

Appendix A

Transport Services Group

Performance Report

June 2019

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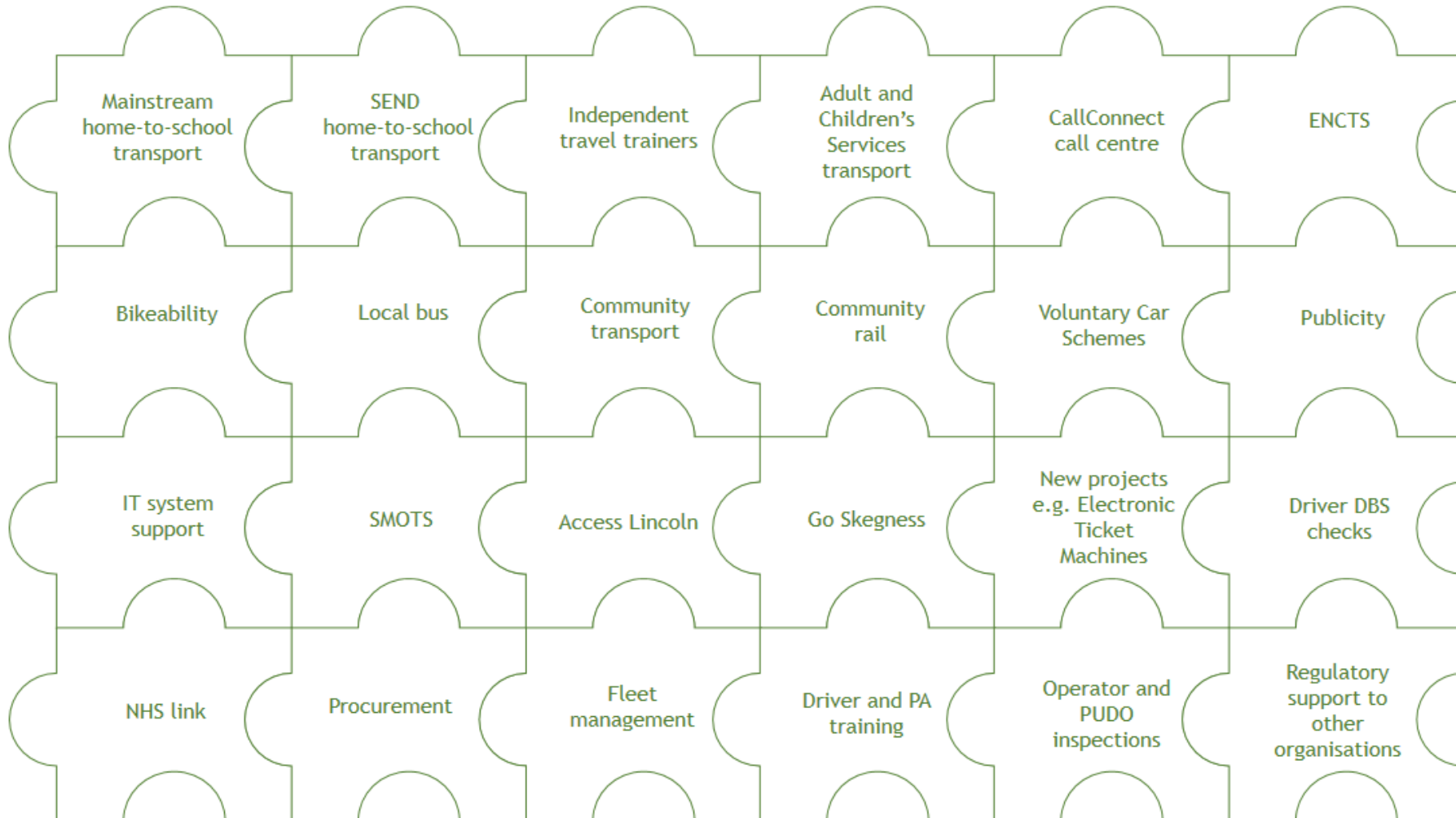
This report gives an overview of performance for the Transport Services Group.

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Transport Services Group

84 staff, £13.2M budget



Bus passes

The English National Concessionary Travel Scheme (ENCTS) gives free travel on local buses to people of state pension age, and to people with certain physical disabilities. Passes can be used after 9.30am on weekdays and anytime at weekends – although Lincolnshire residents can use passes within Lincolnshire before 9.30am. Passes can be used on all bus routes, including CallConnect. TSG manage two processes relating to bus passes:

- Creating and distributing ENCTS passes to eligible applicants
- Reimbursing bus operators for all journeys where an ENCTS pass is used

£7.2M is reimbursed to bus operators each year

110,000 active ENCTS passes in Lincolnshire - **103,000** for older people – **7000** for disabled people

56% of older people in Lincolnshire have a pass

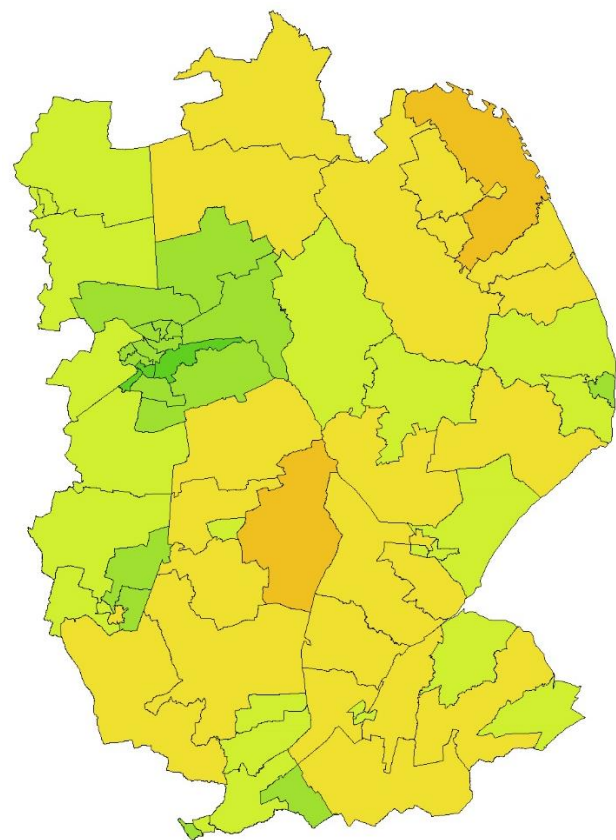
1400 passes processed and issued per month - **20%** are from online applications

100% of passes issued by TSG within 10 days of applying – the average turnaround time is **3** working days

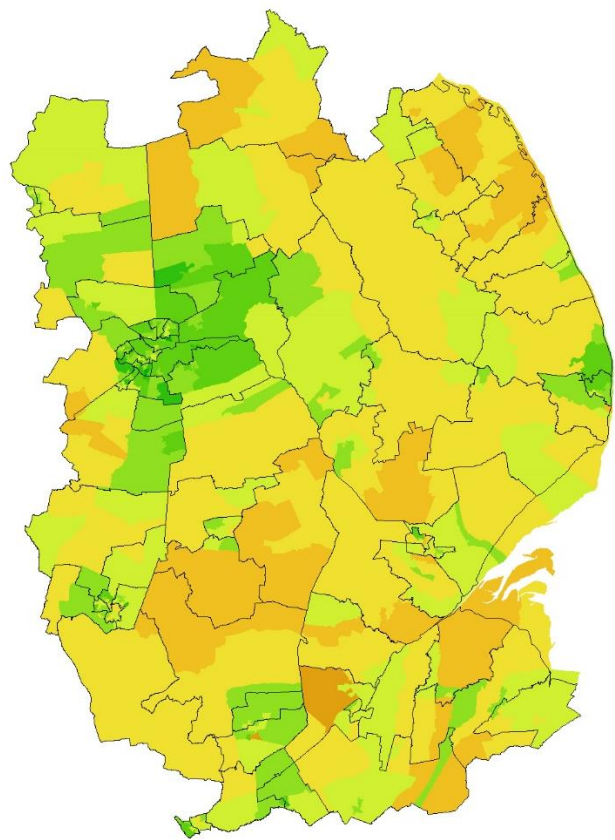
Bus passes

Take-up rates for ENCTS passes vary across Lincolnshire. All older people in Lincolnshire can make of use ENCTS passes because they can be used on CallConnect vehicles, which cover virtually the whole county. These maps show what percentage of eligible older people have an ENCTS pass.

By LCC Electoral Division



By Lower Super Output Area, with electoral division overlaid



Key

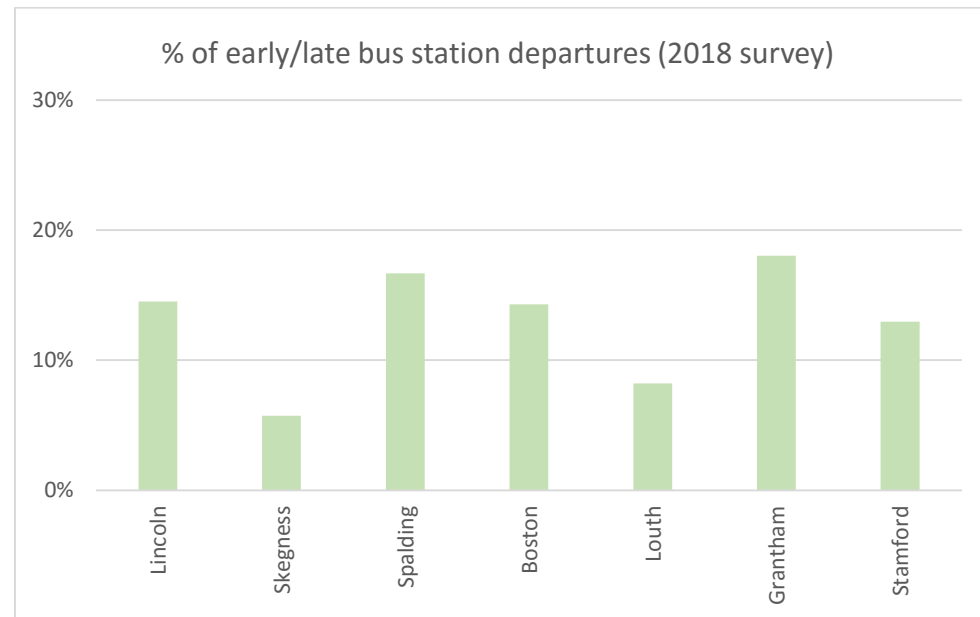
- 0% to 20% registration
- 20% - 40% registration
- 40% - 60% registration
- 60% to 80% registration
- 80% to 100% registration

Local bus punctuality

TSG have a role in monitoring the punctuality of local bus services. This is done by actually going and observing times of bus departures at various bus stations and timing points around the county. It is not possible to do this entirely without physical monitoring as many bus operators in Lincolnshire do not have geographical trackers fitted to their buses.

Punctuality statistics from PIP survey 2018

Early/late departures are classed as more than 1 minute early or more than 5 minutes late.



CallConnect

Lincolnshire's CallConnect service is a demand-responsive bus service covering virtually the entire county. The service is designed to fill gaps in the commercial bus network, making sure that all rural residents have access to a bus service (CallConnect does not operate around Lincoln because there are many commercial bus services feeding in to the city). CallConnect will bring residents to their nearest market town, to access services or to connect with the wider transport network. Fares vary depending on the length of the journey and ENCTS pass holders can travel on CallConnect for free.

CallConnect operates Monday to Saturday. There is currently a pilot of extended operating hours in Boston and Spalding to assist young carers. Few rural counties operate comprehensive demand-responsive schemes like CallConnect. The Lincolnshire service has just celebrated 18 years in operation with new branding deployed on the vehicles.

CallConnect area of operation



Key statistics

31

CallConnect buses in operation

12,000

average calls answered per month

25,000

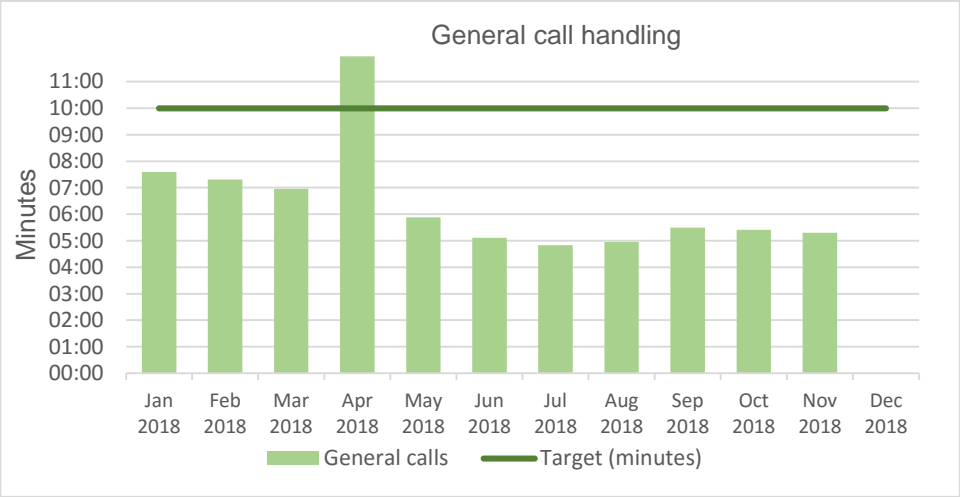
average passengers carried every month - this figure has been steadily increasing

High levels of
customer
satisfaction

"it is a fantastic service for those without a car who are otherwise stuck in rural locations"

CallConnect

Various performance measures are in place in order to ensure that CallConnect call centre provide a good service.

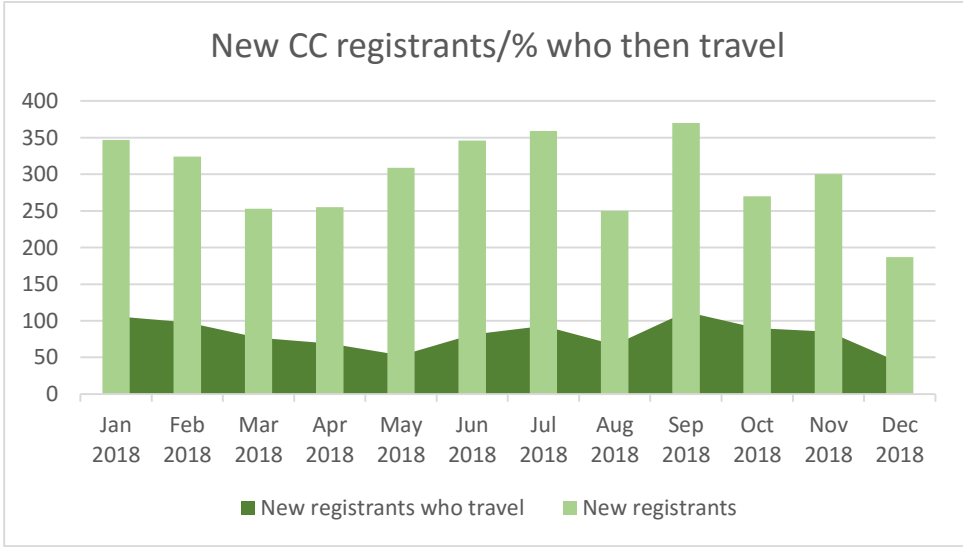


Call handling

Our internal standard for answering general calls to the CallConnect team is within 10 minutes. This standard is usually met by a considerable margin (the April 2018 spike was caused when ENCTS applications came back to LCC from City Of Lincoln Council). Other call handling standards are in place for same day travel, calls from drivers and emergency calls. The call handling target time will tighten year-on-year until 2023.

New registrants

Each month the number of new users registering for CallConnect is recorded. We also look at the percentage of these users who subsequently use the CallConnect service within that month,



CallConnect

There were around 21,000 journeys starting in Lincolnshire in November 2018. This map shows the distribution of CallConnect journey *origins* for November 2018, split by LCC Electoral Division.

Number of journey origins

0 journeys (as no service provision)

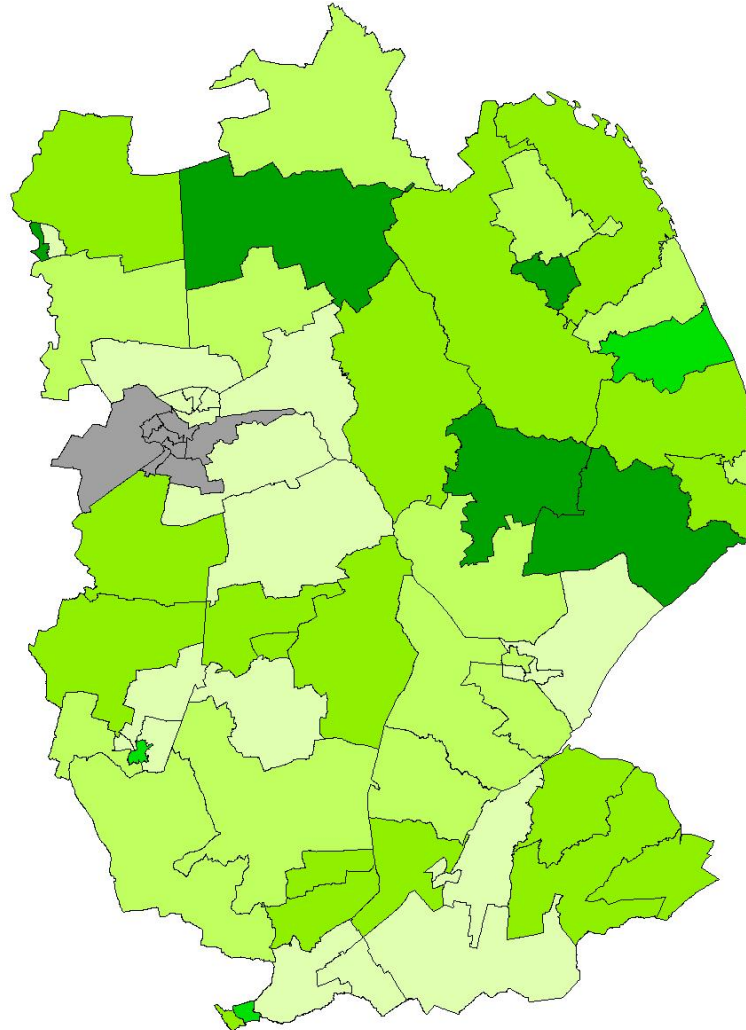
1 to 200 journeys

200 to 400 journeys

400 to 600 journeys

600 to 800 journeys

Over 800 journeys

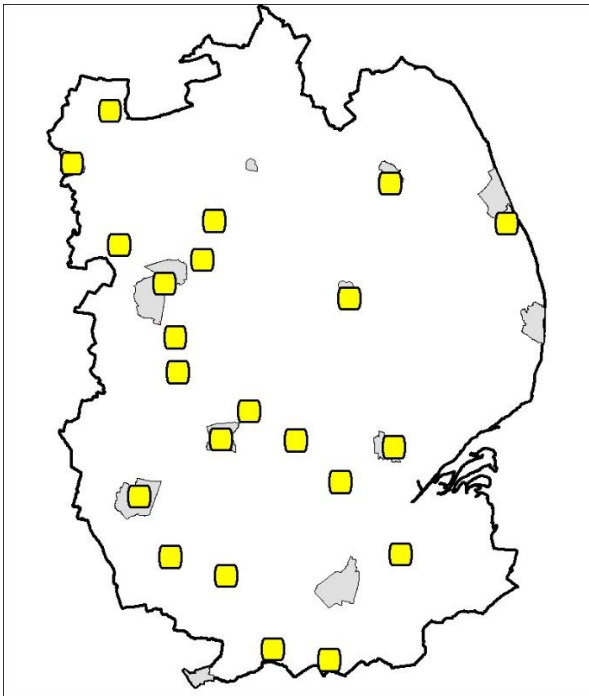


Voluntary Car Schemes

There are around 20 voluntary car schemes across Lincolnshire. These schemes use volunteer co-ordinators and volunteer drivers to transport passengers to a variety of destinations. Each scheme is different – some schemes are available to patients registered with a certain GP practice and will only transport people to medical appointments; other schemes are available to all residents of a certain parish and will take people on social journeys as well. So the areas covered by each scheme vary considerably.

Passengers pay the drivers for each journey, to cover the driver's costs.

Locations of VCS in Lincolnshire



Support provided by TSG



DBS checks for drivers



Public liability insurance



Administration costs for smaller schemes



Publicity for driver recruitment



Running the **Voluntary Car Forum**, attended by 50% of VC schemes

Access Lincoln

TSG manage the Access Lincoln project, which runs from 2017-2020. Access Lincoln encourages more people to enjoy cycling and walking in and around Lincoln. Goals of the project include creating a strategic walking and cycling plan for Lincoln; creating a network of quiet cycle routes in the city; expanding the HireBike scheme; supporting people back into employment; and running a variety of engagement events.

Achievements to March 2019 include:



8709 people engaged in walking or cycling initiatives (target = 7425)



64 job seekers helped into employment (target = 63)



2105 personal travel plans created (target = 9000)



£100,000 earmarked for improving cycling infrastructure

26

new HireBikes provided at in 8 new areas

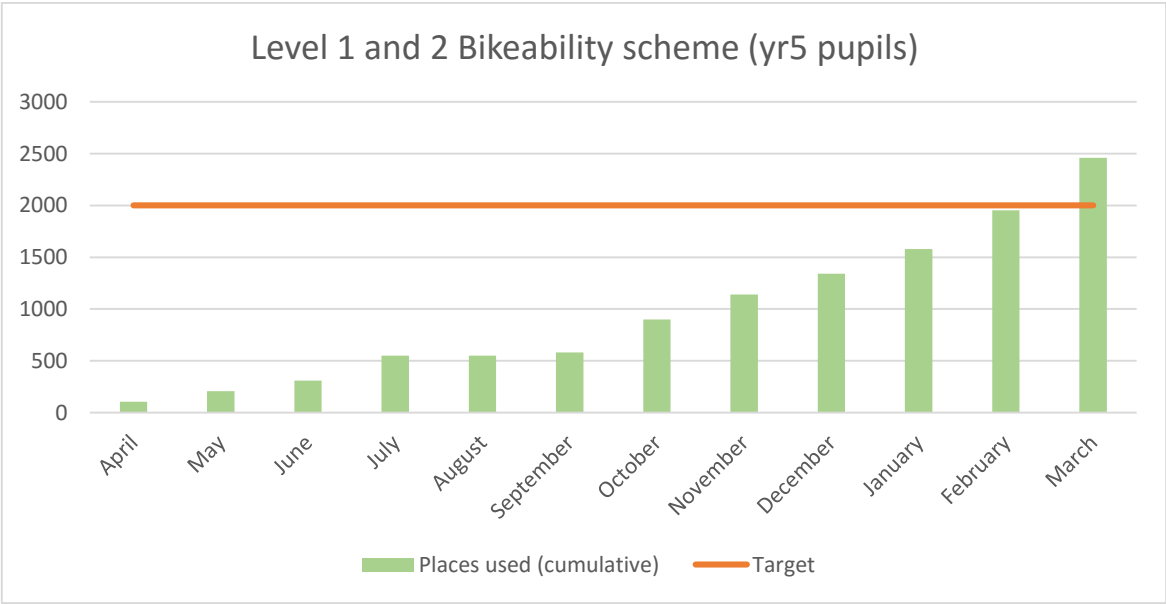
The existing HireBike scheme ends in March 2020. TSG are exploring options for future evolution of the scheme, including a new model of HireBike that would be an app-based e-bike providing a more comfortable and responsive riding experience.

Bikeability

Bikeability training sessions cover school pupils of all ages, from Reception-age children learning to use balance bikes up to older children learning to ride safely on the road. Bikeability embeds safe cycling behaviour, so that school children will be safer cyclists (and safer drivers) in the future.

TSG oversee the Bikeability scheme (which is currently delivered by Outspoken). TSG receive funding from central government to provide certain numbers of places on the various levels of Bikeability training; it is likely that all of these places will be used in the financial year 2018-19.

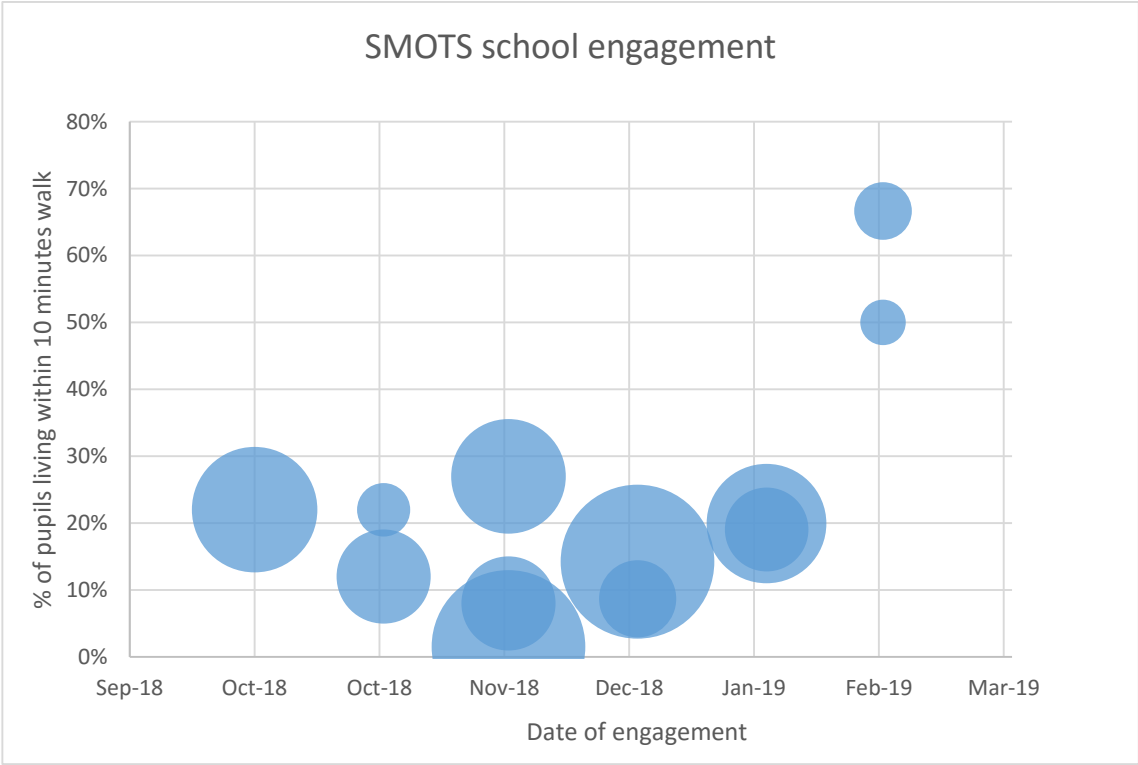
Progress in making use of funded Bikeability places 2018-19



Sustainable Modes Of Travel To School

Lincolnshire County Council have a duty to support schools with a SMOTS strategy. TSG employ an officer who works with schools to improve the numbers of pupils travelling by sustainable and active transport – walking, cycling, scooting. The benefits include healthier pupils, reduced congestion, better community relations, improved road safety and cleaner air.

The target is for 40 schools to complete Travel Plans by March 2020. Achievements so far include creating a “Park And Stride” site for Hartsholme Academy; using Police figurines to discourage parking on zig-zag lines outside schools; organising ‘March Marches’ where large numbers of pupils gather at one location and all walk or cycle to school together.



This chart shows the current engagement with schools. Currently all schools engaged with the project are primary schools.

The size of the circle represents the size of the school, so bigger circles have more pupils.

The horizontal position shows the month the school was engaged with.

The vertical position of the circle represents the % of pupils who live within 10 minutes' walk of the school – schools with different pupil distributions will need different solutions.

Go Skegness

TSG manage the Go Skegness project. This is a project implementing transport infrastructure changes in and around Skegness which will reduce traffic congestion, improve public transport and boost sustainable travel around the town. The main bus operator in Skegness has confirmed increases in punctuality and improvements for passengers as a result of this project.

Key project achievements by February 2019



640 metres of new bus lane created



7 bus stops upgraded along the A52



18 new lighting columns and 20 new illuminated bollards



3300 metres of improved cycling infrastructure

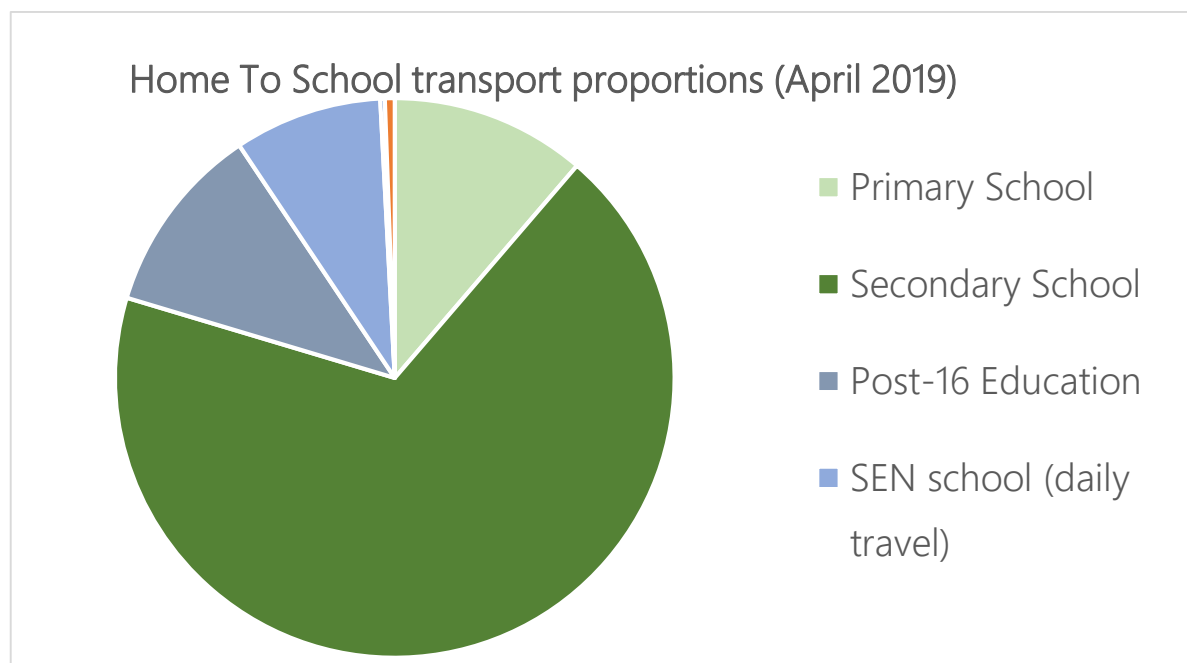


increase in cycling monitored by static cycle counters

Home To School transport

There are around 18,000 pupils entitled to free school transport in Lincolnshire. Each pupil is allocated to a specific transport contract – they may be transported on a double-decker bus, a coach, a minibus or a taxi. Some pupils have specific needs meaning they travel in specialised vehicles with passenger assistants as well as a driver. TSG arrange these pupils into the most efficient configuration of routes and then offer contracts for these routes to over 300 transport companies in Lincolnshire. Each of these companies is regularly checked to ensure the compliance of their fleet of vehicles, that they have in-date MOTs, insurance and so on. Drivers are also vetted.

This chart shows the breakdowns of transport destinations:



Home To School transport

The list of pupils entitled to transport is always changing – new cohorts of pupils begin school each year, pupils move from primary to secondary school, new pupils move into the county, pupils move house within Lincolnshire – so the configuration of routes is constantly shifting to balance the best value for money with the best journeys to school for pupils.

Arrangements at some SEND schools are managed under a 'One School One Operator' model where only one transport operator is responsible for ensuring pupils are taken to that school.

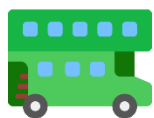
Snapshot of statistics at June 2019



18,000 children in Lincolnshire transported to school every day



1530 different transport routes each day



these routes are covered by 84 different transport operators

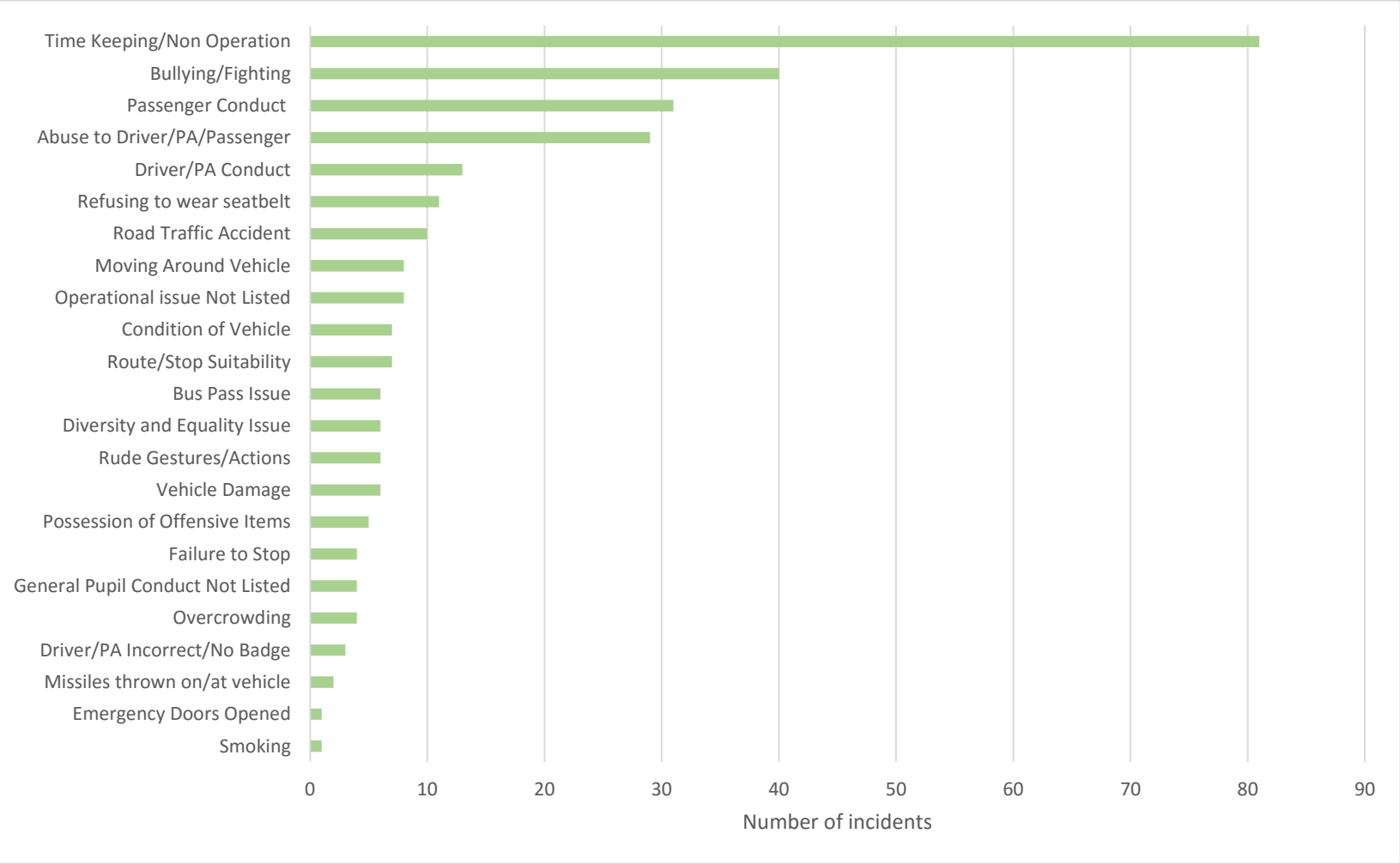
£26M

spent every year transporting entitled children

Home To School transport

Any incident that occurs on a home to school journey is reported to TSG. The TSG response to each incident is also logged.

Incidents reported on school transport September 2018 - January 2019



Social Care transport

As well as commissioning home-to-school transport contracts, TSG also commission social care contracts. These may be regular journeys – for example routinely taking an older person to a day care centre – or they may be one-off journeys – for example taking a child to a supervised visit.

£1.3M spent on Adult social care journeys in 2018-19

£360,000 spent on Children's social care journeys in 2018-19

Independent Travel Training

TSG provide independent travel training for school pupils. The purpose of this training is to support pupils travelling by bus on their own, improving their confidence and social skills and reducing their dependency on bespoke home-to-school transport. Work has also been done to support the Autism Mark.

2 Travel Trainers work in TSG. The number of students worked with in 2018-19 is:

Pupils on the waiting list	33
Pupils currently in training	7
Pupils who have completed their training	15

Pupils completing training in 2017-18 = 21

Pupils completing training in 2016-17 = 28

Max Respect

TSG employ a Max Respect officer who works with schools and pupils to explain what behavioural standards are expected when travelling. This work is predominantly with children in year 6, who may have to start using a bus to travel further to secondary school in year 7.

During 2018-19 school year so far the Max Respect officer has visited 72 schools and delivered training to 7083 pupils.

The Transport Services Fleet & Compliance Team inspectors through the Max Respect scheme also work with drivers, and so in 2018-19 has run classroom training sessions for 750 drivers and passenger assistants.

DBS checks

TSG co-ordinate Disclosure and Barring Service checks for drivers in Lincolnshire. This involves collecting the relevant details from drivers needing a check and co-ordinating the paperwork with the Police etc.

All drivers who drive a vehicle taking children to school in Lincolnshire must have a DBS check. TSG also provide DBS checks for drivers who transport passengers for Voluntary Car Schemes across Lincolnshire.

In 2018-19 we have processed **1386** DBS checks. These are predominantly completed within **23** days although delays in the process are often outside TSG's control (e.g. Police timescales for responding).

Inspections

TSG inspectors look at all types of LCC transport contracts – home-to-school transport (for both mainstream and SEN schools), social care transport and local bus contracts where LCC contribute to the cost of the route.

The scope of inspections varies – they can be full inspections of a route, inspections of vehicles, driver badge checks or inspections of the safety of pick-up/drop-off points. Inspections will take place to provide safe travel advice for pupils with complex needs and behaviours. A rolling program of inspections suggests that each establishment should be inspected every 18 months. Over **300** inspections have been carried out since November 2018 using new technology with inspections being completed on tablets.