



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: Tuesday, 12 October 2021

**Committee:
Communities Overview Committee**

Date: Wednesday, 20 October 2021
Time: 10.00 am
Venue: Council Chamber, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND

You are requested to attend the above meeting. The Agenda is attached

Members of the public will be able to access the live stream of the meeting by clicking on this link:

<https://www.shropshire.gov.uk/communitiesoverviewcommittee20october2021/>

There will be some access to the meeting room for members of the press and public but this will be limited for health and safety reasons.

If you wish to attend the meeting please e-mail democracy@shropshire.gov.uk to check that a seat will be available for you.

Tim Collard
Interim Assistant Director – Legal and Democratic Services

Members of Communities Overview Committee

Ted Clarke	Christian Lea
Mark Jones	Elliott Lynch
Nigel Hartin	Robert Macey (Chairman)
Nick Hignett (Vice Chairman)	Dan Morris
Duncan Kerr	Vivienne Parry

Your Committee Officer is:

Emily Marshall Committee Officer
Tel: 01743 257717
Email: emily.marshall@shropshire.gov.uk

AGENDA

1 Apologies for absence and substitutions

2 Disclosable Pecuniary Interests

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

3 Minutes of the meeting held on 21st July 2021

To consider the Minutes of the Communities Overview Scrutiny Committee meeting held on 21st July 2021. **Minutes to Follow**

4 Public Question Time

To receive any public questions or petitions from the public, notice of which has been given in accordance with Procedure Rule 14. The deadline for this meeting is 10.00 a.m. on Monday, 18th October 2021.

5 Member Question Time

To receive any questions of which members of the Council have given notice. Deadline for notification for this meeting is 10.00 a.m. on Monday, 18th October 2021.

6 Domestic Abuse

To scrutinise services in Shropshire to support victims of domestic abuse, report to follow

Contact: Laura Fisher, Head of Housing, Resettlement and Independent Living, 01743 258981

7 Rural and Community Transport (Pages 1 - 40)

To receive an update on proposals to reorganise and develop bus services in Shropshire.

Contact Danial Webb. Tel 01743 258509

8 Work Programme (Pages 41 - 44)

To consider the future work programme of the Committee. [Report attached]

Contact Danial Webb. Tel 01743 258509

9 Date/Time of next meeting

The Committee is next scheduled to meet on Wednesday, 24th November 2021 at 10.00 a.m.

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Committee and Date

**Communities Overview
Committee**

20 October 2021

Item

Public

Rural and Community Transport

Responsible officer

Danial Webb – overview and scrutiny officer

danial.webb@shropshire.gov.uk

01743 258509

1.0 Summary

1.1 This report complements the briefing session that officers recently held to support the work of the Communities Overview Committee scrutiny of proposals to reorganise and develop bus services in Shropshire

2.0 Recommendations

2.1 It is recommended that members of the Communities Overview Committee read the attached presentation and prepare questions that they might have for officers.

3.0 Opportunities and risks

3.1 This report is provided by for information only. Any recommendations that the committee makes would be subject to an analysis of their risks and opportunities before being put into action.

4.0 Financial assessment

4.1 This report is provided for information only. Any recommendations that the committee makes would be subject to a financial assessment for consideration before they are agreed.

REPORT

5.0 Bus Back Better

5.1 On 13 September officers held a briefing session for elected members that provided:

- An overview of current commercial, subsidised and community transport services in Shropshire.
- The challenges posed by the long-term decline in bus patronage.
- The impact of the Covid-19 pandemic on services.
- Proposals for Rural Connect – new services to link rural communities to scheduled bus and train services.

- 5.2 A recording of the briefing session is available in the Member Development section of The Members' Gateway. The presentation used to support the briefing is attached as Appendix 1.
- 5.3 Shropshire Council is conducting a public survey of the proposals for Rural Connect and to find out more about people's views of buses and public transport, and the improvements they would like to see in the future. A presentation on the interim findings of the survey is attached as Appendix 2.

List of background papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

None

Cabinet Member (Portfolio Holder)

Portfolio Holder for Communities, Culture, Leisure & Tourism, Transport

Local Member

All

Appendices

1. Rural and Community Transport – presentation
2. Shropshire Public Transport Survey - presentation

RURAL & COMMUNITY TRANSPORT

Page 3





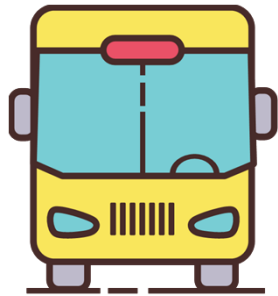
THE CHALLENGE...

**SHROPSHIRE
ADDRESSES**



Passenger
Transport
Group

QUICK FACTS



45

**SUBSIDISED
SERVICES**

22



**COMMERCIAL
SERVICES**

ACROSS SHROPSHIRE



Passenger
Transport
Group

QUICK FACTS

PERCENTAGE SPLIT
OF SERVICES
BETWEEN
OPERATORS OF
**SUBSIDISED
SERVICES**

Lakeside
COACH TRAVEL

17%

 **arriva**
a DB company

67%

 **TANAT VALLEY**
www.tanat.co.uk

7%

BENNETTS

3%

**Minsterley
Motors** 

3%

**Shrewsbury
Dial a Ride** 

3%



Passenger
Transport
Group

QUICK FACTS

PERCENTAGE SPLIT
OF SERVICES
BETWEEN
OPERATORS OF
**COMMERCIAL
SERVICES**

Lakeside
COACH TRAVEL

5%

 **arriva**
a DB company

67%

**Minsterley
Motors** 

18%

DIAMND

4%

CELTIC TRAVEL

4%

OTHER OPERATORS

2%



Passenger
Transport
Group

COMMUNITY TRANSPORT IN SHROPSHIRE



2,600
WHEELCHAIR
JOURNEYS



3,600
MEMBERS



300,000
MILES



134,500
JOURNEYS

Health &
Social Care
£2.2m-£6m
Savings

Local
Economy
£3.36m
Added
Value

For every £1
invested we
generate
approx. £12
of social
value

Annual
value of
Volunteer
Hours
£0.5m



“MY QUALITY OF LIFE IS SO MUCH BETTER
NOW I AM ABLE TO SOCIALISE AGAIN”

“BEING A VOLUNTEER DRIVER HAS
GIVEN ME A NEW LEASE OF LIFE”

“AS A LADY IN MY 70’S WITHOUT CHILDREN, THIS
SERVICE IS MY LIFELINE”



QUICK FACTS

TOTAL PASSENGER
TRIPS FOR
2019/20

1,255,827



PRE
COVID-19
PANDEMIC

FORECAST PASSENGER
TRIPS FOR
2020/21

366,537



DURING
COVID-19
PANDEMIC

IMPACT OF THE COVID-19 PANDEMIC



The entire bus industry became unviable overnight.



Cannot simply attempt to rebuild what was before. The bus industry has been in long term decline.



We must ensure that every bit of public money is spent targeting and delivering outcomes we need.



Services have survived due to councils and government continuing to pay for services not currently operating.



What are our ambitions for the future of local transport provision and what barriers have prevented us from making it a reality before.



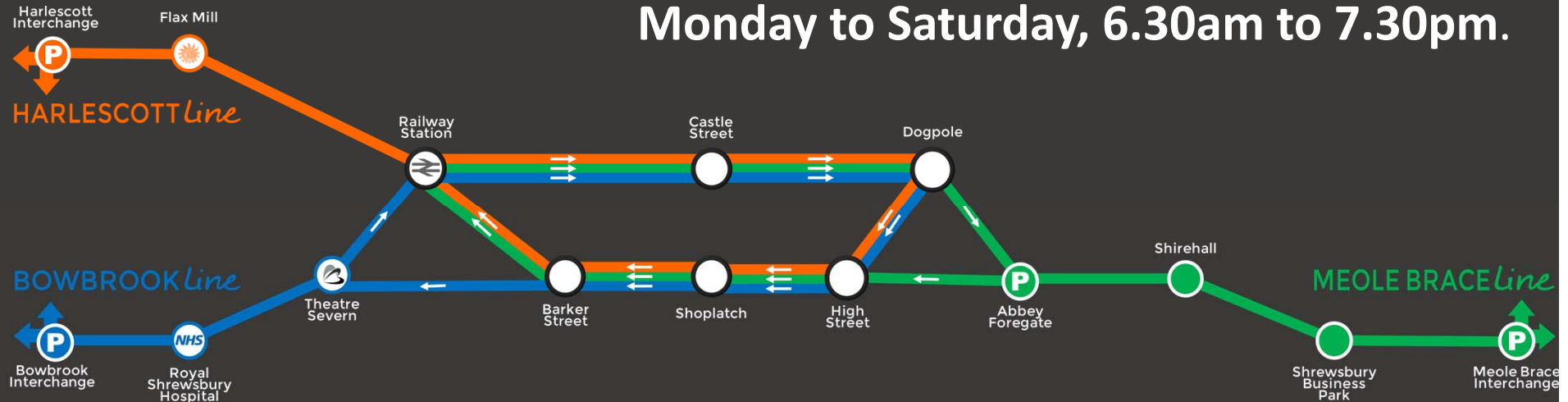
Councils will play a pivotal role in ensuring the recovery is co-ordinated at a local level and suit the circumstances of a diverse bus market operating across the county.

BUILDING BACK BETTER

INITIAL THOUGHTS...

SHREWSBURY PARK & RIDE SERVICES

Passengers boarding at one site can now access
every stop along the whole network
 and continue to access the service as a 'hop-on-hop-off',
Monday to Saturday, 6.30am to 7.30pm.



To improve upon this, additional stops have been added along all three routes, stops that have long been requested to be added to the existing park and ride. These include; Royal Shrewsbury Hospital, Abbey Foregate and Theatre Severn to name a few. This new service can be marketed at tourism, visitors, residents and commuters alike.



 Shropshire
Council

RURAL CONNECT

‘Rural-Connect’ is a service that links rural dwelling residents in Shropshire to their nearest local service.

For many residents in Shropshire’s vast rural areas there are no local transport services to get them to work, leisure activities, medical appointments or college. This service strives to change that and provide a crucial link for residents requiring affordable access to essential services.

This service works in sync with existing local bus services providing a demand responsive service from their residential area to a stop on an existing timetabled service.



In deciding areas that would benefit from Rural-Connect we looked at a number of different factors;

POPULATION NUMBERS

AGES, POTENTIAL CONCESSIONS ETC.

**INTER-URBAN
LOCAL BUS SERVICES**

OPERATING CLOSE TO THE AREA

LOCAL SERVICES

AVAILABILITY

MEDICAL PRACTICES, HOSPITALS ETC..

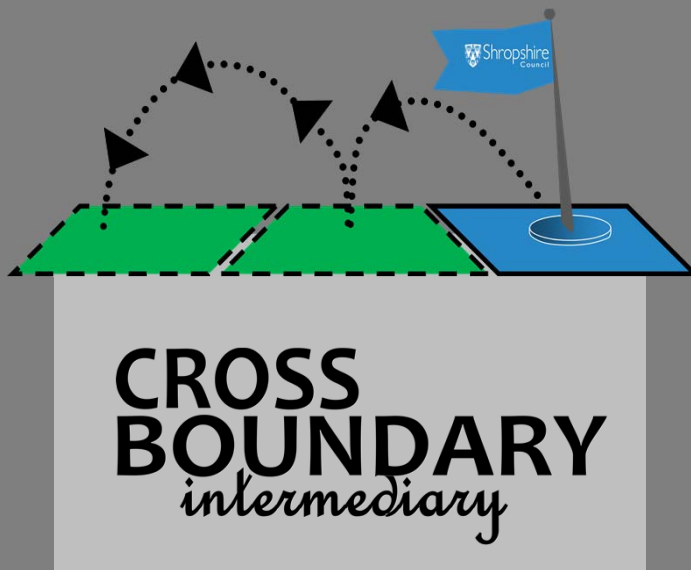
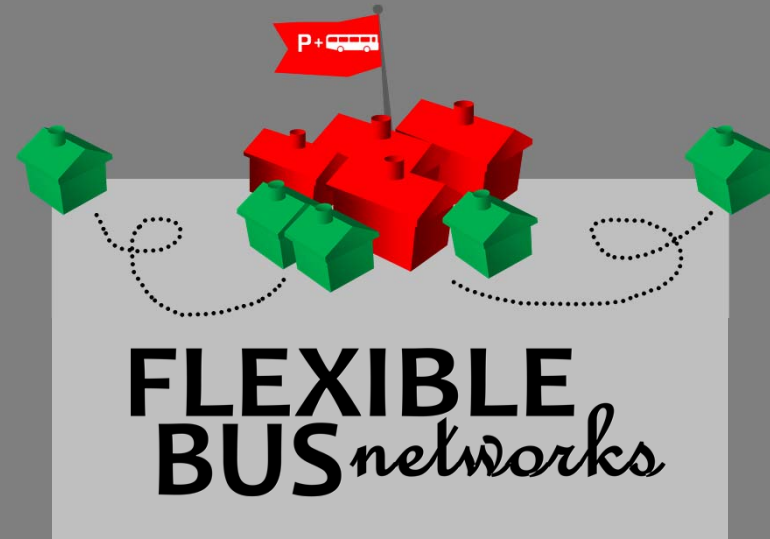
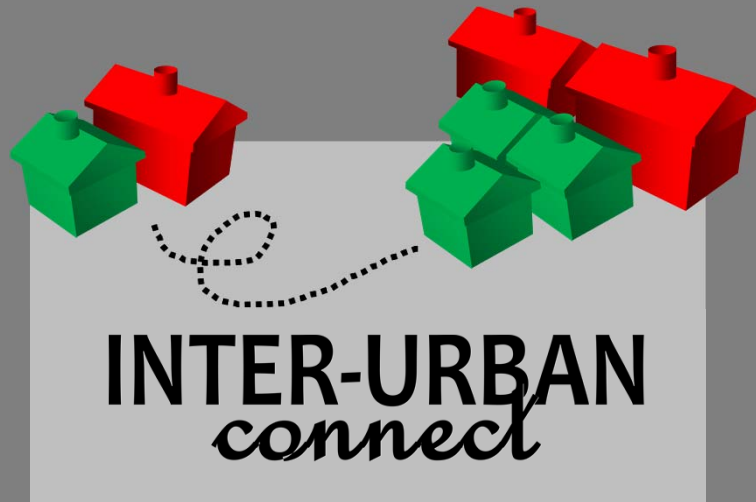
**POSSIBLE INCLUSION TO A WIDER
'CONNECT SERVICE' PROVIDING
MORE OPTIONS AND DESTINATIONS**

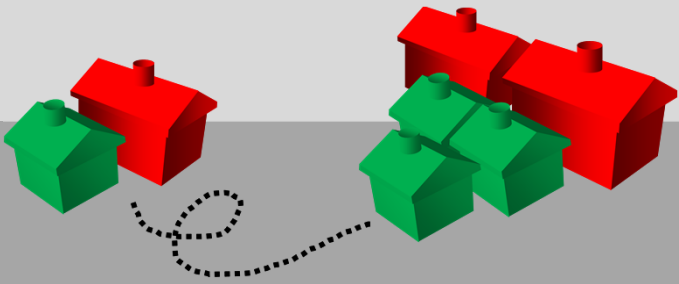
Majority of rural areas in Shropshire have limited services and existing services in their respective areas are in need of modernisation to fit the requirement of express travel for commuting, leisure and shopping.

Majority of residents in these areas have to travel out of area to access medical practices and would need to access local market towns for onward connections for more far afield journeys.

How services can be adapted ...

The following are potential scenarios that the 'Rural Connect' could be adapted to...





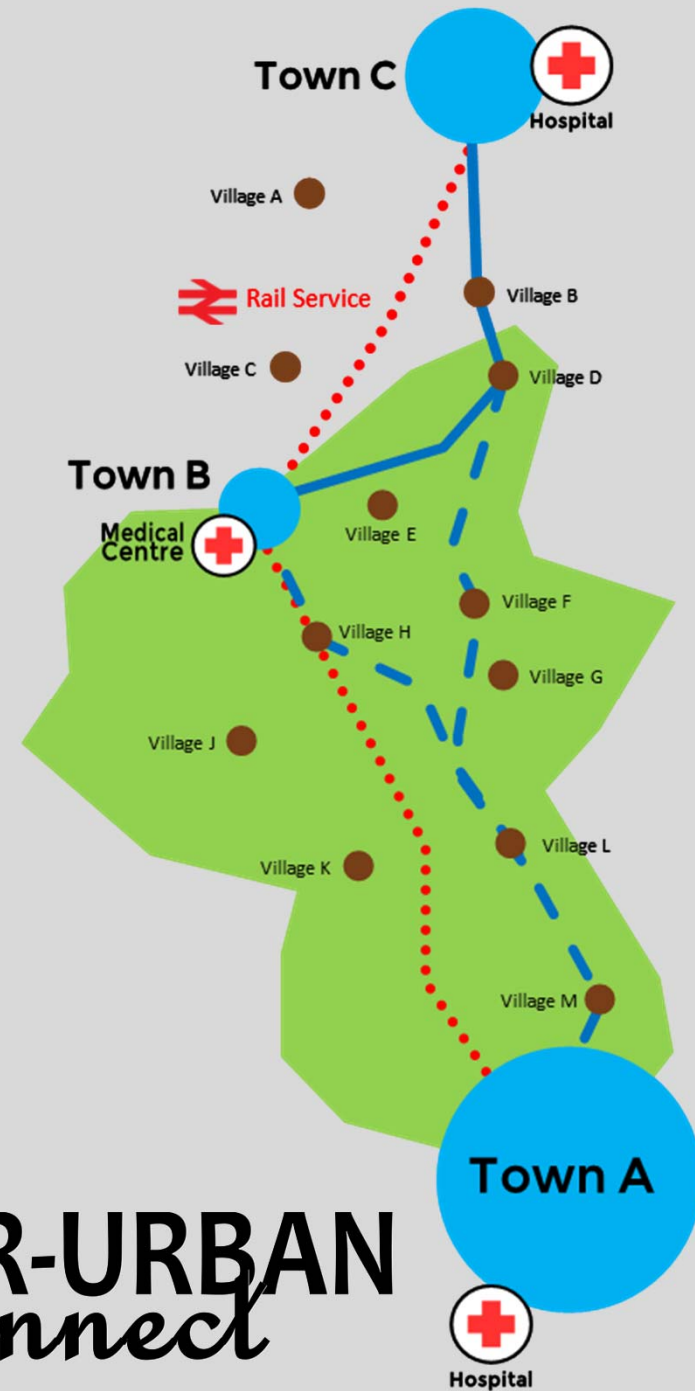
Connecting residents to fast and frequent rail or bus services (Towns A and B and then Towns B and C).

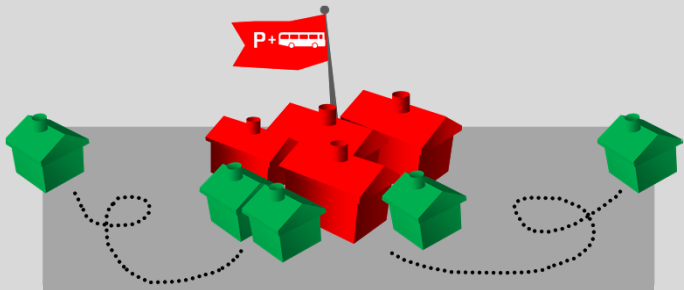
Onwards travel can be accomplished by providing vehicles at times that compliment the rail network.

Residents living in the area marked in green would be able to catch the 'Rural Connect' service for connection to existing bus services operating between the urban hubs

Residents can utilise the 'Rural Connect' vehicles to meet the existing services or if none are available travel directly into their local urban hub for medical appointments, leisure and shopping.

INTER-URBAN *connect*



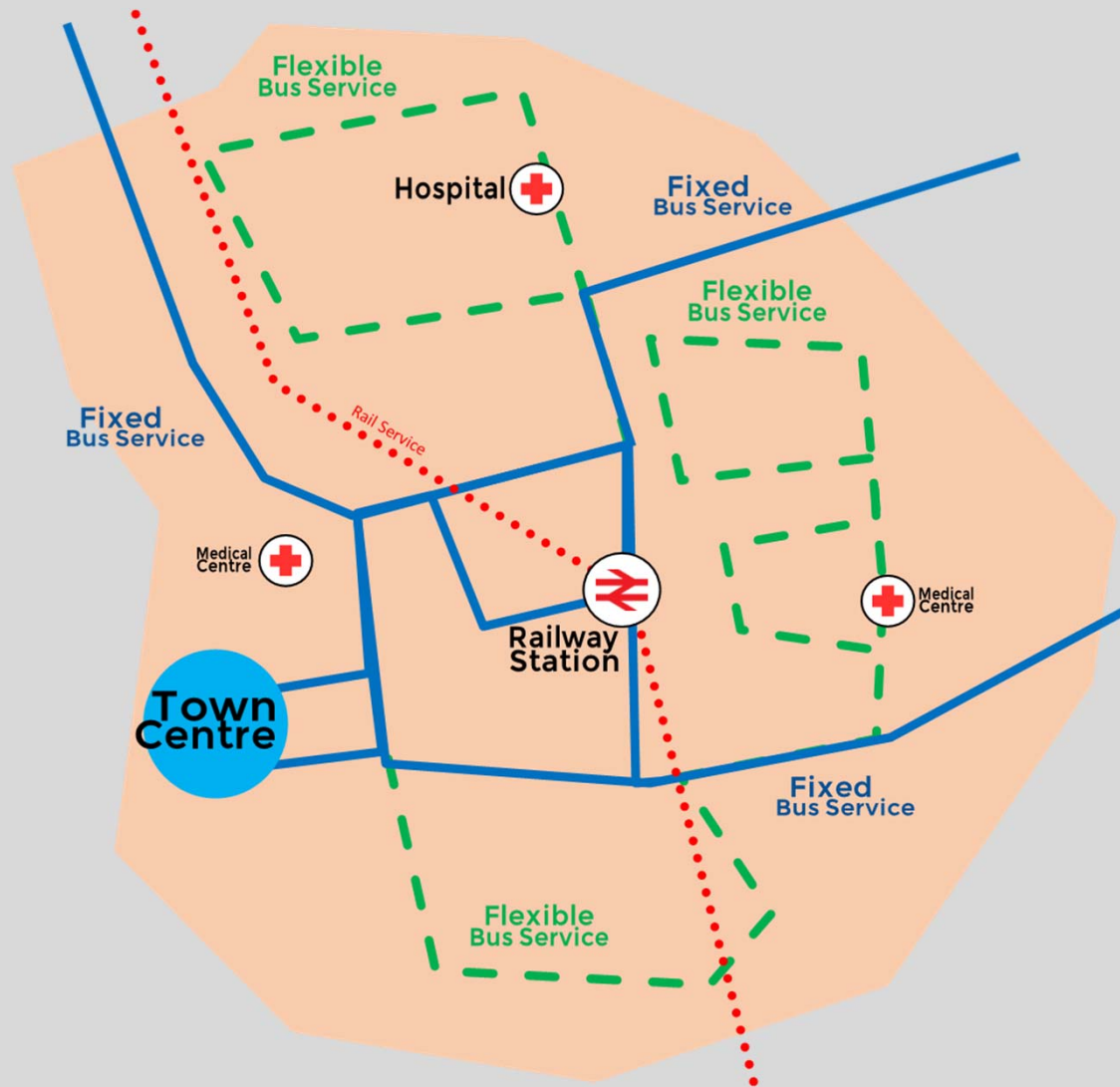


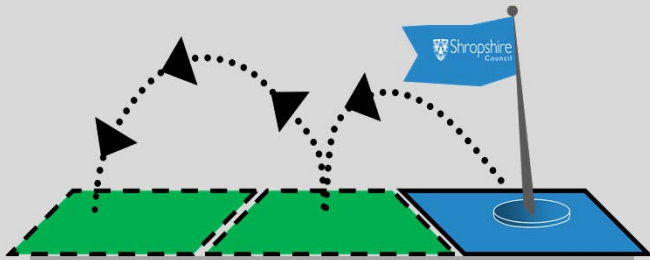
This model considers what is currently available in a town/urban setting. Majority of market towns are provided with a timetabled subsidised service operating intermittently throughout the day.

The idea would be to strengthen core routes in the town such as inter-urban services, with stops that are less served, operated on a ring-and-ride model.

Lines highlighted in green would be flexible, lines shown in blue are fixed timetabled routes. However, all areas covered in orange would be eligible depending on availability.

FLEXIBLE BUS networks





CROSS BOUNDARY intermediary

Many existing services in these areas have limited timetables.

Many villages are also not served by a regular service even though they are between two large urban hubs.

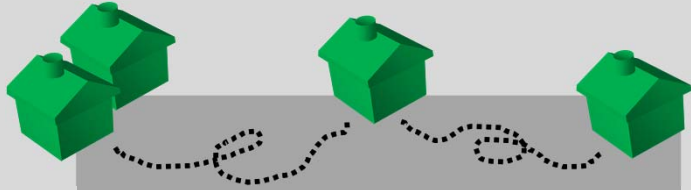
Residents living in the area marked in green would be able to catch the 'Rural Connect' service.

Residents can utilise the 'Rural Connect' vehicles to meet the existing services.

If none are available travel directly into their local urban hub.

Direct access also available for residents to connect to local medical centres or nearby hospitals.





Many villages are served by irregular services operating two or three days a week, with very low passenger numbers.

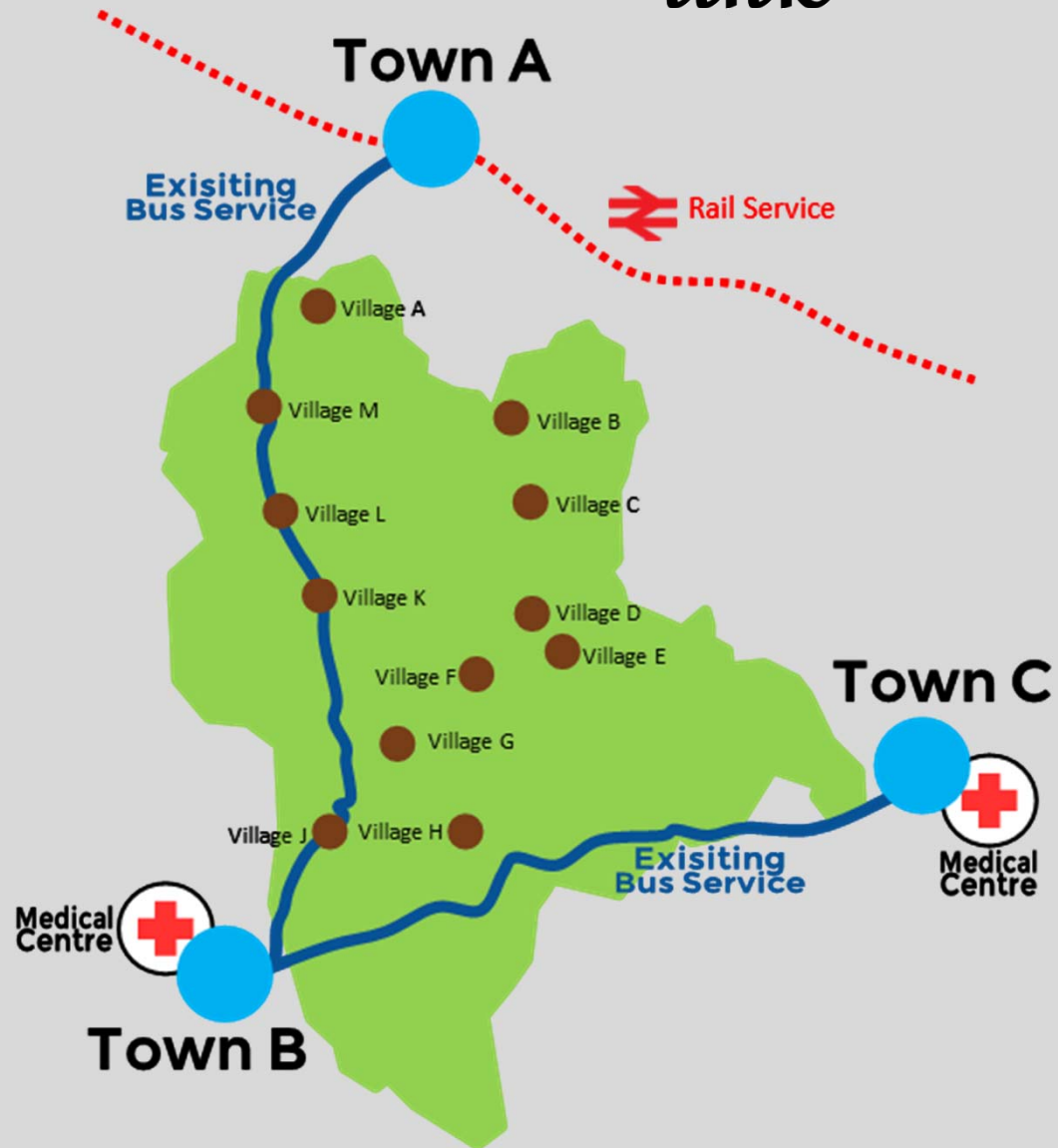
We want to provide a more regular frequency service that will serve the main towns in the area.

Residents living in the area marked in green would be able to catch the 'Rural Connect' service for connection to existing bus services operating between two urban hubs

Residents can utilise the 'Rural Connect' vehicles to meet the existing services or if none are available travel directly into their local urban hub for medical appointments, leisure and shopping.

Journeys to be coordinated with rail departures and arrivals.

SMALL COMMUNITIES link



What can the service offer...



Passengers can book and allocate a space on the vehicle to collect them from their nearest pick-up point to either of the following;



Nearest stop to their listed Medical Practice arriving at allocated times throughout the day.



Nearest stop on their chosen service, arriving in time for the relevant departure.



RURAL CONNECT



Providing a flexible, responsive rural transport service linking communities and connecting residents to frequent bus and rail services.

SUMMARY



**IDENTIFY
VARIOUS
MODELS**



**UNDERSTAND
FUNDING
REQUIREMENTS**



**FULLY
UNDERSTAND
PANDEMIC IMPACT
& CHANGE IN
TRAVEL HABITS**



**CLIMATE
CHANGE**



**DFT
SUPPORT &
FUNDING**



**IDENTIFY
PILOT AREAS**



TIMESCALES



**BEST
PRACTICE**



**CONSULTATION
INCLUDING
STAKEHOLDERS**



**CABINET
APPROVAL**

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Shropshire Public Transport Survey

Enhanced Partnership

Snapshot of data retrieved –
2nd September 2021

September 2021

Shropshire Public Transport Survey – Enhanced Partnership

Page 26

2028
Responses

14:36
Average time in
minutes to complete

17
Days active



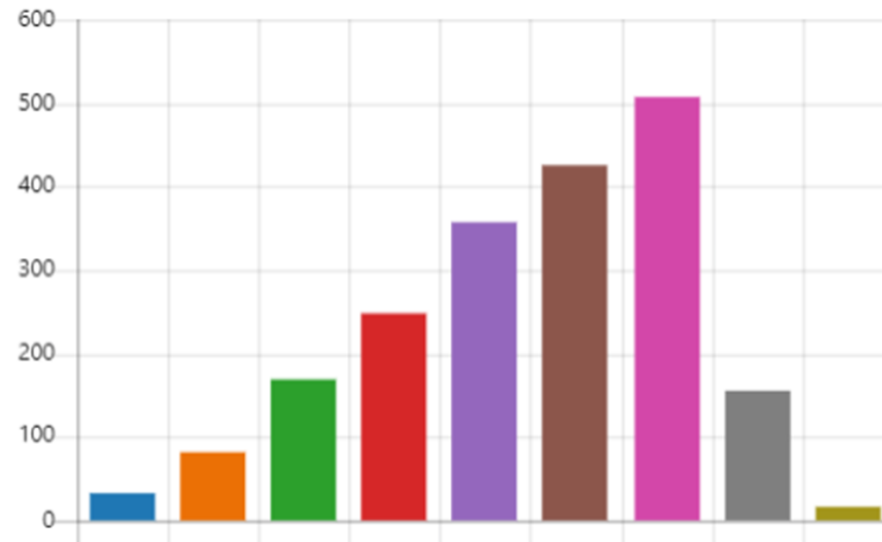
Data correct as of 2nd September 2021

Page 27

5. What is your current age?

[More Details](#)

Under 18	33
18 - 24	82
25 - 34	168
35 - 44	247
45 - 54	358
55 - 64	426
65 - 74	506
75 - 84	155
85+	17



Data correct as of 2nd September 2021

Page 28

8. Do you have a concessionary bus pass entitling you to free travel?

[More Details](#)

 Yes	582
 No	1410

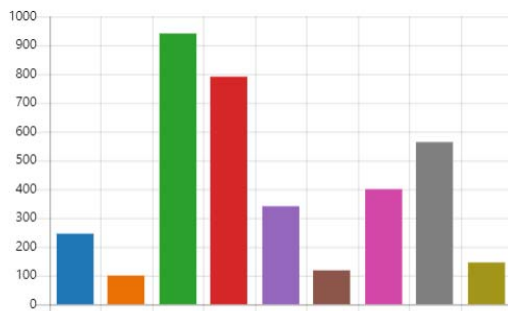


Data correct as of 2nd September 2021

11. Before the Covid-19 pandemic, what were your usual / most frequent reason(s) for travelling by bus services in Shropshire? Please select all that apply

[More Details](#)

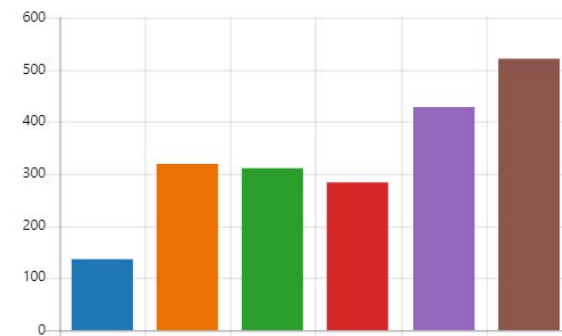
Commuting to and from work	244
Travelling for employment rea...	98
Shopping	942
Social, including to meet with ...	790
Exercise or leisure	340
Education (including taking ch...	116
Health or medical appointment	400
Didn't use local bus	564
Other	146



12. Before the Covid-19 pandemic, how often, if at all, did you use a bus service in Shropshire?

[More Details](#)

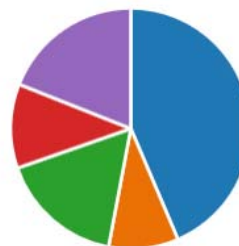
5 or more days a week	136
2-4 days a week	319
Once a week	311
Once a month	283
Less than once a month	428
Never	522



13. Following the Covid-19 pandemic, how do you expect your use of bus services will change?

[More Details](#)

To remain about the same as ...	871
To use the bus for fewer journ...	188
To use the bus for more journ...	334
I did not use it before and do ...	226
Undecided or unsure	380



"Bus drivers aren't pleasant and too expensive now"

"Expensive fares and don't run regularly enough"

"No bus running after 7pm"

"Cost & timings"

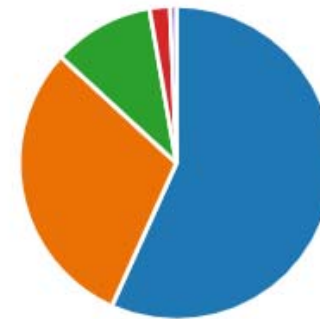
"Need more buses"

"Apart from P&R, usually too infrequent to be practical"

14. How would you rate the current provision of bus services in Shropshire?

[More Details](#)

● Poor	1155
● Fair	612
● Good	212
● Very good	43
● Excellent	13



"Buses are often late, unclean and dependant on route few and far between"

"Not regular enough, prices over the top, no service on Sundays"

"Not many services, concerns about Covid"

"Poor frequency, reliability and route options"

Last bus back is as shops close, not suitable if you work in retail"






"Bus services start too late and end too early"

"Too expensive and too infrequent"

Data correct as of 2nd September 2021

16. If you were to use local bus in Shropshire, how would you prefer to pay?

[More Details](#)

 Cash	213
 Card (Contactless)	1176
 Prepaid tickets	50
 Concessionary pass	532
 Other	64

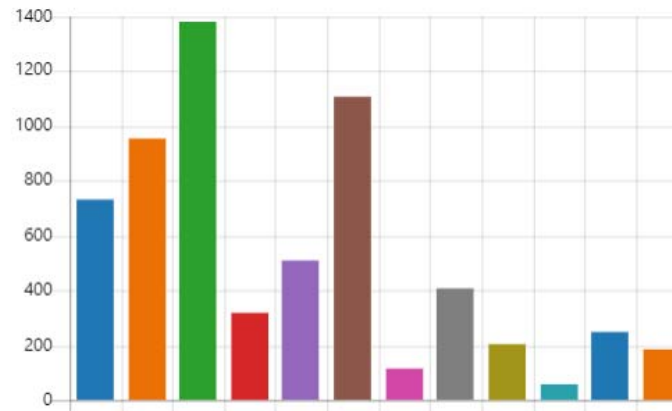


Data correct as of 2nd September 2021

17. What are the main areas of concern regarding bus services in Shropshire? Please select as many as are applicable to yourself

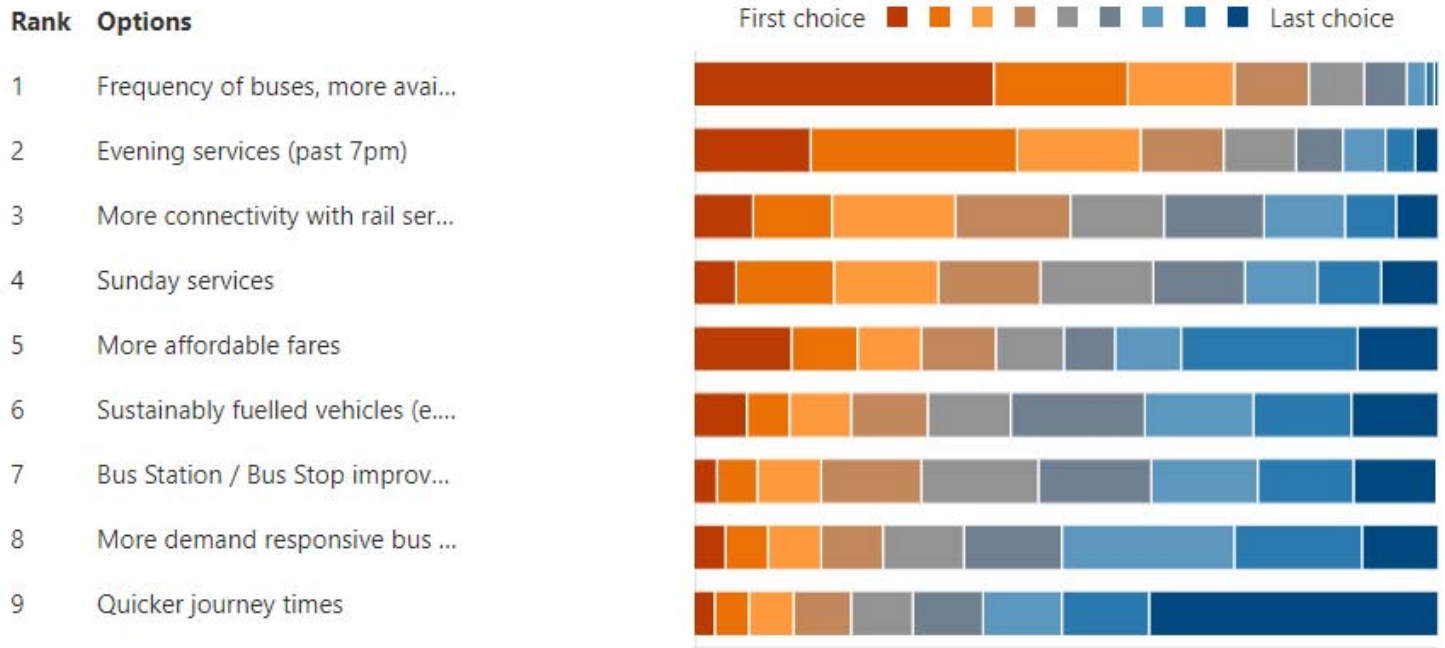
[More Details](#)

 Fare prices (too expensive)	734
 No bus service available	953
 Bus doesn't run at suitable tim...	1379
 Journey takes too long	320
 Information not easily available	512
 Buses not frequent enough	1105
 Congestion	113
 Bus not reliable	410
 Bus stop too far from home	205
 Image of bus travel	56
 Anxiety relating to Covid-19 p...	251
 Other	187



19. Please put the following statements in order of priority to yourself, highest priority at the top. (you are able to move each statement to your preferred order.)

[More Details](#)



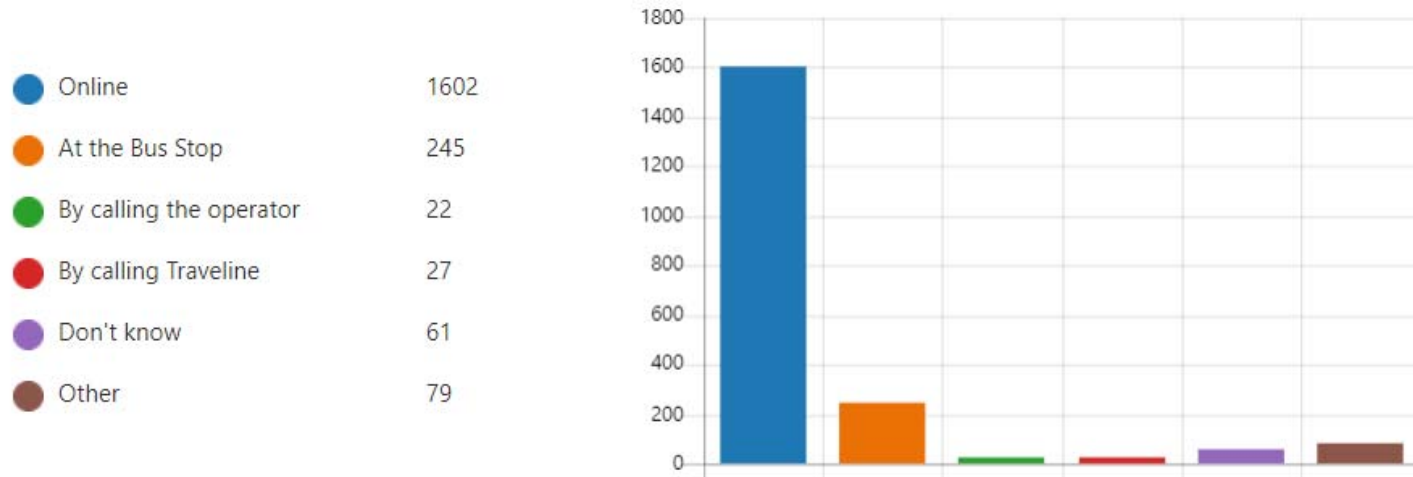
20. Rate the current availability of bus timetables/information across Shropshire



2.44 Average Rating

21. If you were trying to find out information regarding bus services, where would you prefer to go?

[More Details](#)



Data correct as of 2nd September 2021

22. Rate the current frequency of bus services in Shropshire



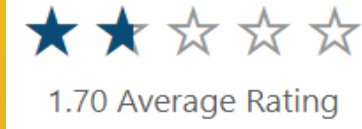
23. Rate the current reliability of bus services in Shropshire



24. Rate the current cost of fares on bus services across Shropshire



25. Rate the time bus services finish at night in Shropshire



30. How would you currently rate the quality of Bus Stations in Shropshire? (Leave blank if unsure)



2.16 Average Rating

32. How would you rate the current condition of bus stops and shelters around Shropshire?
(Please leave blank if not applicable)



2.23 Average Rating

34. To what extent, if at all, would the following statements improve bus services in Shropshire for you?

■ A great deal ■ To some extent ■ Not very much ■ Not at all ■ Don't know

Single website for information about all buses in Shropshire



1st

Bus services near you operating more frequently



2nd

Electronic real time information displays at bus stops



3rd

Bus services operating later in the evening



4th

More affordable fares



5th

34. To what extent, if at all, would the following statements improve bus services in Shropshire for you?

■ A great deal ■ To some extent ■ Not very much ■ Not at all ■ Don't know

Sunday services being provided



6th

Better on-bus information such as 'next stop' displays or announcements



7th

Multi-operator tickets (that can be used on more than one operators buses)



8th

Measures giving buses priority over traffic, helping them to run faster and more reliably



9th

Services operated with electric or zero-emission vehicles



10th

34. To what extent, if at all, would the following statements improve bus services in Shropshire for you?

■ A great deal
 ■ To some extent
 ■ Not very much
 ■ Not at all
 ■ Don't know

Better connections between bus services and train services



11th

Improved bus stops/shelters



12th

Bus service nearer to my home



13th

Journey times on bus services were quicker



14th

On-demand bus services that could be pre-booked



15th

Wi-Fi available on board



16th

USB charging points available



17th

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Communities Overview Committee	<u>Item</u>
20 October 2021	<u>8</u> Public

Communities Overview Committee Work Programme 2021-2022

Responsible officer

Danial Webb, overview and scrutiny officer
 danial.webb@shropshire.gov.uk
 01743 258509

1.0 Summary

- 1.1 This paper presents the Communities Overview Committee’s proposed work programme for the 2021-2022 municipal year. During the course of its work programme, the committee will also
- Scrutinise emerging thematic priorities
 - respond to emerging issues and
 - follow up on previous work.

2.0 Recommendations

- 2.1 Committee members to:
- agree the proposed committee work programme attached as **appendix 1**.
 - suggest changes to the committee work programme and
 - recommend other topics to consider

List of background papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
None
Cabinet Member (Portfolio Holder)
All
Local Member
All
Appendices
Overview and scrutiny work programme

Appendix 1
Overview and Scrutiny work programme 2021 to 2022

Topic	Objectives	Participants	Information required	Date
Public Rights of Way	<ul style="list-style-type: none"> To provide a further update on work to maximise access to public rights of way, to include: <ul style="list-style-type: none"> Capital works funding Income retainment 	Portfolio Holder, Communities, Place, Tourism and Transport	<ul style="list-style-type: none"> Verbal update from portfolio holder. 	21 July 2021
Armed Forces Covenant	<ul style="list-style-type: none"> To seek assurance that Shropshire Council supports serving and former armed forces personnel through its armed forces covenant. 	Portfolio Holder, Climate Change, Natural Assets & Green Economy	<ul style="list-style-type: none"> Armed Forces Covenant Armed Forces Covenant action plan Armed Forces Needs Assessment 	21 July 2021
BRIEF Community and Public Transport	<ul style="list-style-type: none"> Overview of current and proposed changes to community and public transport service commissioning and funding. 	Head of Transport		13 Sep 2021
Domestic Abuse services	<ul style="list-style-type: none"> To scrutinise services in Shropshire to support victims of domestic abuse. To ensure current funding and infrastructure meets the needs of people in Shropshire. 	Connexus Head of Housing Services	<ul style="list-style-type: none"> Domestic Abuse contract and funding arrangements Service specification Service use rates 	25 Oct 2021
Bus Back Better	<ul style="list-style-type: none"> To scrutinise proposals for new rural bus services in Shropshire, 	Portfolio Holder, Communities,		25 Oct 2021

Topic	Objectives	Participants	Information required	Date
	funded through the Bus Back Better government funding.	Place, Tourism and Transport		
Briefing <i>Flood risk management</i>	<ul style="list-style-type: none"> Overview of how Shropshire Council, the Environment Agency and other partners respond to both groundwater and river flooding. 	Assistant Director, Infrastructure	<ul style="list-style-type: none"> Findings from review of response to 2018/19 flooding. 	9 Nov 2021
Flooding – community support	<ul style="list-style-type: none"> Receive an update on work to embed lesson learned from 2018/19 and 2019/2020 flooding 	Assistant Director, Infrastructure	<ul style="list-style-type: none"> 2020 scrutiny committee report and recommendations 	24 Nov 2021
Working with town and parish councils	<ul style="list-style-type: none"> Understand how Shropshire Council works with town and parish councils to deliver local authority services. Identify and recommend new ways of working with town and parish councils 	Portfolio Holder	<ul style="list-style-type: none"> TBA 	26 Jan 2022
Briefing <i>Social housing in Shropshire</i>	<ul style="list-style-type: none"> An overview of social housing in Shropshire 	Head of Housing Services	<ul style="list-style-type: none"> 	March 2022

Topic	Objectives	Participants	Information required	Date
STAR housing	<ul style="list-style-type: none"> • Scrutinise arrangements to renew Arms-Length Management Organisation contract with STAR Housing 	Executive Director, Place	<ul style="list-style-type: none"> • Contract arrangements • Benchmarking with other local authorities 	23 Mar 2022
Armed Forces Covenant	<ul style="list-style-type: none"> • An update on work to review the Covenant action plan. 		<ul style="list-style-type: none"> • Updated covenant action plan. 	July 2022