



North
Northamptonshire
Council

Appendix B

Enhanced Bus

Partnership Plan

April 2022

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Document Version Control

Author (Post holder title): DY SCP, for Chris Wragg, Transportation & Development Manager

Type of document: Policy

Version Number: 4.0

Document File Name: EPP 2021 North v4.0

Issue date: 15/04/22

Approval date and by who (CMT / committee): Executive 14/04/22

Document held by (name/section): Chris Wragg, Transport Planning & Development

For internal publication only or external also?: External

Document stored on Council website or Intranet?: website

Next review date:

Change History

Issue	Date	Comments
0.1	01/11/21	
0.2	10/11/21	Client amends and general update
0.3	17/11/21	Guidance published so alignment updates
0.4	09/12/21	Council amends made
0.5	17/12/21	Consultation amends
1.0	21/12/21	Draft for operator consultation
2.0	25/01/22	Minor amends for Stakeholder consultation
3.0	01/03/22	Final amends on start date
3.1	17/03/22	Minor changes
4.0	15/04/22	Approved by Executive

NB: Draft versions 0.1 - final published versions 1.0

Consultees

Internal	External
Cabinet	Bus operators
	Wider Stakeholders

Distribution List

Internal	External
	Bus operators
	Wider Stakeholders

Links to other documents

Document	Link
Bus Service Improvement Plan	Enhanced partnerships for buses North Northamptonshire Council (northnorthants.gov.uk)
Enhanced Partnership Scheme	Enhanced partnerships for buses North Northamptonshire Council (northnorthants.gov.uk)

Additional Comments to note

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Part 1 – EP Plan

The North Northamptonshire Council Enhanced Partnership Plan for buses has been prepared in accordance with Section 138H of the Transport Act 2000 and is Made in accordance with Section 138G by North Northamptonshire Council

Executive Summary

North Northamptonshire Council is a new Unitary Authority. Alongside other modes, the Council sees bus as an important travel option for local people, the relative importance of bus will be considered further when the Council develops its own Local Transport Plan. Bus, alongside rail, walking and cycling has a role to play in providing people with an option to the car, and bus a more inclusive mode of transport, accessible to most people regardless of whether they can drive, have mobility limitations or age.

This Enhanced Partnership Plan has been developed for North Northamptonshire Council to drive bus improvements for passengers over the three years until 31 March 2025. It fulfils the statutory requirements set out by the Bus Services Act 2017 of an Enhanced Partnership Plan (EPP) for North Northamptonshire. In doing so, it covers the following legally required aspects:

- specifies the area and the period to which the plan relates,
- sets out an analysis of the local services provided in that area,
- sets out policies relating to local services in that area,
- sets out objectives as regards the quality and effectiveness of local services provided in that area by reference to that period,
- describes how the related enhanced partnership scheme or schemes is or are intended to assist in implementing those policies and achieving those objectives,
- describes the intended effect of the related enhanced partnership scheme or schemes on areas neighbouring the area to which the plan relates, and
- how the plan is to be reviewed and, including how it is reviewed and the specific dates by which reviews are to be completed.

This EPP builds on the Bus Service Improvement Plan agreed in October 2021, and puts in place binding commitments on the Council and partner organisations to provide the necessary enhancements to make bus attractive and easier to use and contribute to delivery of our vision for buses, which is:

Our vision for buses

The bus network will meet community need, it will be delivered reliably and efficiently, and the bus offer is understood by the wider community not simply bus users, finally bus use is affordable and easy to use by all.

Alongside this EPP is a single Enhanced Partnership Scheme which sets out in greater detail the actions to be taken to deliver this EPP over the next 3 years.

In summary this EPP proposes the interventions set out in the Table of Actions, over.

Table of Actions

<i>BSIP Objectives</i>	<i>EP Approach</i>
1. Bus priority	<ul style="list-style-type: none"> a) Address bottlenecks impacting bus services (quick wins) by utilising real time data where appropriate b) Identify opportunities for bus priority packages, especially at traffic lights c) Mitigate the impact of roadworks d) Deliver faster journey times and reliability improvements
2. Modern buses and decarbonisation and making passengers feel safer	<ul style="list-style-type: none"> a) Lock in current bus standards b) Develop a plan to raise bus standards during this EPP timescale c) Develop and implement a three-year marketing plan for local bus services d) Undertake a review of bus stops to ensure their position and layout is safe and reasonably attractive to users, bringing forward a plan to address the more significant shortcomings.
3. Fares and integrated ticketing	<ul style="list-style-type: none"> a) Introduce capped fares b) Agree standard fare stages with the operators c) Commence plans for a smart ticket offer to be delivered for the next EPP
4. Service network improvement	<ul style="list-style-type: none"> a) Require all-day services to operate across common core hours (0730 to 1900hrs Monday to Fridays, except Bank Holidays) b) Review the bus network serving visitor attractions and work with operators on opportunities for network improvement.
5. Integrated services and information	<ul style="list-style-type: none"> a) Require all operators to produce paper timetables and make these available in adequate quantity through agreed outlets b) Bus service maps are to indicate, with equal prominence all bus services operating in the area shown on the map, regardless of operator, and such information kept up-to-date at least every 6 months. c) Improve access to Real Time information d) All maps and timetables are to include prominent information explaining to passengers how to access Real Time information, using the form set out by the Council.
6. Giving passengers a say	<ul style="list-style-type: none"> a) Working with operators and passenger advocacy groups we will develop a Bus Passenger Charter and require operators to abide by its commitments.

1.0 Overview and Governance

- 1.1 The Government has set out its plan to support Local Transport Authorities improve bus services through the National Bus Strategy: Bus Back Better.
- 1.2 North Northamptonshire Council have welcomed and considered the options available to respond to Government's challenge 's and have resolved to follow the Enhanced Partnership route as the best means to locally improve bus services for passengers.
- 1.3 The Enhanced Partnership builds on the longer term strategy set out in the Bus Service Improvement Plan (BSIP) which set out the Council's plans over the next 3 to 5 years and longer. The BSIP was formally approved by the Council on 29 October 2021.
- 1.4 As required and set out in section 138F of the Transport Act 2000, notification of intent to introduce an Enhanced Partnership Plan and Scheme was published by the Council on the 30 June 2021 following approval at the Council's Executive meeting on 22 June 2021.
- 1.5 This Enhanced Partnership Plan has been prepared in accordance with S138 of the Transport Act 2000 as amended by Section 9 of the Bus Services Act 2017, as well as Guidance published by the Department for Transport. Supporting this Enhanced Partnership Plan is an Enhanced Partnership Scheme which sets out the steps to be taken to deliver the vision set out below and the supporting actions.

Duration

- 1.6 This Enhanced Partnership Plan sets out the high level vision and objectives for bus services in the area over the 3 year period until 31 March 2025, it is based on the BSIP, which itself was the subject of public consultation and was produced in accordance with guidance published by the Department for Transport on BSIP's. The timescale also aligns to the funding support requested from Government.
- 1.7 The Enhanced Partnership Plan should be read alongside the accompanying Enhanced Partnership Scheme which sets out in precise detail how the BSIP will be delivered and commitments made by North Northamptonshire Council, as well as standards to be met by bus operators operating services in the area.

Governance and Reviews

- 1.8 The BSIP is itself subject to an annual Review. This Enhanced Partnership Plan and accompanying Scheme will also be reviewed annually and the results of the Review published within 6 months of the anniversary date on which this Enhanced Partnership Plan was made. This approach will ensure that the three documents remain aligned.
- 1.9 The review will be led by a Management Forum comprising the Council and involving local bus operators and passenger representatives as a minimum, it will consider the effectiveness of the Enhanced Partnership Plan and accompanying Scheme in increasing bus patronage and delivery of the underlying actions to improve bus reliability and drive up passenger satisfaction.
- 1.10 The Management Forum will also review the Plan and Scheme in the light of any new Local Transport Plan for North Northamptonshire, as it moves away from the LTP inherited from the former Northamptonshire County Council. If required this may necessitate triggering the legal processes to vary or revoke this EPP and Scheme, replacing these with newer versions reflecting the new Policy.

- 1.11 The Management Forum, comprising the following, have helped develop this Plan, and will be consulted as part of any review:

Management Forum

- North Northamptonshire Council (50% voting rights)
- Bus operators or their nominated representative(s) with services registered in this EPP area. One representative for each operator. (50% total voting rights, split in proportion to mileage of services falling within the EPP/EPs)

Wider Stakeholder Group

- Local Transport Groups (one representative per User Group)
- Business improvement districts (one representative per BID)
- Major employers (one representative per employer, employers to be agreed between the Essential members)
- Neighbouring local transport authorities
- Traffic Commissioner
- Local Enterprise Partnerships
- Parish Councils
- FE Colleges
- Transport Focus
- Confederation of Passenger Transport
- Bus Users UK

- 1.12 Bus performance data will be published every 6 months.

- 1.13 The results of the reviews and the performance data will be made available to the public on the Council's website [Enhanced partnerships for buses | North Northamptonshire Council \(northnorthants.gov.uk\)](https://www.northnorthants.gov.uk/enhanced-partnerships-for-buses)

2.0 Area Covered by this Plan

- 2.1 This Enhanced Partnership Plan covers the whole of the North Northamptonshire Council area. Figure 1 below, shows the area covered. The area chosen has been determined by the bus network which largely connects the local towns and villages, with cross-boundary travel to Bedford and Market Harborough provided by bus or rail and to Northampton and Peterborough by bus.
- 2.2 The nature of the bus network does not lend itself to joining with an adjacent area, especially as the neighbouring area's bus networks are characterised by being focused on single town hub (for example Northampton Town, or Bedford) with a very limited number of services crossing the border.

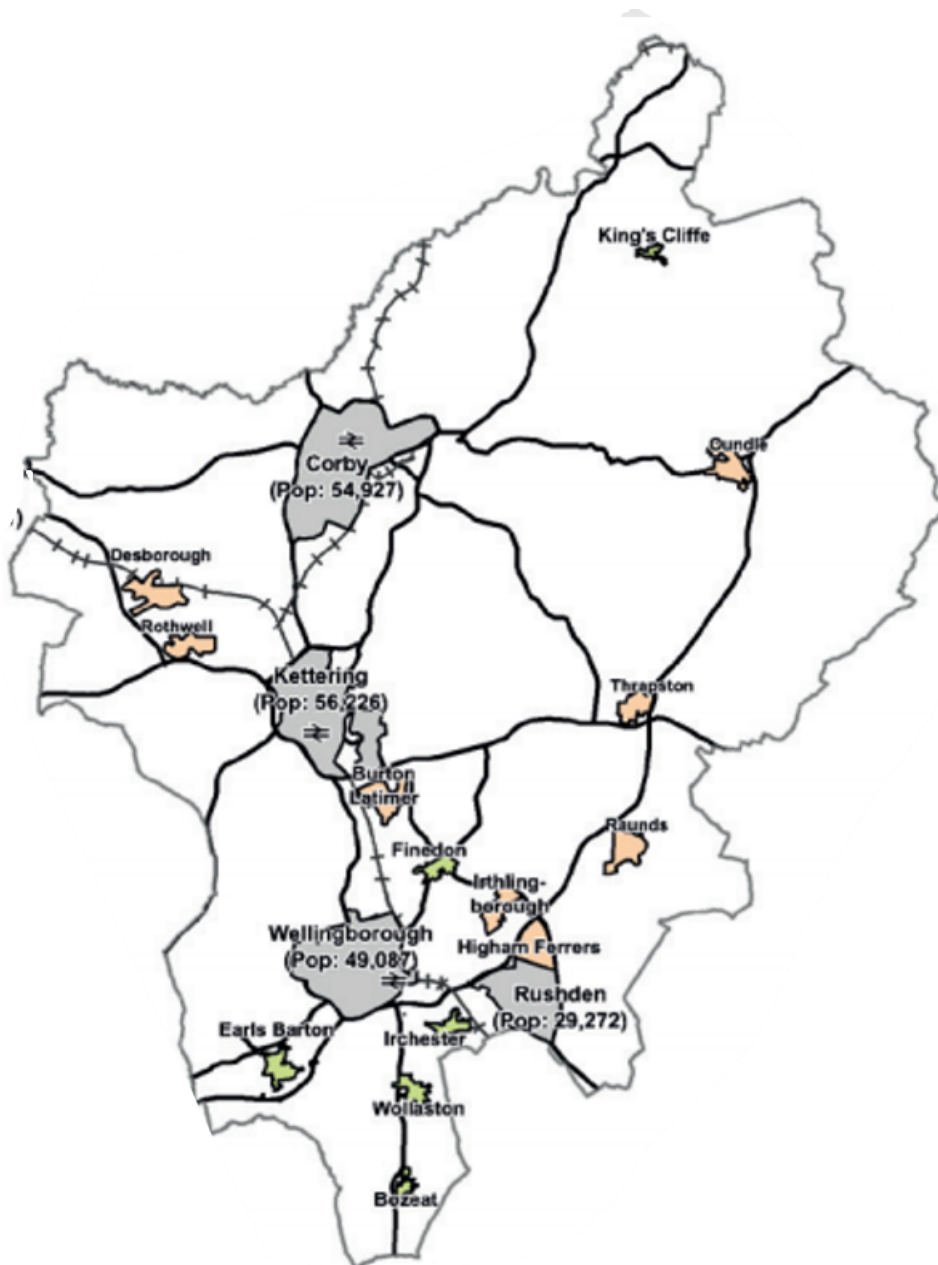


Figure 1 - The North Northamptonshire Council Enhanced Partnership Plan and Scheme area (within Grey Council boundary line).

3.0 Analysis of Local Bus Services

Network and use

- 3.1 The bus services across North Northamptonshire carried approximately 6.5m passengers per annum prior to Covid-19, in October 2021 patronage was running at 64% of this level. Around 30% of bus users travel under the English National Concessionary Travel Scheme.
- 3.2 In North Northamptonshire 82.4% of households have access to at least a car or van. Of households that own a car, 40.9% have 1 car available, and a further 31.5% have 2 cars available. 17.5% of households have no vehicle according to the 2011 Census.
- 3.3 Travel to work is dominated by private car use. Only 2.01% of all usual residents aged 16 to 74 travel to work by bus according to the 2011 Census.
- 3.4 This suggests that if the right bus offer can be put in place there is considerable opportunity to achieve modal shift. In doing so we support existing bus users, the bus companies as well as reduce congestion, harmful emissions and road safety risk.

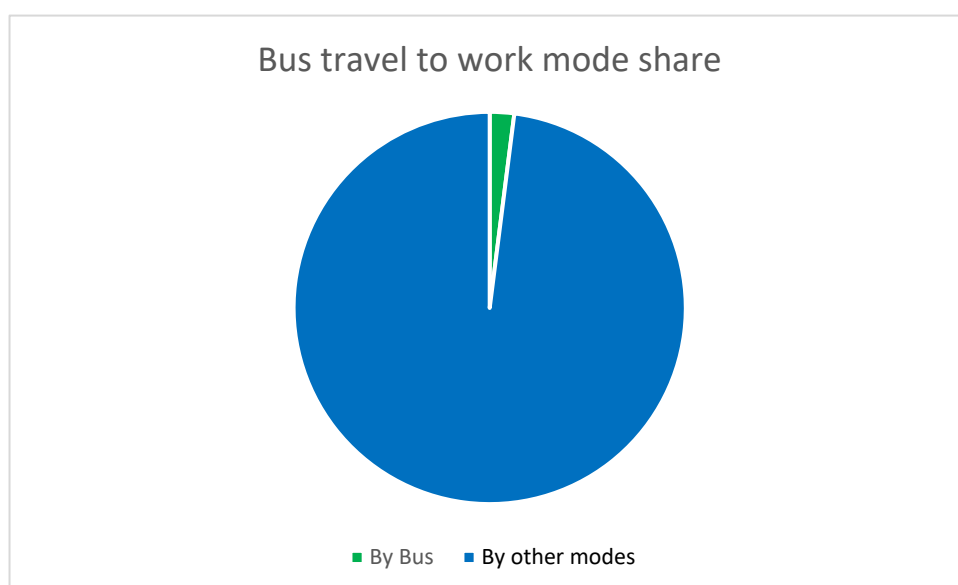


Figure 2 - Travel to work by bus in North Northamptonshire (2011 census data).

- 3.5 The dominant operator across North Northamptonshire is Stagecoach, delivering most services in Wellingborough, Kettering and Corby, with:
- Whippet Coaches providing a limited weekday daytime service to Stanion and Little Stanion into Corby. This is tendered between Corby and Thrapston. Commercial from Thrapston
 - Expresslines providing community services, away from the main roads into Rushden and Higham Ferrers, on weekdays off-peak.
 - A number of other operators typically provide cross-boundary services from further afield.
- 3.6 As well as local bus services there is a vast community transport network operating under Section 22 permits. This community transport network serves the rural communities, and those with mobility challenges, for whom a traditional bus network is neither accessible or viable.
- 3.7 The 2017 Northamptonshire Bus Passenger Survey undertaken by Transport Focus, reported that overall satisfaction with bus travel across Northamptonshire stood at 85%. However, only 68% were satisfied with the punctuality of the bus services.

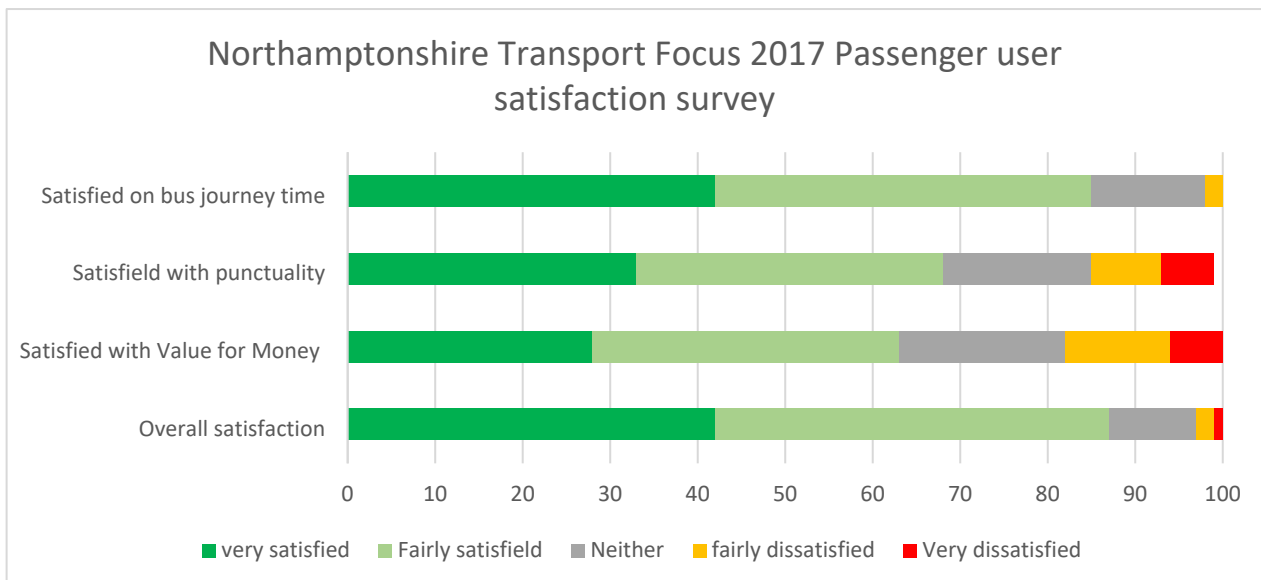


Figure 3 - Transport Focus passenger satisfaction data.

Bus priority

3.8 Analysis of bus corridors using Realtime data (see Figure 4), shows that prior to Covid-19 services largely operated reliably to timetable into Wellingborough and Corby, but there were delays into Kettering from the north-west, east and south-east directions, especially the Kettering to Desborough and Kettering to Burton Latimer corridors. The journey time variability is not fully understood but is considered to be linked to commuter congestion and other local impacts.

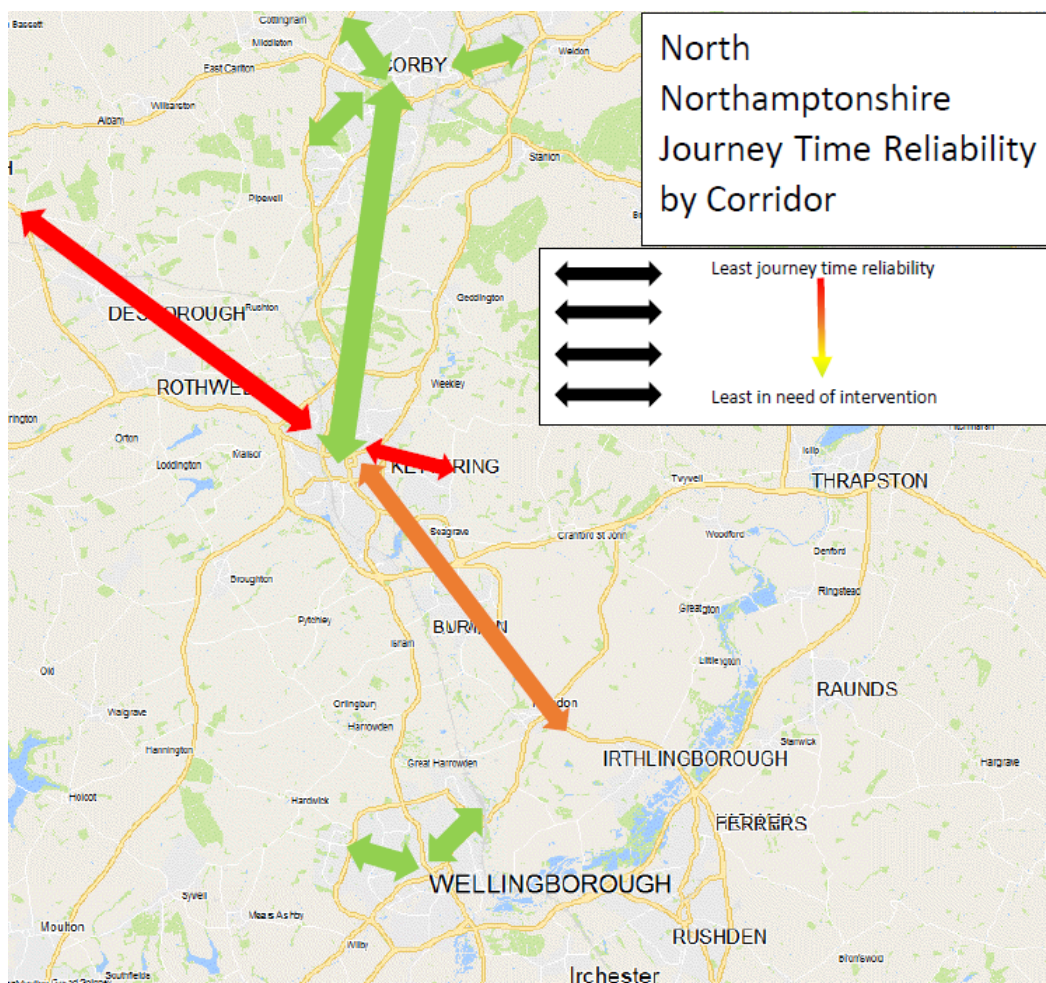


Figure 4 - Bus reliability by corridor

Modern Buses, decarbonisation and user safety

- 3.9 North Northamptonshire Council has a stated commitment towards lessening the impact of climate change. The Council declared a climate and environment emergency at its Full Council meeting held on Wednesday 28 July 2021.
- 3.10 51% of the bus fleet operating in North Northamptonshire are Euro III and IV buses, see Figure 3.4 over. The first step is to replace these by Euro V or VI (or equivalent) and then move to an electric or hydrogen fleet. This first EPP takes steps to make sure that bus standards are progressively improved, whilst we work on a longer term plan with operators to move towards a carbon neutral solution.
- 3.11 We also want passengers to feel safe at bus stops and on buses, this requires good lighting levels at bus stops, attractive stops and shelters with natural surveillance, and on bus CCTV.

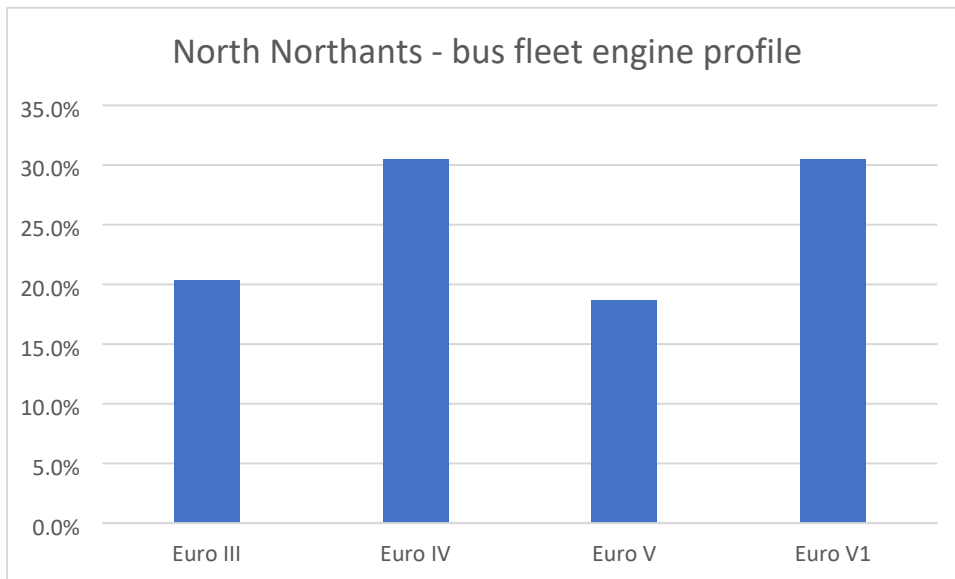


Figure 5 - Bus Fleet Engine Profile, Autumn 2021.

Fares and integrated ticketing

- 3.12 Passengers and non-bus users raise concerns about the cost of travel and perceived value for money. When surveyed by the Council, operators broadly agreed that tickets should be available across all services without a premium and that fare-capping is desirable.
- 3.13 The Council and its predecessor have received a number of complaints about the operators fare structure; most commonly that once outside of the urban fare zones, fares can increase markedly and that neighbouring communities can be priced differently.
- 3.14 The nature of the bus network is that passengers are restricted to single operator ticket products, by way of example this is a disadvantage to those living in Rushden who need to make a two-legged bus journey to work or college, and also an inconvenience to people who wish to travel along corridors with more than one operator.
- 3.15 This EPP needs to address the issue of high-cost return fares, this is proposed through fare-capping.
- 3.16 The high level of affordable and free parking availability in town centre off-street car parks also contributes to peak period traffic congestion and associated travel unreliability, together with problems of poor air quality.

Service network improvement

- 3.17 The analysis of the bus services set out in the BSIP concludes that the bus network itself is largely fit for current needs but will need to evolve as new developments bring forward housing and job opportunities, in particular. The area of weakness is the lack of connections to Corby, Kettering and Wellingborough railway stations, both key commuter stations into London, as well as for local trips between the towns.
- 3.18 The network does not however provide services when people need them, especially during the evening and on Sundays. This EPP therefore needs to address gaps in timetable across the wider week and see services returned to pre-covid frequencies.
- 3.19 Other than on shared sections of main roads the local bus network does not see any on-street operator competition. Therefore, at the time of drafting, there are no issues of over-bussing which need to be addressed by this EPP.
- 3.20 Table 3.1 sets out the core service frequency during the daytime. During peak times minor changes to the frequencies quoted to ensure accurate timetabling are acceptable.

Service level	Monday to Saturday daytime	Monday to Saturday evening	Sunday daytime
Urban Tier 1	Typically every 15 minutes or more frequent	Typically every 30 minutes or more frequent	At least every 30 minutes
Urban Tier 2	Typically every 30 minutes or more frequent	Unlikely	Unlikely
Urban Tier 3	Hourly or infrequent or Demand Responsive Transport	None	None
Inter Urban Tier 1	Typically every 30 minutes or more frequent	At least hourly	At least hourly
Inter Urban Tier 2	At least hourly	Unlikely	Unlikely
Rural Tier 3	At least 2-hourly	None	None
Rural Tier 4	Infrequent or Demand Responsive Transport	None	None
Workers service	As justified	As justified	As justified
Academic service	Monday to Friday term time only	None	None

Table 1 - Desired commercial service level tiers.

- 3.21 The network offer for the passenger is not predictable and Urban Tier 1 and 2 services should also operate core hours and frequencies which fully cover the extended peak hours (arriving/departing the town centre between 0730 through to 1900hrs Monday to Friday except bank holidays).

Integrated services and Information

- 3.22 Based on local feedback, the Council considers that the bus network is poorly communicated, with operators promoting only the services they operate, rather than the wider bus network available, this hinders users and especially not-yet-users understanding of the bus network as a whole. Additionally printed timetables are not produced by every operator. This EPP therefore needs to address gaps in essential passenger information.
- 3.23 There is already a good Real-time passenger information system in place and is working well, but passengers do not know how to access it, away from the 41 stops with Real-time displays. This EPP therefore needs to improve passenger understanding of how to access this information by increasing the number of displays and upgrading older displays.

- 3.24 We will also work with passenger advocacy groups and operators to agree a Passenger Charter, which once agreed Operators will be obliged to operate in accordance with its commitments.
- 3.25 Better information at bus stops is a top 10 bus passenger priority (Transport Focus, Sept 2020) nationwide and a 2017 Transport Focus survey commissioned jointly by Northamptonshire County Council and Stagecoach Midlands gave a below-average rating of 63%. This indicates that, whilst net satisfaction is convincingly positive, there is room for improvement against our statistical neighbours and this EPP seeks to improve passenger understanding on hard to access the real time information.

Giving passengers a say

- 3.26 Through this EPP, the Management Forum and Wider Stakeholder Group, we want passengers and local employers to have the opportunity to influence the delivery of bus services across North Northamptonshire.
- 3.27 We will also work with passenger advocacy groups and operators to agree a Passenger Charter, which once agreed Operators will be obliged to operate in accordance with its commitments.

Summary

- 3.28 The above gaps and result in the Table of Actions, set out at the end of the Executive Summary on page 5 of this document. The Enhanced Partnership Scheme sets out in more detail how these interventions are going to be delivered.

4.0 Policies and Influences on Local Bus Services

4.1 This EPP and the supporting scheme will support local policy, informed by an assessment of local opportunities and risks, through acting on the passenger and community areas of concern discussed above. Equally Policies are themselves supportive of bus use and will generate Section 106 funding and put in place measures like Travel Plans to promote and encourage bus use, alongside other more sustainable travel options.

Local Policies supporting Bus Use

- 4.2 Local Policy is supportive of the Bus, this will help to maximise sustainable delivery of development plans in the area and minimise the detrimental impact of vehicular trips in terms of safety, congestion and pollution.
- 4.3 The North Northamptonshire Joint Core Strategy 2011-2031, the Part 1 Local Plan for the area, was adopted in July 2016. In order to alleviate the effects of the significant new development proposed on the transport network, it includes challenging but realistic targets to increase levels of modal shift away from the private car towards other forms of travel including public transport, cycling and walking. The following modal shift targets, based on 2001 census data, are set for 2031:
- A reduction of 5% in single occupancy car journeys to work from the existing built up areas of the Growth and Market towns; and
 - A reduction of 20% in single occupancy car journeys to work from new developments compared to adjoining wards.
- 4.4 These targets are embedded in the Northamptonshire Transportation Plan (March 2012), which forms the current and inherited Local Transport Plan for North Northamptonshire. The Northamptonshire Bus Strategy (April 2018), which forms part of the Local Transport Plan suite of documents, identifies that to meet these targets it would be necessary for bus patronage to rise by 50% from the 2012 baseline figure. As bus use actually declined overall between 2012/13 and 2019/20, to achieve these targets will require a 70% increase between the pre-COVID baseline of 2018/19 and 2031/32.
- 4.5 As North Northamptonshire brings forward its own Local Transport Plan and Bus Strategy, the actions set out in this EPP will need to be reviewed and potentially updated. This will form part of the Review programme outlined in Section 1 above.

Local influences on bus use

- 4.6 As well as considering the local Policy position it is also important to consider the other local factors which influence whether or not people choose to use the bus.
- 4.7 Supporting more local bus trips is:
- New development in the area, increasing demand for trip making
 - Development of Travel Plans linked to planning permissions granted
 - Parking enforcement
 - Population growth
 - A low base for travel to work, suggests scope to build trip making
 - Road congestion making car use less attractive
 - Increases in funding to maintain current and increased services and times of operation
 - Improved information and whole network marketing, to raise awareness of bus travel opportunities.
- 4.8 Against the opportunities supporting increased bus use, are the following local risks:

- The availability of free car parking in town centres
- Online retail and other services
- Cost of bus use if making a journey using more than one bus, or as a group
- Taxi or car sharing, especially is traveling as a group
- Car ownership levels, whilst being high could increase further
- The winter emergence of further Covid-19 restrictions in response to rising levels of hospitalisation, or new variants of the virus emerging, all of which limit or deter people from travelling communally by bus or train
- To restore patronage to pre-Covid levels, depends on maintaining the bus network, to do this we estimate that it will take 3 years to restore patronage to pre-pandemic levels. This will require funding support across this period to offset lost fare-box revenue
- We consider that the service frequency offered across the network does not meet current largely rural community needs, especially in the evening and on a Sunday
- Growth in car use creates added congestion causing delay and bus timetable unreliability
- Roadworks are a known cause of bus network delay
- Perception of safety at and ease of use of bus stops – bus stop upgrades
- Understanding of the bus network – Information one may, expend real-time offers
- Bus driver shortages

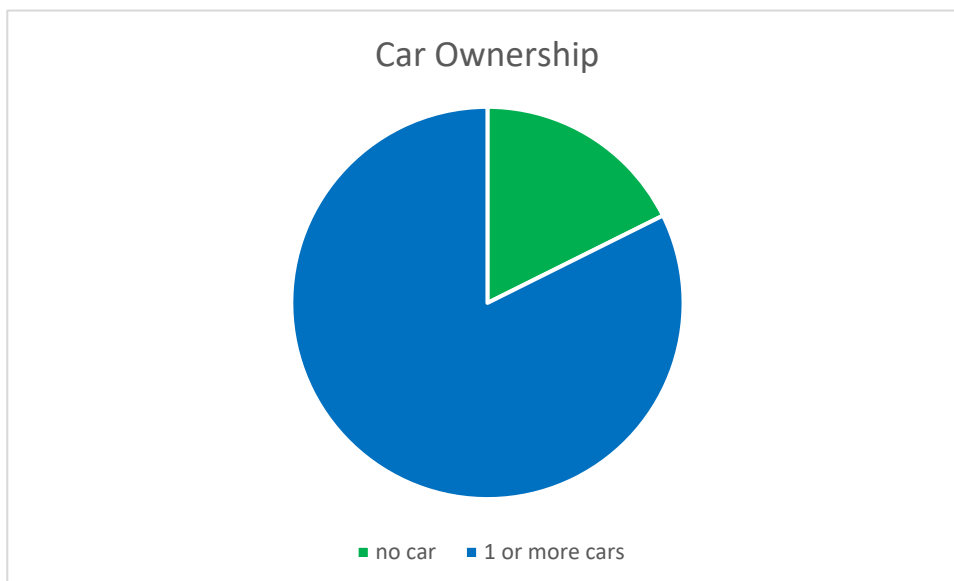


Figure 6 - Car ownership levels in North Northamptonshire (2011 census data)

5.0 Glossary of terms

Term	Definition
National Bus Strategy - Bus Back Better (BBB)	<p>This is the Governments Bus Strategy, published in 2021, setting out how the Government wish to see bus services improved and requiring Local Transport Authorities to either follow the bus Franchising Route or the Enhanced Partnership route to improve bus services.</p> <p>There is always the do-nothing option, but this has been discounted as it would result in the immediate loss of funding to support bus services in the area.</p>
Bus Service Improvement Plan (BSIP)	<p>A document setting out how buses are to be improved in North Northamptonshire over the next 5 years or so. This is prepared in line with Guidance published by the Council and is linked to the Councils declaration to pursue an Enhanced Partnership</p>
Enhanced Partnership	<p>A Partnership approach set out in the Transport Act 2000 and amended by the Bus Services Act 2017, where the Council can impose requirements on bus operators to be able to run services in the area.</p>
Enhanced Partnership Plan (EPP)	<p>EP plan - this is a high-level vision and objectives for bus services in the local area and closely follows or replicates relevant sections of the BSIP</p>
Enhanced Partnership Scheme (EPS)	<p>EP scheme - this sets out the precise detail of how the BSIP vision and objectives will be achieved, including any commitments made by the local authority or standards to be met by bus operators</p>
Local transport authority	<p>The local authority responsible for transport planning and certain public transport functions within an area</p>
Local Transport Plan	<p>A statutory document prepared by a local transport authority setting out its policies for the encouragement of safe, integrated efficient and economic transport within its area and its proposals for implementation of those policies.</p>
Section 106 developer funding	<p>Funding secured by an obligation placed upon a developer under Section 106 of the Town & Country Planning Act 1990</p>