverty Working Group;
- (b) the development of a local child poverty strategy sought to recognise and provide greater visibility and accountability that tackling child poverty was everyone's business;

actions to address both the causes of and the effects of child poverty were already integral to a number of key local plans and strategies such as the Children and Young People's Plan 2011-2014 and the Housing Plan 2012-2017 and would need to link closely with the upcoming Health and Wellbeing Strategy and Transport Strategy alongside activities for job creation, prevention and early intervention, families with a future, mitigating the impact of impending welfare reforms and other priorities outlined within the Corporate Plan 2012-13;

- (c) the child poverty strategy for Plymouth would feed into the upcoming Plymouth Plan, due to be endorsed in 2014, which would review the city's adopted Local Development Framework core strategy and Sustainable Community Strategy whilst seeking to build on and where possible combine the city's existing plan.

The following responses were provided to questions raised by the Board –

- (d) clarification would be provided relating to whether the 11,700 children identified as living in poverty were under the age of 16 or 18;
- (e) the footnote numbering would be amended;
- (f) in order to deal with the impact of the welfare reforms, realistic targets would need to be set; work would also need to be undertaken to identify the gaps and target resources; both Plymouth Community Homes and the police were already considering the impacts of these reforms;
- (g) a response would be provided outlining the reasons for the significant reduction in the number of economically inactive working age people in Plymouth.

Agreed that –

- (1) in order to consider the responses from the consultation, the child poverty strategy would be brought back to the Board for consideration at the end of January 2013;
- (2) additional information relating to the engagement, consultation and communications plan is fed back to the Senior Policy, Performance and Partnerships Adviser (ie other methods of communications and organisations not included as part of the consultation exercise).

The Chair thanked the Cabinet Member for Cooperatives and Community Development and officers for attending.

73. **FINANCE AND PERFORMANCE REPORTING**

The Cabinet Member for Finance and the Head of Finance advised that –

- (a) for the two months between the formal, full report, the Board would receive a monthly stand-alone high level report, which would cover the monitoring position by directorate, a summary of delivery plan progress and a summary of the capital programme;
- (b) the Board would also receive the formal quarterly report, which would consist of two joint performance and finance and two stand-alone finance reports;
- (c) monthly reports would be received as follows –
 - 12 December 2012
 - 30 January 2013
 - 13 March 2013
 - 27 March 2013
- (d) quarterly reports would be received in February and July 2013.

In response to a question raised by the Board relating to staffing information being included within the monthly finance report; work was currently being undertaken to provide staffing information.

Agreed that Panel Chairs will work with individual lead officers and scrutiny support officers to ascertain what information each Panel required, in order to undertake effective scrutiny.

The Board considered that each Panel would need to scrutinise the red and amber risks, although it was important to have an overview of all the risks.

The Chair thanked the Cabinet Member for Finance and the Head of Finance for attending the meeting.

74. **FINANCE - CAPITAL AND REVENUE MONITORING REPORT (INCLUDING ADDITIONS TO THE CAPITAL PROGRAMME TO BE APPROVED AT COUNCIL)**

The Head of Finance submitted a report on capital and revenue monitoring (including additions to the capital programme to be approved at Council) (Councillor Lowry, Cabinet Member for Finance was also present for this item), which highlighted the following issues –

- (a) this was the second quarterly monitoring report for 2012-13 and outlined the finance monitoring position of the council as at the end of September 2012;

- (b) the primary purpose of the report was to detail how the council was delivering against its financial measures using its capital and revenue resources and to approve relevant revenue and capital budget variations and virements and the inclusion of new schemes to the capital programme where required;
- (c) the estimated revenue overspend was now showing as £3.221m, an increase of £1.432m in this quarter; the current estimated position showed an overspend of £3.215m across the People Directorate; an overspend of £0.863m in the Place Directorate; an overspend of £0.253m across Corporate Services Directorate; these overspends were offset in part by a small saving with the Chief Executive Officer of £0.010m and £1.1m of savings from corporate items;
- (d) the main reason for the overspend within the People Directorate were pressures totalling £3.151m in Adult Social Care linked to demographic changes, increased demand for supported living and reduced income from a number of sources; Plymouth was not alone in facing severe funding shortages as demand increased due to the aging population, with people living longer with disabilities or illness;
- (e) the council was currently forecasting a revenue over spend at year end of £3.221m against a net revenue budget of £203,766m; this equated to a net spend of £206,987m which was a variance of 1.6 per cent; this included corrective actions where identified to date; officers were still tasked with working with the relevant portfolio holders to identify further options for delivering a balanced budget;
- (f) in the budget report taken to Full Council in February 2012, the 2012/13 Capital Programme stood at £51.121m; following approval of new schemes, re-profiling and variations, the capital programme for 2012/13 was £60.481m following the September Council meeting; the latest forecast at the end of September 2012, was now £57.390m, which assumed approval of the recommendations for new schemes;
- (g) at the Cabinet meeting held on 13 November 2012 the recommendations contained with the report were agreed together with an additional two recommendations –
 - the introduction of a staff incentive scheme, to engage all members of staff to put forward cost saving initiatives;
 - the re-introduction of a voluntary release scheme to allow staff to leave during the current financial year.

The following responses were provided to questions raised by the Board –

- (h) Cabinet had noted that in the light of the emerging pressure in Adult Social Care, the Chief Executive had commissioned a full review of all demographic pressures across the council; once a full understanding of this situation had been gained, consideration could be given as to the measures required to address this matter; in order to assist in addressing the deficit, the planned cuts for the 2013/14 would be brought forward for the whole of the council;
- (j) although there had been an inflationary increase, it was hoped that there would not be a significant rise in the cost of council tax;
- (k) monies in the sum of £100,000 had been accrued from the enforcement of the use of bus lanes;
- (l) assets such as land and buildings would be reviewed to ascertain the level of work required to realise their full sales potential on the open market; it was more prudent for the council to use its own resources in order to achieve a more advantageous return when the asset was marketed.

75. **RECOMMENDATIONS**

The Board endorsed and agreed the following recommendations –

- (1) with regard to Children and Young People OSP –
 - confirmation of the inclusion of the following items on the work programme –
 - ▶ early interventions
 - ▶ youth justice plan
 - ▶ sickness levels
 - ▶ government policy changes
 - ▶ youth service to be looked at in January and March 2013
- (2) with regard to Customers and Communities OSP -
 - the appointment of Steve Meakin (Money Advice Co-ordinator Devon and Cornwall, Citizens Advice Bureau), as a co-opted representative on the Panel;
 - the approval of the Compact and relationship between Plymouth City Council and the voluntary and community sector Project Initiation Document;
 - the appointment of Sue Benjamin-Fast (Business and Development Manager, Cornwall Council Shared Services Manager) for the Library Modernisation Task and Finish Group.

With regard to Adult Health and Social Care OSP, the recommendations arising from the meeting on NHS regional pay were noted.

76. **WORK PROGRAMMES**

The work programme of the Overview and Scrutiny Management Board and Panels were submitted for consideration and approval.

77. **PROJECT INITIATION DOCUMENTS (PIDS)**

The Board agreed the Compact and relationship between Plymouth City Council and the voluntary and community sector project initiation document submitted by the Customers and Communities Overview and Scrutiny Panel and noted project initiation document on the promote responsibility minimise harm – Plymouth's alcohol strategy submitted by the Adult Health and Social Care Overview and Scrutiny Panel.

78. **TASK AND FINISH UPDATES/REPORTS**

The Board agreed the Social Fund Replacement report submitted by the Customers and Communities Overview and Scrutiny Panel.

79. **EXEMPT BUSINESS**

There were no items of exempt business.

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Overview and Scrutiny Management Board 2012/13

12 December 2012

TRACKING DECISIONS

Grey = Completed

Minute number	Decision	Date agreed	Action by	Progress	Target date
Min 17. 03/07/12	<p>Corporate Plan 2012-2015</p> <p>1. the progress of the task force for jobs is subject to a six month evaluation by the Growth and Prosperity Overview and Scrutiny Panel;</p> <p>2. the production of an action plan for increased voter registration, including joint work with the university, other higher education institutions and with schools;</p> <p>3. the Cabinet seek and publish partners' agreed approaches to the cooperative council ethos, including those of service delivery partners, such as Amey;</p> <p>4. the Cabinet provide clarity about how the city will balance the needs of the night time economy against the health impacts of alcohol misuse;</p>		Lead Officer/ HW	<p>Recommendations were submitted to Cabinet meeting on 12 July 2012 where all the recommendations were taken on board subject to an amendment to recommendation 6 'within nine months not six'.</p> <p>The recommendations were agreed at the Full Council on 30 July 2012 (as per minute 32).</p> <p>Cabinet's responses to the budget scrutiny recommendations together with the revised Corporate Plan 2012-2015 would be submitted to the Board on 12 December 2012.</p>	December 2012

	<p>5. the Cabinet agree with the Overview and Scrutiny Management Board, a brief for its input into the development of the city's child poverty strategy;</p> <p>6. within six months child poverty in Plymouth will be defined by Cabinet, following appropriate consultation including referral to the Children's Trust Board and brought to council; this will allow measures to be taken that will record the incidence of child poverty;</p> <p>7. the Cabinet provide clarity that the Older Person's Charter is a cross service, rather than a social care initiative;</p> <p>8. stronger impetus is given to the energy supply company initiative, to provide the earliest possible relief to those in fuel poverty;</p> <p>9. in the spirit of open government, Cabinet revisit the earlier recommendation of this Board, to bring forward proposals as to how as yet unfunded capital investment priorities can be considered in a transparent way prior to funding becoming available;</p> <p>10. the Cabinet is asked to demonstrate that plans are in place to ensure a smooth and seamless transition for vulnerable children to adulthood.</p>				
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<p>Min 48. 21.09.12</p>	<p>Members of Parliament for Plymouth Moorivew and Plymouth Sutton and Devonport The Management Board <u>agreed</u> to –</p> <ol style="list-style-type: none"> 1. ask MPs to press for an early response from the Department of Work and Pensions to the city council's requires for data concerning crisis loan awards; 2. ask MPs to seek early clarification on permitted development policy changes; 3. request MPs to take every opportunity to press for apprenticeships and employment for young people within the city; 4. provide information to MPs to look again at the impact of housing related benefits and tax changes relating to fosterers and carers. 		<p>Lead Officer</p>		
<p>Min 61 03.10.12</p>	<p>Work Programme It was also <u>agreed</u> that the Lead Officer would raise with the new Chief Executive the importance of senior management supporting the scrutiny process.</p>		<p>Lead Officer</p>	<p>This matter was raised and responded to by the Chief Executive at the Board meeting held on 14 November 2012. Completed</p>	<p>November 2012</p>

<p>Min 72 14.11.12</p>	<p>Child Poverty Strategy – Progress Update <u>Agreed</u> that –</p> <p>(1) in order to consider the responses from the consultation, the child poverty strategy would be brought back to the Board for consideration at the end of January 2013;</p> <p>(2) additional information relating to the engagement, consultation and communications plan is fed back to the Senior Policy, Performance and Partnerships Adviser (ie other methods of communications and organisations not included as part of the consultation exercise).</p>		<p>DSO</p> <p>DSO/Lead Officer</p>	<p>Included on the Management Board’s work programme.</p> <p>Information forwarded to the Senior Policy, Performance and Partnerships Adviser. Completed</p>	<p>November 2012</p>
<p>Min 73 14.11.12</p>	<p>Finance and Performance Reporting <u>Agreed</u> that Panel Chairs will work with individual lead officers and scrutiny support officers to ascertain what information each Panel required, in order to undertake effective scrutiny.</p>		<p>DSO</p>	<p>Information fed to Panels. Completed</p>	<p>November 2012</p>

<p>Min 75. 14.11.12</p>	<p>Recommendations The Board endorsed and <u>agreed</u> the following recommendations –</p> <p>(1) with regard to Children and Young People OSP –</p> <p>confirmation of the inclusion of the following items on the work programme –</p> <p>early interventions youth justice plan sickness levels government policy changes youth services to be looked at in January and March 2013</p> <p>(2) with regard to Customers and Communities OSP –</p> <p>the appointment of Steve Meakin (Money Advice Co-ordinator Devon and Cornwall, Citizens Advice Bureau), as a co-opted representative on the Panel;</p> <p>the approval of the Compact and relationship between Plymouth City Council and the voluntary an community sector Project Initiation Document;</p> <p>the appointment of Sue Benjamin-Fast (Business and Development Manager, Cornwall Council Shared Services Manager) for the Library Modernisation Task and Finish Group.</p>		<p>DSO</p>	<p>Fed back to the Panel.</p> <p>Fed back to the Panel. Completed</p>	<p>November 2012</p>
<p>Min 76. 14.11.12</p>	<p>Work Programmes The work programmes of the Overview and Scrutiny Management Board were submitted for consideration and approval.</p>		<p>DSO</p>	<p>Information fed to Panels.</p>	<p>November 2012</p>

Min 77. 14.11.12	Project Initiation Documents (PIDS) The Board <u>agreed</u> the Compact and relationship between Plymouth City Council and the voluntary and community sector project initiation document submitted by Customers and Communities Overview and Scrutiny Panel and noted the project initiation document on promote responsibility minimise harm – Plymouth’s alcohol strategy submitted by the Adult Health and Social Care Overview and Scrutiny Panel.		DSO	Information fed to Panels. Completed	November 2012
Min 78. 14.11.12	Task and Finish Updates/Reports The Board <u>agreed</u> the Social Fund Replacement report submitted by the Customers and Communities Overview and Scrutiny Panel.		DSO	Information fed to Customers and Communities Panel. Completed	November 2012

**NOTICE OF FORTHCOMING KEY
DECISIONS / PRIVATE BUSINESS**
(12 NOVEMBER 2012)



LIST OF KEY DECISIONS

Reference	Title	Decision Maker and Date of Decision
I053623	COUNCIL TAX BASE 2013/14	Cabinet (on the recommendation of Councillor Lowry) 15 January 2013
I051056	PUBLIC HEALTH TRANSITION ARRANGEMENTS	Cabinet (on the recommendation of Councillor McDonald) 11 December 2012
I053390	HEALTHWATCH - CONTRACT AWARD	Cabinet (on the recommendation of Councillor McDonald) 11 December 2012
I053295	ADULT SOCIAL CARE SERVICES DELIVERED WITHIN EXTRA CARE HOUSING - CONTRACT AWARD	Cabinet (on the recommendation of Councillor McDonald) 11 December 2012
I053777	MARINE ACADEMY FREE SCHOOL CONTRACT AWARD	Cabinet (on the recommendation of Councillor Williams) 11 December 2012
I052326	TENANCY STRATEGY	Cabinet (on the recommendation of Councillor Penberthy) - deferred
I053557	TAMAR ESTUARIES MANAGEMENT PLAN 2013 - 2018	Cabinet (on the recommendation of Councillor Vincent) Between 11 December 2012 and 28 January 2013

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OCTOBER CORPORATE MONITORING

Overview & Scrutiny Management Board 12 December 2012



PLYMOUTH
CITY COUNCIL

Revenue Monitoring Position

Directorate	2012/13 Council Approved Budget	2012/13 Budget Virements	2012/13 Latest Approved Budget	Forecast Outturn	Forecast Year End Overspend / (Underspend)	Overspend / (Underspend) movement since September
	£m	£m	£m	£m	£m	£m
People	122.620	1.353	123.973	126.969	2.996	(0.219)
Place	42.460	0.619	43.079	43.883	0.804	(0.059)
Corporate Services	30.296	0.197	30.493	30.631	0.138	(0.115)
Chief Executives Office	1.901	0.534	2.435	2.405	(0.030)	(0.020)
Corporate Items	6.489	(2.703)	3.786	2.660	(1.126)	(0.026)
TOTAL	203.766	0.000	203.766	206.548	2.782	(0.429)

Key Issues and Corrective Actions (if required)

Issue	Variation £m	Direction of Travel	Management Corrective Action
PEOPLE. Children’s Social Care, independent sector costs net off against foster care savings. Residential budgeted placements 16 v actual of 20	0.329	Same	<ul style="list-style-type: none"> • Bring forward review and soft market test of parent and residential placements • Focus on reducing additional payments for children in independent foster care • Budget challenge in December • Review vacancies • Review non-staffing spend
PEOPLE. Adult Social Care. Implementation of the new care management system is on track and we will continue to shift commissioned services to personal budgets (which means allocating resources based on needs and not the cost of services) However there are still pressures in the system linked to demographic changes, increased demand for supported living and reduced income from a number of sources.	3.151	Same	<ul style="list-style-type: none"> • Bring forward targeted review of high cost packages across all client groups. • Bing forward in year reduction of specific contracts. • Bring forward negotiations to secure uncommitted funds. • Review vacancies • Review non-staffing spend
PEOPLE. Homes & Communities. Spending review to target spending reductions to help the overall departmental position. NEW OCTOBER MONITORING	(0.178)	Improving	<ul style="list-style-type: none"> • Targeted spending reductions forecast to year end now being achieved • Review vacancies • Review non-staffing spend
Issue	Variation	Direction of	Management Corrective Action

	£m	Travel	
PLACE. highway maintenance & street lighting	0.300	Same	<ul style="list-style-type: none"> Officers working with procurement to identify options for cost reductions on street lighting, this reported pressure allows for possible reductions
PLACE. North West Quadrant planning inquiry	0.049	Improving	<ul style="list-style-type: none"> Through corrective management action and the receipt of additional building control and planning application fees, the adverse variation has been reduced by over 50% since last reported. The main reasons for the overspend relate to the significant one-off costs associated with a major planning inquiry at North West Quadrant, which has now finished, and the general adverse economic climate which continues to impact on the number of planning applications. The overspend impact is also mitigated by the early implementation of a major restructure resulting in favourable variations on salaries and vacancies and through restricting expenditure on general office costs and efficiency initiatives.
PLACE. Waste Disposal increased costs / reduced income	0.300	Same	<ul style="list-style-type: none"> Trend of increased waste tonnage, coupled by a reduction in sale prices for recyclates. Officers looking to source alternative markets where possible. Partly offset by vacancies, net forecast for Environmental Services of £0.316m
PLACE – Customer Contact Centre Delivery Plan	0.100	Same	<ul style="list-style-type: none"> Will not be achieved in 2012/13, customer transformation programme will deliver saving in 2013/14
CORP ITEMS. Contingency	(0.500)	Same	<ul style="list-style-type: none"> Release contingency budget as assumed will not be required during year
CORP ITEMS. CRC charge	(0.100)	Same	<ul style="list-style-type: none"> Release saving on Carbon Reduction Charge (CRC) - invoice now received is lower than budget
CORP ITEMS. Capital Financing	(0.500)	Same	<ul style="list-style-type: none"> Release accrued savings from Treasury Management activity
TOTAL MAJOR VARIANCES	2.951		

Revenue Delivery Plan Position

Directorate	Red £m	Amber £m	Green £m	Total £m
People	3.488	0.227	3.329	7.044
Place	0.100	0.000	1.300	1.400
Corporate Services	0.100	0.627	2.530	3.257
Chief Executive's Office	0.000	0.100	0.000	0.100
Corporate Items	0.000	0.000	0.000	0.000
OCT TOTAL	3.688	0.954	7.159	11.801
SEPT TOTAL	3.688	1.079	7.034	11.801
MOVEMENT IN MONTH	0.000	(0.125)	0.125	0.000

Note: The impact of red delivery plans have been included in the monitoring forecast variations shown on page 4, with the forecast outturn position reflected accordingly.

Amber Delivery Plans and Actions

Delivery Plan	Amber £m	Direction of Travel	Management Corrective Action
PEOPLE. Children's Social Care.	0.227	Same	In city residential provision on course to open in December and children identified for the commissioned placements Assessment of two new in house parent child placements are being fast tracked Specific plans for individual children are being progressed and monitored closely
CORP SERVICES. Senior Management Restructure 3 rd & 4 th Tier	0.527	Same	PA review complete with reduction in number of posts. Restructures in Place are well advanced and structures finalised, final cost savings to be confirmed with a number of posts still undergoing JE appeals. Other Directorates to be progressed, FETA is next department in priority list. Likely to be a shortfall due to delays in restructures, estimate to be included in second quarterly report
CORP SERVICES. Change Office plans around workforce management	0.100	Same	There are still some staff across the Council engaged in these functions. For 2012/13 vacancy levels across the Directorate will be reviewed to look at options for containing the pressure in this financial year.
EXECUTIVE OFFICE. Publicity, Press and Advert.	0.100	Same	Subject to review.
TOTAL	0.954		All Delivery Plans RAG rated red have now been included in the overall monitoring position

Capital Position

2012/13 Capital Programme											
	2012/13 Monitoring									October 2012	
	Approved Capital Budget (27th Feb 12 & April 12 Full Council)	Approved Capital Budget Incl Slippage & Outturn Variations (June 12)	Quarter 1 Forecast (for approval at Sept Council)	Sept Forecast 2012	New Schemes for Approval	Re-profiling	Virements	Variations	Oct Forecast 2012	Actuals	Spend as % of Latest Forecast
	£000	£000		£000	£000	£000	£000	£000	£000	£000	£000
People	31,412	34,270	38,007	35,666	0	(9)	0	45	35,702	14,715	41.22%
Place	13,161	15,353	13,727	14,416	14	(316)	0	(21)	14,093	2,886	20.48%
Corporate Services	7,548	8,756	8,747	7,308	0	0	0	15	7,323	2,508	34.25%
Capital Programme	52,121	58,379	60,481	57,390	14	(325)	0	39	57,118	20,109	35.21%
Tamar Bridge & Torpoint Ferry	0	0	1,626	1,626	0	0	0	(374)	1,252	0	0.00%
Total Capital Programme	52,121	58,379	62,107	59,016	14	(325)	0	(335)	58,370	20,109	34.45%

MTFF Capital Programme					
	2012/13	2013/14	2014/15	2015/16	Total
	LATEST FORECAST	LATEST FORECAST	LATEST FORECAST	LATEST FORECAST	
	£000	£000	£000	£000	£000
People	35,702	30,352	8,860	1,369	76,283
Place	14,093	15,614	8,950	4,929	43,586
Corporate Services	7,323	2,966	1,427	485	12,201
Capital Programme	57,118	48,932	19,237	6,783	132,070
Tamar Bridge & Torpoint Ferry	1,252	2,527	2,430	1,650	7,859
Total Capital Programme	58,370	51,459	21,667	8,433	139,929

Financing of 2012/13 to 2015/16								
Capital Receipts	Unsupported Borrowing	Cornwall Unsupported Borrowing	Supported Borrowing	Grants	Contributions	S106 / Tariff / RIF	Revenue / Funds	Total Funding
£000	£000	£000	£000	£000			£000	£000
3,402	2,713			67,349	796	432	1,591	76,283
10,632	4,962		107	24,078	633	1,680	1,494	43,586
1,793	8,526			100	0	7	1,775	12,201
15,827	16,201	0	107	91,527	1,429	2,119	4,860	132,070
0	0	7,859	0	0	0	0	0	7,859
15,827	16,201	7,859	107	91,527	1,429	2,119	4,860	139,929

Key Issues

Actual expenditure 35% of forecast, compared to 47% in October 2011, however there a number of projects including University Technical College £3.8m, Marine Academy Plymouth Free School £0.5m where expenditure is not planned until the end of the financial year. Officers are continually working with project staff to review cashflow forecasts in order to provide assurance over the overall forecast expenditure in 2012/13.

Capital Receipts Summary - Using Actual Receipts Received and RAG Rating Forecasted Receipts

Year	Capital Receipts b/fwd from Previous Year	RAG Rated Forecasted Receipts	Estimated Pooled HSG Cap Receipts / Loan Repayments	Total Receipts Received / Expected	Capital Receipts Required for Funding (as above)	(Shortfall) / Surplus of Capital Receipts
	£000	£000	£000	£000	£000	£000
2012 / 2013	2,176	4,689	37	6,902	7,340	(439)
2013 / 2014	(439)	3,946	37	3,544	6,381	(2,837)
2014 / 2015	(2,837)	1,591	37	(1,210)	2,106	(3,316)
2015 / 2016	(3,316)	2	37	(3,277)	0	(3,277)
Total					15,827	(3,277)

Officers are keeping the capital receipts position under review, and will manage any shortfall through short-term borrowing. This strategy will be reviewed to ensure that the best use of resources is made.

PLYMOUTH CITY COUNCIL

Subject: Welfare Reform
Committee: Overview and Scrutiny Management Board
Date: 12 December 2012
Cabinet Member: Councillor Penberthy
CMT Member: Carole Burgoyne (Director for People)
Author: Pete Aley, Head of Safer Communities
Contact: Tel: 01752 304321
e-mail: peter.aley@plymouth.gov.uk
Ref:
Key Decision: No
Part: I

Purpose of the report:

To provide an update on welfare reform and how this is likely to impact on our customers, staff and services. Also to begin to consider our response(s) to the potential financial implications in the future.

Corporate Plan 2012-2015:

This work has an impact on 3 key areas of the Corporate Plan, specifically:

- Reducing inequality: welfare reforms are likely to impact on child poverty, reducing the gap between already vulnerable families, economic inactivity, narrowing the gap in crime between neighbourhoods
- Delivering growth: the welfare reforms are likely to have an impact on the quality of homes, jobs and local infrastructure
- Providing value for communities: welfare reforms may mean we need to review our approach to maximising resources while still achieving efficiencies

<http://www.plymouth.gov.uk/corporateplan.htm>

**Implications for Medium Term Financial Plan and Resource Implications:
Including finance, human, IT and land**

See attached report

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety, Risk Management and Equality, Diversity and Community Cohesion:

- Child Poverty – risks to the achievement of our child poverty targets
- Community Safety – potential for increased criminal and anti social behaviour
- Risk Management – Welfare Reform has been identified as one of our strategic risks

- Equality, Diversity and Community Cohesion – possible risks to our targets for narrowing the gap in deprivation and advancing equality of opportunity.

Recommendations & Reasons for recommended action:

None – this report is for information

Alternative options considered and reasons for recommended action:

Not applicable

Background papers:

EIA's are planned for key policy and service changes as the welfare reform agenda develops. IFS report 'Tax and benefit reforms due in 2012-13, and the outlook for household incomes', sourced at <http://www.ifs.org.uk/bns/bn126.pdf>

Sign off:

Fin		Leg		HR		Corp Prop		IT		Strat Proc	
Originating SMT Member: Stuart Palmer											
Have you consulted the Cabinet Member(s) named on the report? Yes											

1. Background and Introduction

1.1 The Welfare Reform Act received Royal Assent in March 2012. It introduces fundamental changes to the way welfare assistance is provided. This has followed other changes including the introduction of Employment Support Allowance; changes to Tax Credits and the Local Housing Allowance. The Government says these reforms are motivated by an aspiration for people to become socially mobile and to get back to work to stave off poverty in a sustainable way. In addition it will cut the welfare budget. There has been significant opposition to the changes with concerns that they will simply push some of the poorest people in society in further deprivation.

1.2 The Institute for Fiscal Studies has presented an analysis of the reduction in household income linked to income changes and tax reforms. They say that “the largest average losses...from the modeled tax and benefit reforms to be introduced in 2012–13 are among those in the bottom half of the income distribution. The lowest-income fifth of households will lose about 1.5% of their net income from these reforms, on average.”¹ Work in anticipation of welfare reform in Plymouth indicates that this is a significant risk which is likely to have a negative impact on the achievement of our citywide priorities - raising aspiration, reducing inequality, value for communities and growth - by increasing vulnerability and placing increased demands on already stretched services.

1.3 This comes at a time when the rising cost of living is already having an impact on income across the socio-economic spectrum with many people facing redundancy or finding their work hours reduced. The Institute for Fiscal Studies (IFS) estimates the average household will be £200 a year worse off in 2012/13 as a result of tax rises and benefit cuts.²

1.4 This report provides an updated overview of some of the planned changes to welfare benefits and other associated proposals. It is a high level analysis of the impact for people in Plymouth and the initial financial implications for PCC.

2. Changes and impact

2.1 Many areas of welfare reform have been identified as having an impact on our customers and services. The full range of implications are wide spread and varied. This report therefore focuses on five reforms as key examples of the change and impact, namely:-

- Localisation of Council Tax Benefit
- Replacement of the Social Fund
- Housing Benefit/Local Housing Allowance reforms
- The Benefit Cap
- Universal Credit.

2.2 Council Tax Benefit

2.2.1 In April 2013 National Council Tax Benefit (CTB) will be abolished and funding will be localised. The CTB budget will be transferred to Local Authorities to deliver a Council Tax Support Scheme with a funding cut in the region of 10%. In Plymouth we spent £22.6 million on CTB in 2011/12 and the indicative reduction in our fixed grant for 2013/14 is £2.6 million. Pensioners are a protected group within the new localised schemes; in Plymouth this means that 43% of people in receipt of CTB will receive no changes to the amount of benefit they receive. Unless we choose to

¹ IFS report ‘Tax and benefit reforms due in 2012-13, and the outlook for household incomes – sourced at <http://www.ifs.org.uk/bns/bn126.pdf>

² <http://www.ifs.org.uk/publications/5451>

fund the gap locally, the impact of government cuts will fall on 16,500 working age claimants in Plymouth through a reduction in Council Tax Scheme support they receive.

2.2.2 A report has gone to Cabinet Planning around the proposed scheme and will be going to Cabinet on 11 December and Full Council later. The scheme has been designed as part of a Devon-wide framework to deliver a Council Tax Support scheme within the funding grant levels so that there is no financial impact on the Council.

2.2.3 The proposed scheme for working age customers is to:

- Reduce the current level of benefit awarded by the equivalent of 25% (reduced from 30% in the original proposed scheme)
- Limit the level of Support to the equivalent of a band E property for those living in Band F and above (increased from Band D in the original proposed scheme)
- Reduce the level of savings whereby someone is excluded from applying for Council Tax Support from the current £16,000 to £6,000 (an increase from £3,000 in the original proposed scheme)
- Removal of Second Adult Rebate – no reduction if a member of the household's income would not normally qualify for a reduction
- Introduction of an Exceptional Hardship Fund to provide additional help for the most vulnerable customers experiencing exceptional hardship.

2.2.4 The outcomes of these proposals on working age customers are;

- 75% reduction in liability will affect 16,832 households by an average £4.00 per week or £208 per year, and is the only option in the scheme which delivers the required savings
- Restriction to Band E affects 15 households by an average £6.29 per week or £327 per year.
- Restricting savings to £6,000 will affect 112 households by an average £13.00 per week of £676 per year. If savings drop below this level there would be an entitlement to claim support.
- Removal of Second adult Rebate will affect 116 household by an average £4.50 per week or £234 per year.

2.3 Social Fund replacement

2.3.1 In April 2013 funds previously administered by the Department for Work and Pensions under the national Social Fund, for Crisis Loans (e.g. for white goods or due to loss of money) and Community Care Grants (e.g. costs of moving from care to the community) will transfer to Local Authorities (LA). LA's can use this fund as they see fit to deliver welfare assistance to the most vulnerable. This money is not ring-fenced and there is no duty placed on LA's to deliver any specific type of service. An indicative funding announcement suggests that we will get £878,000 per annum to run this scheme (plus an allocation for administration) which represents a 26% cut on the previous year's spend by DWP in Plymouth.

2.3.2 This topic has been considered in detail by a task and finish group established by the Customer & communities Overview & Scrutiny Panel. Recommendations subsequently made by the Overview & Scrutiny Management Board are now being considered along-side the results of consultation, and this will inform recommendations for our local scheme, to go to Cabinet in January.

2.3.3 The decisions we take on the precise nature of our new scheme will be crucial – if we do not effectively target need the impact may include:

- More households with no electricity/food

- Increased pressure on Adult/Children's Social Care and homelessness services
- Increased demands for support from other discretionary pots (Discretionary Housing Payments, Section 17 etc)
- An increase in crime
- Not achieving our child poverty targets.

2.4 Housing Benefit

2.4.1 Since April 2011 there have been a series of changes to Housing Benefit and Local Housing Allowance (HLA). These are continuing and will be staggered over the next 3-5 years. From 2012 the rate of HLA we pay to customers is being reduced. This is because the calculation that works out the amount of benefit is changing. Approximately 6,371 Plymouth residents will be affected, each losing an average of £12 per week, depending on property size. For a family living in a 3 bedroom house this will mean a reduction of up to £24 a week.

2.4.2 In January 2012 the shared accommodation rate, currently reserved for those under 25, was extended to all aged under 35. This means that 580 people in Plymouth aged 25-35 who have been living alone have received a reduction in their HLA. Some of these are likely to opt to move to shared accommodation due to the cost implications of the rent shortfall. It is uncertain whether there is capacity within current shared housing, the majority of which is dedicated to the more lucrative student market. There are potential implications for homelessness and potential pressure on families as some 25-35 year olds move in with their parents.

2.4.3 In April 2013 a HLA cap will be implemented which means we will no longer provide HLA for 5 bedroom houses. At present 39 families are claiming the 5 bedroom rate. Due to the cap they will each lose over £100 per week in HLA from next year. Additionally there will be a 'bedroom tax' introduced meaning that tenants who are of working age, living in social housing will have their HLA limited to so it only covers the size of the property they are assessed to need. Any additional bedrooms will result in a penalty being applied to HLA payments at a rate of £15 per week for one "spare" room and £25 per week for two "spare" rooms. Pensioners (over 61 years) and disabled tenants/partners who require non-residential overnight care will be exempt.

2.4.4 Changes to HLA rates are likely to have a larger impact on some claimants than others. There is the potential for a weekly loss of up to £92.30 or a 34% reduction in their benefit income for large families. The implications of these changes are that people will have less money to pay their rent and are likely to build up debt to landlords, increasing the risk of homelessness. There is likely to be increased pressure on social housing providers from ex-private sector tenants and increases in the number of people who do not pay other debts e.g. Council Tax.

2.5 The Benefit Cap

2.5.1 A Benefit Cap will be introduced in April 2013 meaning no household can receive more in benefits than an average working family (currently rated at £350 per week for a single person and £500 for a couple). Any excess will be taken back through HLA payments. The cap will apply to the combined income from benefits such as Jobseekers Allowance, HLA and CTB. Some households will be exempt including those in receipt of disability benefits, those with limited work capability, working families and newly unemployed people (if deemed this is due to no fault of their own). HLA is due to move to the Department of Work and Pensions (DWP) in 2013 but as this migration is likely to last for 5-6 years PCC will be implementing the cap in the interim.

2.5.2 Data from DWP indicates that there are 150 families in Plymouth who are going to be subject to the cap. There are 706 children living in these families, 75 of which are currently in social housing. The 150 households claim a total of 621 different benefits, an average of 4 per household. 104 of the 150 families have 4 or more children living in the home and 57 are lone parents. The impact of the cap means that:

- 75 households will lose up to £50 per week
- 27 households will lose between £51 and £100 per week
- 24 households will lose between £101 and £150 per week
- 21 households will lose over £150 per week
- 3 households unknown tenancy therefore unknown amount

2.5.3 Likely impacts of the application of the benefit cap to our services are: an increase in pressure on front line services such as Adult/Children's Social care and homelessness; more demand on information and advice services in the city; a negative impact on child poverty and lower levels of revenue collection/income generation for our services.

2.5.4 Additional resources have been allocated to support families affected by these changes and provide advice on the changes.

2.6 Universal Credit (UC)

2.6.1 This is expected to be rolled out in October 2013 and continue until 2017. It abolishes several benefits including: income support, income-based jobseekers allowance, income-based employment and support allowance, housing benefit, council tax benefit, child and working tax credits, crisis loans and community care grants. Other benefits will remain outside of the remit of UC such as contributions based jobseekers allowance/employment and support allowance, child benefit, carer's allowance, bereavement allowance, statutory maternity/paternity/adoption/sick pay, maternity grants, funeral payment and cold weather payments.

2.6.2 There will be new eligibility criteria, sanctions and penalties attached to UC, e.g. to claim the jobseekers element a claimant must evidence they have been job-hunting for 35 hours per week or they could face reductions in benefit under sanctioning powers.

2.6.3 It is expected that in the Plymouth area, up to 50,000 existing claims for benefits included in UC will be migrated over 4 years, with 30% of claimants requiring in-depth information and advice to support that process.

2.7 Other changes

2.7.1 In total approximately 20% of Plymouth's population will be affected by the reforms above and other changes to benefits such as:-

- Working Tax Credit(s) for people over 50
- Child benefit
- Disability Living Allowance/Personal Independence Payments
- Incapacity Benefit/Employment and Support Allowance
- Income Support
- Pension Credit

3. Loss to the economy in Plymouth

3.1 When assessing the overall loss of benefit income in the city from 2012-13 some assumptions have to be made about where the cuts will fall and which groups of claimants will have benefits restricted. The table below shows that during this time period the amount of benefit income lost to the city is estimated at between £13 and £27million. This calculation does not include changes associated with Universal Credit, Council Tax Scheme, Social Fund replacement, or other factors like increasing levels of sanctions for those claiming out of work benefits. The calculation is based on current levels of benefit claims and does not take into account any potential rise in claimants due to loss of work etc.

Table 1 – Loss of benefit income to the city 2012-13

Welfare change	Numbers Affected	Individual income reduction weekly	Individual income reduction annual	Citywide income reduction annual
Extension of shared room rate	530 x 25-35 year olds	£25.81	£1,342.12	£711,323.60
New calculation (30th percentile)	6000+ claimants	Average £14.75	Average £766.8	£4,600,800.00
Reduction 5 to 4 bed	30 families	£115.38	£5,999.76	£179,992.80
IB to JSA	4255	Average £16.50	Average £858.00	£3,650,790.00
<i>short term low</i>	1418	£3.80	£197.60	£280,196.80
<i>short term high</i>	1418	£17.55	£912.60	£1,294,066.80
<i>long term basic</i>	1419	£28.15	£1,463.80	£2,077,132.20
IB to other/no benefits	3928	unknown	unknown	potentially £3,370,224.00
Universal Credit	unknown	unknown	unknown	unknown
DLA removed	2,600 (20%)	Average £49.95	Average £2,597.40	£6,753,240.00
<i>highest</i>	867	£77.45	£4,027.40	£3,491,755.80
<i>middle</i>	866	£51.85	£2,696.20	£2,334,909.20
<i>lowest</i>	867	£20.55	£1,068.60	£926,476.20
Benefit Cap	149 families	n/a	n/a	£1,411,800.00
<i>lose up to £50</i>	75 families	£50	£3,750	£195,000
<i>lose £50 - £100</i>	27 families	£100	£5,200	£270,400
<i>lose £101 - £150</i>	24 families	£150	£7,800	£405,600
<i>lose over £150</i>	21 families	Est. £200	£10,400	£540,800
Council Tax Scheme	18,957 working age	unknown	unknown	unknown
Social Fund replacement	6880 successful applicants	unknown	unknown	unknown
Totals				£20,678,170.40 *

* based on averages where applicable. Minimum £13m – Max £27m

4. Preparing a PCC response

4.1 A cross departmental officer group has been meeting since November 2011 to identify the impact of welfare reform and is working on responses. For example: an awareness raising programme has previously been undertaken for Service Managers across the Council and c1,200 front line staff have recently received training on the effects of welfare reform; an information sheet is being prepared for schools; and providing advice on welfare changes is included as a requirement in our newly commissioned advice and support service.

5. Financial Implications

5.1 There are many implications that arise from the changing nature of benefit work Local Authorities are expected to carry out over the coming 3-5 years. Some of these have very clear financial implications, for example the cut in budget for schemes such as the Council Tax and Social Fund replacement. In other areas it is less easy to estimate the costs associated with the rapid change that is occurring, eg the amount of training we need to deliver over a period of 3-5 years to ensure staff have awareness, specialist and technical competence to deliver services.

5.2 Initial analysis shows that financial implications will include:

- Increased customer demand at the front line as we are delivering new services/benefits
- Increased customer demand for support from those most impacted by changes via services in Social Care, customer care, social work, police services, health services and children's centres
- Budgets being changed from our funding pot in the medium to long term e.g. Housing Benefit administration funds which will alter as Council Tax Support moves to the DCLG and HB moves to DWP –there will be some legacy benefits the will continue to be funded
- Supporting more customers who have got into financial difficulty via our financial inclusion advice and information services
- Increased demand on our discretionary pots of funding e.g. Discretionary Housing Payments, Section 17 funding and the new Social Fund replacement
- Income generating services may find they are impacted as customers have less disposable income and have to prioritise their spending
- Potential increases in non-payment to services such as Council Tax and Parking services
- Impact on ICT in updating and potentially creating new systems to support new services
- Communications and consultation with our staff and customers about key changes that affect them.

5.3 The impact of welfare reform is being considered as part of Equality impact assessments, being prepared to support the forthcoming budget-setting process.

6. Conclusion

6.1 The impact of the welfare reform changes on households and services is far reaching and varied. Whilst some of the impacts are apparent and can be calculated, such as reduction in benefit amounts, others are more difficult to identify and quantify and will take some time to filter through to our front line services. There are very clear financial implications for households with reduced incomes and we are likely to see this reduction reflected in our ability to collect debts and generate income for services and an increase in crisis support services such as homelessness.

6.2 More subtle impacts are likely to show in demand for our front line services in areas such as customer support, adult social care and children's social care. We are already seeing an increasing amount of customers coming to our Housing department seeking advice and information about how they can manage the changes. Our commissioned financial inclusion advice and information services have also seen an increase in the number of people attending, but are also showing that increasing numbers of their visitors are not entitled to any kind of financial support under the benefits system. We will continue to monitor trends closely over the coming year to ensure we are responding to this need and being proactive in preventing escalation of crisis for customers who will then need to access expensive intervention services.

6.3 The recently completed training will help equip staff to identify and respond to the training. In addition, crucial decisions will shortly be taken by the council on the type of local schemes it will establish to deliver the Council Tax and Social Fund replacement schemes.

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

Paperless Office for Elected Members



EXECUTIVE SUMMARY

Background

The purpose of this project is to trial a paperless office for elected members

This needs to be done in order to improve the use of Member's time, produce cost savings and reduce the carbon footprint

This should be carried out as soon as possible whilst the new members are understanding their roles and requirements

As this project is a trial, the scope of the work should be to run a clearly defined pilot amongst designated participants to assess the cost of supplying and supporting an ICT solution compared to the current paper based solution. On conclusion the project board and sponsor should determine, against agreed criteria, whether the pilot is a success. If it proves practicable and timely, then a recommendation to proceed with a full rollout to Elected Members should be considered.

If this trial does not proceed it will be difficult to determine how and whether the paperless office should go ahead.

Issues

Main issue identified is that the current ICT offering is not suitable for ease of use by members and that paper based solution is deemed more convenient to use.

Anticipated Outcome

If the trial shows that the deployment has proven successful in reducing costs and it is a usable solution for Members, then a recommendation to proceed with a full rollout to Elected Members should be considered.

Justification

Besides the immediate cost savings in printers and paper, there will also be the benefit of Councillors having access to the most up to date information. Staff preparation time will be reduced and Councillors will not need to pick up documents as they will be available electronically, on whichever device is chosen to access the available information.

BENEFITS

Benefit 1: The contents of nearly all paperwork can be recalled in seconds by Cabinet members at almost any location.

Benefit 2: Given secure remote access to the in-house network, Members can access records from home or even while traveling.

Benefit 3: Reports that are printed periodically incur heavy costs in distribution, storage, and securing. Reports are visible online for Members. Also, every word and number can be indexed so that they can be searched for all occurrences of certain words, or topics.

Benefit 4: Copying expenses should diminish because there is no need for redundant files in multiple offices. All images exist only once in the document system, but they can be recalled when required.

Benefit 5: The cost of filing papers in file cabinets is diminished.

Benefit 6: Lost documents and time spent in looking for documents in files is displaced by the logical use of keywords and wild card symbols that enable rapid retrieval of any desired documents.

Benefit 7: Historic and current materials can be searched similar to searching on the Internet.

Benefit 8: Time lost in recreating lost materials will diminish.

Benefit 9: Compliance with legal compliance standards will be improved and enforced.

Benefit 10: Documents can be emailed, or reprinted at any time.

Benefit 11: The ease of access to insecure physical file cabinets will be replaced with online security the same as is used by banks and other secured networks.

Benefit 12: Before forwarding confidential documents the ability to redact" any portion of an image (pulling a black rectangle over parts of the image) before printing, or emailing.

BUDGET SCRUTINY RECOMMENDATIONS

Progress – December 2012



**Progress report on recommendations made by the Overview and Scrutiny Management Board
following Budget Scrutiny 2012 - 2013**

	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
R1	That the future provision of funding for police community support officers should be included in police base budgets.	Cllr Penberthy / People	Agreed - recommendation to be made to Police Authority	The Police Authority have confirmed that the future provision of funding for police community support officers is included in the Medium Term Financial Plan budgets at a full complement of 362 officers in 2013/14 and 2014/15. The numbers for 2014/15 although budgeted at current levels are subject to review dependent upon the Police Commissioner.
R2	A position statement from police on identification of any potential areas for collaboration with Council for shared services in Plymouth to be sought.	Councillor Smith/Corporate Services	Agreed - include with shared service planning response R43 below	The police have no desire at this point in time in collaborating with a shared service arrangement. Others have also concluded that the differing levels of security required to meet the higher Impact Levels for police data management require higher start up costs. We will of course continue to have dialogue with the police to ensure we can collaborate appropriately where necessary.
R3	Commitment required from Police to appropriate resourcing to meet crime and community safety targets in the city reflecting the city's status as the major urban centre within the force area.	Cllr Penberthy / Leader/ People	Agreed - recommendation to be made to Police Authority	This is a priority for the new administration and we have been working in partnership with the police to deliver against these targets. We are working on arrangements regarding the transition to Police & Crime Commissioner, including leading on the Police and Crime Panel for the Force Area. We will be seeking early negotiations/lobbying the PCC as soon as they are elected.

	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
R4	That any proposals for a possible increase in the police precept and the impact on council services during a council tax freeze should be monitored and reported to the Cabinet / Board.	Cllr Lowry /Corporate Services	Agreed - precept will be agreed at Police Authority meeting on 17 February	The Council has taken up the government's offer of a £2.4m, (short term), grant in order to freeze council tax for the second year running. The increase in police precept does not affect our ability to enact the Council Tax freeze or access the grant funding.
R5	Additional clarification is sought regarding multi agency funding of the Children and Young People's Plan.	Cllr Williams / People	Agreed	Ongoing work through both the Children's Trust and Joint Commissioning Partnership is establishing sufficient resources to deliver the priorities of the Children and Young People Plan. This has been challenging due to changing organisational and governance structures, but ongoing strong partnership commitment.
R6	Plans to increase take-up of free school meals, with in year targets be submitted to the Children and Young People's scrutiny panel.	Cllr Williams / People	Agreed	A paper was submitted on 8.9.2011 and the panel noted the contents. Take-up levels - For the fourth year, combined take-up of school lunches in the City (FSM & Paid) exceeds other providers in the region as reported in the National Survey (July 2012) FSM take-up for the City (2011/12 financial year) was 79.1 % (marginally below the regional average) in primary/special schools where 80% has been "industry" norm across the country over recent years. Forecast figures (based on FSM served year April – July) indicate an increase in the number of actual FSM served in the region of 30,000 – 50,000 over the full year. For Child Poverty and the health and wellbeing of children and young people take-up targets and levels should be improved – one note of caution is that with budget delegation from April 2013, the statutory responsibility for the provision of the nutrient compliant FSM transfers from the Council to individual school Governing bodies.

	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
R7	Department to provide additional detail on schools infrastructure plan to include impact of Academy transition on the Council's PFI liabilities, and actions being taken to address this.	Cllr Williams / People	Agreed, although for capital items as yet unfunded see R8 below	At Scrutiny it was discussed how the Government is likely to ask local Authorities to produce a Local Investment Plan (ILP) this being a recommendation of the Sebastian James Review, published in summer 2011. There have been no further announcements from Government on the need for such an Investment Plan and so strategic planning of the education estate has been kept on hold. However the estate continues to be dynamic as schools transfer to Academy and Trust status, as this happens the lines of responsibility for investment and liability change. A financial review of the PFI liability has been undertaken and this is leading to a mechanism to consider scope changes in the contract. Treasury have provided the draft system which looks at supporting Local Authorities in this process. The implications of any school in the PFI becoming academy are to be a part of this review.
R8	Schools capital spending priorities beyond those in the funded capital programme are published.	Cllr Williams / People	Not agreed – capital programme will include only funded items	n/a – not agreed by Cabinet
R9	Cabinet member to supply evidence of a coordinated cross Council response to the issue of Child Poverty and worklessness amongst young people, with clear accountability and delivery arrangements at Council and Partnership level and SMART targets for review during the coming year.	Cllr Penberthy / Leader/ People / Place	Agreed – to be included in the work programme of the Members' working group on Child Poverty	The child poverty cross party working group is leading the development of the Child Poverty Strategy and Action Plan by April 2013. The Child Poverty Needs Assessment has now been completed alongside a Strategy Kick Start event on 15 October which brought together more than 60 key stakeholders to agree needs and outline key outcomes for the draft strategy.

	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
R10	A review of the Common Assessment Framework be undertaken to ensure that it is fit for purpose in the new economic environment.	Cllr Williams / People	An update on the Common Assessment Framework will be provided	All actions required have been encompassed in the Early Intervention and Prevention Strategy and Programme Plan. This is evidenced by the increase in the number of CAFs completed.
R11	A report is prepared for the Management Board outlining how Children's services, Plymouth Community Healthcare, Adult Social Care and Plymouth Community Homes are jointly providing aligned and coordinated locality based services that are understood and accessible to customers.	Cllr Williams / Cllr McDonald /People	Agreed	The Early Intervention and Prevention Framework outlines a comprehensive framework and plan for the integrated delivery of services. This is a key pledge and a plan has been developed jointly by Adult Social Care and Children's Services. A leaflet explaining the new approach is to be launched later this month.
R12	Cabinet assurance is sought that plans are in place to ensure a smooth and seamless transition for children in care to adult social care.	Cllr Williams / People	Agreed – joint commissioning arrangements in new People directorate will address	<p>This is now Pledge 28 Young Plymouth. We have identified the cohorts of young people who will be in the transition process 2013/16. New transition plan documentation included in formation sharing agreement across agencies is in place. Work is underway to improve information which will be on line, but also a leaflet will be distributed to young people and their families in December 2012.</p> <p>Plans in place to ensure a smooth and seamless transition for children in care to adult social care.</p> <p>There is a bi-annual transitions panel in which adult commissioners and lead officers meet to look at progress and any blocks to transitions on a strategic level. There is also a monthly operational meeting that tracks children in care transitions to adult social care.</p>

	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
R13	To provide Health and Adult Social Care Overview and Scrutiny Panel with an update of the results of the Joint Strategic Needs Assessment and its use in the development of the Health and Wellbeing strategy.	Cllr McDonald / People	Agreed – agenda item for March meeting of Panel	This was not included in the Scrutiny work programme, however the Plymouth Report is just about to be published and this summarises the findings of the JSNA.
R14	Information to be provided into the impact of the Adult Social Care transformation programme on the adult care sector.	Cllr McDonald / People	Agreed – work already undertaken	We have commissioned good information and advice and advocacy services in the city. We continue to work closely with the voluntary and community sector and we are looking at alternative models for provision.
R15	Ensure that the Health and Wellbeing Board has appropriate and effective representation from the community and voluntary sector.	Cllr McDonald / People	Will be raised with Health and Wellbeing Development Group for consideration when Shadow Board is put in place in April/May 2012	The Chair of Community and Social Action Plymouth (CASAP) is a member of the Health and Wellbeing Board. The Healthwatch contract is about to be let.
R16	That further details of the Adult Social Care transformation plan were to be incorporated into the corporate plan.	Cllr McDonald / People	Included at high level – further detail more appropriate in Health and Wellbeing Strategy when published later in 2012-13	The current Corporate Plan was reviewed in June and additional emphasis was placed on Adult Social Care.

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R17	The Adult Social Care service should undertake demand forecasting on which to inform the allocation of budget and resources. The production of the information should be monitored by the adult social care overview and scrutiny panel.	Cllr McDonald / People	Work already being undertaken	We have worked on a JSNA and we have transformed our 'front door' to manage demand and support people through reablement and better information and advice to reduce the demand so it is more in line with our resources.
R18	The budget to support young carers in the city should sit within adult social care.	Cllr McDonald / People	Agreed – will be addressed as joint commissioning arrangements for children and adults are put in place	The new commissioning arrangements put in place from February 2012 have ensured that this has happened.
R19	That the growth board consider the impact of changes to health provision on the health workforce and consider future health workforce development in the city.	Leader / Place	As R14 above	The Chief Executive of Plymouth Hospitals NHS Trust is providing a key link between the health and Wellbeing Board and Growth Board to ensure that cross cutting issues such as this are taken forward as part of strategic partnership arrangements.
R20	A report is produced detailing the demographic impact of Plymouth's ageing population.	Cllr McDonald / People	Agreed	This has been completed via the JSNA.
R21	Proposals are brought forward to demonstrate how capacity is being built and liabilities offset to enable a viable Community Assets Transfer programme	Cllr Penberthy / Corporate Services	Community asset transfer principles already agreed	Upon undertaking initial feasibility work, there was not sufficient market demand to enact a robust community asset transfer programme. Alternative budget delivery plans have been drawn up to deliver a balanced budget.

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R22	Clarification is sought on how the Growth Fund will be maximised and ringfenced to economic development	Leader / Place	Cabinet decision of March 2011 regarding Growth Fund in place, subject to review	Growth funds have been incorporated into the Place Budget and Place DMT has allocated the funds to direct the advancement of projects that will meet the growth agenda. Work is under way on the creation of an Investment Fund as Pledge A2, the Growth Fund projects will be forming a prioritised pipeline of projects.
R23	Detailed monitoring of worklessness targets and outcomes by project and work area is published regularly	Leader / Place	Agreed - worklessness plan under development	The main target that has been set is through the 1000 Club (1,000 jobs) and since this has been launched there have been regular updates to Members and the Employment Sub-Group, along with press releases and Staff Room articles. Updates on worklessness actions are reported to the G+P OSP regularly, including when it next meets in November 2012.
R24	Undertake a risk assessment of the localisation of non-domestic rates detailing likely impact on the Council's medium term financial plan.	Cllr Lowry / Corporate Services	Agreed - will be undertaken as government proposals regarding transition arrangements are clear	PCC have been modelling the impact of the government's proposed localised business rate system for several months and continue to update and report back to Senior Officers and members accordingly.
R25	Cabinet member to supply evidence of a coordinated cross Council response to the issue of worklessness, with clear accountability and delivery arrangements at Council and Partnership level and SMART targets for review during the coming year.	Leader / Place	As R23 above	As R23 and according to the report on Worklessness that went to Cabinet. The Employment Sub-Group of the Plymouth Growth Board oversees actions in this arena, which are reported back in to the scrutiny process.

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R26	Details are published of the indicative Transport Capital Programme (£11.94m)	Cllr Coker / Place	Agreed – will be produced as details are available	<p>The actual Capital Programme for Transport in 2012/13 is c.£7.5m. This was reported to Full Council in February, divided between Capital Maintenance and Integrated block.</p> <p>As the programme has been finalised, the capital maintenance spend includes structural maintenance of c.£820K, street lighting of £150K and Highway maintenance of £1.9M.</p> <p>Integrated block (comprising other income from grants etc of c. £3M to support Local transport funding of c.£4.5M) to deliver amongst other items: c.£700K on Local sustainable transport works, c.£900K for other cycling and walking schemes, c.£450 for local neighbourhood schemes comprising safety schemes etc, £260K for bus Punctuality improvement plan works, £390K for strategic network signing, £100k for ITS development, £500K of S.106 works, £160k for improvements to the railway station.</p>
R27	Bus Punctuality Improvement Plan is published, with details of punctuality and targets by route/geography.	Cllr Coker / Place	Agreed	<p>Overall objectives were agreed at the October 2012 Bus Punctuality Improvement Partnership meeting. These targets included the percentage of buses arriving on time, the number of bus miles not operated, and the percentage of tickets pre sold to speed up boarding times. Further work is planned to compare average bus journey times against those of cars along key corridors.</p> <p>Results will be available in early 2013/14 to allow for publication.</p>

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R28	Update on progress in investment commitments made by GoAhead around the sale of Citybus be provided.	Cllr Coker / Place	Agreed	All statutory undertakings have been met with the exception of the average age of vehicles being less than 8 years old and this average being less than the Go Ahead average (excluding London). As of March 2012 the Plymouth CityBus fleet average was 9.3 years whilst the Go Ahead average outside of London was 8.3 years.
R29	Demonstrate how the strategic parking review will support retail growth within the city.	Cllr Coker / Place	Agreed	The 'On Street Parking review' is centred on issues around current demand and availability of residential parking together with delivering greater efficiency and management of On Street parking. The review will put forward a number of proposals, to be presented at Scrutiny in Feb 13, which will support retail and business by enabling greater control and more efficient management of On Street parking i.e. a reduction in the abuse of short stay On Street parking resulting in greater availability of parking to business clients and customers.
R30	Impact on car parking and CCTV control room of future redevelopment of Mayflower East/West car parks be assessed and mitigated.	Cllr Coker / Place	Agreed – as plans are developed	A report is being prepared for Portfolio Holder for Transport regarding the options and impact of the future of the Council's Mayflower Street West car park. The paper considers the car park, the CCTV Control Centre and issues surrounding external leases and agreements associated with the car park i.e. Sainsbury's link bridge; paper due to be completed February 2013. A review of car parking assets, including the profitability of each asset, has been undertaken and shared with Economic Development to support the wider review of Corporate Assets

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R31	Demonstrate how the Market Recovery Plan identifies priorities for delivery in the coming year and expected outcomes.	Leader / Place	Agreed	A report on the operation of the Market Recovery Action Plan and Market Recovery Scheme is being presented to the Growth & Prosperity panel on 21 st November 2012. In addition further opportunities for supporting city regeneration initiatives are being explored through the City Deal bid.
R32	Impact of community infrastructure levy (CIL) is assessed on economic development objectives.	Leader / Place	Agreed	The CIL Charging Schedule has been agreed by Cabinet and set at a level that allows for viable developments to come forward and is to be considered by an independent inspector at a Public Examination in November 2012.
R33	Impact of Localism Act – ensure modelling is undertaken to test the capacity of the planning service to respond to the changing legislative environment, particularly to support neighbourhood planning forums.	Cllr Vincent / Place	Agreed	A Neighbourhood Planning Team has been created as part of the Planning Department restructure just completed to address neighbourhood planning issues within the city and will be reviewing the various statutory provisions and powers of the Localism Act. In addition, conversations have already started with communities who have expressed interest in neighbourhood planning and the national Planning Said service have undertaken workshops within the city with community groups.

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R34	Amend the capital programme to reflect the fact that £4m won't be spent on MRF in 2012/13.	Cllr Lowry /Cllr Vincent / Place	Agreed	This has been profiled through the review of the capital commitments and amended in the monitoring of the capital programme in the July 2012.
R35	Provide strategy for potential allocation of the night time levy.	Leader / Place	Agreed – as legislation is clarified and details worked up	The statutory guidance and relevant powers regarding the night time levy was not published until 31 st October 2012. This will now form part of the review of the Licensing Policy planned for 2013 and will include formal consultation on the potential implementation and subsequent allocation of the late night levy. Informal consultation with relevant stakeholders is currently underway with formal consultation likely to commence around February / March 2013.
R36	Produce a Recycling Strategy and Action Plan.	Cllr Vincent /Place	Contained within Waste Management Strategy	<p>A strategy for increasing recycling is contained within the current Waste Management Strategy.</p> <p>A robust review of this strategy will be undertaken in 2013 to ensure it is updated to include the most recent data and changes in legislation. The recycling strategy will also be revised.</p> <p>The strategy focuses on all initiatives for diverting waste from landfill (reducing waste, re-use and recovery) as well as recycling.</p> <p>The roll out of the garden waste collection service (April 2012) and the introduction of a pilot kerbside glass collection service (Sept 2012) will help reach 2012/13 recycling target of 34%.</p> <p>A report has also been prepared on Food Waste Collection and maximising the 'Re-Use' / Recovery market.</p>

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R37	The Council to allocate additional resources over and above the grant allocation to major adaptations to ensure that the promoting independence agenda is fully supported.	Cllr McDonald / People	Will be considered against other funding priorities	Additional resources from the Council were provided and in addition we also secured funding from the NHS of £1m.
R38	An impact assessment is carried out and published of the likely impact of housing benefit and other relevant welfare reforms on both homelessness and existing tenancies, with an action plan demonstrating how the impact on key vulnerable groups is being addressed.	Cllr Penberthy / Cllr Lowry / People / Corporate Services	Agreed	All proposed budget delivery plans and welfare reform changes will be subject to a full EIA. A cross departmental welfare reform group has been established with officer representation from benefits, housing and the social inclusion unit. This group will continue to monitor and report on changes as they evolve.
R39	Resources are made available to improve on the current rate of 500 per year of the 18000 properties with category one hazards that are being addressed.	Cllr Penberthy / People	Not agreed – current risk based arrangements appropriate given other calls on housing related resources	n/a – not agreed by Cabinet
R40	Proposals are consulted on regarding the nature of local schemes for Council Tax benefit and the Social Fund.	Cllr Lowry/ Corporate Services	Agreed	See R38

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R41	How is the Council as a whole addressing the issue of troubled families?	Cllr Williams / Cllr McDonald / People	Agreed - details will be provided as proposals developed	<p>Signed up to government scheme in June 2012. Project plan to deliver Families with a Future is on track.</p> <p>The Council has formally signed up to the government programme and developed its Families with a Future programme to respond. We have established a multi-agency group to oversee this, identified families for additional support, developed a service model and implementation is underway.</p>
R42	Provide the projected savings for post 12/13 co-location with Health at Windsor House.	Cllr McDonald / People	Agreed – details will be provided as they are quantified	<p>There are on-going discussions with health regarding their move to Windsor House to co-locate with PCC from April 2013. There will be contributions from health to the running costs of Windsor House in line with their occupation.</p> <p>There will be significant service and non-financial benefits following on from this co-location, which are not quantifiable and do not feature in current budget delivery plans.</p>

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R43	Provide a shared services plan that defines principles and definitions of shared services, with expected outcomes for the Council, proposed principle and secondary partners, Member and officer leads and accountabilities. Propose milestones and projected outcomes for the coming year and beyond.	Cllr Smith / Corporate Services	Agreed	<p>The project plan and arrangements have been shared already and the business case is being worked on now. Until the business cases have been written and adopted by the respective organisations we do not know, for certain, who are partners will be.</p> <p>Those organisations we are currently working with on the business case are:</p> <p>Exeter City Council Teignbridge District Council East Devon District Council</p> <p>Others looking to co-locate or take services are Western Locality Clinical Commissioning Group, Wider Devon CCG.</p> <p>Discussions are also progressing with Plymouth Community Healthcare and we are waiting a review from Devon & Somerset Fire & Rescue Service.</p>
				<p>Once partners have been identified then the principles will be negotiated and agreed. Governance arrangements are being discussed with legal counsel and a proposal should be available by the beginning of December.</p> <p>At the moment Neville Cannon and Susan Buddell are the officers responsible for delivering the business case and the associated proposals.</p>

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R44	Bring forward Transaction Centre integration proposals for additional integration of services for the coming year, with projected efficiency savings.	Cllr Smith / Corporate Services	Agreed	Delivery Plan Targets set and agreed as part of 12/13 budget. Service will move to Customer Services December 12 under new AD agreed to include payroll transactions.
R45	Ensure capital priorities are clearly linked to city priorities.	Cllr Lowry/ Place	Agreed	Work is under way on the creation of an Investment Fund as Pledge A2, as part of this a more detailed Benefit Realisation criteria is being developed, which will demonstrate the alignment of investment to the key priorities for the city.
R46	Publish plans to reduce IT applications across the Council, with projected targets and financial savings.	Cllr Smith / Corporate Services	Agreed	Delivery plan target in place and part of transformation project
R47	Bring forward proposals as to how as yet unfunded capital investment priorities can be considered prior to funding becoming available.	Cllr Lowry/ Place	Not agreed as R8 above	Replaced by new recommendation 9

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R48	Identify contingency plans if no partner investment is available for the Civic Centre following tender exercise during 2012-13.	Cllr Lowry / Corporate Services	Agreed, will be developed as necessary	<p>Tendering re: the future solution for the Civic Centre is being led by the Place Directorate with support from Corporate Services. We are currently in the dialogue stage with four potential partners with a robust project plan which will entail letting a contract in June 2013.</p> <p>Early signs are good. Financial criteria has been developed as part of the tender evaluation with the ultimate contingency plan being that any workable solution has to represent VFM when compared with the cost of the option of the Council borrowing funding to undertake the full repairs themselves.</p>
R49	What targets are being set for key staff engagement measures for the coming year, and how are they to be met?	Cllr Smith / Corporate Services	Agreed, information will be provided when agreed	<p>The Staff survey is currently open. Results will be shared with members and CMT in early December.</p> <p>Targets are based on the differences between the last Staff survey and the current one:</p> <ul style="list-style-type: none"> • Higher completion and return rate. • Higher scores on engagement indices. <p>Lower scores on negative indicators (such as bullying).</p>
R50	A review is undertaken into the procurement, shared services and location risk assessment arrangements of the data centre.	Cllr Smith / Corporate Services	Agreed	Data Centre has been approved and investment has been made. This building has already been built and is currently being fitted out. Migration from Civic first quarter 2013/14
R51	What are the SMART targets by service area for sickness in the coming year and how are managers going to be held accountable for delivering them?	Cllr Smith / Corporate Services	Agreed – as R49 above	The corporate target is 6 days per FTE over a rolling 12 month period. An upper 'tolerance' of 8 days per FTE over a rolling 12 month period has been set as a minimum target for Assistant Directors and Managers to achieve by 31 March 13. This target should be reflected in appraisal objectives for managers.

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R52	Publish a Workforce Development with resource requirements and measurable outcomes.	Cllr Smith / Corporate Services	Agreed	The initial data is available from recently completed appraisals. This is being worked up into a fuller plan that will identify skills gaps and what targeted staff development is needed. This will be part of the longer term workforce intelligence reporting that will form part of the new AX suite of workforce report.;
R53	The business case for a fully transactional website to be published and made available for consultation.	Cllr Smith / Corporate Services	Agreed	Business case now signed off by Council
R54	The libraries review to be made available for pre-decision scrutiny and further engagement work is undertaken with the community and voluntary sector regarding the development of libraries as community hubs.	Cllr Smith / Corporate Services	Agreed	Public consultation has been completed with results published and taken to Customer and Communities OSP (CCOSP). A revised business plan is being drawn to take into account the consultation results, changes that will impact on libraries as a result of the Council's Transformation Programme and feedback from CCOSP in order that we maximise the community hub model and enhance service delivery (this will include stakeholder input).
R55	Undertake a risk assessment of customer services ability to deal with increased demand and contacts during welfare reform implementation.	Cllr Smith / Corporate Services	Agreed	Risk assessment will be completed once all known changes have been finalised so that we can fully assess impact. At this stage it is anticipated that Revenues and Benefits staff will deal with most demand (supported by Housing) and plans are in place to release resource to absorb this additional demand through the Welfare Reform Working Group.
R56	Scrutiny management Board to receive proposals on changes to committee and scrutiny structure.	Cllr Smith / Corporate Services	Agreed	There have been changes to the scrutiny terms of reference which have been approved by the Council. In addition, scrutiny work has been undertaken in relation to the Health and Wellbeing Board and Police and Crime Panel

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R57	Identification of mitigation to offset impact of lack of statutory legal aid representation for priority groups.	Cllr Smith / Corporate Services	Agreed – work already undertaken	The impact has been analysed and where impact remains, Council services are being provided as appropriate, for example, domestic advocacy abuse project.
R58	An appropriately funded plan be put in place to mitigate the likely impact on voter numbers of the proposed electoral reforms.	Cllr Smith / Corporate Services	Identification of potential impacts will be undertaken	Report on new electoral reforms to be considered by Council in December.
R59	Any decision to use the Life Centre for the count at the local elections is informed by cost and value for money implications.	Cllr Smith / Corporate Services	Agreed	There are currently no plans to use the Life Centre for election counts.
R60	Ensure the city's long term priorities clearly reflect the more turbulent economic climate we are moving through and that the medium term focus on key areas of delivery is clearly drawn out in the Corporate Plan.	Leader / Chief Executive	Corporate Plan amended – further work will be undertaken during the year through business planning process	The revision of the Corporate Plan will more effectively address the challenges that the Council faces in the medium and long term. The Plan for Jobs, City Deal and the Investment Fund all have a focus on tackling the challenges faced in the current economic climate.
R61	Investigate the best ways of joining up our various priority areas of delivery through an overall programme.	Leader / Chief Executive	As R60 above	See answer to R60 (above)

	Recommendation	Cabinet/ CMT lead	Cabinet Response	Progress
R62	Provide risk mitigation around red delivery plans in 2012-13.	All Cabinet Members / Corporate Services	Agreed	<p>Progress against red and amber delivery plans will be incorporated within regular performance and financial reporting for 2012/13,</p> <p>Where it is envisaged that savings will not be achieved, Assistant Directors will be expected to bring forward alternative budget delivery plans.</p> <p>Exceptional non-achievement of red delivery plans, with no alternative savings plan in place, will be reported to, and discussed, by the Corporate Management Team in order to enact mitigation.</p>

ADDITIONAL RECOMMENDATIONS

Progress Report – December 2012



	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
R1	The progress of the task force for jobs is subject to a six month evaluation by the Growth and Prosperity Overview and Scrutiny Panel (connected to original recommendation R23)	Leader / Place	Agreed	The Jobs Task force has met regularly and a Plan for Jobs will be put before the Council's Cabinet in January 2013. Regular monitoring processes, including to Scrutiny, will be explained and a part of the Plan.
R2	The production of an action plan for increased voter registration, including joint work with the university, other higher education institutions and with schools	Cllr Smith / Corporate Services	Agreed	An action plan was agreed and implemented from June 2012 and included closer working with the university and Marjons. In addition a prize competition was published to encourage increased registration.
R3	The Cabinet seek and publish partners' agreed approaches to the cooperative council ethos, including those of service delivery partners, such as Amey	Leader / Chief Executive	Agreed	<p>The Council is currently considering revised partnership arrangements for the city that address the legislative context within which we are working and better address the city's ambitions. The Health & Wellbeing Board's emerging vision and terms of reference fully embrace the cooperative ethos. More specifically Plymouth Community Homes and Plymouth Community Healthcare as members of the Health & Wellbeing Board have taken account of the cooperative ethos in service delivery with Plymouth Community Homes producing a full response to the manifesto pledges.</p> <p>In response to the Cooperative Council agenda Amey have been giving more emphasis to 2 aspects of their work:</p> <ol style="list-style-type: none"> I. Commitment to the local economy including recruitment of 2 new apprentices and previously long term unemployed as well as signing up local businesses into the Amey supply chain

	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
				2. Involving local people in decisions and service delivery, for example Amey have recently rolled out QR codes on all the grit bins so that anyone can now email the code to Amey to notify them that the bin needs refilling
R4	The Cabinet provide clarity about how the city will balance the needs of the night time economy against the health impacts of alcohol misuse	Cllr McDonald / Leader / Place / People	Agreed	A Task and Finish Group has been set up to focus on the relationship between growth and health harms linked to alcohol. A two day Scrutiny process will take place (early Dec 2012) An introduction to this Scrutiny process will take place during the week beginning 19 th – 25 th November 2012 (Alcohol Awareness Week).
R5	The Cabinet agree with the Overview and Scrutiny Management Board a brief for its input into the development of the city's child poverty strategy (connected to original recommendation R9)	Cllr Penberthy / People	Agreed	Overview and Scrutiny Management Board are providing oversight to the process of developing the joint Child Poverty Needs Assessment and Child Poverty Strategy, which is being led by the child poverty cross party working group The Child Poverty Needs Assessment and a progress update are being reviewed by OSMB on 14 th November 2012. The final Child Poverty Strategy and Action Plan will go back to OSMB on 27 th February 2013 prior to going to Cabinet on 2 nd April and Full Council on 22 nd April.
R6	Within six months child poverty in Plymouth will be defined by Cabinet, following appropriate consultation, including referral to the Children's Trust Board and brought to council; this will allow measures to be taken that will record the incidence of child poverty (connected to original recommendation R9)	Cllr Penberthy / People	Agreed	Child Poverty has been defined within the Child Poverty Needs Assessment following a consultation conducted in June – July 2012 led by the child poverty cross party working group. This definition was endorsed by Cabinet on September 11 th 2012.

	Recommendation	Cabinet/CMT lead	Cabinet Response	Progress
R7	The Cabinet provide clarity that the Older People's Charter is a cross service, rather than a social care initiative	Cllr McDonald / People	Agreed	The Charter for Older People was launched in October 2012. It will impact on all of our work across the Council.
R8	Stronger impetus is given to the energy supply company initiative, to provide the earliest possible relief to those in fuel poverty	Cllr Penberthy/Place	Agreed	A report setting out detailed progress will be made to the Cabinet in January 2013.
R9	In the spirit of open government, Cabinet revisit the earlier recommendation of this Board, to bring forward proposals as to how as yet unfunded capital investment priorities can be considered in a transparent way prior to funding becoming available (replaces original recommendation R47)	Cllr Lowry / Place	Agreed	The formal pipeline of projects the council holds is the Infrastructure Needs Assessment (INA) which was published in July 2011, There is a developing pipeline of projects based on this INA that will be prioritised based on the Investment fund criteria.
R10	The Cabinet is asked to demonstrate that plans are in place to ensure a smooth and seamless transition for vulnerable children to adulthood (same as original recommendation R47)	Cllr Williams / Cllr McDonald / People	Agreed	Transition Programme plan developed. Specific plans for early identification of young people in Year 9 who may be vulnerable at transition. There is a bi-annual transitions panel in which adult commissioners and lead officers meet to look at progress and any blocks to transitions on a strategic level. There is also a monthly operational meeting that tracks children in care transitions to adult social care.

BUDGET SCRUTINY 2013

Aims and Objectives



THE PLAN FOR BUDGET SCRUTINY

AIM

To challenge and support the councils Corporate Plan and Budget together with our partners' contributions, to ensure that they are deliverable and best meet the needs of the City.

OBJECTIVES

- Determine whether the city's and council's shared priorities are being effectively supported and resourced
- Ensure there is a clear understanding of the impact of the proposals for resource reduction and resource allocation on the city's neighbourhoods taking into account the views of people of Plymouth.
- Ensure clarity around how changes in resources allocation in one service or partner area can impact on another service or partner area
- Determine whether the balance between overhead costs and service delivery costs is the right one.
- Ensure we have a clear view of both risks and their mitigation and the future opportunities that will derive from other shared services and pooled resources
- Assess the impact of legislation on our ability to deliver services and whether we are fit for purpose for addressing this challenge
- Assess whether the corporate plan and budget encourage a sense of togetherness and ownership of council supported services, amenities and assets

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**OVERVIEW AND SCRUTINY MANAGEMENT BOARD – 12 DECEMBER 2012
RECOMMENDATIONS**

Date/min number	Resolution / Recommendation	Response
Growth and Prosperity OSP		
21.11.12 Minute 42	<p>Heart of the South West Local Enterprise Partnership</p> <p>Recommended that Plymouth City Council continues to work with the Heart of the South West Local Enterprise Partnership, as well as other partners within its sub-region, in the interests of the city around major strategic issues such as City Deals and transportation, and in order to support local businesses accessing LEP influenced or controlled funding streams.</p>	
21.11.12 Minute 42	<p>Heart of the South West Local Enterprise Partnership</p> <p>Recommended that Tim Jones, Chair of the LEP and the future Chief Executive of the LEP to attend the panel’s meeting in May 2013 to provide an update and review progress of the LEP since November 2012.</p>	
21.11.12 Minute 45	<p>Government Proposals to change the Planning System</p> <p>Recommended that the Customer and Communities Overview and Scrutiny Panel review the impact of Clause 5, modification or discharge of affordable housing requirements secured through Section 106 agreements, in the Growth and Infrastructure Bill, to determine the impact this clause may have on local communities as a result of applicants applying to the local authority for modifications to or the removal of agreed S106 agreements with respect to affordable housing. Where an authority fails to make a determination within the specified time or determines that no modification will be made, the applicant may appeal to the Planning Inspectorate.</p>	

**OVERVIEW AND SCRUTINY MANAGEMENT BOARD – 12 DECEMBER 2012
RECOMMENDATIONS**

Date/min number	Resolution / Recommendation	Response
21.11.12 Minute 48	<p>Work Programme</p> <p><u>Recommended</u> to the Overview and Scrutiny Management Board that –</p> <ul style="list-style-type: none"> (1) Anthony Payne, Director for Place, is invited to provide a departmental update in February; (2) Government updates is to be removed from February; (3) Commercial Asset Strategy is to be deferred until the next municipal year; (4) Welfare Reform is to be deferred until the next municipal year; (5) the Evaluation of Gdynia Way is to be scheduled for February; (6) Road Safety Awareness is to be schedule for May; (7) On Street Trading item is to be removed from work programme; (8) the Market Recovery Scheme item has now been completed and is to be removed from February; (9) all items above the Bi-Annual Scrutiny report and below Government proposals on Planning Systems are to be deleted; (10) the Heart of the South West Local Enterprise Partnership is to be scheduled for May. 	

**OVERVIEW AND SCRUTINY MANAGEMENT BOARD – 12 DECEMBER 2012
RECOMMENDATIONS**

Date/min number	Resolution / Recommendation	Response
Health and Adult Social Care OSP		
Min 43. 22/11/12	<p>PLYMOUTH NHS HOSPITALS – CAR PARKING (Draft)</p> <p><u>Agreed</u> –</p> <p>3. to recommend to the Cabinet Member for Transport that Plymouth City Council increase marketing activity with regard to the George Park and Ride for access to the Hospital;</p> <p>4. congestion surrounding the Derriford Hospital site and sustainable transport links to all health care sites across the city are reviewed by the Cabinet Member for Transport and a written report provided to the panel.</p>	

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**Children and Young People's Overview and Scrutiny Panel
Work Programme 2012/13**

Topics	J	J	A	S	O	N	D	J	F	M	A	M
Commissioning, Policy and Performance												
Performance and Budget - Delivering growth - Raising Aspiration - Reducing Inequalities - Value for Communities												
Joint Commissioning (transition to adulthood)												
Education, Learning and Family Support												
Hospital School/ACE Provision						I						
School Transport (under regular review)				20								
Commission on School Libraries						I						
Primary and Secondary School Attainment								3I				
Work Experience												
Free Schools/Academies Report						I						
SEN Strategy/Funding				20								
University Technical College (UTC)		12						3I				
Bursary Fund						I						
Children's Social Care												
Adoption												
Monitoring of Sickness Levels and Vacancies in Social Care								3I				
Youth Service#								3I		2I		

Topics	J	J	A	S	O	N	D	J	F	M	A	M
Children's Health												
CAMHS Task and Finish (under regular review)		12		20		1		31		21		
Child Poverty												
Early Year Interventions										21		
Hospital appointments for children and young people and the co-ordination of consultants when seeing patients												
Task and Finish Groups												
Updates												
Government Policy Changes										21		
Strategies and Plans												
Children and Young People's Plan (Action Plan)												
Youth Justice Action Plan												
Training and Development												
Development Session for panel members				20								

Key:

New Item = #

N.B – items will be automatically deleted from the work programme once they have been considered by the Panel.

Customers and Communities Overview and Scrutiny Panel

Work Programme 2012/13

Work Programme	J	J	A	S	O	N	D	J	F	M	A
Task and Finish											
Library Modernisation											
Social Fund Replacement (part of Welfare Reform)				24	2 & 8	7					
Compact							tbc				
Updates											
Plymouth Life Centre / Leisure Management Contract						7					
Police Crime Panels/Commissioner				12		7					3
Noise Nuisance									6		
Government Policy Changes											

N.B – items will be automatically deleted from the work programme once they have been considered by the Panel

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Draft Work Programme 2012/13

Work programme	J	J	A	S	O	N	D	J	F	M	A
General items											
Departmental verbal updates (as required)		4							20		
Update on Government Policy changes		4	1	19		21				1	
Local Economic Partnerships – Heart of the South West				19		21				May	
Economic Development											
Minutes of the Growth Board			1						20		
Events and Visitor Plan									20		
Youth Unemployment Update						21					
Plan for Jobs									20		
Connectivity: Broadband				19					20		
Commercial Assets Strategy											
Welfare Reform Pooling of Business Rates											
Inward Investment									20		
Transport & Highways											
Community Events and Road Closure Policy Update (Briefing Paper on policy)				19		21					
Evaluation of Gydnia Way Changes			1						20		
Connectivity: Rail Franchise											
Highways Maintenance (inc. cycle tracks and Transport and Highways Partnerships)				19							
On street parking review (briefing paper and presentation)			1						20		

Work programme	J	J	A	S	O	N	D	J	F	M	A
Road Safety Awareness										May	
Planning Services											
Local Development Framework Annual Monitoring Data (web based presentation)									20		
Private sector Housing Stock Condition (Residential sites briefing paper)						21					
Housing Delivery Plan									20		
Guidance on use of resources in connection with planning applications				19							
Plymouth Plan – update										May	
Market Recovery Scheme				19		21					
Government proposals on Planning system						21					
Other Topics											
Bi-annual Scrutiny Report											
Task and Finish Groups											
Subsidised bus routes/cross ticketing/patronage/accessibility					24	6 & 20	3				
Youth Unemployment (young people with special educational needs and disabilities) (Joint T&F Group)											

Key* **New item**

N.B – items will be automatically deleted from the work programme once they have been considered by the Panel.

Work Programme 2012/13

Topics	J	J	A	S	O	N	D	J	F	M	A	13 /14
Health Integration Programme												
Healthwatch		19										
Health and Wellbeing Board / Joint Strategic Needs Assessment (JSNA) / Joint Health and Wellbeing Strategy (JHWBS)				13					28			
Public Health Transition				13				24				
Joint Priorities												
Dementia Strategy		19						24				
Safeguarding Vulnerable People (review of recommendations)								24				
NEW Devon, Clinical Commissioning Group (Western Locality)												
Commissioning Intentions						22						
Plymouth NHS Hospitals Trust												
Hospital Discharge Process (TBC)												
Winter Planning (update)									28			
Maternity Acupuncture Service								24				
Foundation Trust Business Case (Date TBC by PHNT)												
Plymouth City Council – Adult Social Care												
Social Care Transformation Programme								24				
Plymouth Community Healthcare												

Work Programme 2012 - 2013

Proposed work programme	J	J	A	S	O	N	D	J	F	M	A
Finance, Efficiencies, Technology and Assets											
Shared Services Programme Review			6			19					
Carbon Management update					1						
Customer Services											
Revenues and Benefits Monthly Position Statement					1						
Discretionary rate relief									11		
Human Resources and Organisational Development											
Review other authorities' occupational health services and sickness (referred by Audit Committee on 16.12.11)		2									
Human Resources Workforce Update											
Sickness Policy Review			6								
Interim Staff Survey									11		
Democracy and Governance											
Election Costs											
Corporate Communications											
Social Media Strategy									11		
Policy, Performance and Partnerships											
Community Engagement update											
Other Issues											
Government Policy Changes					1	19			11		8

City and Council Priorities											
Value for Communities											
Task and Finish Groups											
Council Tax Scheme review (Welfare Reform)											

Key

* **New item**

N.B – items will be automatically deleted from the work programme once they have been considered by the Panel.

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Overview and Scrutiny Management Board

Work Programme 2012/13

Topics	J	J	A	S	O	N	D	J	F	M	A	M
Budget Scrutiny								9, 14 & 16				
Cabinet response to budget scrutiny recommendations							12					
Budget Scrutiny Process Review (Min 84 (2) refers)												
Medium Term Financial Strategy												
Scrutiny Bi-Annual / Annual Scrutiny Report												
Leader and Chief Executive	13					14			13			
Cabinet Members		3					12		13	13	10	
Review 2011 Interim Staff Survey Results (Minute (70 (8) refers)												
Welfare Reform		25		5			12					
Police and Crime Panel												
Child Poverty Strategy						14		30	13			
Government Policy Changes												
Finance – Capital and Revenue Monitoring Report					3	14	12	30	13	13	10	
MPs Meeting				21								
Plymouth Plan												
Youth Unemployment (how successful young people with special educational needs and disabilities are in gaining employment)												

* - indicates new a new item

NB – items will be automatically deleted from the work programme once they have been considered by the Board.

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SUBSIDISED BUS ROUTES AND THROUGH TICKETING



A report of the Growth and Prosperity Overview and Scrutiny Panel - Task and Finish Group following a review of subsidised bus routes and ticketing.

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I. SUMMARY

The Growth and Prosperity Overview and Scrutiny Panel agreed to hold a scrutiny review into subsidised bus routes and through ticketing, which was endorsed by the Overview and Scrutiny Management Board on 5 September 2012.

The scope of this review encompassed analysing the city's existing bus network and proposed changes to the network to ensure an appropriate level of subsidised bus service provision was offered. In addition, the review was to engage with the city's bus operators in an effort to identify a potential way forward in implementing a citywide multi-operator ticket, or 'through ticket'. In undertaking the review it was important that all bus operators were invited to attend and that the views of the general public were provided in a proportional and representative manner.

The panel, in developing their knowledge of subsidised bus services and through tickets, were robustly informed about service history, government legislation and existing subsidised provision and through tickets within Plymouth. To aid the discussions all the city's bus operators were invited to participate in the review, with Citybus, Target Travel and First Devon and Cornwall Ltd providing representatives to address the panel. To receive a balanced public opinion the panel received representations from the Plymouth Youth Cabinet, the Senior Citizen Forum and Travel Watch South West.

The panel in analysing all the information agreed to make a number of recommendations, which will be submitted to Cabinet, via the Overview and Scrutiny Management Board. The recommendations were aimed at improving the existing provision of through tickets and the contracting of subsidised bus services within Plymouth as well as improving the public transport experience in general for citizens of Plymouth.

2. INTRODUCTION

2.1 This report gives the findings from the Growth and Prosperity Overview and Scrutiny Panel's Task and Finish Group review on the topic of subsidised bus routes and through ticketing.

2.2 The Task and Finish Group's review took place on four separate dates through October, November and December 2012.

2.3 Members appointed to the group were as follows:

- Councillor Patrick Nicholson (Chair of the group)
- Councillor Jean Nelder (Vice-Chair of the group)
- Councillor Ian Bowyer
- Councillor George Wheeler

2.4 Officers supporting the group were as follows:

- Adrian Trim, Head of Sustainable Transport (Lead Officer)
- Andy Sharp, Public Transport Controller and ASTM
- Ralph Ellis, Public Transport Officer
- Ross Johnston, Democratic Support Officer

2.5 This report summarises the findings of the Task and Finish Group review and makes recommendations for improvements.

3. BACKGROUND – WHAT ARE SUBSIDISED BUS ROUTES?

3.1 This section provides an overview of the subsidised bus services, the Council's activities around subsidised bus services, providing information on which services are supported, why they are supported, contract management, usage data and a review of the existing services. Plymouth City Council supports a range of bus services across the City either in their entirety or partially supporting specific additions to existing commercial services. The Public Transport Team fulfil this function utilising an annual budget of £382k securing services through a combination of full Official Journal of the European Union (OJEU) tender processes and competitive quotes based on the nature of the service procured.

3.2 Subsidising a bus service

There are a range of different circumstances whereby a bus service is subsidised. The three main areas are:

- At the end of the existing contract period or following a regular review.
- Intervention following changes to either subsidised or commercial routes.
- Utilising section 106 funds as they become available

Bus services subsidised as part of Section 106 agreements were outside the scope of this scrutiny review.

3.3 Regular review

Patronage data is reviewed on a quarterly basis to track the effectiveness of each individual service and the cost per passenger.

All services are reviewed regularly through the deployment of on board staff that collect data on the actual journeys passengers are making; this is necessary as the monthly patronage data received from bus operators only gives overall trip data and not specific journey data. These reviews enable the team to prioritise the sections of existing routes where the majority of trips are made, where there are no alternative services and offer the best service to communities.

Based on the data provided in Table 1, below, Plymouth residents make an average of 8397 weekly journeys, at an average subsidy of £0.88 per journey.

3.4 Bus Service Operators Grant

The Department for Transport (DfT) has decided to allocate the fuel duty rebate, Bus Service Operators Grant (BSOG), directly to Local Authorities in respect to all subsidised services from 2013/14.

3.5 Community Transport

Community Transport which is largely provided by the charity Access Plymouth plays a key role in the provision of transport to Plymouth residents. The Ring and Ride and

Community Car services offer door to door transport for elderly and/or disabled residents who are unable to use conventional public transport either because of availability or due to difficulties accessing it. A current trial is underway for residents in the north of the City through the provision of a Dial a Ride service which allowed pre book-able journeys at staggered costs to any destination including the Hospital, supermarkets, or even bus stops to allow passengers to interchange with bus services taking them into the City Centre or elsewhere.

The combined trips in 2011-2012 on all Community Transport services were 12,728.

3.6 Review of existing subsidised services

The routes that the Council provides subsidy towards are provided below in Map 1 (the black lines are the overall bus network for Plymouth with the coloured lines representing the routes subsidised by Plymouth City Council). Table 1, below, lists the existing services the Council provide subsidy towards including the overall cost and the cost per passenger.

Map 1

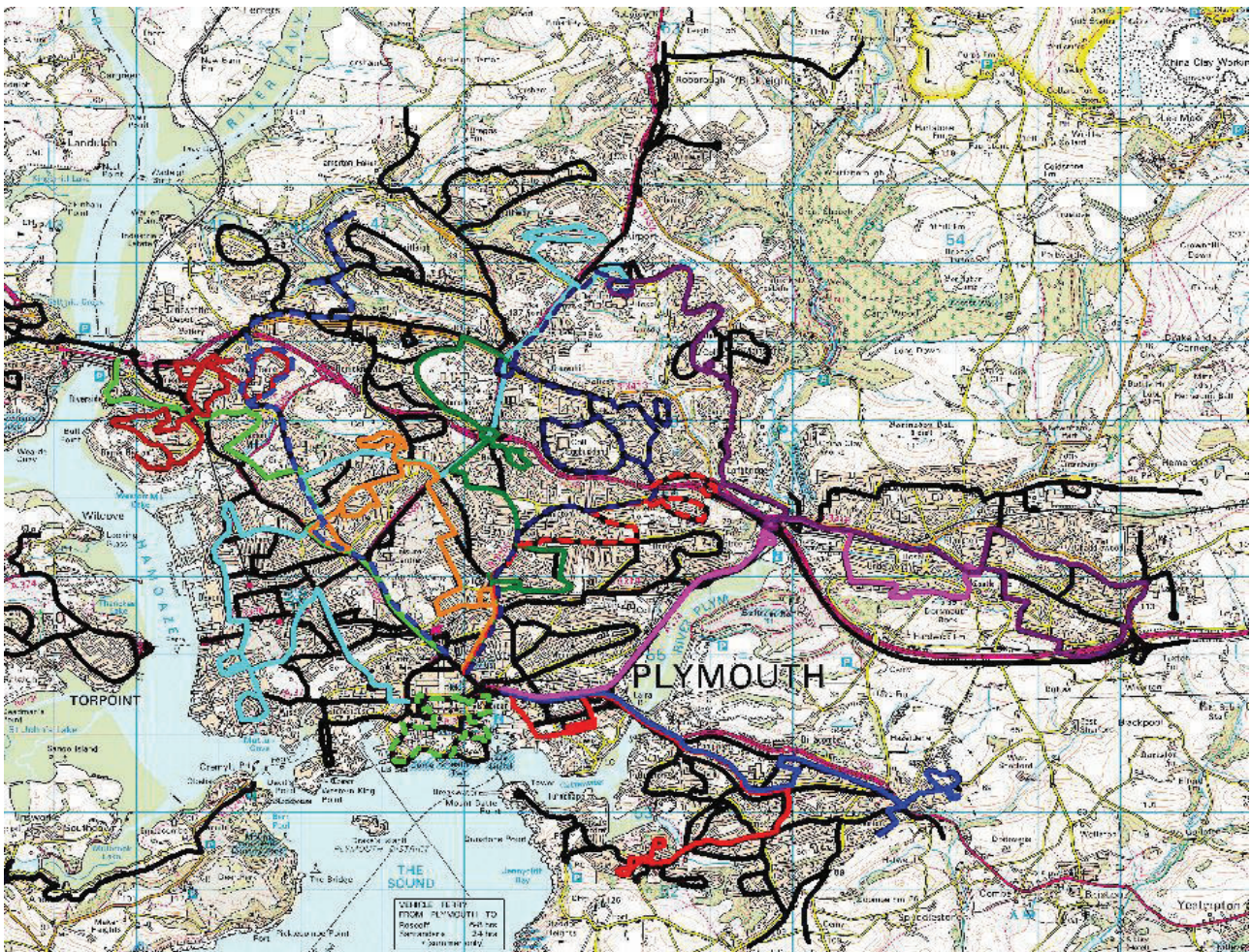


Table I

Service	Route Details	Operator	Days Subsidised	Frequency	Operating Period	Full/Part Subsidy	Subsidy per passenger	Average Weekly Trips	Contract expiry date
7D	City Centre - Plymstock - Hooe	Target Travel	Monday to Friday	Hourly	Off -peak	Full	1.04	620	23 May 2015
13	City Centre - Weston Mill & Saltash Passage	Plymouth Citybus	Monday to Friday	Hourly	09.00 to 19.00	Full	0.54	1,106	23 May 2015
14	City Centre - Devonport - Keyham - Ham - Crownhill - Derriford	Target Travel	Monday to Friday	Hourly	07.30 to 18.30	Full	0.97	1,418	23 May 2015
16B	City Centre - Kings Tamerton - Holly Park	Plymouth Citybus	Daily	Hourly	Evenings Only	Part (Evenings only)	0.69	757	31 May 2014
18	City Centre - Plymstock - Elburton	Target Travel	Monday to Friday	Hourly	09.10 to 17.40	Full	1.56	438	23 May 2015
19	City Centre - Coxside - Cattedown - Merafield	Target Travel	Monday to Friday	Hourly	07.30 to 18.10 Provides peak hour service in Coxside and Cattedown	Full	0.88	539	Rolling contract subject to full review
25	City Centre - Barbican - Hooe	Plymouth Citybus	Sundays & Bank Holidays - Summer Only	Every 30 minutes	09.30 to 18.00	Part (Sundays & Bank Holidays Summer Only)	0.98	203	31 May 2014
27	City Centre - Mutley - Efford - Deer Park - Austin Farm	Plymouth Citybus	Sundays & Bank Holidays Only	Hourly	08.45 to 17.45	Part (Sundays & Bank Holidays)	0.69	227	23 May 2015
28B	City Centre - Eggbuckland - Derriford Hospital	Plymouth Citybus	Sunday to Thursday	Hourly	Evenings Only	Part (Evenings only)	0.67	673	31 May 2014
31	City Centre - Ford - Beacon Park	Plymouth Citybus	Monday to Friday	Hourly	08.55 to 17.55	Full	0.63	689	31 May 2014
39	City Centre - Compton - Morrisons - Hartley Vale	Target Travel	Monday to Friday	Hourly	07.50 to 18.20	Full	1.36	532	23 May 2015
52	Plympton - Derriford Hospital	Target Travel	Monday to Friday	Hourly	06.10 to 19.15	Full	1.02	779	23 May 2015
223	St Budeaux - Kings Tamerton Circular	St Budeaux Taxibus	Monday to Friday	Every 30 minutes		Full	0.53	387	29 March 2013

3.7 Criteria for providing subsidised bus services

Plymouth City Council worked to provide the most effective balance between offering services which positively impacted upon residents lives and having as great coverage as possible. The limited size of the budget and the unprecedented amount of changes in local bus services over the last three years has required a flexible and dynamic approach to ensure as comprehensive a service as possible. The following factors were taken into account when subsidising a bus service.

- Available budget.
- Cost per passenger journey based on total passengers (from surveys and ETM data for existing services). The Council's maximum guide cost is £1.65 per passenger. This is reviewed annually subject to industry costs and inflation.
- Total passengers per journey.
- Total unique passengers per journey (those who would not have access to an alternative service within 400 metres at least an hourly frequency)
- Knowledge and detailed understanding of both historical and current context of services.
- Feedback from residents, stakeholders and Members.
- Topography.
- Car ownership levels.
- Accessibility links to the following:
 1. Main and local shopping centres / health facilities
 2. Key hubs to secure connections elsewhere
 3. Employment
 4. Education
 5. Leisure/tourism facilities

Detailed tender specifications were given to Bus Operators to quote against, but the Public Transport Team was always clear that innovative proposals were welcome.

3.8 Process for subsidising a bus service

The existing subsidised bus network has been developed over a number of years.

During the contract period, any comments and requests received from ward members, members of the public or bus operators are taken into account when planning for the next contract period or sooner if cost effective benefits can be provided for residents by making changes during the existing contract term.

Receipt of de-registrations for commercial services led the public transport team to gather patronage data for the withdrawn service and look at alternative service provision options. Where it is felt that a replacement service is warranted for all or part of that route, consideration is given to either putting a new service out for tender or amending an existing service.

The team also have regular liaison meetings with all of the city's bus operators and they are always asked for their views on the effectiveness of the subsidised service network, any potential changes they think may be required at the end of the contract terms, any

upcoming commercial service changes they are prepared to share or any requests they have received from customers for new or amended services.

Most services are put out to tender using the open tender process, and in view of the general contract cost, the OJEU process is normally followed. To achieve the best possible value for money the team provide options for service contracts to be awarded as either a whole package or a number of smaller packages, rather than as individual services. This is why most contracts have the same expiry date.

Contracts are generally awarded for a period of 3 years with an option to extend the contract for a further 2 years although the Council does have the ability to award contracts for 5 years with the option to extend them for a further 3 years. Contracts are normally awarded for 3 years as this provides greater flexibility for the Council should it need to amend them following changes to the commercial services. However, it is acknowledged that shorter contract terms are not necessarily conducive to encouraging investment in newer vehicles by operators.

Under the 1985 Transport Act the Council is also able to award contracts on a *de minimus* basis. This is used when a contract is awarded for the extension of an existing service. An example could be where a Monday to Saturday daytime service is provided commercially but the evening and Sunday service is subsidised. There are limits on the value of such contracts.

3.9 Types of contract

There are two main types of contract that are offered by Plymouth City Council; net and gross. In the case of the gross contracts, payments are fixed and the Council retains all on bus revenue and the concessionary bus pass reimbursement. Whilst this provides budget certainty for the bus operator it does limit any incentive they have to encourage passenger growth. The Council's contracts are generally let on a net basis which provides greater opportunity for growth and secures financial certainty for the Council.

4. BACKGROUND – WHAT ARE THROUGH TICKETS

4.1 The term through ticketing for the purpose of this report encompasses the ability to travel between different bus services operated by the same or different operators and the addition of different modes of travel such as rail and ferry. This report sets out these definitions of through ticketing and what is currently available in Plymouth.

4.2 Through ticketing background

Through ticketing can take a number of forms but in essence is usually used to describe a ticket which enables the passenger to travel between one public transport service and another. Setting up these tickets within a deregulated bus industry is not simple and requires careful attention to competition law to avoid issues around cartels, detailed discussion on data sharing and how revenue is apportioned between partners. A successful ticketing scheme usually requires good partnership working between the Local Authority and the bus operators and most significantly requires a good deal of will on behalf of all parties.

Powers provided in the Transport Act 2008 give Local Authorities the opportunity to mandate a multi operator ticketing scheme but significantly the bus operators are able to set the price and therefore without a positive working relationship a resulting ticket could be unaffordable.

4.3 Smart ticketing

Although through ticketing can and does exist in simple formats such as paper tickets purchased from drivers the introduction of smart ticket machine technology on board buses does open up further opportunities. The UK's Interoperable Ticketing Technical Standard, now known as ITSO, and Plymouth has worked in partnership on a regional project over the last few years with all bus companies and Local Authorities in the South West to either upgrade or replace ticket machines to meet this standard. The ITSO standard spans all forms of transport and has been featured in all recent rail franchise tender documents in recent years. The benefits include improved boarding times which result in fewer delays and specifically in relation to through ticketing the ability to encode ticketing products with specific acceptance rules which will work regardless of the ticket machine supplier. The data collected can be used to give accurate revenue reimbursements to bus operators based on actual journeys made.

However, regardless of the technology the introduction of such a ticket is still dependent upon the will, partnership working and satisfaction of legal requirements to introduce a product.

4.4 Electronic Money

As part of the regional project mentioned above, which is led by the public/private company South West Smart Applications Limited a new form of smart ticketing will be available in Plymouth subject to the findings of a current trial in the Bristol area and the buy in of local bus companies. Known as E Money a company called sQUID has been awarded a contract to provide an independent smart card which will be useable on all ITSO ticket machines. The technology is similar to the wave and pay function offered by certain UK banks and credit card companies such as Barclaycard. In the case of the sQUID card customers are able to load up credit in advance or automatically top up their balance online and then deductions are made each time they travel.

However, this is purely a payment mechanism and in order to meet the spirit and objective of through ticketing require the actual multi operator tickets to be available in the first place.

4.5 Bus operators

Commercial bus operators will consider further expansion or the introduction of new through tickets subject to the detail required. Despite being easier for the passenger in terms of use it is unfortunate that electronic ticketing enabled through the ITSO specification does entail significant cost and complexity to set up and maintain.

4.6 Ferry operators

Recent discussions with ferry operators in the City revealed that they were very keen on both the technology and the principles of increased through ticketing. A general summary

would be that they would be likely to support such a roll out subject to the operational and revenue detail.

4.7 Rail operators

Further through ticketing with rail services will be very complex but certainly possible if the companies can be convinced. The current postponement of the Greater Western franchise will make any discussion on this matter in the short term unlikely.

4.8 Review of through tickets available in Plymouth

Table 2, below, provides a list of the existing through tickets currently available in Plymouth.

Table 2

Ticket	Definition
Return – single operator	Available for an outward and return journey on a particular operator.
Day ticket – single operator	Available for unlimited journeys within a defined area on a particular operator.
English National Concessionary Ticketing Scheme	Known as the concessionary bus pass the physical pass is fully interoperable both as a flash pass to the driver and also encoded with ITSO technology to allow smart recording on certain ticket machines.
Plus Bus	A national initiative allowing rail passengers to add on bus travel to their train ticket within their destination location. This is available in Plymouth.
Plymouth Green Travel Pass	A Plymouth City Council led partnership between Plymouth Citybus, First Devon and Cornwall, Target Travel and Western Greyhound allowing unlimited travel on any bus service within defined areas which cover 3 different zone options from a City Centre only zone through to a Country Zone extending as far as Dobwalls and Kingsbridge. Set up as a travel plan initiative and currently only available to employees of nine current member employers in the City, the cost of the tickets are deducted directly from salaries. The products have migrated to the ITSO technical standard and are in the process of being accepted by all Operators.
Ferryrider	An agreement between Plymouth Citybus and the Cremyll Ferry enabling travel on the Cremyll Ferry and on Plymouth Citybus services between Stonehouse Bridge and the City Centre.
Dayrider + Ferry	An agreement between Plymouth Citybus and the Cremyll Ferry enabling travel on the Cremyll Ferry and unlimited travel on Plymouth Citybus services within the City.
Explorer Plus	An agreement between Stagecoach Devon and Plymouth Citybus allowing unlimited travel on both operators.
Dartmoor Sunday	Available on Sunday and Public Holidays. Unlimited travel on most bus

Rover	services in Devon including First Devon and Cornwall buses in Plymouth and various train services including the Tamar Valley line trains between Plymouth and Gunnislake.
Travel on Plymouth's subsidised bus services	As part of the contract process Plymouth City Council ensures that other operators tickets are accepted on subsidised bus services.

4.9 Plymouth Green Travel Pass

Following a request, the Task and Finish Group were vigorously informed about the Plymouth Green Travel Pass.

4.9.1 The Plymouth Green Travel Pass is a multi-operator bus pass which is available to employees of participating companies. Overall co-ordination and marketing of the scheme is managed by Plymouth City Council with financial matters on behalf of both the participating companies and bus operators being managed by Plymouth Citybus.

The scheme was set up in 2002 and was designed as an initiative to encourage employers to promote sustainable transport to their employees. The bus operators currently participating in the scheme are Plymouth Citybus, First Devon and Cornwall, Target Travel and Western Greyhound. The participating bus companies and City Council form the Green Travel Pass steering group. Liaison with member organisations also helps to inform the management of the scheme.

There has been a decline in membership over recent years as the cost of the passes have risen at a higher rate than standard ticket prices. Prices are determined on an annual basis by the participating bus operators and the current cost of the passes has been set on the basis that the passes are a premium product, due to the multi-operator nature of the pass, and therefore should attract a premium price compared to a single operator season ticket. The pass is now becoming a niche product for those who regularly use more than one bus operator.

4.9.2 How the pass works

Companies are able to apply for membership of the scheme if they have an active travel plan. The application is considered by the Green Travel Pass steering group. Additional bus operators are also able to apply for membership of the Green Travel Pass scheme if they wish to.

On joining the scheme employees of participating companies are able to have one of three passes; a city zone, all zone or outer zone, which is shown in the map below. These zones mean the pass covers the City's travel to work area. Payments for the pass are managed by the employee's company who are subsequently invoiced on a monthly basis by Plymouth Citybus.

Green Travel Pass holders are entitled to unlimited travel 7 days a week on all services provided by the four participating operators within the specified zone (except Park & Ride 1 and 2).

The City Council, in partnership with the participating companies, manage the development of the marking material for the scheme to the employees of partner organisations and the Council leads on the promotion of the scheme to new businesses.

In the case of Plymouth City Council payment for the Green Travel Pass is made through direct monthly deductions from member’s salaries.

4.9.3 Benefits for employers

There are a number of benefits for employers joining the scheme including:

- Green credentials - demonstrating their commitment to encouraging sustainable travel, through reducing traffic congestion and carbon emissions.
- Staff benefits – setting up a monthly payment through the payroll system for the pass reduces the need for staff to do the hard work themselves.
- Addresses staff travel – a valuable tool for the company’s travel plan.

4.9.4 Benefits for employees

Benefits for employees joining the scheme include:

- Multi operator ticket – offering flexibility and choice. The scheme is designed to save money for those who regularly use more than one operator to get to work.
- Payment and renewal – passes only need to be renewed annually and payment is organised by the employer increasing the convenience of the pass to the employee
- Greener travel – helping reduce congestion and carbon emissions.
- Quicker travel – journeys can benefit from the city’s bus priority measures such as bus lanes and traffic signal priority.

4.9.5 Future Growth

All companies who develop a travel plan with the City Council are informed about the Green Travel Pass scheme as one of the measures they could introduce to support sustainable travel amongst staff and a website has been set up to answer initial enquiries about the scheme.

The Sustainable Transport Team will continue to promote the scheme to all companies in the City. The Plymotion at Your Workplace programme, the business focussed personalised travel planning component of the Local Sustainable Transport Fund Plymotion programme, which runs for the next three years, will provide an opportunity to promote the scheme to companies in the Plymotion area which spans from Devonport in the west to Plympton and Plymstock in the east.

4.9.6 Participating companies

There are 10 companies who currently participate in the scheme with a total of 769 members. Full details of the companies and their pass-holders are shown in table 3, below:

Table 3

Company	City Zone	All Zone	Country Zone	Total Passes
Derriford Hospital	0	347	16	363
Royal Mail	0	14	0	14
Plymouth University	83	82	15	180

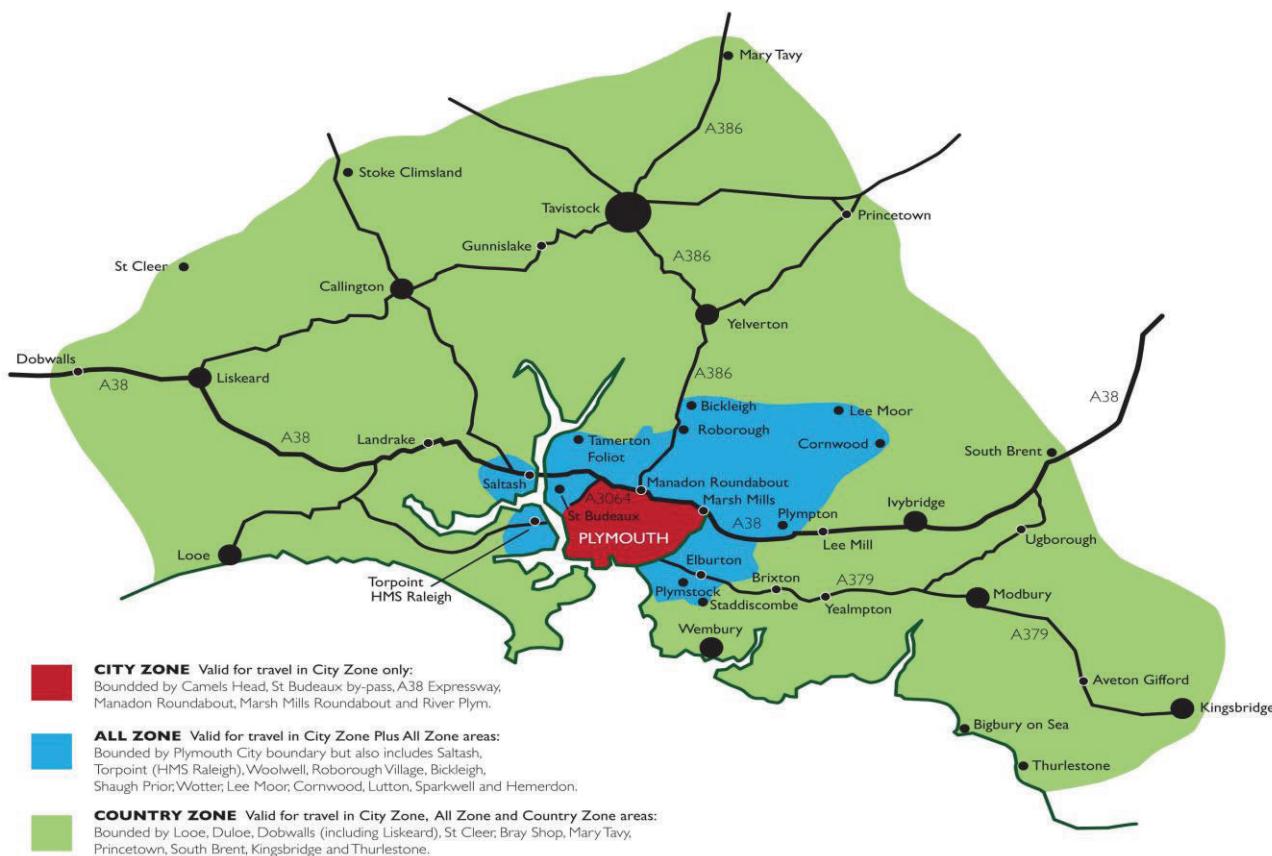
EDF Energy	6	3	1	10
City College Plymouth	4	4	0	8
Plymouth City Council	57	105	7	169
Foot Anstey	4	2	0	6
Stoke Damerel	1	3	0	4
Plymouth Community Homes	2	6	0	8
Harbour Drug & Alcohol	3	4	0	7
TOTAL	160	570	39	769

4.9.7 Plymouth Green Travel Pass Zone and cost

The Plymouth Green Travel Pass zone covers all of Plymouth and much of the surrounding area as detailed in Map 2, below.

Map 2

GREEN TRAVEL PASS ZONES



For further information please visit us at: www.greentravelpass.co.uk Tel: 01752 307790

The monthly cost of the pass to the employee is:

- City Zone - £45 (£540 per annum)
- All Zone - £59 (£708 per annum)
- Country Zone - £85 (£1,020 per annum)

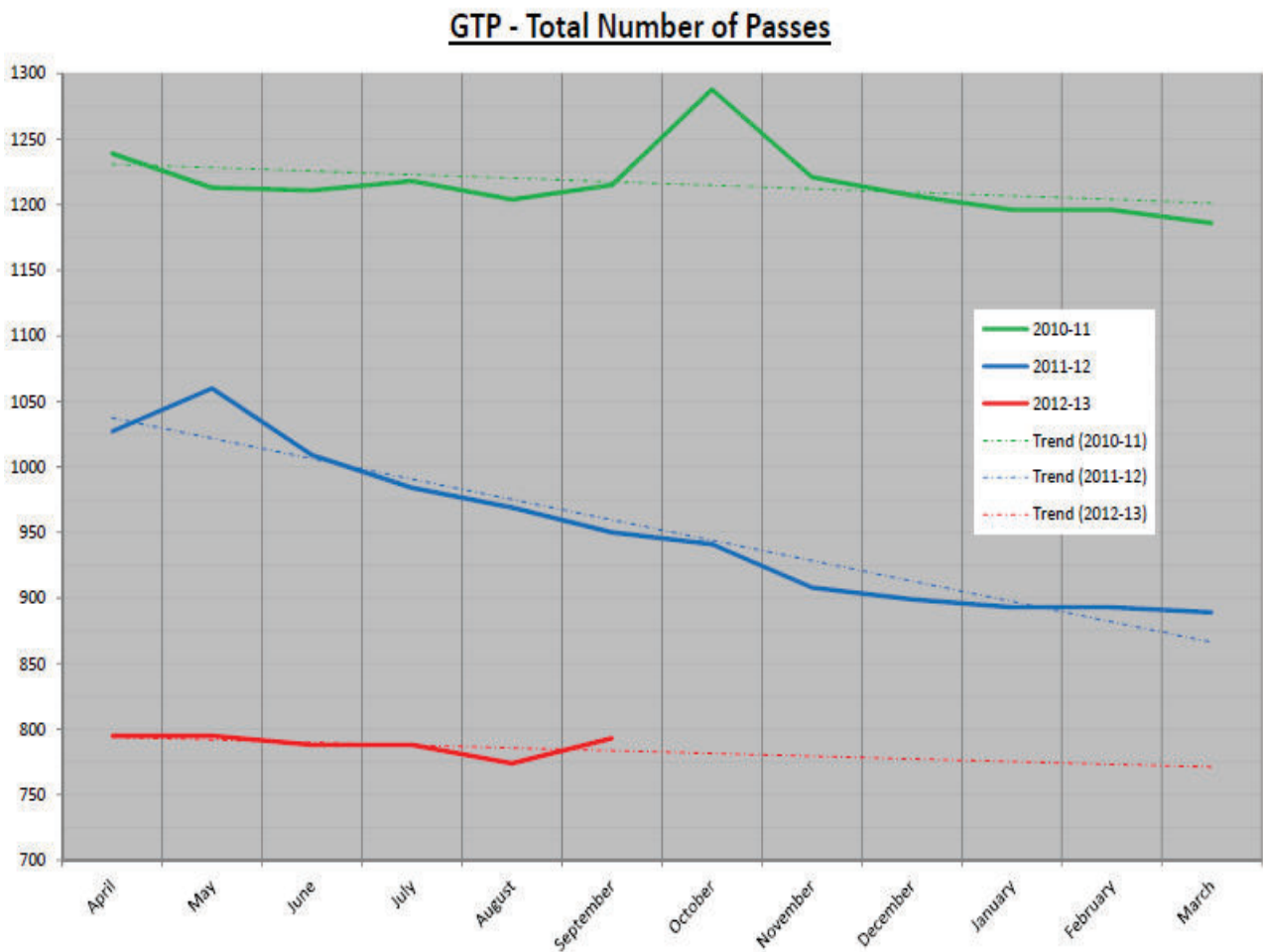
4.9.8 Plymouth Green Travel Pass History

The Plymouth Green Travel Pass has seen a rapid increase in price in recent years, as explained in table 4, below, which has also coincided with a significant decrease in the number of passes purchased, highlighted in chart 1, below.

Table 4

Pass Zone price per month	City	All	Country
2009-10 Price	£32.00	£47.50	£63.00
2010-11 Price	£34.00	£50.00	£66.00
2011-12 Price	£39.00	£56.00	£75.00
2012-13 Price	£45.00	£59.00	£85.00

Chart 1



5. GOVERNMENT LEGISLATION AND ADVICE

5.1 Subsidised Bus Services

The 1985 Transport Act defines the role of Local Authorities in subsidising services. Section 63 of the act can be summarised as follows.

- To secure the provision of such public passenger transport services as the council considers appropriate to meet any public transport requirements which would not otherwise be met.
- In exercising functions relating to public passenger transport services, to have regard to the needs of elderly or disabled persons.

5.2 Through Ticketing

Following recommendation from the Office of Fair Trading (OFT) a Block Exemption was approved in 2001 and extended in 2006 to cover public transport ticketing agreements in relation to the 1998 Competition Act. The legislation allows schemes to exist subject to strict criteria, which are designed to ensure competition is not distorted as a result of them. The Block Exemption specifies the following definitions which for the sake of the Scrutiny Panel discussions, have all been covered under the heading 'Through ticketing':

- Multi-operator travelcards (MTCs) which entitle ticket holders to make multiple journeys on a number of different operators' services across a number of different routes, provided those routes and services are not substantially the same - bus zonal tickets and travelcards, for example, are likely to be types of MTC.
- through tickets (TTs) which entitle ticket holders to make a particular journey using two or more services run by different operators where those operators do not compete with each other over a substantial part of the route covered by the ticket in question.
- multi-operator individual tickets (MITs) where two or more different operators provide services which can be used to make a particular journey and ticket holders can choose whichever service they use to make part or all of that journey.
- short distance add-ons which allow passengers to purchase an MTC as an extension to a ticket on an individual local route, and
- long distance add-ons which allow passengers to purchase a single-operator local service ticket, MTC or TT as an extension to a ticket on an individual long distance route.

The criteria the OFT may apply upon request is a competition test which gauges the impact of a proposed ticketing scheme on the local bus market.

5.3 Contracts, Schemes and Partnerships

The group were informed of various options available for public transport systems as set out under the Local Transport Act 2008. The main options informed were specifically:

- Voluntary Partnership Agreements - an agreement where a local transport authority undertake to provide particular facilities or to do other things of benefit to passengers, and an operator, or operators, undertake to provide services to a particular standard.
- Quality Partnership Schemes (QPS) - A QPS involves the council providing “facilities”, and operators wishing to use those facilities must undertake to provide “services” to a particular standard specified. A QPS is a statutory scheme, and the Traffic Commissioners have powers to impose sanctions on operators who use the facilities without meeting the standard. QPSs are able to include requirements about service frequencies, timings or maximum fares as part of the specified standard of service.

The definition of facilities is varied examples include: off site buildings such as the George Park & Ride, bus stops, accessible raised bus boarders, real time information, bus stop clearways, signal priority for buses, bus lanes, and enforcement of restrictions which benefit bus operators.

Services can be specified relating to the minimum standards required to operate under the QPS. These can include; vehicle quality, age, emissions and facilities, frequencies, timetabling, driver training, punctuality, reliability, customer care standards, maximum fares (if not objected to by an Operator) and data sharing.

- Quality Contract Schemes (QCS) - A QCS involves replacing the existing deregulated market with a system of contracts – as currently operates in London. Under a QCS, the local authority specifies the bus services that are to be provided in the area of the scheme, and invites tenders from operators to provide those services under contract.

There are five public interest tests which need to be applied in order to demonstrate why a QCS is required, they are:

- increased patronage;
- passenger benefits
- achieving the Authority’s policy objectives;
- economy, efficiency and effectiveness.
- the proportionality of the benefits identified in relation to the first four tests to any dis-benefits to incumbent operators.

Despite a number of reports in the media since legislation was first introduced in 2000 there have been no Quality Contracts implemented outside of London. Metro, in West Yorkshire, is the closest to introducing a quality contract following a number of years of consultation and research. Work on this scheme commenced in 2009 and a forecast date for contracted services to start is June 2014.

6. RELEVANT NATIONAL STATISTICS AND INFORMATION

- 6.1 Bus passenger journeys in England increased by around 15 per cent between 2004/05 and 2008/09, but have remained broadly flat since then, with an increase in London offset by decreases outside London (see chart 2).

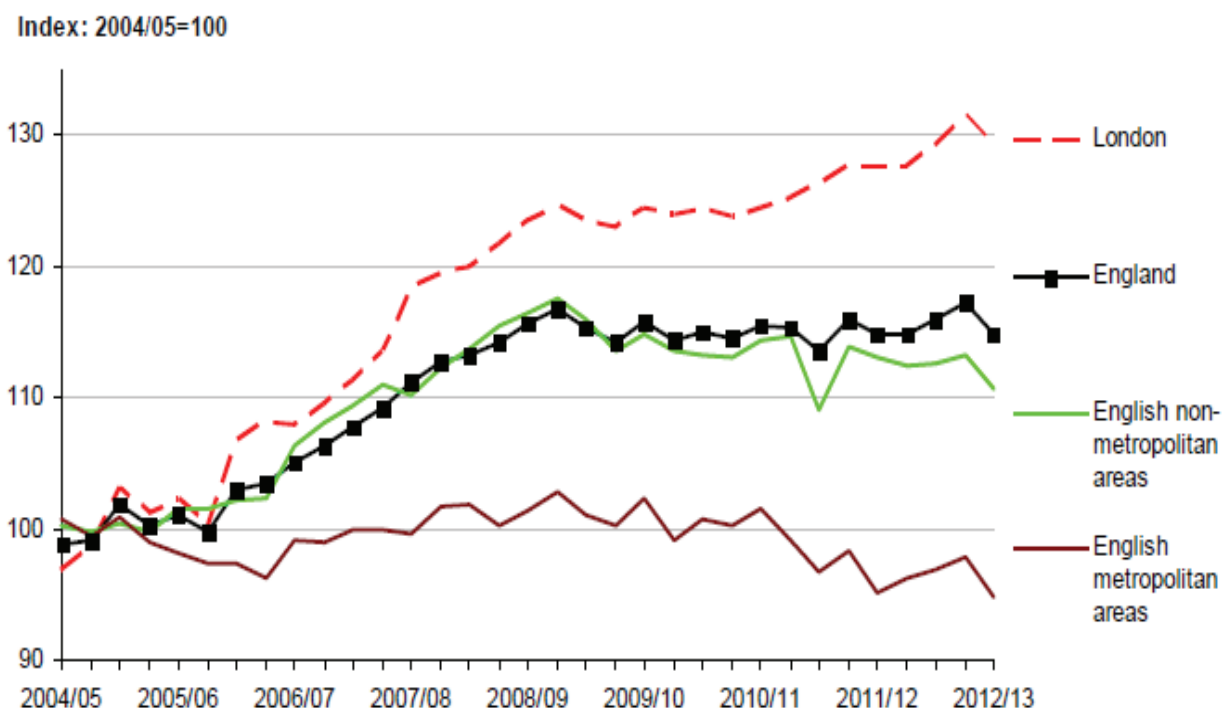
Between 2009/10 and 2010/11, journeys in England increased by 0.1 per cent to 4.61 billion, of which 2.27 billion (49 per cent) were in London. There were decreases of 1.7 per cent in metropolitan areas and 0.6 per cent in non-metropolitan areas, but an increase of 1.4 per cent in London.

Though figures for individual quarters should be interpreted with caution, they show a fall in seasonally adjusted journeys of 2 per cent for England compared with the previous quarter, with falls in London, metropolitan and non-metropolitan areas.

The table below uses 2004/05 as a base to compare changes in bus patronage levels. The axis is not actual trips but rather percentage changes since this base year to demonstrate the changes in each of the compared areas more clearly. For example London is shown to have increased by 30% from the base year to the first quarter of 2012/13.

Chart 2

England Bus Passenger Trends indexed from 2004-05



7. RELEVANT LOCAL STATISTICS AND INFORMATION

7.1 Plymouth's Bus Patronage Trends

Plymouth's bus patronage has largely followed the same national trends for non-metropolitan areas identified above since the base year of 2004/05. However, rather than levelling off or reducing after 2008/09 Plymouth's patronage continued to rise with a reduction observed in 2011/12 which is in line with national trends (see Table 3).

Table 5

Year	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
Passenger journeys (million)	18.56	17.77	20.43	19.78	20.57	20.61	20.71	20.18

7.2 Bus Operators in Plymouth

Plymouth is served by a number of bus operators. The two major operators are Plymouth Citybus Ltd and First Devon and Cornwall Ltd, who between them provide the majority of commercial local bus services in the city. Target Travel provides the majority of subsidised bus services.

Plymouth Citybus

Plymouth Citybus is the largest operator in the city and can trace its roots back to the early tramway companies established in the city in the latter decades of the 19th Century. Since late 2009 Plymouth Citybus has been part of the Go – Ahead Group based in Newcastle Upon Tyne. Citybus operates 35 local bus routes in Plymouth with a few going outside the city into Saltash and the South Hams, and in addition runs many journeys for local schools and colleges from within the city as well as from East Cornwall and West Devon. The current bus fleet is approximately 175

First Devon and Cornwall

First Devon and Cornwall has been established in Plymouth since the 1920s and from 1995 has been part of First Group based in Aberdeen. First Devon and Cornwall operates 19 local bus routes in the city many of which run beyond the city boundary to East Cornwall, West Devon and South Devon. Since 2006 First has operated the city's Park and Ride services and these have been provided commercially since late 2010. The company also runs local services from depots in Cornwall. The current fleet based in Plymouth is 111.

Target Travel

Target Travel was established in 1997 and operates 11 local bus routes, most of which are operated with financial assistance from Plymouth City Council. Target operates the Park and Ride service between The George Junction and Derriford Hospital. The current bus fleet is 20.

Western Greyhound

Western Greyhound Ltd are based at Summercourt near Newquay and the current bus fleet numbers 109. Whilst the vast majority of its routes are within Cornwall Western Greyhound runs 3 services into the city.

Stagecoach Devon

Stagecoach Devon, based in Exeter, is part of the Stagecoach Group based in Perth operates one service into, the X38, into Plymouth from Exeter. Stagecoach is the main operator in East Devon, North Devon and Torbay.

Tally Ho!

Tally Ho! Coaches based in Kingsbridge operates service 94 from Noss Mayo and Newton Ferrers into Plymouth.

St Budeaux Taxibus

Besides the conventional operators detailed above Plymouth City Council has also been a pioneer in the promotion of taxibus services. These refer to local services being operated with Hackney Carriages. The City Council currently supports the St Budeaux Taxibus. This service runs 5 days a week within the St.Budeaux & Kings Tamerton areas.

8. TASK AND FINISH GROUP PROCESS

8.1 The Overview and Scrutiny Management Board approved in principle on 5 September 2012, the establishment of a Task and Finish Group to review subsidised bus routes and through ticketing with membership drawn from the Growth and Prosperity Overview and Scrutiny Panel.

8.2 Task and Finish Group Objectives

The main criteria for the group in undertaking this review was to:

- Review of existing provision
- Review of changed commercial network
- Identify gaps and assess provision against agreed criteria / budget
- Review opportunities for through ticketing with Operators and continue with options for exploiting Smartcard technology

With the overall aim to make recommendations to Cabinet, via the Overview and Scrutiny Management Board about how the subsidised services criteria and network could be improved and

The Project Initiation Document (PID) is attached as Appendix I.

8.3 Task and Finish Group Methodology

The Task and Finish Group convened over four days on the following dates:

- 24 October 2012
- 6 November 2012
- 20 November 2012
- 3 December 2012

At each meeting the group met to consider evidence, review background information and hear from witnesses.

The witnesses who presented evidence to the panel were:

- Harry Samuels, Plymouth Youth Cabinet
- Dylan Thomas, Plymouth Youth Cabinet
- Richard Stevens, Plymouth Citybus Ltd.
- Ashley Taylor, Target Travel
- Matt Callow, First Devon and Cornwall Ltd.
- Ray Bentley, Travel Watch South West

- Mary Lacey, Senior Citizens Forum

8.4 Contextual Overview

In order to aid members of the task and finish group Adrian Trim, Head of Sustainable Transport, Andy Sharp, Public Transport Controller and ASTM and Ralph Ellis, Public Transport Officer presented a number of reports which provided members with the required background knowledge to aid their questioning of witnesses. All background information was included as agenda items and published accordingly with the agenda.

9. PROCEEDINGS FROM THE TASK AND FINISH GROUP

9.1 The first meeting

The group met on 24 October 2012 where they received an introduction from Adrian Trim highlighting the remit of the task and finish group and an explanation of the background reports submitted.

The group invited Harry Samuels and Dylan Thomas, members of the Plymouth Youth Cabinet, to address the group on behalf of young people in the city. Harry and Dylan presented the Plymouth Youth Cabinet – Transport Consultation document (attached as Appendix B) and explained that the evidence had been gathered from a recent Young Persons’ Transport Summit and the main points relevant to the remit of this group were that –

(a)	many young people saw the merits in a through ticketing service as bus prices were high and bus services operated by the one company did not service all areas in the city. Although young people saw this as an ideal scheme it was appreciated that it could be unrealistic as it required competing bus companies to work together;
(b)	young people were seen as adults in regards to bus company prices and feel that extending the age of a Young Person on all bus operators over the age of 16 would be fairer.

Members commented that it seemed apparent that young people did not consider current bus fares to be fair or affordable and encouraged the Youth Cabinet to undertake a survey to establish ‘how much do young people consider being an affordable bus fare?’ The results of this survey have been provided and are attached as Appendix C.

9.2 The second meeting

The group met for a second time on 6 November 2012 where they received further reports submitted by Public Transport Officers, following members’ requests from the first meeting.

Andy Sharp informed the group that all five local bus operators had been invited to the meeting, however only Citybus and Target Travel were able to send a representative to this meeting with Citybus being represented by Richard Stevens and Target Travel by

Ashley Taylor. First Devon and Cornwall Ltd. would be attending the third meeting of the group.

The session was split into two parts, firstly, to discuss through ticketing and secondly, to discuss subsidised bus routes.

■ Through Ticketing

During the discussions between councillors and bus representatives on through ticketing the following information was provided by Richard Stevens:

(a)	currently First and Plymouth Citybus have signed up to rolling out new smart ticketing machines within Plymouth, which would make any through ticketing products easier for customers to use; Citybus had fully rolled out the technology and First are expected to do this in the New Year;
(b)	there were two major issues to the inter-operability of a ticket, these were –
	<ul style="list-style-type: none"> ■ that the income received from the tickets reflects what the operator is due for the service that has been provided; ■ that the cost incurred on the operators in the administration of through tickets should not harm the operators;
(c)	the price of a multi-operator ticket would need to be set at a higher cost than current all-day-travel tickets;
(d)	one of the major issues on setting up a through ticket was that the law prohibits bus companies from discussing prices together and as such in order for any through ticket to be discussed the Council would need to act as a third party;
(e)	smart card technology was seen as the future for bus tickets but it was very difficult to administer and also very costly as ITSO standards are ever evolving and bus operators are continually having to catch up;
(f)	a voluntary partnership could offer the best solution to providing a through ticket.

Ashley Taylor commented that Target Travel already accepted other operator’s tickets as it was part of the contract for providing subsidised bus services and so through ticketing was more of an issue to Plymouth Citybus and First Devon and Cornwall Ltd.

■ Subsidised Bus Routes

During the discussion the following information was provided by Richard Stevens –

(a)	subsidised bus route contracts were often tendered for short term contracts, this often leads to more expensive contracts. Stability and long term contracts is
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	important for all parties involved;
(b)	the criteria for tendering needed to have more clarity, with the council being more transparent on how it would base its decisions; this would encourage companies to align their submissions with what the Council require.

During the discussion the following information was provided by Ashley Taylor –

(c)	offering increased levels of stability on subsidised bus route contracts would encourage more companies to bid and would ensure that a route when it was being operated would have time to develop its patronage levels;
(d)	if companies knew that the contract was for three or five years and was not going to be reviewed in one year then it would encourage operators to deliver improvements to the buses and the network.

Both operators raised other issues affecting the bus trade including the rise in fuel prices and the reimbursement for concessionary bus passes.

9.3 The third meeting

The group met for a third time on 20 November 2012 where they received further evidence provided by Matt Callow, representing First Devon and Cornwall Ltd, Ray Bentley, representing Travel Watch South West and Mary Lacey, representing the Senior Citizens Forum.

Andy Sharp informed the group that First Devon and Cornwall Ltd, who were unable to attend the previous meeting, were in attendance and were represented by Matt Callow. Also, in attendance were Ray Bentley, Travel Watch South West and Mary Lacey, Senior Citizens Forum.

The attendees all provided their evidence individually and in the following order:

1. Matt Callow, First Devon and Cornwall Ltd
2. Ray Bentley, Travel Watch South West
3. Mary Lacey, Senior Citizens Forum

■ Matt Callow, First Devon and Cornwall Ltd

Councillor Nicholson introduced the discussion and informed all attendees that the aim of the group was to determine if there were any options to allow through ticketing in the city.

During the discussions between councillors and Matt Callow on subsidised bus routes the following information was provided:

(a)	overall the procurement process was simple and transparent, which was good for the city as it encouraged organisations to tender;
(b)	the difficulty with tendered contracts was the length, it was difficult for bus

	operators to balance out the income from the contract against the risk of increased prices from, for example, rises in fuel and changes to concessionary fare reimbursement, this often led to high levels of pricing in the tendering exercise.
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Councillor Nicholson moved the discussion on to through ticketing, and during the discussion the following information was provided by Matt Callow –

(c)	First Devon and Cornwall Ltd do not have a problem with the principle of a through ticket, however, they questioned whether there were enough people in Plymouth who would use it to make it worthwhile;
(d)	a through ticket operated by First in Southampton/Portsmouth is not very well used and due to the lack of numbers the administration to distribute monies to different operators is not worthwhile and therefore the seller of the ticket keeps the money;
(e)	if a through ticket was to be created in Plymouth then the use of smart card ticketing machines could make the administration of allocating monies to different bus operators easier and more accurate, although, the difficulty is that smart card machines do not operate on an alighting point meaning that it is impossible to know how far a passenger has travelled;
(f)	the price of a through ticket would need to be set at such a rate so as not to undermine the equivalent tickets sold by each of the bus operators and this, unfortunately, would not appeal to a wide audience, only those who need to travel a two legged journey repeatedly that requires the use of both bus operators.

■ Ray Bentley, Travel Watch South West

Councillor Nicholson invited Ray Bentley to address the panel. Ray Bentley read out a statement (attached as Appendix D) and following questions further informed members that –

(g)	the lack of demand of a through ticket was due to price, if companies only added a small increase to the prices of the current all-day tickets then these tickets would be more widely purchased;
(h)	bus companies were often providing too many buses to compete against each other in a kind of bus war, for example, in Barne Barton and Plymstock, this competition must be subsidised from other routes in the city;
(i)	the Council should review the public transport model adopted in Oxford, which offered a multi-operator ticket for £4, this has improved public transport for the public in Oxford.

■ Mary Lacey, Senior Citizens Forum

Councillor Nicholson invited Mary Lacey to address the panel and during the discussion members were informed that –

(j)	despite a lot of Senior Citizen Forum members having a concessionary bus pass they were unable to use public transport due to the location of bus stops, these were often too difficult for older people to get to;
(k)	the removal of bus routes had been an issue for many older residents, especially in Glenholt, the consequence of this was that many residents now used their cars or had to use other forms of community transport, which were more expensive;
(l)	older people would be more likely to use a bus if the bus stops were more easily accessible or, if possible, a hail and ride system operated on low frequency bus routes so people did not have to walk further than their front door;
(m)	many older people used scooters and in order to help these people the Council should produce a map which identifies where there are drop down pavements as often scooter users were unable to exit pavements.

Members commented that Mary Lacey had raised a valid point about the siting of bus stops and encouraged the Senior Citizen Forum to review the areas where they felt additional bus stops were required and provide this information to the public transport team.

10. CONCLUSION

In reviewing all of the evidence and analysing all of the data provided the panel identified a number of points of concerns regarding through ticketing and subsidised bus routes. These concerns are summarised in the sections below:

10.1 Through ticketing

The common feeling amongst members during these discussions was that the GTPS scheme was an area that could be improved, and was probably the most likely way of developing a through ticket in Plymouth at present. Members were concerned at the level of employers in the scheme as well as the decrease in employees who used the pass. Also, of concern was the quite significant increase in cost of the GTPS over the past few years.

Members were concerned that smart ticketing technology, a major factor in the ability to offer quality through tickets, was not being utilised by all bus operators and it was felt that all bus operators should be offering a similar service and promoting smart ticketing technology to patrons.

The four recommendations, included in Section 11.1 have been suggested as ways of improving an existing multi-operator ticketing scheme, the GTPS, whilst holding and developing on the ambition of having a universal multi-operator ticket available. It was felt by members that this aspiration needed to be achieved in sections and encouraging advanced technology; use of smart tickets and the increased use of an existing service was seen as a sensible and achievable way forward.

10.2 Subsidised bus routes

Members were concerned that bus operators did not have a great deal of confidence in the length of contracts offered as part of the tendering process for subsidised bus services and it was felt that this could have had a detrimental effect on any service improvements that a bus operator may want to implement. Members agreed that the length of contracts were an issue and a stabilising solution was required so as to increase levels of confidence amongst bus operators. In addition, the clarity of the tendering process was questioned and members felt that this was an area that could be improved.

The two recommendations, included in Section 11.2 have been suggested as firstly, a way of improving confidence and offering stability to bus operators providing subsidised services and secondly, to improve clarity on the tendering process for all bidders.

10.3 Other issues

There were many other issues raised by witnesses during the scrutiny process and members took many of these issues into account when evaluating the evidence presented and formulating the recommendations. The other issues which concerned members included –

- The varying age range for young people’s bus tickets;
- The lack of an easily obtainable comment and suggestion telephone number for all city bus operators;
- The potential impact of the transfer of the reimbursement of fuel duty from bus operators to the council and the future of subsidised services;
- The lack of information and notice provided to local communities and elected members on struggling bus services prior to them being withdrawn;

The additional recommendations, included in Section 11.3 have been suggested as ways to improve the situation for all of Plymouth’s citizens and address the concerns identified.

11. RECOMMENDATIONS

The below recommendations, were agreed by the group to be submitted to the Overview and Scrutiny Management Board for referral to Cabinet, and have been split into three categories for ease of reference.

11.1 Through ticketing

1.	The Sustainable Transport Team, in partnership with the Economic Development Department and all city bus operators, actively encourage an increased level of employers to participate in the Plymouth Green Travel Pass Scheme (GTPS) to increase the number of patrons travelling on Plymouth’s network using a GTPS. In addition the Planning Department are encouraged to give a stronger emphasis to employers on the GTPS when applications are received from major employers. The increase in patronage is to be undertaken with all bus operators signing up to a commitment to aspire to deliver a universally available multi-operator ticket in the future.
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2.	The GTPS should be subject to a nil price increase in 2013; however, if bus operators consider a price increase is necessary for the continued delivery of the GTPS then the level of increase should be no higher than the Retail Price Increase (RPI) at that time.
3.	Plymouth City Council aspires to deliver a thriving growth centre by creating conditions for investment in quality homes, jobs and infrastructure and asks all operators to commit to this vision by adopting a technological platform that ensures the investment and incorporating of ITSO compliant ticket machines on all buses by the end of the financial year 2012 – 2013.
4.	In order to encourage the increased use of smart tickets and the benefits of smart technology are achieved all bus operators are encouraged to commit to offering incentives to users of smart tickets, subject to the influence of market services and companies profitability.

11.2 Subsidised services

1.	In order to deliver a more stable subsidised bus network tendered services will generally be offered contracts of 3 years with an option to extend for a further two years and all will be subject to a 120 day notice period (an increase on the current 56 day statutory clause).
2.	The Sustainable Transport Team is asked to provide greater levels of detail in the tendering process for all subsidised services in order to provide more clarity for bidders about how the council will be scoring the process.

11.3 Additional recommendations

1.	To deliver a fair and equal bus network all bus operators are asked to provide a young persons' bus ticket in the city to anyone 18 and under (up to their 19 th birthday) or up to their 23 rd birthday if still in full-time education, as raised by the representatives of the Youth Cabinet.
2.	To provide a more open and customer friendly service all bus operators are encouraged to develop a way that provides an easily identifiable contact number for bus patrons to provide comments and suggestions.
3.	The Sustainable Transport Team, are to investigate Oxford City Council's experiences, challenges and successes in developing the public transport system that is currently operated in the city, to establish whether a similar system could be implemented in Plymouth, as per the recommendation in Ray Bentley's report (included as Appendix D).
4.	Following the expected devolution of Bus Service Operators Grant (BSOG) funding from Operators to Local Authorities in respect of subsidised services the recommendation is made to permanently ring fence this funding towards the provision of subsidised bus services.

5.	Sustainable Transport Officers are requested to notify the relevant ward members when the continuation of an individual subsidised bus services becomes at risk.
6.	The Sustainable Transport Team will investigate initiating a pilot hail and ride project in Devonport, as proposed by the Senior Citizen's Forum.
7.	Sustainable Transport Officers continue to incentivise the bus operators to increase passenger numbers by offering net contracts for subsidised bus services as opposed to gross, where possible and suitable.
8.	The Council are encouraged to seek the support of local MPs to encourage them to make representation to the Secretary of State for Transport on the current financial pressures facing the bus industry and the knock on effect to passengers. These pressures are compounded by a reduction and changes to Bus Services Operators Grant (BSOG), general fuel cost increases, inflation and uncertainties over concessionary travel reimbursement rates.

12. APPENDICES

The following appendices have been included for further information:

- A: Project Initiation Document
- B: Youth Cabinet – Transport Consultation document
- C: Ray Bentley, Travel Watch South West representation

APPENDIX A: Project Initiation Document

	Title of Work Programme Item	Review of Subsidised Bus Routes and Through Ticketing
2	Responsible Director	Anthony Payne, Director for Place
3	Responsible Officer Tel No.	Adrian Trim, Head of Sustainable Transport (01752) 307729
4	Relevant Cabinet Member(s)	Councillor Coker, Cabinet Member for Transport
5	Objectives	Review Subsidised Policy and criteria for intervention Review of Through Ticketing progress
6	Who will benefit?	The Council will benefit with regard to value for money, The community with regard to the identification of service gaps and measures to address / provide access to jobs health leisure and improve quality of life.
7	Criteria for Choosing Topics (see table at end of document)	<ul style="list-style-type: none"> • Issue consistently identified by Members as key through constituency activity • Public interest issue covered in local media
8	What will happen if we don't do this review?	Lack of awareness of accessibility related issues and oversight of VFM and service provision. Constituent feedback to Members following revised services.
9	What are we going to do?	<ul style="list-style-type: none"> ■ Review of existing provision ■ Review of changed commercial network ■ Identify gaps and assess provision against agreed criteria / budget ■ Review opportunities for through ticketing with Operators and continue with options for exploiting Smartcard technology
10	How are we going to do it? (witnesses, site visits, background information etc.)	Analysis of Operator Data Analysis of geographical service provision Assess opportunities and options for improved ticketing
11	What we won't do.	N/A

12	Timetable & Key Dates	<ul style="list-style-type: none"> ○ Review of proposed commercial network changes and comparison of existing subsidised provision - subject to Plymouth Citybus network overhaul but expected to be available by mid August. Therefore review will take 2 weeks from Citybus announcement. ○ Full review of subsidised bus routes to commence in October 2012. ○ Work with bus operators to secure a citywide multi operator ticket by September 2013. With future expansion to ferries once technology is available. ○ Roll out of Electronic Money card technology by late 2012.
13	Links to other projects or initiatives / plans	Growth and economic improvement agenda. 2011/12-2012/13 Regional Smart Ticketing Project
14	Relevant Overview and Scrutiny Panel / Membership if Task and Finish Group (to be decided by OSP before submission to OMB)	Growth and Prosperity Overview and Scrutiny Panel Task and Finish Group. Members – Councillors Michael Leaves, Mrs Nelder, Nicholson, and Wheeler.
15	Where will the report go? Who will make the final decision	Scheduled meeting dates of Panel – Dates to be confirmed Overview and Scrutiny Management Board – Dates to be confirmed Cabinet /Council – Dates to be confirmed
16	Resources (staffing, research, experts, sites visits and so on)	Democratic Support Public Transport Team Operating Companies
17	Is this part of a statutory responsibility on the panel?	No
18	Should any other panel be involved in this review? If so who and why?	No
19	Will the task and finish group benefit from co-opting any person(s) onto the panel.	Representatives of Operating Companies
20	How does this link to corporate priorities?	Delivering Growth, Raising Aspiration, Reducing inequalities, Value for Communities.

APPENDIX B: Youth Cabinet – Travel consultation document

Plymouth Youth Cabinet
Transport Consultation



The following question was answered by young people who attended the transport fair on Monday 22nd October. These young people are from various schools and colleges from around the city. Students from Woodlands school also answered this question in school and fed the responses back.

What are your views on transport and travel in Plymouth?

We have collated the main themes together to form this list of feedback.

Car use

- Petrol needed to be cheaper!
- Parking costs needs to be cheaper for young adults! You're extorting us.
- Drivers aged between 17 and 21 are more dangerous
- Too many young drivers

Pedestrians

- How about footbridge between Oreston & Turnchapel? It could be on the old railway bridge.

Cycling

- We should be able to hire bikes
- No bicycles on North Road it reduces traffic flow significantly
- Transports rubbish so I use my bike
- Buses not keeping to their lanes is dangerous for us
- Cycling paths need to be wider and more of them
- Cycle paths need to be wider. Concentrating on cycling is difficult while ignorant car drivers hog the road. This could be a way to reduce cyclist deaths on the road.

Buses

General bus comments

- They are quite dirty
- Public transport needs to be safer for young people.
- Access to bigger supermarkets by bus would help!(Large Tesco)
- I like buses!
- Citybus = Rude, impolite and expensive.
- It's too long to wait 15 mins
- The bus companies are taking kids for a ride. It is immoral, illogical and utterly irresponsible.
- The amount of public transport in this city is good

Wheelchair access

- Not all pavements are lowered
- We would like to get a bus on our own but are worried in case the bus is full and we are turned away because of no wheelchair space or people not being patient
- Only one wheelchair allowed on a bus
- There is not enough room to move our wheelchairs into position.
- People aren't patient enough with wheelchair users- they stand over us
- Not all buses have a ramp
- If 2 prams are on a bus, I have to wait for the next one because I'm in a wheelchair. *This was also a question asked to the bus companies at the Travel Summit Question Time on Monday 22nd October. Their answer to this was that it is actually illegal for this to happen as the space is for wheelchair users in line with the disabilities act and pushchairs can use the space if empty. Perhaps the issue is drivers feeling confident enough to enforce this message and the publicity surrounding these areas on the bus.*

Cost

- OVERPRICED and not reliable.
- Too expensive
- Reduce the cost of buses. But, they are good.
- They are good but are very expensive so prices should be lowered
- Child fares available all day not just between half 8 and 9am
- Buses are too expensive for students.
- It's too expensive to get the bus
- Costs too much
- Buses are cheaper than where I used to live
- The prices on buses needs to be cheaper because we can't pay for it
- Cheaper fares, cheaper petrol.
- I have heard of teenagers who have had to move schools in the middle of their GCSE's because the bus fares keep going up
- Bus fare is getting too expensive
- Buses are too expensive and should be cheaper
- Expensive & some are impolite
- Expensive, not many attractive offers
- Reduce the cost of buses and keep them at one price instead of changing it every month
- Damn Pricy
- Day rider should go to Tavistock; I can't afford £8 a day!

Timing

- The timetable is too small and confusing.
- Why do buses come at the same time then not for 20 minutes?
- Its rubbish because I'm always late for college every day because bus always late.
- Buses are late often, over-crowded too, noise level(music etc) is high
- Its rubbish. Buses should run later and more often
- They always run late
- Buses not always on time but when they are they're fine – New Look

Driver behaviour

- Stop asking under 16's for ID- we are in our uniform!!!

- We want nicer bus drivers!
- Some bus drivers over fill the buses and it is packed.
- Whilst I appreciate that everyone has bad days, some of the bus drivers can be really foul tempered and moody.
- Bus drivers need to be better informed about what goes on within the bus service so that they can give correct information to passengers using the service
- Bus drivers are arrogant, moody and very intimidating for younger kids
- Some bus drivers can be impolite. However the new Citybus buses are much nicer to travel in
- Improve training for drivers- I once had a bus driver who got lost and said it was her first time!

We also asked four more specific questions surrounding buses. These were:

Would it be helpful to have a through ticket?

Do you struggle to get anywhere in particular at any particular time?

Are buses frequent enough?

Do buses offer fair pricing?

Would it be helpful to have a through ticket?

49 people said yes, some even said please! Some people explained their reasoning:

- It would definitely be helpful for journeys away from the city.
- If people had forgot their pass, the card could give you access to both buses. No one would ever miss the bus again.
- If to get to your school you need to get the first bus but the bus to town is a Citybus, you could use both buses to get to school and if you miss one, you could get the other bus company. *People agreed with this point and said that it was very important.*
- It would make it a lot easier to get around.
- It would be something I'd buy every day.
- It would widen the choice.

Even though they said yes, some people thought that this was not feasible as they didn't think the bus companies would ever agree to it. Someone also commented that it would make the prices go up and the public won't like it; "the bus companies can't win."

One person said no for a similar reason stating "No because the price of the cheaper buses will go up even if the ticket is optional".

Do you struggle to get anywhere in particular at any particular time?

- No x 4
- Yes x 3
- Sometimes x 4
- Evenings x 3
- Sundays x 5, specifically town to Hooe and anywhere to town after 5.30pm. A lot of people thought that the service was reduced on a Sunday so drivers could have some time off.

Specific issues:

- Yes, to Vue cinemas on Wednesdays (after school)
- I don't know where buses go to- website is rubbish
- Plympton to Ivybridge
- No, I live in Plympton so there are many buses at different times.
- To Plymouth hoe.
- Yes to Plymstock from City Centre
- Yes- to Saltash after 8pm on a Wednesday and in general on a Sunday.
- To Cornwall- beaches which are only accessible from Plymouth by car after the Torpoint ferry.
- Dartmoor

Are buses frequent enough?

The biggest theme surrounding this question was the evening service. The majority of people felt that the buses were frequent enough apart from evenings and late at night. Some people felt that a service that runs every 30 minutes during the day isn't good enough and that more often would be ideal.

Do buses offer fair pricing?

The overwhelming response was no. No one said yes. Comments explaining their answers included:

- £5 is a rip off for bus travel
- No, the school I go to, I only go because it's cheapest to get to
- I think there needs to be more consideration, and buses for uni are expensive
- No it's a rip off, it's cheaper to get a coach!
- No especially for young people
- Not for short journeys
- No some get charged adult prices when they're not

APPENDIX C: Youth Cabinet Survey Results



Youth Parliament
MAKING OUR MARK

**Bus Fare Affordability
Survey Results**

When we attended the first meeting of the task and finish group we were asked if we could find out what young people thought was an affordable bus fare. We made a survey for people to complete over the period of a week. We had 19 responses and this is not intended to represent the views of all young people across the city. It is however, a snapshot of how a selection of young people living in the city feel about the affordability of bus travel.

Young people were asked to imagine a journey into the city centre from either where they live or where they attend school / college.

They were asked where they were travelling from, which bus company they use, how much they pay for their journey, whether they thought this was affordable or not and what they would consider as being affordable.

The responses in full can be found in appendix I.

79% felt that that the price that they currently paid for their journey is not affordable to them, with the majority of respondents stating that a price under £1.50 is what they would consider to be affordable.

There were 3 respondents from St. Budeaux who paid differing amount depending on what part of the area they started their journey with Plymouth Citybus. They all felt that the ticket price of between £1.50 and £2.50 was not affordable to them and felt that a ticket price of between £1 and £1.50 to be more suitable.

There were 2 respondents from Saltash who paid differing amount depending on what part of the area they started their journey with First Devon and Cornwall. They felt that the ticket price of between £2.50 and £3.50 was not affordable to them and felt that a ticket price of between £1.50 and £2 to be more suitable.

Only 2 people answered that the price they would consider being affordable for their journey was the same as what they currently pay.

Harry Samuels and Dylan Morris
Plymouth Youth Cabinet

Appendix I: Table of responses

Where are you travelling from?	How much does your single journey cost?	Do you think this is affordable?	Which bus company do you use for this journey?	What price would you consider being affordable for your journey?
Hartley	Between £1.50 and £2	No	Plymouth Citybus	Between £1 and £1.50
Saltash	Between £3 and £3.50	No	First Devon and Cornwall	Between £1.50 and £2
Saltash	Between £2.50 and £3	No	First Devon and Cornwall	Between £1.50 and £2
Mutley	Between £3.50 and £4	No	Western Greyhound	Between £2.50 and £3
Elburton	Between £2 and £2.50	No	Plymouth Citybus	Between £1 and £1.50
Albert Road	Between £1 and £1.50	Yes	First Devon and Cornwall	Between £1 and £1.50
Hatt, Cornwall	Between £3 and £3.50	No	Western Greyhound	Between £1.50 and £2
Ernesettle	Between £1.50 and £2	No	Plymouth Citybus	Under £1
Callington	Between £3.50 and £4	No	Western Greyhound	Between £2 and £2.50
Yelverton	Above £4	No	First Devon and Cornwall	Between £3 and £3.50
St. Budeaux	Between £1.50 and £2	No	Plymouth Citybus	Between £1 and £1.50
Mannameed	Between £2 and £2.50	No	Plymouth Citybus	Between £1 and £1.50
St. Budeaux	Between £2 and £2.50	No	Plymouth Citybus	Between £1 and £1.50
Peverell	Between £1.50 and £2	Yes	Plymouth Citybus	Between £1 and £1.50
St. Judes	Between £1 and £1.50	No	Plymouth Citybus	Under £1
Ivybridge	Between £1 and £1.50	Yes	Plymouth Citybus	Between £1 and £1.50
Crownhill	Between £1.50 and £2	Yes	Plymouth Citybus	Between £1 and £1.50
St. Budeaux	Between £1.50 and £2	No	Plymouth Citybus	Between £1 and £1.50
Laira	Between £1.50 and £2	No	Plymouth Citybus	Between £1 and £1.50

APPENDIX D: Ray Bentley, Travel Watch South West representations

Scrutiny Panel 20th November 2013-Subsidised Bus Routes & Through Ticketing

1. TWSW is a CIC, non-profit organisation with voluntary labour. Membership is available to any organisation whose objectives include the promotion of the interest of public transport users. There are 100+ such organisations as members in the SW.
2. The subsidised bus services budget should not be considered in isolation. As stated in Appendix A of the papers for this committee, the budget allows access to employment, shopping and medical services. This should be borne in mind when considering the future of the budget.
3. The major concern that TWSW have with the PCC bus subsidy process is the lack of contingency plans and a strategy to grow the bus market via the subsidy budget. This would need dialogue with operators to consider the interaction between the commercial and subsidised networks. There are unsustainable aspects of the overall bus network in Plymouth that the City Council need to address.
4. The process purely within the current budget for selecting which services to subsidise seems generally sound. TWSW agrees the need for a maximum subsidy per passenger, possibly higher than £1.65, but only the services to Elburton (£1.56) and Hartley Vale (£1.36) get near this. The lack of weighting between the accessibility factors in Appendix A suggests a lack of clear policy on the priority uses of the budget. If employment access were considered of higher priority it would require peak subsidised services which are likely to be higher cost. It may be appropriate to set a higher maximum subsidy per passenger for routes that allowed access to employment.
5. There are 12 subsidised routes+ Taxi bus. 8 of those 12 are hourly daytime services-the other 4 are Evening/Sunday services. The bulk of the budget will go on the 8 hourly daytime services and 6 of these are operated by Target Travel. Target Travel are the saviours of the subsidised network and long may they continue but the age profile of their ownership and management does not offer an obvious succession plan. The papers for this scrutiny suggest no contingency plan to cover a situation where Target Travel was not around.
6. The bus war between First and Go-Ahead has fizzled out in some areas but is in full flow in Barne Barton with 14 buses per hour (bph) between the 2 operators. Barne Barton deserves a good service but 6 bph would be adequate. So there could be 8 bph 'surplus' in Barne Barton. These are paid for by losses to the operators and/or cross subsidy from other parts of the network. Money is found by both operators to increase patronage by taking market share from each other. The bulk of PCC's subsidy budget goes on 8 bph in the daytime, hopefully to grow patronage in those areas. Should PCC be talking to operators to see if some of the 'waste' at Barne Barton could be released to cover some of the subsidised routes to allow the budget to be used to develop the overall market? This does happen elsewhere in the country
7. The bus war has crossed the City boundary to Saltash and Ivybridge. It may be that this is cross subsidised from revenue within the City.

8. In Oxford a partnership has been established between the Oxfordshire County Council and Go Ahead and Stagecoach to reduce frequencies on over bussed corridors and redeploy resource to lower frequency corridors. Operators share the operation of busy corridors and have experienced growth on the lower use corridors that have seen enhanced frequencies. The partnership has also introduced multi-operator tickets. There are some similarities between the over bussing of some areas of Plymouth and Oxford. PCC could usefully look at the Oxford situation.
9. PCC should give itself a slap on the back for holding faith with the people of Kings Tamerton and providing an evening service with the 16B. That service has now become commercial. PCC should use this as an example of how the money being wasted in Barne Barton could be used to constructively grow the bus market. Most other industries expect to invest in growing the overall market as well as increasing their market share.
10. Some operators will tell LTAs what routes are profitable or loss making but rarely say by how much. It would be helpful to PCC, when planning for changes in the subsidised network, to know which routes don't cover marginal costs, which do so and make a partial contribution to overheads and which routes fully cover overheads and contribute to profit.
11. There could be problems to come for the subsidy budget in Plympton and Plymstock. The bus war has finished in Plympton but still rages in Plymstock. Plympton with 31,000 population has 8 commercial buses per hour and one subsidised. Plymstock with a population of 25,000 has 17 commercial buses per hour and 2 subsidised. Will Plymstock require more subsidy when the bus war closes? Will it need less? The 21/21A in Plympton is the high frequency spine route that operators seem to want to move towards but is the 20 set to remain commercial. The 46/47 was cut from 2 bph to none, will the 20 be reduced from 2 to 1 bph or suffer the fate of the 46/47?
12. Talks between PCC and operators should consider how to manage the subsidy budget and its interaction with operator's intentions of what may happen in Plympton and Plymstock and whether the resources deployed to take market share from each other may be better used to grow the overall market.
13. Passengers would very much appreciate through and multi-operator tickets. Some areas (e.g. Nottingham) have introduced these at a small (10%) premium and take up is good. In other areas high premium against single operator tickets suppresses use. The omens in Plymouth are not good. The City Zone Green Travel Pass (that is multi-operator) has increased above other fare increases (40% over 4 years). Such tickets should be part of talks and partnership consideration with operators as in the Oxford example but the utility of a multi-operator ticket to passengers only exists if the premium cost is small. In Oxford the single operator tickets in the City Zone have been abandoned and only a multi-operator ticket (£4 all day) has been introduced
14. TWSW believes that the suggestions above are in the interest of passengers and would be willing to work with PCC and operators to secure a more balanced and sustainable network with a multi-operator ticket as a key part of the improvements for passengers.

Plympton and Plymstock Annex-Daytime bus frequencies Monday to Friday*

Routes	PLYMPTON			PLYMSTOCK		
	BPH	Sub / Comm	Operator	BPH	Sub / Comm	Operator
2				5	Comm	First
5/5A				6	Comm	Go Ahead
6				3	Comm	First
7				3	Comm	First
7D				1	Sub	Target Travel
18				1	Sub	Target Travel
19	1	Sub	Target Travel			
20	2	Comm	Go Ahead			
21/21A	6	Comm	Go Ahead			
Total	8 Comm and 1 sub			17 Comm and 2 sub		
Population	30,915			25,325		

*Excludes services such as 48, 49, 93 and 94 that pass through the areas and non-City Centre services such as the 52.

BPH = Buses per hour

Sub = subsidised

Comm = commercial