

Rutland County Council

Catmose, Oakham, Rutland, LE15 6HP

Telephone 01572 722577

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Members of Rutland County Council District Council are hereby summoned to attend the **TWO HUNDRED AND THIRTY EIGHTH MEETING OF THE COUNCIL** to be held in the Council Chamber at Catmose, Oakham on **21 March 2022 commencing at 7.00 pm**. The business to be transacted at the meeting is specified in the Agenda set out below.

Prior to the commencement of the meeting, the Chairman will offer the opportunity for those present to join him in prayers.

Recording of Council Meetings: Any member of the public may film, audio-record, take photographs and use social media to report the proceedings of any meeting that is open to the public. A protocol on this facility is available at www.rutland.gov.uk/my-council/have-your-say/

Although social distancing requirements have been lifted there is still limited available seating for members of the public. If you would like to reserve a seat please contact the Governance Team at governance@rutland.gov.uk. The meeting will also be available for listening live on Zoom using the following link: <https://us06web.zoom.us/j/93627063573>

Mark Andrews
Chief Executive

A G E N D A

- 1) **APOLOGIES**
- 2) **CHAIRMAN'S ANNOUNCEMENTS**
- 3) **ANNOUNCEMENTS FROM THE LEADER, MEMBERS OF THE CABINET OR THE HEAD OF PAID SERVICE**
- 4) **DECLARATIONS OF INTEREST**

In accordance with the Regulations, Members are invited to declare any disclosable interests under the Code of Conduct and the nature of those interests in respect of items on this Agenda and/or indicate if Section 106 of the Local Government Finance Act 1992 applies to them.

5) MINUTES OF PREVIOUS MEETINGS (Pages 5 - 24)

To confirm the Minutes of the 236th and 237th meetings of the Rutland County Council District Council held on 24 January and 28 February 2022.

6) PETITIONS, DEPUTATIONS AND QUESTIONS FROM MEMBERS OF THE PUBLIC

To receive any petitions, deputations or questions received from members of the public in accordance with the provisions of Procedure Rule 28. The total time allowed for this is 30 minutes. Petitions, deputations and questions will be dealt with in the order in which they are received and any which are not considered within the time limit shall receive a written response after the meeting.

7) QUESTIONS FROM MEMBERS OF THE COUNCIL

To receive any questions submitted from Members of the Council in accordance with the provisions of Procedure Rules 30 and 30A.

8) REFERRAL OF COMMITTEE DECISIONS TO THE COUNCIL

To determine matters where a decision taken by a Committee has been referred to the Council in accordance with the provisions of Procedure Rule 110.

9) CALL-IN OF DECISIONS FROM CABINET MEETINGS DURING THE PERIOD FROM 24 JANUARY 2022 to 21 MARCH 2022 (INCLUSIVE)

To determine matters where a decision taken by the Cabinet has been referred to Council by the call-in procedure of Scrutiny Panels, as a result of the decision being deemed to be outside the Council's policy framework by the Monitoring Officer or not wholly in accordance with the budget by the Section 151 Officer, in accordance with the provisions of Procedure Rules 206 and 207.

10) REPORT FROM THE CABINET (Pages 25 - 242)

To receive Report No. 57/2022 from the Cabinet on recommendations referred to the Council for determination.

To approve Cabinet recommendations to Council on the Following Reports:

- Report No. 53/2022 Future Rutland: Vision
- Report No. 36/2022 Bus Service Improvement Plan and Enhanced Partnership

11) REPORTS FROM COMMITTEES OF THE COUNCIL

- 1) To receive reports from Committees on matters which require Council approval because the Committee does not have the delegated authority to act on the Council's behalf.
- 2) To receive reports from Council Committees on any other matters and to receive questions and answers on any of those reports.

12) REPORTS FROM SCRUTINY COMMISSION / SCRUTINY COMMITTEES

To receive the reports from the Scrutiny Commission / Scrutiny Committees on any matters and to receive questions and answers on any of those reports.

13) JOINT ARRANGEMENTS AND EXTERNAL ORGANISATIONS

To receive reports about and receive questions and answers on the business of any joint arrangements or external organisations.

14) NOTICES OF MOTION

To consider the Notice of Motion submitted by Councillor O Hemsley and seconded by Councillors A MacCartney in accordance with Procedure Rule 34:

Rutland County Council is immensely troubled by the impact of Russian aggression in the Ukraine, and the escalating humanitarian crisis facing the Country. In light of this, and as a way of expressing support for members of our community who are from or have ties with the Ukraine.

This Council:

- 1) Condemns the unprovoked Russian invasion of Ukraine and stand in solidarity with the people of Ukraine and their families and friends, including those local to Rutland.
- 2) Stands ready to provide support for those displaced and affected by this War
- 3) Will work with and support the efforts of our local community to provide help and comfort to those in need.
- 4) Will fly a Ukrainian Flag for one month.

15) MEMBERS ALLOWANCE SCHEME 2021/22 and 2022/23 (Pages 243 - 272)

To receive Report No. 58/2022 from the Monitoring Officer.

16) PAY POLICY 2022/23 (Pages 273 - 292)

To receive Report No. 35/2022 from the Portfolio Holder for Policy, Strategy, Partnerships, Economy and Infrastructure.

17) ANY URGENT BUSINESS

To receive items of urgent business which have been previously notified to the person presiding.

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TO: MEMBERS OF THE COUNCIL

Councillor J Dale – Chairman of the Council
Councillor N Begy – Vice-Chairman of the Council

Councillor P Ainsley	Councillor E Baines
Councillor D Blanksby	Councillor K Bool
Councillor A Brown	Councillor G Brown
Councillor P Browne	Councillor J Burrows
Councillor W Cross	Councillor J Fox
Councillor S Harvey	Councillor O Hemsley
Councillor M Jones	Councillor A MacCartney
Councillor M Oxley	Councillor K Payne
Councillor R Powell	Councillor I Razzell
Councillor L Stephenson	Councillor L Toseland
Councillor A Walters	Councillor G Waller
Councillor S Webb	Councillor D Wilby

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THE COUNCIL'S STRATEGIC AIMS

- Delivering sustainable development
- Vibrant Communities
- Protecting the vulnerable
- Customer-focussed services



Rutland County Council

Catmose Oakham Rutland LE15 6HP.

Telephone 01572 722577 Email: Governance@rutland.gov.uk

Minutes of the TWO HUNDRED AND THIRTY SIXTH **MEETING** of the **COUNCIL** held in the Council Chamber, Catmose, Oakham, Rutland, LE15 6HP on Monday, 24 January, 2021 at 7.00 pm

PRESENT:

Councillor J Dale (Chairman)	Councillor N Begy (Vice-Chairman)
Councillor P Ainsley	Councillor E Baines
Councillor D Blanksby	Councillor K Bool
Councillor A Brown	Councillor G Brown
Councillor J Burrows	Councillor J Fox
Councillor O Hemsley	Councillor M Jones
Councillor A MacCartney	Councillor M Oxley
Councillor K Payne	Councillor R Powell
Councillor I Razzell	Councillor L Stephenson
Councillor L Toseland	Councillor G Waller
Councillor S Webb	Councillor D Wilby

OFFICERS PRESENT:

Mark Andrews	Chief Executive
Marie Rosenthal	Monitoring Officer
Sue Bingham	Interim Corporate Governance Manager
Tom Delaney	Governance Manager

1 **APOLOGIES**

Apologies for absence were received from Councillors P Browne, W Cross, S Harvey and A Walters.

2 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman advised that he has attended the Nine Lessons & Carol Service, All Saints' Church Oakham since the last the meeting of the Council, the Chairman advised that the Mayor of Hinckley & Bosworth's reception and Panto had been cancelled.

3 **ANNOUNCEMENTS FROM THE LEADER, MEMBERS OF THE CABINET OR THE HEAD OF PAID SERVICE**

4 **DECLARATIONS OF INTEREST**

Councillor A MacCartney declared a pecuniary interest in item 14 – Notices of Motion, as a member of the Game and Wildlife Conservation Trust which undertook paid work with the Welland River Trust. Councillor MacCartney confirmed she would leave the room during the debate.

Councillor A Brown declared a non-pecuniary interest in item 14 – Notices of Motion as a tenant of land running up to the River Welland.

5 MINUTES OF PREVIOUS MEETING

Consideration was given the minutes of the meetings held on 13 December 2021.

RESOLVED

That the minutes of the meetings held on 13 December 2021 be **APPROVED**.

6 PETITIONS, DEPUTATIONS AND QUESTIONS FROM MEMBERS OF THE PUBLIC

There were no petitions, deputations or questions from members of the public.

7 QUESTIONS FROM MEMBERS OF THE COUNCIL

Councillor A Brown presented his question as set out in the agenda supplement.

The Chairman invited Councillor L Stephenson to respond which was as follows:

“We will be commencing work on our electric charging policy this year, and this will set out our approach for delivery of electric charging points within the county. As part of this process, we will be considering the need for residential charging for households without off street parking. We will undertake a public consultation on this document when we have completed.

The installation of charging points for households without off street parking will be covered in the electric charging policy. The lack of regulations/by-laws may restrict how far the Council can go in the requirements that it can make, however there are general health and safety considerations. If cables crossed a highway/footpath it could create a hazard and/or cause an obstruction. If anyone were to route cables across public footpaths to charge their vehicle, there would be a risk of a claim of liability if an accident occurred. It is likely that this will be an emerging area for policy development nationally and we will monitor the position carefully.

The Electric Vehicle Homecharge Scheme (EVHS) is a grant that provides a 75% contribution to the cost of a charge point and its installation. The EVHS will not be available to homeowners who live in single unit properties after 31st March 2022 and the installation must be complete by 31 March 2022 and a claim submitted to DVLA by 30 April 2022”.

Further information can be found here, [Electric Vehicle Homecharge Scheme: guidance for customers - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/electric-vehicle-homecharge-scheme)

The following supplementary question was asked by Councillor A Brown:

“Councillor Stephenson are you aware of the Government guidance for the On-Street Residential ChargePoint Scheme for Local Authorities and what is your view on cable protectors”.

In response to Councillor Brown's supplementary regarding government guidance for the On-Street Residential ChargePoint Scheme for Local Authorities and views on cable protectors;

Councillor Stephenson reminded Council that Officers could provide advice on the legalities but her personal view would be that it was important to meet the demand for electric charging vehicles, but Highway's safety was paramount.

Councillor R Powell presented her question as set out in the agenda supplement.

The Chairman invited the Leader of the Council to respond which was as follows:

"As Members are aware Council approved the establishment of a Cross Party group with representation from the Group Leaders to provide oversight to the preparation of the Local Plan and engage with elected Members throughout the plan making process.

The first stage would be to look at the issues and options and the Group Leaders and Deputy Members had all received training on the process. These options would be looked at by the Group Leaders and would then be open for discussion. As outlined in the Constitution a full report would be taken at the 5 April Cabinet meeting seeking approval. Prior to this there was scope for Scrutiny consideration and Member Briefings prior to this.

Regulation 18 Local Plan sets out the Councils preferred Local Plan and Spatial Strategy, and this was currently scheduled for 2023. This is expected to involve Scrutiny and Members engagement prior to Cabinet consideration. The Local Plan including a Spatial Strategy will be finalised in a pre-submission Local Plan which will require the resolution of Full Council, and this is scheduled for 2024 and full Member engagement prior to this".

The following supplementary question was asked by Councillor Powell:

Councillor Hemsley responded to Councillor Powell's supplementary by agreeing that all Members needed to have an open debate at an early stage with all of the evidence and options presented before them.

Councillor A MacCartney presented her question as set out in the agenda supplement.

The Chairman invited Councillor D Wilby to respond, which was as follows:

"Rutland has an Inclusion Team that works with schools, education providers, early help partners, the Admissions Service and families to support children to receive their full education entitlement. This is underpinned by the (attached) Children Missing Education guidance and separately, Children Missing from Education guidance to support schools and other education provider to understand the risks for children and to fulfil their responsibilities to protect children as well as setting out the Local Authorities' responsibilities and the support that can be put in place to support children and their families and schools.

The Local Authority has in place the following to support the identification and support for children, and to address concerns about children not being in school.

1. Termly school meetings held with each secondary school in Rutland and attended by senior leadership team members, to discuss children with school attendance concerns and plan appropriate interventions of support. This will consider the range of support available through our own early help offer and our wider early help community support.
2. Attendance Surgeries are offered to all schools in Rutland to provide advice and guidance on whole school attendance strategies and to discuss cases of concern.
3. Education Inclusion Partnership Support; provides a range of interventions to support children who are at risk of disengaging/exclusion from school, which might be related to their emotional needs, issues at home, ranging from whole school training, CPD, Educational Psychology intervention, Specialist teachers in Social, Emotional & Mental Health (SEMH), ADHD solutions support etc.
4. Exclusion Support from Inclusion Support Officer following permanent exclusion to avoid delay in returning to school. This will include providing short term education such as alternative provision or tuition, whilst securing a permanent plan of education. This will often take a whole family approach, considering the support required for parents and siblings also for example through early help.
5. Medical Needs Support; children who are too unwell to attend school are provided with appropriate education such as 1-1 tuition and are supported with a multiagency plan to access education. This will include input from health, education, early help etc.
6. Children Missing Education (CME) tracking; Inclusion support officer tracks children who are missing from their education to ensure the time out of school is kept to a minimum. This will include for example supporting parents to apply to schools. This may also require liaising with other local authorities to ensure children's safe arrival into education when moving between authorities.
7. Inclusion Tracking; Rutland's Inclusion Team tracks those children who are identified as at risk of missing education or missing education. This data is analysed to understand need and to ensure we are responding appropriately. This data is reported to the performance board on a monthly basis.
8. Monthly meeting with the Admissions Service; This ensures any child without a school place, or at risk of becoming a child without a school place, is identified. Established processes within the Authority and with neighbouring Admission Authorities aim to minimise time a child is not in school for their education.
9. Strategic Links and sharing information about children at risk; Rutland's Inclusion Team are members of the Association of Education Welfare Management. This group has members from across the country who meet to discuss key themes. The Department for Education supports the group and consults key development areas. Leicester, Leicestershire and Rutland also have an Attendance and Inclusion group, that has been set up to bring the neighbouring authorities together to identify the services available and understand the gaps that need addressing.
10. Families with family support needs that may be impacting on children ability to get to school or to attend, will be offered Early Help support from a case officer, who will work closely with families, with health staff, the police or community safety to protect children at home and in the community.
11. During Covid Lockdown, the Early Help and Children Social Care teams maintained regular contact with vulnerable families known to the service, either face to face or virtually to ensure they were supported and attending school when it was safe to do so, working closely with school teachers. Risk assessments were conducted to identify any risks to families and prioritise

those most vulnerable. Schools were encouraged to report regularly in to the LA on the number of children attending school.

Elective Home Education; Inclusion Officer supports families when the decision has been made to provide education for their children themselves. The responsibility is to understand the education in place for the child(ren) and to satisfy ourselves that the education plan is sufficient. Families will be offered an assessment to understand if there are other needs and the appropriate support will be sought for them.

Legal Interventions

In all cases we will aim to engage the family and support the child to access their full-time education. However, in some cases the local authority may need to refer to their legal powers to bring about change.

1. School Attendance Orders; this may be issued to parents when we are not satisfied that a child is in receipt of a sufficient education. This can include those parents who have elected to home educate and where the parents have failed to satisfy the local authority that that provision is suitable.
2. Prosecution; a parent may be prosecuted if a child has not been attending school regularly (and that absence has been unauthorised), and other attempts to support the family to make improvements have been unsuccessful.
3. Fine; we may alternatively issue a fine in the case of above. This may also be used when a child has been taken out of school for a leave of absence in term time and the absence has been unauthorised.

Below is the number of children which the Local Authority is aware of, and is supporting, who are not in school or in school part time

- Medical Needs (children not attending full time) – 14
- **Permanent Exclusions** (Academic Yr 2021-2022 YTD) – 4
- **Children without School Place** (Children not on roll at school who are being supported to seek a school place/appropriate education provision) – 3
- **Electively Home Educated Children** (rolling register total) - 27

8 REFERRAL OF COMMITTEE DECISIONS TO THE COUNCIL

There had been no referral of committee decisions to Council.

9 CALL-IN OF DECISIONS FROM CABINET MEETINGS DURING THE PERIOD FROM 13 DECEMBER TO 24 JANUARY (INCLUSIVE)

There had been no call-in of decisions from Cabinet meetings.

10 REPORT FROM THE CABINET

Report No. 178/2021 was received from the Cabinet. Councillor D Wilby introduced the report which requested that Council approved the recommendation from Cabinet on the 21 December 2021 to approve the Children and Young People's Plan 2022-25, and Children and the Young People's Strategy 2022-25.

Following a question from a Member, Councillor Wilby confirmed that the report was aimed at all children and that the Strategy and Plan were Rutland County Council's and best practice was taken from partnership bodies. The Monitoring Officer

confirmed that a query regarding the legal status of Designated Special Provision as a mainstream setting would be answered outside of the meeting,

It was moved by Councillor Wilby that Council approved the contents of the report. This was seconded and upon being put to the vote, the motion was unanimously carried.

RESOLVED

That Council:

APPROVED the Children and Young People's Plan 2022-25, and Children and the Young People's Strategy 2022-25.

11 REPORTS FROM COMMITTEES OF THE COUNCIL

There were no reports from Committees of the Council.

12 REPORTS FROM SCRUTINY COMMISSION / SCRUTINY COMMITTEES

A report from Councillor G Waller as Chair of the Adults and Health Scrutiny Committee was received and noted.

Councillor Waller highlighted concerns from residents and Scrutiny at the meeting on 9 December in relation to Lakeside Healthcare in Stamford and its poor performance in its last two CQC inspections. At the next meeting of the Adults and Health Scrutiny a representative from the GP Practice and from the Patient Participation Group would be in attendance to discuss the improvement plan and the views of the patients.

13 JOINT ARRANGEMENTS AND EXTERNAL ORGANISATIONS

Councillor E Baines updated the Council on the upcoming meeting of the Anglian (Northern) Regional Flood and Coastal Committee

- The meeting was due to take place on Friday 28 January 2022, voting rights were shared between Rutland County Council and Leicestershire County Council and for the forthcoming year it would be Rutland's opportunity to vote.
- The Precept for 2022/23 would be decided at the meeting. Councillor Baines confirmed that Leicestershire had approved a 2% increase and Northamptonshire authorities and Lincolnshire had approved a 0% increase. It was Councillor Baines's intention to support a 0% increase and he requested that Members share any concerns with him after the Council meeting. Councillor G Waller supported Councillor Baines intention to support a 0% increase.

Councillor L Stephenson as the Council's representative on the Police and Crime Panel, advised that papers would soon be published regarding the Leicestershire Police Precept for 2022/23.

14 NOTICES OF MOTION

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Councillor A MacCartney departed the meeting at 19:32pm having declared an interest in the following item.

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Council were asked to consider the Notice of Motion from Councillor E Baines which was seconded by Councillor A Brown in accordance with Procedure Rule 34. Councillor Baines presented the previously circulated motion, with the removal of the words 'during this financial year'. Councillor A Brown confirmed his approval of the amendment as seconder.

Councillor Baines highlighted to Council some of the benefits to Rutland from the work of the Welland River Trust:

- Improved habitat and bio diversity.
- Flood defence.
- There was an increased awareness that people were healthier and happier if they had access to a tranquil environment.
- Rutland had already benefited from a £300,000 scheme for the Gwash from Anglian Water.
- Access to the current academic research. A PhD student from Leicester university was undertaking works around how to measure green capital and zero carbon emissions was part of the research.

Members fully supported the first part of the motion regarding the work of the Welland Trust but given the current budget constraints that the Council was facing, Members raised concerns regarding the grant funding. Several Members also highlighted the lack of a business case being submitted as a concern.

Several Members raised general concerns regarding the Council's lack of a grant making policy and it was suggested that agreement of the motion would set a precedent as a method for organisations to secure funding in the future. It was suggested that if Rutland was going to grant financial aid to organisations that a policy should be created that defined how this would be undertaken and agreed at a more operational level rather than coming before Council, it was highlighted that parish councils often undertook this method. Clarification was also sought over the responsibility the Council had for the management of the waterways, and it was agreed this would be provided outside of the meeting.

A Member suggested that reference to Cabinet in the motion be amended to the Growth, Infrastructure and Resources Scrutiny Committee (GIR) and for the Committee in consultation with the Portfolio Holder could discuss the relevant environmental policies and whether there should be a scheme agreed for the payment of grants. The Chair of the GIR Scrutiny Committee outlined that she could not support such an amendment due to the already full agenda for the Committee over the upcoming months.

A written response would be provided to Councillor D Blanksby in relation to whether Rutland County Council or the Environment Agency were responsible for the waterways.

In response to Members concerns Councillor Baines proposed to remove recommendation two from the motion. This was agreed by Councillor A Brown as seconder. A vote was then taken on the revised motion and with 20 votes in favour, and 1 abstention, the motion was carried.

RESOLVED

That Council:

- 1) Recognised the valuable contributions that the Welland River Trust makes to the County's objectives in relation to the environment and to wellbeing.

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Councillor A MacCartney returned to the meeting at this point.

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15 UPDATES TO THE CONSTITUTION

Report No. 21/2022 was received from the Monitoring Officer and introduced by Councillor O Hemsley as the Chair of the Constitution Review Working Group. The purpose of the report was to set out several proposed amendments recommended by the Working Group to the Terms of Reference for the Employment and Appeals Committee and Part 10 of the Rutland County Council Constitution: Contract Procedure Rules. It was also recommended that the role of the Deputy Electoral Registration Officer be re-designated to the Electoral Services Manager.

Councillor A Brown requested clarification regarding the Contract Procedure Rules and the need for only one quotation for values between £5,000 and £25,000. It was agreed that this would be taken back to the Constitution Review Working Group for consideration and advice sought from Internal Audit.

It was moved by Councillor Hemsley that Council approved the proposed amendments. This was seconded and upon being put to the vote, the motion was unanimously carried.

RESOLVED

That Council **APPROVED** the proposed amendments:

- 1) The updated Terms of Reference for the Employment and Appeals Committee.
- 2) The updated Contract Procedure Rules at Part 10 of the Constitution.

That the Electoral Services Manager be designated as the Deputy Electoral Registration Officer.

16 APPOINTMENT OF NON-ALIGNED MEMBER TO THE ADULTS AND HEALTH SCRUTINY COMMITTEE

The Chairman reminded Members that following the last meeting of the Council there was a vacant seat allocated for a non-aligned Member on the Adults and Health Scrutiny Committee.

Councillor Hemsley proposed that Councillor P Ainsley be allocated as a non-aligned Member to the Adults and Health Scrutiny Committee. This was seconded and upon being put to a vote was unanimously carried.

RESOLVED

- 1) That Councillor Paul Ainsley be appointed as a non-aligned Member to the Adults and Health Scrutiny Committee.

17 ANY URGENT BUSINESS

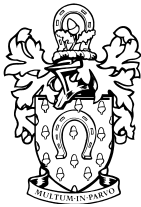
The Chairman thanked Sue Bingham, outgoing Corporate Governance Manager for all of her hard work over her 12 years working for the Council and wished her the best for the future.

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The Chairman declared the meeting closed at 8.33 pm.

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Rutland County Council

Catmose Oakham Rutland LE15 6HP.

Telephone 01572 722577 Email governance@rutland.gov.uk

Minutes of the TWO HUNDRED AND THIRTY SEVENTH **MEETING** of the **COUNCIL** held in the Council Chamber, Catmose, Oakham, Rutland, LE15 6HP on Monday, 28th February, 2022 at 7.00 pm

PRESENT:

Councillor J Dale (Chairman)	Councillor N Begy (Vice-Chairman)
Councillor P Ainsley	Councillor E Baines
Councillor D Blanksby	Councillor K Bool
Councillor A Brown	Councillor G Brown
Councillor P Browne	Councillor J Burrows
Councillor J Fox	Councillor S Harvey
Councillor O Hemsley	Councillor M Jones
Councillor A MacCartney	Councillor M Oxley
Councillor K Payne	Councillor R Powell
Councillor L Stephenson	Councillor L Toseland
Councillor A Walters	Councillor G Waller
Councillor D Wilby	

OFFICERS PRESENT:

Mark Andrews	Chief Executive
Saverio Della Rocca	Strategic Director for Resources
Marie Rosenthal	Monitoring Officer
Tom Delaney	Governance Manager
David Ebbage	Governance Officer

1 **APOLOGIES**

Apologies were received from Councillors W Cross, I Razzell and S Webb.

2 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman reminded Members about the rededication of the memorial taking place on 11th April that year. The invitation had been sent by the Vicar of Oakham and the Chairman of the Oakham British Legion.

3 **ANNOUNCEMENTS FROM THE LEADER, MEMBERS OF THE CABINET OR THE HEAD OF PAID SERVICE**

There were no announcements from the Leader, Members of the Cabinet or the Head of Paid Service.

4 DECLARATIONS OF INTEREST

Councillor L Stephenson and E Baines declared a personal interest in Item 7 – Fees and Charges 2022-23 as being joint owners of an A-Board subject to a fee.

Councillor S Harvey declared a personal interest in Item 7 – Fees and Charges 2022-23 as a blue badge holder subject to a fee.

5 PETITIONS, DEPUTATIONS AND QUESTIONS FROM MEMBERS OF THE PUBLIC

There were no petitions, deputations and questions from members of the public.

6 QUESTIONS FROM MEMBERS OF THE COUNCIL

Councillor R Powell presented her question as set out in the agenda supplement.

The Chairman invited Councillor O Hemsley to respond as Councillor Razzell had given apologies to the meeting, which was as follows:

“Deadlines for spending development contributions only applies to Section 106 money and based on the public infrastructure funding statement and provision within the S106 agreements and maintenance sums, the total of not committed S106 monies is at March 2021 £2.726m.

There is no deadline for spending of CIL (Community Infrastructure Levy) or the Oakham North contribution which sit outside both CIL and 106 regimes. We have an internal review process in place involving planning, finance and the Director of Places to review on an annual basis the amount of money we hold from 106, identifying what the money is for and what the deadlines for spend are.

Once this base information has been identified, service managers and directors are asked to identify schemes to spend within the year, which then form part of the Councils capital programme if approved. There is a focus on looking at an agreement 18 months prior to an expiry date to ensure contributions are committed and spent by due dates.”

Councillor Hemsley also committed to the circulation of a briefing note on the matter alongside the minutes which would assist with any further questions.

Councillor R Powell thanked Councillor O Hemsley for his response and agreed with the points raised, Councillor Powell had no supplementary.

7 REPORT FROM THE CABINET

Report No. 46/2022 was received from the Cabinet. Councillor K Payne introduced the report which requested that Council approved Cabinet recommendations from the Portfolio Holder for Finance, Governance and Performance, Change and Transformation following Cabinet meetings on 18th January 2022 and 15th February 2022:

Report No. 03/2022 – Fees and Charges 2022/23

Councillor K Payne presented the recommendations of Report No. 03/2022 and highlighted that the Council received approximately £4m from fees and charges each year and they had been reviewed on an annual basis as part of the budget council tax setting process. The report summarised the proposed changes for 2022/23 with the new fees and charges for this year.

It was noted that changes excluded taxi and private hire vehicles which would be subject to consultation through public notice procedure and be bought back for approval following consultation.

A concern was raised around the new proposed parking charges and how the one hour car park rate was cheaper if a customer paid via mobile phone. Councillor L Stephenson undertook to find out the answer to the query raised and write to Members outside of the meeting.

Several concerns were raised by Members around the additional costs of ordering a green bin over the telephone and whether in particular the charge should be levied for a second green bin. Councillor L Stephenson observed that this had been in place since July 2021 and the overall aim of Rutland was to try to reduce the amount of waste within the County.

It was moved by Councillor K Payne that Council approved the recommendations of Report No. 03/2022. This was seconded and upon being put to the vote, with 19 votes in favour, 1 against and 3 abstentions, the motion was carried.

RESOLVED:

That Council:

- 1) **APPROVED** the level of fees and charges for 2022/23 as set out in Appendices 1-4 except for taxi and private hire vehicle licenses.
- 2) **APPROVED** new fees for:
 - Learning Disability Day Centre Places (para 3.5)
 - Highways Vehicle Access Permits (para 4.5), and s278 agreement minimum fee (para 4.3),
 - Parking of solo motorcycles, Blue Badge over 3 hours, permits for residents in zone A and U3A permits for visitors of residents in zones C, E & V, and permits for carers (paras 4.17 and 4.20),
 - Coach Parking at Kilburn Road (para 4.18),
 - New parking services delivery, collection and photocopying of permits/season tickets, (para 4.21)
 - Installation of Advisory Blue Badge bays on street (para 4.22),
 - S106 monitoring fees (para 4.23) and exceptional review of Community Infrastructure Levy (para 4.24),
 - Museum and Castle full day hire and exclusive hire of the Castle for ceremonies (paras 4.10 and 4.11)

- Registrars diary amendments and bookings (para 4.13).
- 3) **NOTED** that taxi and private hire vehicle licenses fees will be subject to change based on the outcome of forthcoming consultation through a public notice procedure and be brought back for approval following that consultation.

Report No. 02/2022 – Treasury Management Strategy and Capital Investment Strategy

Councillor K Payne presented the recommendations of Report No. 02/2022 and highlighted that the Treasury Management Policy was about setting the Councils approach to investment and borrowing in the context of the capital expenditure plan. In light of some irresponsible capital expenditure plans by a number of other local authorities, the whole area was under significant scrutiny at the moment and CIPFA (Chartered Institute of Public Finance and Accountancy) had been consulting on a number of changes, many of which wouldn't affect the Council directly. These changes would not come in until 2023/24 but the Council were adopting these.

The report also set out that the Council acknowledged the desire to make green investments and that over the next 12 months the Council would work with other local authorities to see how practice might involve to invest in green technologies in the future but security of investment would always override the rate of return.

The recommendations of Report No. 02/2022 were seconded and upon being put to the vote, the motion was unanimously carried.

RESOLVED:

That Council:

- 1) **APPROVED** the Treasury Management Strategy in Appendix 1 of the report including the Investment Strategy, Borrowing strategy, Minimum Revenue Provision statement and Capital Expenditure Prudential indicators.
- 2) **APPROVED** the Capital Investment Strategy in Appendix 2 of the report.

Report No. 09/2022 – Revenue and Capital Budget 2022/23

Councillor K Payne presented the recommendations of Report No. 09/2022 and highlighted that the Council was setting a budget of £42.345m with a proposed council tax increase of 4.99% including 3% for the Adult Social Care precept. There was a forecast deficit in the following financial year 2023/24 of over £2m in the medium term financial plan, and the report set out the intended steps to address this.

From the consultation the following points were taken from the public events:

- Councillors needed to involve residents more in decision making and to hear more from them on key issues whilst keeping them informed and engaged on all Council matters.
- It was important to work with the local MP to lobby for better funding for Rutland County Council as it receives much less Government funding compared to other Unitary Councils leading to residents paying higher council tax.

With regards to council tax, the Council would also pay £150 to all households in Bands A-D in April as announced by Central Government in a recent scheme.

A suggestion was made that an FAQ section could be added onto the Council's website to help the public with answers around the Council's financial affairs. Councillor Hemsley agreed with the suggestion and gave assurance this would be looked into.

The recommendations of Report No. 09/2022 were proposed by Councillor K Payne and seconded. A recorded vote was required and the voting was as follows:

There voted in favour:

Councillors P Ainsley, E Baines, N Begy, K Bool, A Brown, G Brown, P Browne, J Burrows, J Dale, J Fox, S Harvey, O Hemsley, M Jones, A MacCartney, M Oxley, K Payne, R Powell, L Stephenson, G Waller and D Wilby.

There voted against:

Councillors D Blanksby, L Toseland and A Walters

The vote being 20 in favour and 3 against, the motion was therefore carried.

That Council:

RESOLVED:

- 1) **APPROVED** the General Fund Budget for 2022/23 of £42.345m (Section 11)
- 2) **APPROVED** an increase in Council Tax of 4.99% including 3% for the Adult Social Care precept resulting in a Band D charge of £1,917.36 (Section 10)
- 3) **APPROVED** use of the remaining Government hardship fund to provide further council tax discounts to the most vulnerable residents (10.2.2)
- 4) **DELEGATED** authority to the Strategic Director for Resources in consultation with the Portfolio Holder with responsibility for Finance to administer the Council Tax energy rebate scheme using new burdens funding as appropriate.
- 5) **DELEGATED** authority to the Strategic Director for Resources and Strategic Director for Adult Services and Health to use any new burdens funding for adult social care charging reforms as required to enable the Council to meet the October 2023 target dates.
- 6) **DELEGATED** authority for the Chief Executive or Strategic Director for Resources in consultation with the Portfolio Holder with responsibility for Finance to continue discussions with cost reduction consultants and spend up to £100k on a viable project (8.3.7)
- 7) **APPROVED** additions/deletions to the capital programme as per 12.1.2
- 8) **APPROVED** changes to earmarked reserves as per 9.2.3
- 9) **NOTED** that additional revenue or capital expenditure may be incurred in 2022/23 funded through 2021/22 budget under spends to be carried forward via

earmarked reserves. The use of reserves for budget carry forwards is not currently shown in the budget but will have no impact on the General Fund

10) **APPROVED** the estimated surplus of £186k on the Collection Fund as at 31 March 2022 (Section 10.3) of which £159k is the Rutland share

11) **NOTED** the responses to consultation (Section 15)

12) **NOTED** the position on the Dedicated Schools Grant budget (Section 14)

DELEGATED authority to the s151 Officer to make any necessary changes to the budget arising from the Council tax decision and/or any additional funding received.

8 COUNCIL TAX 2022/23

Report No. 40/2022 was presented by Councillor K Payne, who highlighted the proposed council tax increase of 4.99%, 3% for Adult Social Care precept. There were no proposed changes to empty homes discount, long term empty homes premium or the local council tax support scheme for 2022/23.

The recommendations of Report No. 40/2022 were proposed by Councillor K Payne and seconded. A recorded vote was required and the voting was as follows:

There voted in favour:

Councillors P Ainsley, E Baines, N Begy, K Bool, A Brown, G Brown, P Browne, J Burrows, J Dale, J Fox, S Harvey, O Hemsley, M Jones, A MacCartney, M Oxley, K Payne, R Powell, L Stephenson, G Waller and D Wilby.

There voted against:

Councillors D Blanksby, L Toseland and A Walters.

The vote being 20 in favour and 3 against, the motion was carried.

RESOLVED

That Council:

- 1) **APPROVED** the formal Council Tax resolution shown at Appendix A including a 4.99% Council tax increase for Rutland County Council;
- 2) **NOTED** no changes to the Local Council Tax Support Scheme (LCTS) for 2022/23;
- 3) **NOTED** no changes to the empty homes discount from 2022/23;
- 4) **NOTED** no changes to the long-term empty homes premium from 2022/23.

---oOo---

The Chairman declared the meeting closed at 7.56 pm.

---oOo---



Developer Contributions

Briefing Note for Elected
Members

February 2022

1. Community Infrastructure Levy

- 1.1 The purpose of the Community Infrastructure Levy (CIL) is to raise funds from developers who are undertaking new building projects, to help pay for infrastructure that is needed to support new development as set out under the Planning Act 2008 and the Community Infrastructure Levy Regulations 2010 (as amended).
- 1.2 It is a charge which can be levied by local authorities on new development in their area. It is an important tool for local authorities to use to help them deliver the infrastructure needed to support development in their area.
- 1.3 The levy only applies in areas where a local authority has consulted on, and approved, a charging schedule which sets out its levy rates and has published the schedule on its website.
- 1.4 The CIL Charging Schedule covers some types of developments of 100 sqm or over or a new dwelling of any size; e.g. large supermarkets, B8- storage and distribution, large retail warehouses and residential. Any other development is generally assessed as not CIL liable.
- 1.5 Some developments may be eligible for relief or exemption from the levy. This includes residential annexes and extensions, and houses and flats which are built by 'self-builders'. There are strict criteria that must be met, and procedures that must be followed, to obtain the relief or exemption.
- 1.6 The CIL regime in the County of Rutland was adopted by the Council on 1st March 2016. Full details of the scheme can be found on the Council's website: <https://www.rutland.gov.uk/my-services/planning-and-building-control/planning/planning-policy/community-infrastructure-levy-cil/>
- 1.7 CIL funding by the County Council is restricted in its use and, under Regulation 59 (1) and (3) of the Community Infrastructure Levy Regulations 2010 (as amended), CIL must be applied by the Charging Authority to: fund the provision, improvement, replacement, operation or maintenance of infrastructure to support the development of its area; or support the provision, improvement, replacement, operation or maintenance of infrastructure outside its area where to do so would support the development of its area.
- 1.8 Under Regulation 59C of the Community Infrastructure Levy Regulations 2010 (as amended) the County Council must pass 15% cent of the relevant CIL receipts to the parish/town council for that area; this is limited by Regulation 59A (7) to a cap of £100 (with indexation) per dwelling in the area of a Local Council. Those parishes benefiting from an adopted neighbourhood plan are entitled to a 25% proportion that is currently uncapped. This is often known as the "neighbourhood portion" of CIL funding. There are separate arrangements in place for non-parished areas.
- 1.9 The neighbourhood portion must be spent on: the provision, improvement, replacement, operation or maintenance of infrastructure; or anything else that is concerned with addressing the demands that development places on an area.
- 1.10 The Council is able to use 5% of CIL income towards the management and administration of CIL.
- 1.11 The remaining funding is available for the Council to use in line with paragraph 1.7 and is often known as the "strategic portion" of CIL funding. There is no time limit for the Council to spend CIL receipts collected.

1.12 In the absence of the Local Plan, work is currently underway to assess what CIL-liable development may occur over the next 4-5 years pending the adoption of a new Local Plan, the timing of that development, the CIL receipts that could potentially be generated by that development and the potential impact of that development on existing infrastructure. This information will support decision making on how the Council can then determine any priorities for CIL expenditure pending the adoption of the Local Plan.

1.13 The proposed prioritisation process for determining CIL expenditure is set out in the Infrastructure Funding Statement (IFS) approved by Cabinet in December 2021 – see section 4 below.

2. Advice to Town Councils regarding CIL

2.1 A key element of the Community Infrastructure Levy is that a proportion of the money secured for development is passed on to the relevant Town or Parish Council where that development has taken place. To assist Town and Parish Councils, a short guide to this has been prepared, which is available to download below. This outlines further information such as:

- Roles and responsibilities;
- What proportion of CIL will be passed on;
- How it can be spent;
- What reporting requirements are placed on Town and Parish Councils.

2.2 This is published on the Council's website here: <https://www.rutland.gov.uk/my-services/planning-and-building-control/planning/the-local-plan/community-infrastructure-levy-cil/guidance-for-parish-and-town-councils/>

3. Section 106 Agreements

3.1 Prior to the introduction of CIL, the Council sought developer contributions via planning obligations which are legal agreements made under Section 106 of the Town and Country Planning Act 1990 (as amended by Section 12(1) of the Planning and Compensation Act 1991), normally in association with planning permissions for new development.

3.2 These usually relate to an aspect of development which cannot be controlled through the imposition of a planning condition or by other statutory controls. They can serve various purposes including: restricting the use of land; requiring specific operations to be carried out, in, on, under or over the land; requiring land to be used in a specific way; and requiring a sum or sums to be paid to the Local Planning Authority on a specified date or dates, or periodically.

3.3 Section 106 Agreements are still used in Rutland alongside CIL for some new developments where legal agreements are required for site specific mitigation matters and for the provision of affordable housing.

3.4 The Community Infrastructure Levy Regulations 2010 (as amended) set out the requirements that planning obligations must fulfill. Planning obligations can only be used: to make development acceptable in planning terms; where they are directly related to the development; and are fairly and reasonable related in scale and kind to the development.

3.5 Depending on the terms and clauses of the legal agreement, there may be expiry dates for the expenditure of S106 monies received by the Council.

3.6 There is an internal Officer review process in place involving planning, finance, and the Director of Places to review, on an annual basis, the money we hold from S106, identifying what the money is for and what the deadlines for spend are. Once this base information has been identified service managers and directors are asked to identify schemes for spend within the year – this then forms part of the Council’s capital programme. There is a focus on looking at agreements 18months prior to any expiry dates to ensure contributions are committed and spent by due dates.

4. Infrastructure Funding Statement

4.1 The Infrastructure Funding Statement (IFS) is an annual report required to be published on the Council’s website by December 31st each year, to provide a summary of the financial and non-financial developer contributions relating to Section 106 Legal Agreements and the Community Infrastructure Levy within Rutland County Council for a given financial year. In addition, this also includes information relating to highway works completed as part of new developments through Section 278 agreements (S278). The first IFS for Rutland was published in December 2020.

4.2 The IFS for 2020/21 was approved by Cabinet in December 2021 and can be found here: <https://www.rutland.gov.uk/my-services/planning-and-building-control/planning/the-local-plan/infrastructure-funding-statement/>

4.3 Whilst Cabinet have delegated this decision to the Director of Places, for this year it was decided to seek Cabinet approval following the decision made by Council in September to withdraw the submitted Local Plan.

COUNCIL

21 March 2022

CABINET RECCOMENDATIONS TO COUNCIL

Report of the Cabinet

Strategic Aim:	All	
Exempt Information	Appendix A to Report No. 36/2022 was exempt at the time of Cabinet's consideration but has since been released for public consultation, therefore there is no exempt information.	
Cabinet Member(s) Responsible:	<p>Cllr O Hemsley, Leader of the Council and Portfolio Holder for Portfolio Holder for Policy, Strategy, Partnerships, Economy and Infrastructure</p> <p>Cllr I Razzell, Portfolio Holder for Planning, Highways and Transport</p>	
Contact Officer(s):	Mark Andrews, Chief Executive	01572 758339 mandrews@rutland.gov.uk
	Penny Sharp, Strategic Director of Places	psharp@rutland.gov.uk
	Marie Rosenthal, Interim Deputy Director for Corporate Governance	mrosenthal@rutland.gov.uk
Ward Councillors	N/A	

DECISION RECOMMENDATIONS

That Council approves the following recommendations from Portfolio Holders on 15 February 2022 and 8 March 2022:

Report No. 53/2022 Future Rutland Vision

- 1) Endorses the Future Rutland Vision as a shared vision for the County as shaped by the community.
- 2) Adopts the Future Rutland Vision as a key document which underpins the Corporate Plan and future Council strategies and approaches.

Report No. 36/022 – Bus Service Improvement Plan and Enhanced Partnership

- 1) Approves the Rutland Enhanced Partnership (EP) Plan and Enhanced Partnership Scheme.

- 2) Delegates authority to the Strategic Director for Places, in consultation with the Portfolio Holder for Planning, Highways and Transport to approve any subsequent amendments to the EP Plan and EP Scheme.

1 PURPOSE OF THE REPORT

- 1.1 To present the recommendations of the Cabinet referred to Council relating to the Future Rutland Vision and Rutland Enhanced Partnership, following meetings on 15 February and 8 March.

2 BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 As outlined in Reports 53/2022 and 36/2022 which are appended to this report.

3 CONSULTATION

- 3.1 As outlined in Reports 53/2022 and 36/2022 which were considered by Cabinet prior to submission to Council.

4 ALTERNATIVE OPTIONS

- 4.1 To not receive the Cabinet's report to Council. However, Procedure Rule 246.3 of the Constitution requires submission of the report.

5 FINANCIAL IMPLICATIONS

- 5.1 The financial implications are set out in Reports 53/2022 and 36/2022

6 LEGAL AND GOVERNANCE CONSIDERATIONS

- 6.1 The legal and governance considerations are set out in Reports 53/2022 and 36/2022

7 DATA PROTECTION IMPLICATIONS

- 7.1 Data protection implications are set out in Reports 53/2022 and 36/2022

8 EQUALITY IMPACT ASSESSMENT

- 8.1 As set out in Reports 53/2022 and 36/2022

9 COMMUNITY SAFETY IMPLICATIONS

- 9.1 Any community safety implications are set out in Reports 53/2022 and 36/2022

10 HEALTH AND WELLBEING IMPLICATIONS

- 10.1 Any health and wellbeing implications are set out in Reports 53/2022 and 36/2022

11 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

- 11.1 Council is recommended to consider the budget proposals recommended by the Cabinet.

12 BACKGROUND PAPERS

12.1 Background Papers

12.2 Record of Decisions taken by Portfolio Holders following meetings of Cabinet held on 15 February 2022 and 8 March 2022.

13 APPENDICES

13.1 Report No. 53/2022 – Future Rutland Vision

Appendix A – Future Rutland Conversation Summary February 2022

Appendix B – A Shared Vision for Rutland Final

13.2 Report No. 36/2022 – Bus Service Improvement Plan and Enhanced Partnership

Appendix A – Draft Rutland Enhanced Partnership and Scheme

Appendix B – Rutland Bus Service Improvement Plan

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.

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CABINET

8th March 2022

FUTURE RUTLAND VISION

Report of the Leader of the Council

Strategic Aim:	All	
Key Decision: No	Forward Plan Reference: FP/280122	
Exempt Information	No	
Cabinet Member(s) Responsible:	Councillor Oliver Hemsley Leader and Portfolio Holder for Policy, Strategy, Partnerships, Economy and Infrastructure.	
Contact Officer(s):	Mark Andrews, Chief Executive	01572 758339 mandrews@rutland.gov.uk
	Mat Waik, Strategic Communications Advisor	01572 758328 mwaik@rutland.gov.uk
Ward Councillors	N/A	

DECISION RECOMMENDATIONS

That Cabinet:

1. Notes the outputs of the final consultation exercise and the subsequent amendments made to the draft Future Rutland Vision.
2. Notes the final Future Rutland Vision.
3. Recommends that Council endorses the Future Rutland Vision as a shared vision for the County as shaped by the community.
4. Recommends that Council adopts the Future Rutland Vision as a key document which underpins the Corporate Plan and future Council strategies and approaches.

1 PURPOSE OF THE REPORT

- 1.1 To provide Cabinet with a final Future Rutland Vision (FRV) following the latest consultation exercise.

2 BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 In January 2021 Council approved the implementation of the Future Rutland

conversation designed to engage residents and businesses in the development of a shared vision for the County which would span the next 20-30 years.

- 2.2 The shared vision aims to provide a clear statement of intent that unites communities, businesses, and public bodies around a set of common goals and aspirations which can help to shape Rutland's long-term future. The vision would also inform future Council strategies and approaches.

3 FUTURE RUTLAND VISION (FRV)

- 3.1 The Future Rutland Conversation involved an extensive engagement exercise which included three stages of engagement with the community and businesses, running from April to November 2021. Across the engagement process we heard directly from over 2000 residents and received over 5000 responses from the community. Analysis of feedback has been undertaken independently to ensure that the final vision remains independent and reflects the feedback of all stakeholders.

3.2 The process

- 3.2.1 Stage one involved undertaking 15 themed surveys on subjects like transport, the environment, health and leisure. The main overarching survey asked people to share what they value most about life in the county now, and what they want from the future. The surveys ran alongside focussed workshops where people were encouraged to engage in detailed discussion.
- 3.2.2 Stage two involved asking the community to review and provide further comment on the summary reports which developed through stage one. This resulted in the development of a draft FRV.
- 3.2.3 The third and final stage involved asking the community and businesses to read the draft Vision and share further feedback to help shape the final version.
- 3.2.4 Full details of this process, including the responses and subsequent changes to the FRV, can be found in Appendix A.

3.3 Final Future Rutland Vision

- 3.3.1 Following the engagement process amendments have been made to the FRV to address the latest feedback received, which are outlined in pages 18-27 within Appendix A. Overall, the main vision statement and the four underlying themes within the FRV document remain the same.
- 3.3.2 Appendix B is the final FRV document which has been developed following the completion of the engagement process.

3.4 Achieving the vision

- 3.4.1 Feedback during the engagement process highlighted that residents were keen to understand more about how the FRV would be delivered and monitored.
- 3.4.2 Rutland, as a unitary Council, recognises it is in a unique position to support the delivery of the vision through the shaping of local policies and collaboration through a network of partnership arrangements.

3.4.3 The first step, as per the original intention, is to utilise the FRV to develop a new Corporate Plan for 2022-2027. The Corporate Plan will set out how the Council will contribute to the aspirations contained within the FRV, which will be outlined through a series of commitments against each of the four themes. Consultation on the new Corporate Plan will begin in spring and will be presented to Full Council in July.

3.4.4 The Council will also use its leadership role to foster joint working and close collaboration between local communities, organisations, and professionals, to share responsibility for the Vision.

3.4.5 Whilst endorsement of the FRV vision means the Council will work towards achieving it, there may be times when other factors, some outside of the Council's control, may impinge on its ability to do so. This could include financial constraints, Government legislation, policy and guidance and the local political context.

3.5 Next Steps - Launch

3.5.1 Once the FRV has been endorsed a public launch event will take place which is provisionally scheduled for June.

4 CONSULTATION

4.1 The FRV is a shared document which has been coproduced with the community through an extensive engagement and consultation exercise.

5 ALTERNATIVE OPTIONS

5.1 The Council can choose not to adopt FRV as a shared vision, however this will mean the Council, partner agencies and the wider community will not realise the benefits of a shared framework which will help to ensure that every plan and big decision that's made in the County, brings about positive change.

6 FINANCIAL IMPLICATIONS

6.1 There are no financial implications arising from this report, however the Council will be making financial commitments through policy and strategy guided by the FRV, including a revised Corporate Plan, the commitments of which must be within the financial means of the Council.

7 LEGAL AND GOVERNANCE CONSIDERATIONS

7.1 There are not considered to be any legal or governance issues associated with this report.

8 DATA PROTECTION IMPLICATIONS

8.1 A Data Protection Impact Assessments (DPIA) has not been completed because there are no risks/issues to the rights and freedoms of natural persons within this report.

9 EQUALITY IMPACT ASSESSMENT

9.1 An Equality Impact Assessment (EqIA) has not been completed because no service, policy or organisational changes are being proposed. The Future Rutland Vision will

act as a guide to future service delivery.

10 COMMUNITY SAFETY IMPLICATIONS

- 10.1 There are no community safety implications arising from this report. However, policy and strategies guided by the FRV, including a revised Corporate Plan, will contribute to maintaining Rutland as one of the safest places to live.

11 HEALTH AND WELLBEING IMPLICATIONS

- 11.1 There are no direct health and wellbeing implications arising from this report. However, policy and strategies guided by the FRV, including a revised Corporate Plan, will include commitments to support the health and wellbeing of residents.

12 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

- 12.1 The Future Rutland conversation provided an opportunity to engage residents on a large scale to develop a truly shared vision for the County.
- 12.2 The engagement exercise achieved a significant degree of resident involvement and the final FRV is a coproduced document reflecting the aspirations of the County.
- 12.3 The FRV provides a clear framework for the Council, public bodies, businesses, and the community to work towards, helping to ensure key plans and decisions that are made in the County contribute positively towards the vision.
- 12.4 Therefore, for the above reasons, it is recommended that Members approve the recommendations as outlined.

13 BACKGROUND PAPERS

- 13.1 There are no additional background papers to the report.

14 APPENDICES

- 14.1 Appendix A – Future Rutland Conversation Summary February 2022
- 14.2 Appendix B – A Shared Vision for Rutland Final

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.

The Future Rutland Conversation

Narrative summary report:
The Draft Future Rutland Vision

February 2022

A summary report outlining the key findings identified following public consultation on the Draft Future Rutland Vision

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We asked and this is what you told us.

1. Introduction

The Future Rutland Conversation is an in-depth discussion with everyone who lives and works in Rutland, to understand what's most important to them. The aim of Future Rutland is to take this knowledge and use it to develop a new 'shared vision' for the county – a clear statement of intent that unites communities, businesses, and public bodies around a set of common goals and aspirations which can help to shape Rutland's long-term future.

Over the course of this year-long project, the Future Rutland Conversation has heard from more than 2,000 people of all ages and from every part of the county. Multiple rounds of public engagement have taken place since Future Rutland first began in April 2021. This has eventually led to the publication of a Draft Vision that describes a Rutland of the future based on the things which local people themselves say *really* matter.

Consultation on the Draft Future Rutland Vision took place throughout November 2021, when adults, young people, businesses, and visitors were asked to read the Vision and provide further feedback. They were asked if the county that's described in the Vision is a place where they would want to live and, importantly, whether they thought anything was missing.

The following report summarises the feedback received as part of the final round of public consultation on the Draft Future Rutland Vision. The report also indicates where changes have been made to the Vision, based on these responses. A clear explanation is provided in instances where feedback has not resulted in a change to the Vision.

All the original data and information that has been used to inform the development of this summary report can be read in full online at: future.rutland.gov.uk.



2. Overview of Future Rutland engagement

Stage #1 – April to June 2021

The Future Rutland Conversation begins. A total of 15 themed surveys are launched covering subjects like transport, the environment, health and leisure. Future Rutland's main overarching survey asks people to share what they value most about life in the county now, and what they want from the future.

Results of this stage:

- 2,020 participants, including 465 young people
- 4,500 responses across all 15 Future Rutland surveys
- 250 people on live Zoom discussion events
- 7,300 unique visits to the Future Rutland website

Stage #2 – July 2021

A series of reports are published summarising all the comments, feedback and survey responses gathered during Stage #1 of the Future Rutland Conversation. People are asked to review these summary reports, provide further comment, and say whether they feel anything has been missed.

Results of this stage

- 2,700 unique visits to the Future Rutland website
- 1,200 report downloads
- 100 survey responses providing additional comments and feedback

Stage #3 – November 2021

A Draft Future Rutland Vision is developed using all the feedback gathered throughout Stages #1 and #2 of the Conversation. Adults, young people, businesses and visitors are asked to read the Draft Vision and share further feedback to help shape the final version.

Results of this stage

- 3,600 unique visits to the Future Rutland website
- 2,100 downloads of the Draft Future Rutland Vision
- 516 survey responses providing additional comments and feedback

3. Method statement

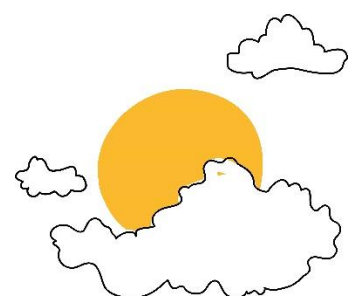
Consultation on the Draft Future Rutland Vision ran for a period of four weeks, throughout November 2021. During this time, adults, young people, businesses, and visitors were asked to read the Vision and provide feedback via a short online survey consisting of both open and closed questions. As with each previous round of the Future Rutland Conversation, anyone without internet access was encouraged to call Rutland County Council. They were then given the option to receive a paper copy of the survey questionnaire or a consultation over the phone. A letter was sent to every household in Rutland prior to the start of the consultation to share details of these engagement methods and make sure every Rutland resident had the opportunity to take part.

The survey that took place around the Draft Future Rutland Vision was supported by five online discussion events held using video conferencing technology. Each of these five Zoom sessions lasted for 90 minutes and was facilitated by a member of the Council's Communications Team. Feedback on the Draft Vision was also gathered in the form of written submissions from Parish Councils, individual residents and local groups. Targeted engagement around the Draft Vision also took place with children and young people – through school council representatives, the Rutland Youth Council, young carers groups and the Rutland Disabled Youth Forum.

The Draft Vision consultation was promoted via an extensive communications and marketing campaign, which took place online (social media, website, and email) and through traditional media outlets, such as newspapers and radio stations. Information was also disseminated through Parish Councils, local schools, and business leaders such as the Federation of Small Businesses (FSB) and Local Enterprise Partnership (LEP), as well as partners like Discover Rutland and Active Rutland.

All the raw data and information gathered during the Draft Vision consultation was analysed and evaluated by the Councils Communications Team. This included more than 25,000 words of written feedback. Analysis took place over a two-month period, during which time changes were also made to the Draft Vision. These changes were carried out where similar comments or observations were made repeatedly by a significant number of respondents and helped to identify key points that were either missing or underrepresented in the Vision.

4. Who took part?



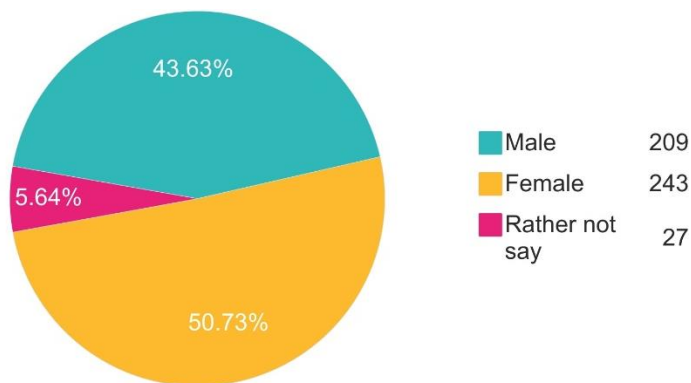
516 responses

A total of 516 adults and young people submitted responses to Future Rutland's 'Draft Vision' survey during November 2021.

Gender profile

Of those who responded to the 'Draft Vision' survey and chose to share personal information, just over half were female (50.7%), while 43.6% were male.

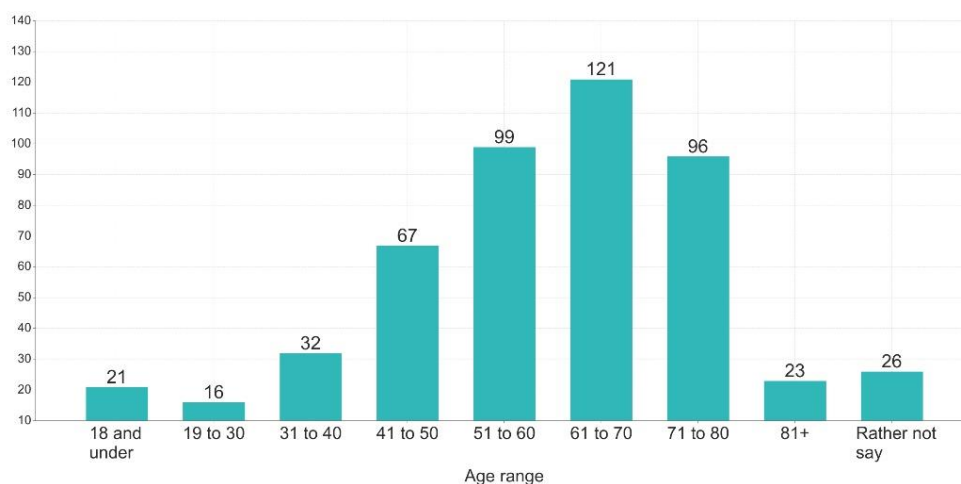
Figure 1 – Gender profile of 'Draft Vision' respondents



Age range

The largest number of responses to the 'Draft Vision' survey came from the 61-70 age group. More than two thirds (65.7%) were aged 51 and over. A small proportion of responses came from people aged under 30. However, in addition to the Draft Vision survey, targeted consultation was carried out with young people in the form of direct engagement with schools (particularly Uppingham Community College) and the Rutland Disabled Youth Forum. This took the form of two dedicated events (one online and one in-person) where young people were asked about the vision and gave feedback on behalf of peers.

Figure 2 – Age range

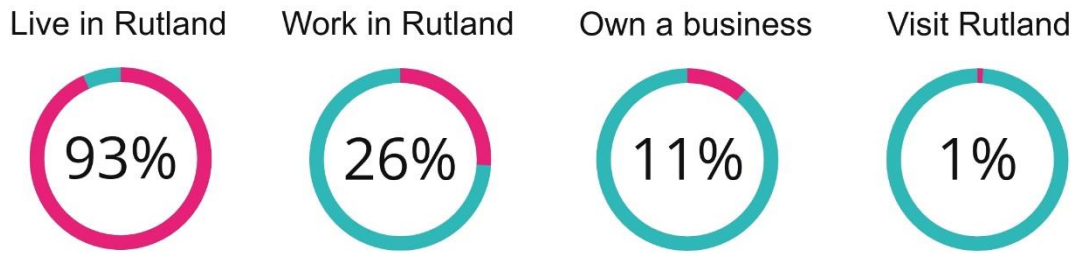


Connection to Rutland

Respondents were also asked to give an indication of their connection to Rutland. Almost all respondents to the 'Draft Vision' survey (93%) lived in Rutland, while 26% worked in the

county. Business owners accounted for 11% of respondents. A very small percentage of respondents identified themselves as past visitors to the county.

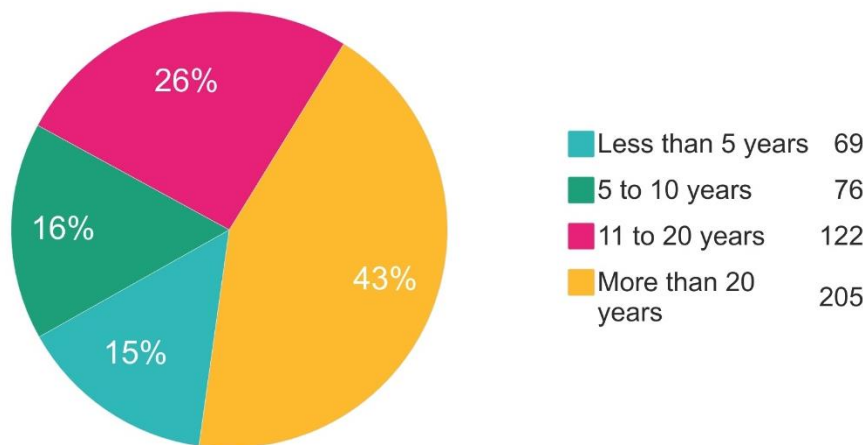
Figure 3 – Connection to Rutland



Residency

Of the respondents who took part in the ‘Draft Vision’ survey and identified themselves as Rutland residents, 43% have lived in the county for more than 20 years. Just 15% of respondents have lived in the county for less than five years.

Figure 4 – Length of residency



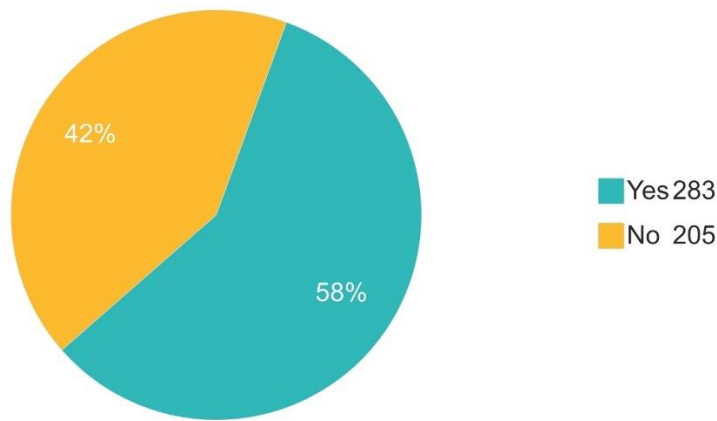
In terms of geographical location, the areas of Rutland that contributed the largest number of responses were:

- Oakham (34%)
- Uppingham (10%)
- Barleythorpe (7%)
- Langham (5%)
- Ketton (4%)
- Edith Weston (3%)
- North Luffenham (3%)
- Whissendine (3%)

Previous involvement

Of those who responded to the ‘Draft Vision’ consultation, just under half (42%) indicated that they had not taken part in any previous round of the Future Rutland Conversation.

Figure 5 – Did you take part in the Future Rutland Conversation earlier this year?



The Vision itself

Respondents were asked whether the county of the future that is described in the Draft Vision is the kind of place where they would want to live. This was presented as a sliding scale question with the option to give a score from 1 to 10 (with 1 being ‘not at all’ and 10 being ‘very much’).

Out of the 503 people who gave a response to this question 439 (87%) said that the Vision did describe a place where they would want to live and gave a value of 7 or higher. More than a third of respondents (37%) gave the maximum value of 10.

Figure 6 –The Draft Vision describes the kind of place that local people have said they want Rutland to be in the future. Is this the kind of place where you would like to live? (1 = no, not at all, 10 = yes, very much)



5. Comments and feedback

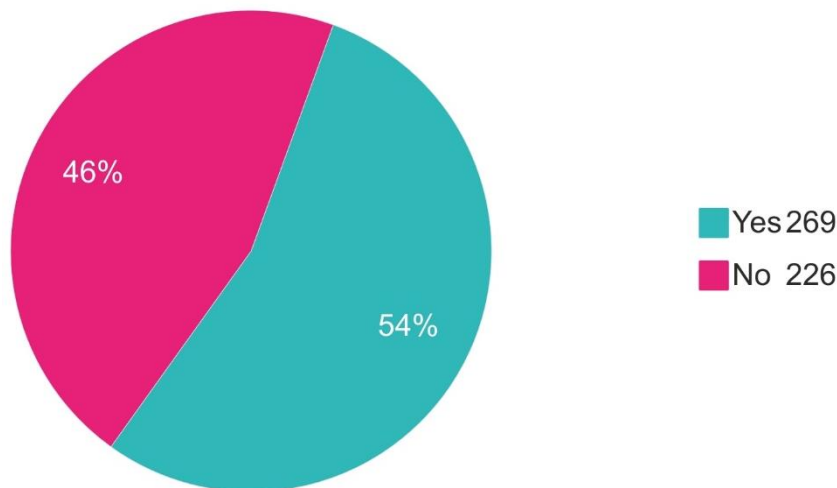
Consultation around Future Rutland’s Draft Vision asked people whether they felt anything was missing from the Vision document. Just over half of respondents to this question (54%) said ‘yes’ and were encouraged to provide further written feedback that gave a reason for their answer. Analysis of this written feedback found that most comments related to one of the following key issues or subject areas:

- The environment
- Health and well-being
- Housing and infrastructure
- Diversity and inclusion
- Culture and heritage
- Employment and the economy
- Achieving the Vision
- Prioritising goals

In the following report section, people’s comments and feedback have been summarised as a series of short statements, which are accompanied by direct quotes from those who completed the ‘Draft Vision’ survey.

In many instances, comments did not highlight something that was missing from the Draft Future Rutland Vision but were instead made to reinforce an existing point or highlight an area where respondents felt further emphasis or elaboration was needed.

Figure 7 – Is there anything that you think is missing from the Vision which should be included?



The environment

Summary statement










People are deeply concerned about environmental protection and the immediate impact that climate change is having on our planet – not just our county. A number of respondents felt that the Draft Vision does not go far enough in addressing the climate crisis. A greater sense of urgency and firmer commitments around carbon reduction were cited as possible improvements to the Vision. Some respondents also called for the Vision to put more emphasis on the importance of biodiversity and the protection of wildlife. While the Vision already talks about communities and organisations embracing their environmental responsibilities, multiple respondents felt that this should include a specific reference to businesses and the importance of developing circular economies. Multiple respondents also highlighted the role that farming and agriculture play in food production and conservation.

-  *“Carbon neutrality is mentioned in the Vision but the importance of this deserves more than just a mention, even in this document.”*
-  *“More on the transition to net zero is needed. Such a huge challenge that was hardly mentioned.”*
-  *“More emphasis on biodiversity, sustaining and helping to enhance our current nature reserves - Rutland needs to be more than just a pretty rural view.”*
-  *“The draft sounds all ok but it really seems to miss any reference to the emergency we face relating to disappearance of our wildlife.”*
-  *“No reference to the importance of changing unsustainable agricultural, planning, development and environmental practices that, due to climate change, are urgently needed.”*
-  *“By traditional standards, the paragraphs on sustainability, nature and bio-diversity may seem strong. They are nowhere near ambitious enough to meet the challenges that science confirms are coming our way.”*
-  *“Rutland could be looking to understand, enhance and reconnect the natural infrastructure that we need to make ourselves more resilient to climate change, so that the natural world that we rely on has more capacity to cope with rising temperature and greater extremes in weather.”*
-  *“The importance of Farming and food production within the conservation envelope.”*
-  *“The environmental sections don't go nearly far enough. They're all about individual responsibility - nothing about addressing industrial and agricultural pollution.”*
-  *“I recommend including the term / concept of ‘circular economies’ in the section about consumption and waste - ensuring that ‘waste’ products and outputs from industry are captured and reused in creative ways.”*

Health and wellbeing

Summary statement












The overwhelming majority of health-related comments made in response to the Draft Vision repeated earlier calls for better or easier access to primary care services – particularly in Oakham. As with previous stages of the Future Rutland Conversation, respondents want to be assured that local health services can meet both current and future demand. The importance of access to emergency health services and in-county services was also reiterated. It was felt that the Vision could be enhanced with stronger wording about health provision. Specific comments were also made about the importance of addiction and mental health support, and the role that education at an early age can play in keeping people healthy and well throughout their lives.

-  *“The health provision needs to be strengthened and provide better definition. The county needs more and better primary care resources. An Urgent Care Centre. Outpatient facilities for the 21st Century. Community beds for recovery and respite.”*
-  *“More provision for GP surgeries, especially in Oakham. There was not enough coverage for the population of the town even before the pandemic, and things have got a lot worse.”*
-  *“Health and wellbeing services need to grow proportionally with the population growth.”*
-  *“Attention absolutely needs to be made to the level of Health service available. Doctor's surgeries are overwhelmed.”*
-  *“Easier and quicker access to Emergency health services should be a priority.”*
-  *“Healthcare needs to be supported. It is already hard to get doctors' appointment but with more people to support, this task becomes even harder. Increasing the services available at the local hospital in Oakham would help reduce the number of people needing to travel greater distances for health care.”*
-  *“I recommend that, in the section on mental health, there is mention of education which supports people's wellness and holistic development E.g. schools and colleges provide learning and learning environments which support children's understanding of their own wellbeing, which they can then carry into their adult lives.”*
-  *“A vastly improved health provision and a sports centre with swimming pool and other teenager facilities.”*
-  *“Supporting those with addictions and mental health problems.”*

Housing and infrastructure

Summary statement










Consultation on the Draft Vision generated a number of comments about development in Rutland – particularly in relation to housing and infrastructure. Many respondents want to be assured that the needs of current and future residents will be met by sufficient infrastructure, including health provision, roads, cycleways, leisure services, and fibre broadband technology. There is also a strong view that development must be properly balanced with sustainability and environmental protection. Specific comments were made about the importance of having a healthy housing mix in Rutland, including starter homes, bungalows, affordable housing for young people, access to rented accommodation and homes for working-age families. It was felt that the Future Rutland Vision could be enhanced with a clearer statement or statements about housing and infrastructure aims.

-  *“Future building should involve a housing mix – starter homes, bungalows for the disabled or frail.”*
-  *“Ensuring that better-than-adequate roads and other infrastructure are prioritised in future development plans.”*
-  *“Plans for new infrastructure such as doctors and schooling.”*
-  *“The important need for safe cycle routes. Wider, clear pathways for mobility scooters.”*
-  *“With building dwellings, there should be proper building of health, education and leisure facilities.”*
-  *“Definitely more access to Council housing and rented property for all.”*
-  *“Superfast fibre optic internet for everyone. I can only have landline internet not even fibre optic at lowest speed.”*
-  *“Housing for young people unable to buy their own property.”*
-  *“Affordable housing will need to be a priority but also a recognition that we need homes and education linked to aspiring high-tech professionals and their families.”*
-  *“Development within the County to be properly balanced with the expectations for sustainability and biodiversity protection.”*
-  *“I realise it is an aspirational document but there is little reference to supporting infrastructure aims – transport, housing, health and care services – and what is hoped for here?”*

Diversity and inclusion

Summary statement








A number of respondents to the Draft Vision consultation wanted to see a greater emphasis placed on promoting diversity and celebrating our multicultural society. While the Vision already talks about the importance of creating a county for everyone, some respondents felt there should be a more specific reference to the inclusion of elderly people and those with disabilities, as well as other groups who are often perceived to be vulnerable. The importance of supporting communication between different groups and communities was also highlighted. So too was the need to ensure young people continue to be involved in shaping and delivering the Vision, as they are integral to both the county's present and future.

-  *"Focus on creating a diverse, multicultural community attractive and welcoming to all, regardless of race, creed or colour."*
-  *"I think there should be some reference to vulnerable people e.g. asylum seekers who may come to the county, and referred to in an inclusivity section."*
-  *"A diverse community."*
-  *"Rutland is currently only an inclusive place to live if you're white and well off. I don't see how the Council is planning to address this."*
-  *"A mention of valuing diverse people."*
-  *"It is very vague about inclusion of elderly and disabled people. I believe they should have had a specific mention."*
-  *"Respondents seem to be heavily linked to older people, of which I am one. We need a more inclusive plan which involves younger people too or they will feel they have been excluded."*
-  *"Addressing the needs of the young (employment, training, opportunity)."*
-  *"To communicate with everyone and to encourage an inclusive community and continuing innovation."*

Culture and heritage

Summary statement






The Draft Future Rutland Vision makes several clear references to the importance of culture, the arts, and our local heritage. However, a number of respondents felt that this does not go far enough, and that more emphasis is needed on cultural life – both for the benefit of local residents and the county’s visitor economy. Multiple respondents also commented on what they see as the need for greater protection and recognition of Rutland’s built heritage, as well as tools that could help people of all ages to learn more about and enjoy our historic environment.

-  *“Heritage and listed buildings need to be recognised, the history is special and needs recognition.”*
-  *“Protection of built heritage and natural environment by sustained monitoring and preservation. Education of the public about these ideas.”*
-  *“More emphasis on cultural activities - theatre / concerts etc. Both for locals and for attracting visitors.”*
-  *“More emphasis on cultural life.”*
-  *“Cultural activities and venues are missing from Rutland, and there is no mention of this in the Vision.”*
-  *“More focus on arts and culture.”*
-  *“This is to share views around the need for a ‘Local Heritage List’ for Rutland... The objective of compiling a Local Heritage List is to better recognise, appreciate and celebrate our historic environment and heritage assets for the benefit, enjoyment and education of all generations.”*

Employment and the economy

Summary statement









A number of respondents to the Draft Vision consultation felt that the document could be improved with greater clarity around the subject of economic development. While several of these responses agreed that the Vision should be a high-level document, it was felt that clearer wording about sustaining and growing appropriate employment would be a positive addition. Other respondents felt that more emphasis could be placed on innovation and creativity as a means of attracting businesses and investment into Rutland. The importance of high skilled/high pay jobs (particularly for young people) was also mentioned. Specific feedback from the Discover Rutland Tourism Committee drew attention to Rutland's visitor economy and ambitions to grow the sector by encouraging more overnight stays.

-  *"The statements describing plans to grow Rutland's economy are far too vague and open-ended to be meaningful. They require further qualification."*
-  *"There is no mention of employment beyond 'independent businesses and entrepreneurs' and (necessarily unspecified) plans to 'grow Rutland's economy'. Although this is a vision document, not a strategy, it needs more specific reference to sustaining and growing appropriate employment to encourage those who grow up here to stay here and providing opportunities to develop sustainable business."*
-  *"Innovation, creativity and excellence [are] not sufficiently recognised as a net attractor of the county."*
-  *"The vision aims for Rutland to be recognised as 'a great day out', however Discover Rutland's vision is to encourage people to stay longer, as the secondary spend would increase and the area is already busy with day-trippers."*
-  *"The balance between creating business and higher paid skilled jobs within the county that allow younger people to remain and work in the county is not being addressed thoroughly enough."*

Achieving the vision

Summary statement






A number of those who took time to comment on the Draft Future Rutland Vision were keen to understand more about how it will be delivered, once finalised. Some wanted greater clarity as to the process or processes by which the Vision will be implemented. Others wanted to see more detailed or measurable targets listed in the Vision, as opposed to the high-level goals and aspirations that have been identified in conversation with the community. Some respondents wanted to know how organisations, businesses and, particularly Rutland County Council would take the Vision forward. It was generally felt that more specific information about the first steps towards achieving the Future Rutland Vision would help to strengthen the document.

-  *"It is an excellent summary of what the future of the county should look like. The next item on the 'agenda' is to have the views approved and then to establish how and when to begin the process."*
-  *"A clearer exposition of the 'processes' that will help inform the implementation of the Vision and how people might engage with these processes to influence and help deliver its outcomes."*
-  *"A clearer view on ownership of the vision to avoid it becoming a council project.
The need to establish clear performance indicators starting with a baseline where we are now."*
-  *"It would be useful to understand how the management of change is to be effected to ensure the practices and policies of the County Council align with those of the vision."*
-  *"There is fairly comprehensive coverage of what residents, etc. have said they would like, perhaps much as would the residents of any other, similar rural community, but surely there are opportunities not just to keep Rutland special, but to make it even more so, through innovation, coherent plans and policies, and, perhaps most important of all, strong leadership both from the Council and from relevant businesses and voluntary organisations."*
-  *"I would suggest that the role of the County Council should be better / more fully described as an enabler and a vehicle through which leadership would be delivered."*
-  *"There should be more detail of the aspirations and long-term goals, to include appropriate reference to the inevitable changes in the context in which the county must operate and which are out of the control or influence of the authorities in the county."*
-  *"Perhaps the final section could be more specific about the first steps toward an actual action plan to achieve the vision."*

Prioritising goals

Summary statement

The Draft Vision consultation drew constructive feedback from people who recognised that the document contains a number of overlapping areas and naturally competing goals. Some respondents felt that several of the aspirations contained within the Vision were incompatible, and that the document could be strengthened by explaining how this might be addressed or resolved going forward. It was recognised that more detailed policies and plans linked to specific aspects of the Vision would be key. It was also suggested that providing clarity around this particular issue early on in the Vision document would be beneficial.

-  *“Some of the statements can be contradictory. For example, being so welcoming to all types of businesses/ industry may not always sit comfortably with preserving Rutland heritage.”*
-  *“There was no sense of priority in the vision. I think green matters and health provision are the top priorities.”*
-  *“The first draft of the Vision Statement contains a number of necessarily competing aspirations, several of which are mutually incompatible with each other. These aspirations therefore need to be qualified to explain how the competing aspirations are to be reconciled in order to lead on to meaningful strategic objectives.”*
-  *“I accept that this is a draft vision, but it is one containing conflicting aspirations with elements that are mutually exclusive. For the vision to be of any practical value, it has to be realistically deliverable otherwise it is mere platitudes.”*
-  *“It has to be acknowledged that this Vision incorporates social, environmental and economic aspirations, which on occasion could be mutually incompatible with one another. As more detailed policies, programmes and plans, that will help to realise this Vision, are developed and adopted, these conflicts are likely to become even more sharply focused. The importance of setting this out right at the front of the Vision, is so that stakeholders understand that as these more detailed programmes are framed and developed they should be tested against the whole Vision, to ensure that appropriate weight and balance is given across all its component elements. A properly rounded long-term Vision, which this clearly is, will have to embrace these incompatibilities from time to time.”*

6. Changes to the Vision

Introduction

Having listened to feedback, the 'Introduction' section of the Final Future Rutland Vision has been updated to include specific references to combating climate change and celebrating diversity within our communities, as these were felt to be two important points that should be referenced at the outset. This section has also been updated in response to feedback that suggested more should be done to acknowledge the issue of 'competing goals' within the Vision, as well as providing an indication of how this would be addressed or resolved going forward.

Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_01	2	Achieving the Vision	Recognising that Rutland has something unique which needs to be preserved and enhanced, the Future Rutland Conversation asked local people what really matters to them.	Recognising that Rutland has something unique which needs to be preserved, enhanced and built upon, the Future Rutland Conversation asked local people what really matters to them.
FRV_02	2	Environment	Sustainable lives: Empowering people to live sustainable lives through the power of choice and the removal of barriers and obstacles.	Sustainable lives: Living sustainably and combatting the climate crisis through the power of choice, the removal of barriers, and real collective action.
FRV_04	2	Diversity and inclusion	A county for everyone: Ensuring everyone – whatever their circumstances – has the opportunity to live well, be heard and overcome any challenges they may face.	A county for everyone: Celebrating diversity and ensuring everyone has the opportunity to live well, be heard and overcome any challenges they may face.

Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_04	2	Prioritising goals	This Vision is not meant to be a detailed plan. It sets out big, long-term goals for Rutland, based on the things local people have said really matter to them. As a county, we need to keep talking and working together to decide how best to achieve these goals.	This Vision is not meant to be a detailed plan. It sets out big, long-term goals for Rutland, based on the things that local people have said really matter. More detailed plans and policies will stem from the Vision and serve as the catalyst for change. They will also help to strike the right balance wherever goals appear to be incompatible with one another. As a county, we will need to keep working together to agree our priorities, develop these plans of action, and continually test them against the Vision to make sure they achieve the outcomes we want.
FRV_05	2	Achieving the Vision	If the Vision is to be made real, it will take a big collective effort. Rutland County Council has organised the Future Rutland Conversation, but it cannot achieve all the goals in the Vision alone. Other organisations and local communities also have a huge role to play.	Rutland County Council started the Future Rutland Conversation but cannot achieve all these goals alone. Other organisations and local communities also have a huge role to play. Further details about this process and an indication of the first steps towards achieving the Future Rutland Vision are set out on page 11.

Further Commentary

A number of people who responded to the Draft Vision consultation felt that the document did not contain enough detail and wanted it to include specific, measurable targets for each area. The Vision is meant to be a high-level document. It is designed to act as a starting point for future work/policies/detailed plans that will help to achieve the shared goals which have been developed with individuals and communities throughout the Future Rutland Conversation. As a result, the Final Vision has not been updated to include lots of specific targets.

A special place

The ‘Special Place’ section of the Final Future Rutland Vision has been updated to include stronger wording around the importance of recognising and celebrating the county’s heritage and natural environment. Feedback on the Draft Vision has also led to revised wording around economic development and employment. Specifically, the Final Vision provides further qualification around high-level plans to grow Rutland’s local economy, while also acknowledging the need for businesses to support the county’s wider environmental aspirations (detailed on pages 5 and 6 of the Vision). Wording about the housing needs of current and future generations has been updated to acknowledge the importance of different housing tenures.

Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_06	3	Culture and heritage	Rutland will be a place where the natural environment and heritage are cherished and enhanced.	Rutland will be a county where heritage and the natural world are cherished and enhanced. A place that actively recognises, appreciates and celebrates its historic environment for the benefit and enjoyment of all generations.
FRV_07	3	Employment and the economy	Rutland will also build on its reputation as somewhere for a great day out by becoming a key destination in the East Midlands for leisure, sport and cultural activities.	Rutland will also build on its existing reputation as somewhere for a great day out by becoming a key destination in the East Midlands for leisure, sport and cultural activities – a place where individuals and families can visit, stay and enjoy themselves.

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Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_08	4	Employment and the economy	Plans to grow Rutland’s economy will build on the county’s strengths, promote collaboration and encourage greater investment. By doing this, Rutland will further enhance its status as a place where businesses of all shapes and sizes, in every sector, can start, grow and succeed.	Plans to grow Rutland’s local economy will build on its existing strengths – its wide and varied network of small businesses; its traditional rural industries; and leading companies that value work-life balance and digital connectivity. Rutland will celebrate innovation, creativity and excellence to attract greater investment and enhance its status as a county where businesses of all shapes and sizes can start, grow and succeed.
FRV_09	4	Employment and the economy / Environment	NEW WORDING	In growing Rutland’s economy and establishing sustainable businesses, care will be taken to create the right employment opportunities for young people and aspiring professionals, as well as ensuring that business makes a positive contribution to the environment.
FRV_10	4	Housing and infrastructure	The housing needs of current and future generations who want to make Rutland their home will be met by a healthy mix of well-designed and genuinely affordable properties that cater for everyone, regardless of their life stage or financial constraints.	The housing needs of current and future generations who want to make Rutland their home will be met by a healthy mix of well-designed and genuinely affordable properties that cater for everyone, regardless of their life stage, financial constraints, or choice of tenure.

Sustainable lives

Considerable feedback on environmental issues has led to a number of changes to the ‘Sustainable Lives’ section of the Final Vision. This includes an aspiration for Rutland to become carbon neutral by 2050 – a goal that is consistent with the [COP26](#) aim to secure global net zero by the middle of this century. Responses to the Draft Vision consultation have also led to stronger wording around the subject of biodiversity and a specific reference to protecting wildlife. The need for businesses in Rutland to embrace their environmental responsibilities has also been captured in the Final Vision document. Lastly, the Vision has been amended to include clearer statements about housing and infrastructure, digital connectivity for local communities, and an aspiration to draw on the concept of circular economies to reduce waste.

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Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_11	5	Environment	Rutland will strive to become a carbon neutral county where environmental sustainability complements rural living.	Rutland will strive to become a carbon neutral county by 2050 – a place where environmental sustainability and responsibility complement rural living.
FRV_12	5	Housing and infrastructure	New homes and developments will meet the highest possible environmental standards, as well as having a positive impact on wildlife and the local ecology.	New homes and developments will have sufficient infrastructure and be built in sustainable locations. Their construction will raise environmental standards, as well as having a positive impact on wildlife and the local ecology.
FRV_13	5	Environment	Communities and organisations in Rutland will embrace their environmental responsibilities.	Communities, organisations and businesses in Rutland will embrace their environmental responsibilities.

Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_14	5	Environment	NEW WORDING	Local agricultural, planning and development practices will contribute towards a biodiversity net gain for the county.
FRV_15	5	Environment	Awareness and education will be at the centre of the county's climate response, so that people of all ages are armed with the knowledge they need about recycling, biodiversity, growing food and reducing their carbon footprint.	Awareness and education will be at the heart of the county's climate response, so that everyone is armed with the knowledge they need about recycling, biodiversity, protecting wildlife, growing food and reducing their carbon footprint.
FRV_16	5	Environment	More than this, the county of Rutland will fundamentally redefine its relationship with waste by reducing the amount that is consumed and then thrown away.	More than this, the county of Rutland will fundamentally redefine its relationship with waste – embracing the principles of a circular economy and reducing the amount that is consumed and then thrown away.
FRV_17	6	Housing and infrastructure	Rutland's communities will be digitally enabled and fully capable of accessing online services for work, education, communication and much more.	Rutland's communities will be digitally enabled and fully capable of utilising the latest internet technology for work, education, communication and much more.

Further Commentary

A number of comments made in response to the Draft Vision consultation called for specific wording to be included about the size, scale and location of new housing developments. The Future Rutland Conversation has captured every possible viewpoint on the subject of development since it was launched in April 2021, which has led to the following Vision goal: "Growth in Rutland will be sustainable and preserve the county's quintessential character." The size and location of new development within Rutland is an issue that will be addressed in detail through the county's new Local Plan and is not, therefore, included in the Final Vision.

Healthy and Well

Following feedback gathered through the Draft Vision consultation, the ‘Health and Wellbeing’ section of the Final Future Rutland Vision has undergone a number of changes. This includes the addition of new text which emphasises the importance of local health provision and infrastructure, including GP services. Wording around the subject of mental wellbeing has been updated to acknowledge the role that early education can play in keeping people well throughout their lives. This section of the Final Vision now also includes a direct reference to support for serious problems like addiction. Wording around culture and the arts in Rutland has also been strengthened to describe a more complete and rounded leisure offer.

Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_18	7	Health and wellbeing	People in Rutland will be able to live healthy, active lives and make positive choices about their wellbeing. They will have every opportunity to invest time in self-care and connect with others, to maximise their wellbeing and happiness.	People in Rutland will be able to live healthy, active lives and make positive choices about their wellbeing. They will have every opportunity to invest time in self-care and continuous personal development, as well as chances to connect with others, to maximise their wellbeing and happiness.
FRV_19	7	Culture and heritage	The county’s exciting leisure offer will promote the important role that sport and exercise play in maintaining healthy minds and bodies. It will also recognise that culture and the arts are integral to Rutland and equally important for creativity and learning.	The county’s exciting leisure offer will promote the important role that sport and exercise play in maintaining healthy minds and bodies. It will also recognise that people’s ability to access culture and the arts are integral to Rutland, and equally important for creativity, learning and the county’s visitor economy.

Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_20	8	Health and wellbeing	NEW WORDING	Rutland's growing and ageing population will be served by the right health infrastructure (including GP services), staffed by a workforce that keeps pace in terms of its size and skills.
FRV_21	8	Health and wellbeing	Understanding that mental wellbeing is just as important as physical health, Rutland will be a place where mental wellness is at the forefront of everyday life.	Understanding that mental wellbeing is just as important as physical health, Rutland will be a place where the idea of wellness is learned and understood at an early age, and then carried through into adulthood.
FRV_22	8	Health and wellbeing	Adults, children and young people will have swift access to the right care in moments of crisis.	Adults, children and young people will have swift access to the right care in moments of crisis, as well as support for serious problems like addiction.

Further Commentary

A number of people who responded to the Draft Vision consultation expressed strong views about the need for a new public swimming pool in Rutland, following the recent closure of local facilities in Oakham. After consultation on the Draft Vision had begun, it was announced that designs would be drawn up to help establish a viable business case for a new swimming pool in Rutland, construction of which will depend on the availability of external funding. As a result of this commitment and an existing goal in the Vision to give people in Rutland access to “a wide range of leisure opportunities for all ages, abilities and interests”, a specific reference to swimming facilities has not been added to the Final Vision.

A county for everyone

Respondents to the Draft Vision felt strongly that Rutland should be a place that promotes and celebrates diversity. This has led to clearer wording around aspirations to bring people from all cultures and backgrounds together. In response to consultation feedback and direct engagement with young people as part of the Future Rutland Conversation, the Vision has also been updated to acknowledge the role that Rutland’s children and young people can play in shaping the county now, rather than pigeonholing them as ‘leaders of tomorrow’. Wording around support and protection for vulnerable people has also been strengthened.

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Change reference	Page	Issue/Subject	Draft wording	Final wording
FRV_23	9	Diversity and inclusion	Rutland will have resilient and well-connected communities where everyone can enjoy what the county has to offer. A place for people of all ages and walks of life.	Rutland will have resilient and well-connected communities where everyone can enjoy what the county has to offer. A place for those of all ages and walks of life. Rutland will also be a county that celebrates diversity – bringing people from all cultures and backgrounds together as a single community.
FRV_24	9	Diversity and inclusion	NEW WORDING	Recognising that the county’s next generation is knowledgeable, intelligent, and extremely passionate, Rutland will be a place where young people are able to bring their views and ideas to the fore as community leaders and educators in their own right.
FRV_25	10	Diversity and inclusion	Vulnerable people will continue to be supported and protected in Rutland.	Vulnerable people, whatever their age or circumstances, will continue to be supported and protected in Rutland.

Further Commentary

A number of respondents to the Draft Vision consultation called for more specific references to the inclusion of older people, those with disabilities and other groups whom they regard as being ‘vulnerable’. Because many people within these groups do not consider themselves to be vulnerable, and because the Vision already contains several clear references to creating a county for everyone – regardless of age, background or circumstances, this specific feedback has not been actioned.

Beyond the Vision

The closing section of the Future Rutland Vision has been updated in response to comments that called for greater clarity around ownership of the Final Vision, how change would be brought about, and how progress against various goals and aspirations would be measured. This final section has therefore been revised to provide clarity around Rutland County Council's ongoing commitments in relation to supporting the Future Rutland Vision, as well as reaffirming the importance of partnership working and shared responsibility to take the Vision forward. Other changes include an acknowledgement that progress against the Vision will be tracked on an ongoing basis – as detailed plans and policies are developed – prior to a formal five-year review in 2026. A reference to the bearing that external factors and changes in the national context may have on delivery of the Vision has also been added. Lastly, the page title for this section has been changed from 'Beyond the Vision' to 'Achieving the Vision'.

Change FRV_26

So, what happens next? The Future Rutland Vision does not belong to any single group or organisation. Everyone can help to create the place it describes. However, Rutland County Council is uniquely placed to bring people together in a way that helps to advance the aims and aspirations captured in the Vision – whether by developing new public policies and strategies with partners and the community, or by acting as a common link between the many local groups and organisations who can effect change.

Rutland County Council's emerging Corporate Plan will set out its commitments in relation to the Future Rutland Vision and explain how the Council will contribute directly to various goals – helping to show others how they can do the same. The Council will also use its networks and leadership role to foster joint working and close collaboration between local communities, organisations, and professionals, to share responsibility for the Vision.

Progress against the Vision will be assessed year-on-year, as detailed plans take shape. This will lead up to a full review in 2026, accepting that there will still be a long way to go. Work to achieve the goals and aspirations in the Future Rutland Vision will also need to account for changes in the national context and other factors which are beyond the control of any local group or organisation – even when everyone works together.

7. Closing statement

This report summarises the comments and feedback collected throughout Future Rutland's month-long consultation on the Draft Shared Vision for Rutland, as well as detailing subsequent changes made to the Final Vision document.

This last stage of the Future Rutland Conversation was the culmination of more than six months' of continuous, ongoing engagement with local people, in order to make sure the Final Future Rutland Vision encapsulates their views and the things which they care most about.

Development of the Future Rutland Vision has been an iterative process where adults, young people, businesses and visitors have all been encouraged to contribute and then review the findings at every stage. Over the course of this year-long process, the Future Rutland Conversation has heard from well over 2,000 people, representing one of the largest sustained public engagement programmes ever undertaken in the county.

The result is a Final Vision document which has been met with approval from Rutland residents and where every goal is directly aligned with the aspirations of local people.

All of the feedback, data and information that has been gathered throughout the Future Rutland Conversation, including the most recent Draft Vision consultation, can be read online at: future.rutland.gov.uk.



Future Rutland VISION

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*A vision for the future of
Rutland, shaped by the
people who call it home*



A place to live your best life

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Introduction

People in Rutland were asked what kind of county they want to live in. This is their vision, which paints a picture of the place they described.

Rutland is seen by many as a truly special place – somewhere that you can live your best life. Recognising that Rutland has something unique which needs to be preserved, enhanced and built upon, the Future Rutland Conversation asked local people what really matters to them. Having listened carefully, this shared vision provides a set of long-term goals and aspirations based on the things that local people have said are most important: Rutland's character, its homeliness and community spirit, peace and well-being, nature, wildlife, rurality and the freedom to enjoy life.

The Vision is split into four sections that cover all aspects of life in Rutland:

- **A special place:** Sustaining a vibrant rural county that harnesses the enterprise of its businesses, the ambition and creativity of its residents, and the passion of its local communities.
- **Sustainable lives:** Living sustainably and combatting the climate crisis through the power of choice, the removal of barriers, and real collective action.
- **Healthy and well:** Promoting health, happiness and well-being for people of all ages and backgrounds.
- **A county for everyone:** Celebrating diversity and ensuring everyone has the opportunity to live well, be heard and overcome any challenges they may face.

This Vision is not meant to be a detailed plan. It sets out big, long-term goals for Rutland, based on the things that local people have said really matter. More detailed plans and policies will stem from the Vision and serve as the catalyst for change. They will also help to strike the right balance wherever goals appear to be incompatible with one another. As a county, we will need to keep working together to agree our priorities, develop these plans of action, and continually test them against the Vision to make sure they achieve the outcomes we want.

The Vision is a generational document. It may cover 20 or 30 years, so won't become a reality overnight. Rutland County Council started the Future Rutland Conversation but cannot achieve all these goals alone. Other organisations and local communities also have a huge role to play. Further details about this process and an indication of the first steps towards achieving the Future Rutland Vision are set out on **page 11**.

If everyone pulls together Rutland will continue to be a great place to live, raise a family, work and visit.



A special place

Rutland is a special place because of the people who live here and a rural charm that goes right to the heart of the county's identity. The relationship that people in Rutland have with each other and the countryside around them has created tight-knit communities that value peace, security and togetherness. This is a source of real pride for those who call the county home, as well as something to be celebrated and preserved for current and future generations.

Rutland is also a place of innovation where independent businesses and entrepreneurs use the county's location and infrastructure to operate regionally, nationally and internationally. The same infrastructure and technology that allows Rutland's local businesses to flourish also keeps people and communities connected.

Drawing on all of its unique qualities and attributes, Rutland should capitalise on its location and natural assets to become a leading example of a modern rural county. It will embrace change that can improve people's quality of life, while taking great care to protect and preserve the fundamental characteristics that make it special.

Rutland will be a county where heritage and the natural world are cherished and enhanced – a place that actively recognises, appreciates and celebrates its historic environment for the benefit and enjoyment of all generations.

Towns and villages will promote inclusion, retain their sense of identity and encourage even greater community spirit – all things that help to give Rutland its distinctive feeling of closeness, familiarity and security.

Rutland's market towns of Oakham and Uppingham will thrive as vibrant destinations to shop, socialise and enjoy life – both for those who live locally and the many thousands of people who come to the county every year.

Rutland will also build on its existing reputation as somewhere for a great day out by becoming a key destination in the East Midlands for leisure, sport and cultural activities – a place where individuals and families can visit, stay and enjoy themselves.

“ I think there are two main drivers for enjoying life in Rutland. One is just the sheer beauty of the area and wanting to be here; and also the community spirit and people making you feel welcome.”



“ We are here because we like it. People don’t realise how nice it is. Lots of people take it for granted that it is beautiful and I want to see it continue in its unique way.”

Plans to grow Rutland’s local economy will build on its existing strengths – its wide and varied network of small businesses; its traditional rural industries; and leading companies that value work-life balance and digital connectivity.

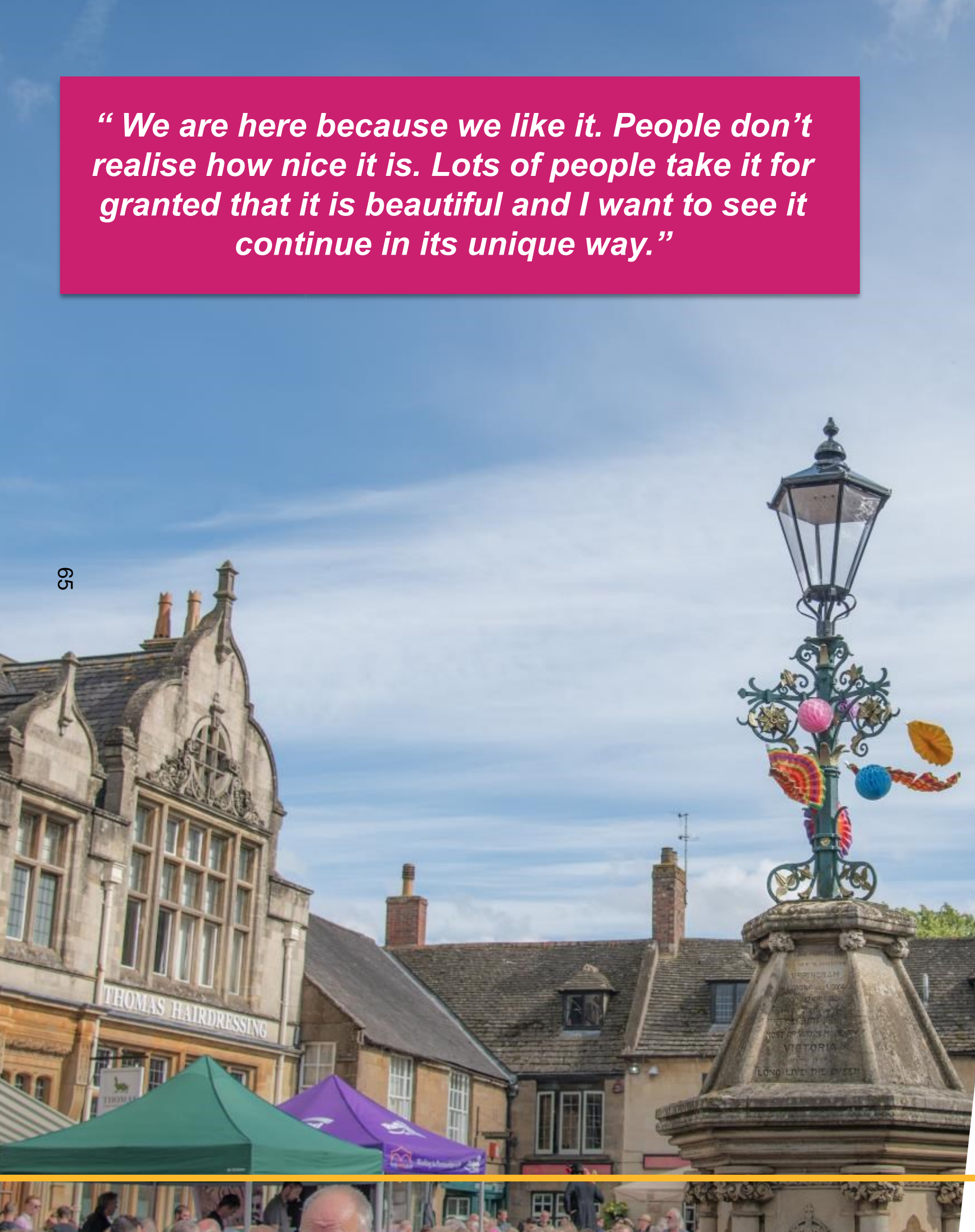
Rutland will celebrate innovation, creativity and excellence to attract greater investment and enhance its status as a county where businesses of all shapes and sizes can start, grow and succeed.

In growing Rutland’s economy and establishing sustainable businesses, care will be taken to create the right employment opportunities for young people and aspiring professionals, as well as ensuring that business makes a positive contribution to the environment.

The housing needs of current and future generations who want to make Rutland their home will be met by a healthy mix of well-designed and genuinely affordable properties that cater for everyone, regardless of their life stage, financial constraints, or choice of tenure.

Growth in Rutland will be sustainable and preserve the county’s quintessential character. Wherever new homes are needed, they will be built in a way that protects and enhances the things that matter most to everyone – Rutland’s sense of community and its unique rural identity.

By doing all of this, Rutland will continue to strengthen its reputation a thriving county of enterprise and opportunity – a special place to live well, spend time, do business and invest.



Sustainable lives

Rutland is a rural area where people love and appreciate nature. However, it is not as 'green' as it could or should be. More than just improving in this area, the county will become a leader and an innovator when it comes to environmental issues, sustainable living and the fight to tackle the climate crisis.

Rutland will strive to become a carbon neutral county by 2050 – a place where environmental sustainability and responsibility complement rural living.

New homes and developments will have sufficient infrastructure and be built in sustainable locations. Their construction will raise environmental standards, as well as having a positive impact on wildlife and the local ecology. Homes will be designed with the latest zero-carbon and green technologies in mind and in a way that makes sure communities can stay connected to nature. People in Rutland will have access to the information and support they need to decarbonise and make sustainable choices.

Rutland will also be a place that seizes opportunities to create and develop wild areas which support greater biodiversity – adding to the immense ecological value of Rutland Water and its world-renowned nature reserve. Local agricultural, planning and development practices will contribute towards a biodiversity net gain for the county.

Communities, organisations and businesses in Rutland will embrace their environmental responsibilities. Awareness and education will be at the heart of the county's climate response, so that everyone is armed with the knowledge they need about recycling, biodiversity, protecting wildlife, growing food and reducing their carbon footprint.

More than this, the county of Rutland will fundamentally redefine its relationship with waste – embracing the principles of a circular economy and reducing the amount that is consumed and then thrown away.

“ As a community, Rutland has the opportunity to lead the way in environmental matters. ”





Transport is key to sustainable living in a rural area. Put simply, transport is about much more than completing a journey, because people cannot live life to the fullest without the freedom to travel. This is one area, in particular, where Rutland must improve. **The county will have an integrated network of sustainable and accessible transport options that keep people of all ages connected with the things they need, the activities they enjoy, and with friends and family.**

Rutland's local transport offer will provide a realistic alternative to car travel, as well as making the county friendlier for cycling and walking. Genuinely accessible travel options will help to meet the specific needs of young people and older residents who must have use of convenient and affordable transport to stop them being isolated.

Rutland will also continue to look beyond its borders, working with neighbouring counties to take advantage of opportunities and tackle big challenges together – contributing to the wider health and prosperity of our region.

Rural areas must be connected by more than roads and footpaths if they are to remain sustainable in an increasingly digital world. A lack of digital connectivity is not just an inconvenience. It can lead to disadvantage and even exclusion. **Rutland's communities will be digitally enabled and fully capable of utilising the latest internet technology for work, education, communication and much more.**

Healthy and well

Rutland is often held up as one of the UK's best places to live because of its schools, its countryside and the safety of its communities. It offers a fantastic quality of life for families, working age professionals and those wanting to enjoy retirement. Key to this quality of life is the ability for people to stay healthy and do the things which make them happy.

People in Rutland will be able to live healthy, active lives and make positive choices about their wellbeing. They will have every opportunity to invest time in self-care and continuous personal development, as well as chances to connect with others, to maximise their wellbeing and happiness.

Leisure and recreation create opportunities to have fun and socialise, which adds to the richness of life and brings people and communities closer together. **People in Rutland will be able to access a wide range of leisure opportunities for all ages, abilities and interests.** The county's exciting leisure offer will promote the important role that sport and exercise play in maintaining healthy minds and bodies. It will also recognise that people's ability to access culture and the arts are integral to Rutland, and equally important for creativity, learning and the county's visitor economy.

Rutland will remain one of the safest places to live anywhere in the country.

“ Our green and open spaces are a key contributor to mental wellbeing. ”





“I like the fact that Rutland, as a whole, feels very safe as a community. I feel I can go around places on my own or with friends and not feel too exposed or too at risk.”

Sadly, it's not possible to keep everyone well all the time. When people are ill, they must be able to get help without delay or added stress. This is not currently the case for everyone. Rutland's growing and ageing population will be served by the right health infrastructure (including GP services), staffed by a workforce that keeps pace in terms of its size and skills.

Health and care services in Rutland will work closely together and be easy to access when needed. Rutland will be a county that harnesses technology where appropriate and provides better care closer to home to reduce the need to wait or make difficult journeys for treatment. Recognising there will always be a need to access healthcare in person, the county's transport network will connect people with essential services inside and outside Rutland, as quickly and conveniently as possible. By keeping individuals and communities connected, Rutland will also be a place that actively combats loneliness and isolation.

The impact of poor health goes far beyond illness or ailment and can have a truly life-limiting effect for individuals and families. Rutland will overcome health inequalities so that everyone gets the same high-quality care and support, regardless of where they live in the county or go to access care. **People with multiple illnesses or long-term conditions, as well as those who are frail or vulnerable, will be supported to manage their care needs and live independently.**

Understanding that that mental wellbeing is just as important as physical health, Rutland will be a place where the idea of wellness is learned and understood at an early age, and then carried through into adulthood. Communities will be encouraged to offer support and normalise discussion about mental wellbeing so that everyone feels able to seek help when they need it. Adults, children and young people will have swift access to the right care in moments of crisis, as well as support for serious problems like addiction.

Rutland will be a county where mental and physical wellbeing are seen as priorities. A place where the health of residents is not just measured by life expectancy but by people's ability to live well for the whole of their lives.

A county for everyone

Equality is about making sure everyone has the same access to opportunity. No one should be disadvantaged because of who they are, their individual circumstances or where they live.

Rutland will have resilient and well-connected communities where everyone can enjoy what the county has to offer. A place for those of all ages and walks of life. Rutland will also be a county that celebrates diversity – bringing people from all cultures and backgrounds together as a single community.

Rutland children will continue to get the best start in life and go on to be happy, safe and successful at each stage of their development.

Young people of all abilities will have the benefit of a positive and inclusive education, so that they can learn, do well and realise their ambitions. Recognising that the county's next generation is knowledgeable, intelligent, and extremely passionate, Rutland will be a place where young people are able to bring their views and ideas to the fore as community leaders and educators in their own right.

Rutland will also be a county where young people have the means to travel and get around independently, so they can stay connected with friends, interests and the wider community.

Rutland will be a county where everyone can reach their full potential. There will be opportunities to learn and develop sought-after skills well beyond the age of 18 and the end of formal education. Rutland is proud of its rural roots and its ties to farming and agriculture. The county is also right at the forefront of the UK's digital revolution, thanks to broadband and fibre broadband technology. Successful businesses will offer highly skilled jobs in both traditional sectors and emerging industries – providing employment opportunities that allow young people to stay in Rutland if they want and choose to.



“I want to see Rutland moving forward... I want it to be a place that everyone can live in and enjoy.”



Rutland’s towns and villages will be accessible to everyone, regardless of age or disability. They will be connected to other communities inside and outside of the county by convenient and reliable transport that works for everyone. Town centres will be enjoyable places where anyone can spend time safely, without having to worry about traffic, reduced mobility or disabled access.

Vulnerable people, whatever their age or circumstances, will continue to be supported and protected in Rutland. The county will have community support networks that extend beyond formal care services to help anyone who is disadvantaged, facing hardship or at risk from harm.

Rutland will be a county where no group or individual is marginalised or ignored. Everyone will have a voice and the chance to be heard, so they can participate fully in their community and any discussions which affect them. The county will also continue to celebrate its connection to the Armed Forces – showing appreciation for those who have served and continue to serve.

Finally, Rutland will be a place where inequalities are reduced and communities are tolerant and welcoming. It will be a county of respect, which challenges prejudice and discrimination in all its forms. Somewhere that people are encouraged to celebrate their differences and create strong ties based on the things they have in common.

Achieving the Vision

This Shared Vision for Rutland comes from the Future Rutland Conversation, which spoke to more than 2,000 people all around the county to understand what is most important to them.

The Vision is meant to be bold. It paints an ambitious picture of the kind of place that local people say they want Rutland to be. It also provides an important guide when deciding how best to achieve our long-term goals through more detailed plans, practices and policies.

So, what happens next? The Future Rutland Vision does not belong to any single group or organisation. Everyone can help to create the place it describes. However, Rutland County Council is uniquely placed to bring people together in a way that helps to advance the aims and aspirations captured in the Vision – whether by developing new public policies and strategies with partners and the community, or by acting as a common link between the many local groups and organisations who can effect change.

Rutland County Council’s emerging Corporate Plan will set out its commitments in relation to the Future Rutland Vision and explain how the Council will contribute directly to various goals – helping to show others how they can do the same. The Council will also use its networks and leadership role to foster joint working and close collaboration between local communities, organisations, and professionals, to share responsibility for the Vision.

Progress against the Vision will be assessed year-on-year, as detailed plans take shape. This will lead up to a full review in 2026, accepting that there will still be a long way to go. Work to achieve the goals and aspirations in the Future Rutland Vision will also need to account for changes in the national context and other factors which are beyond the control of any local group or organisation – even when everyone works together.

The overriding aim is to make the Future Rutland Vision central to every plan and big decision that’s made in the county, to bring about positive change. Everything that is done to achieve the goals set out in the Vision will also help to create a strong and distinctive brand for the county. An identity that puts Rutland on the map, gains national recognition and helps to generate investment that benefits businesses and communities:

Rutland: A modern rural county with an unrivalled quality and pace of life. Somewhere different and special, where you can escape from the norm. A place to be active and connect with nature. A friendly and welcoming county with incredible food, drink and heritage. A genuine surprise where countryside and traditional market towns are complemented by technological advancement and innovation. A county for everyone and a place to live your best life.

“Looking forward, it will be great for me to see Rutland as an aspirational place... So how can we develop that? What would it look like? ”

CABINET

15 February 2022

BUS SERVICE IMPROVEMENT PLAN AND ENHANCED PARTNERSHIP

Report of the Portfolio Holder for Planning, Highways and Transport

Strategic Aim:	All	
Key Decision: Yes	Forward Plan Reference: FP/171221	
Exempt Information	Appendix A of this report contains exempt information and is not for publication in accordance with Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972. Further details can be seen in paragraph 2.4 below	
Cabinet Member(s) Responsible:	Cllr I Razzell, Portfolio Holder for Planning, Highways and Transport	
Contact Officer(s):	Heather Caldicott, Transport Strategy Manager	01572 758205 hcaldicott@rutland.gov.uk
	Emma Odabas, Transport Operations Manager	01572 720923 eodabas@rutland.gov.uk
Ward Councillors	All	

RECOMMENDATIONS

That Cabinet:

1. Approve the draft Rutland Enhanced Partnership (EP) Plan and Enhanced Partnership (EP) for submission to Council for approval.
2. Delegates authority to the Strategic Director for Places, in consultation with the Portfolio Holder for Planning, Highways and Transport to approve any amendments to the EP Plan and EP Scheme prior to Council and recommends Council to undertake the same delegation.
3. Note that the Enhanced Partnership Plan and Enhanced Partnership Scheme once 'made' will be legally binding.
4. Note that the Enhanced Partnership Plan and Enhanced Partnership Scheme are subject to statutory consultation prior to being 'made'.

- 1.1 The purpose of this report is to recommend the approval of the draft Rutland Enhanced Partnership Plan and Scheme. These legally binding documents have been produced in line with Government requirements and with legal support.
- 1.2 The report highlights the implications associated with the Enhanced Partnership Plan and Scheme, seeks approval to formally 'make' the EP Plan and EP Scheme and submit them to the Department for Transport (DfT), and proposes a mechanism for approving future changes to the EP Plan and Scheme.

2 BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 In March 2021 the Department for Transport launched a new national bus strategy: 'Bus Back Better'. The ambition of the strategy is to build back bus use, above and beyond pre covid levels.
- 2.2 Resulting from Bus Back Better, local transport authorities have a requirement to:
 - Produce a bus service improvement plan (BSIP) – a living document outlining ambitious plans with achievable and measurable targets to improve bus services, agreed by the members of the future Enhanced Partnership. BSIPs offer a high-level vision and outline the key interventions required to deliver that vision (and the funding requirements needed to support this) and a commitment to producing a bus passenger charter (outlining the standards passengers can expect to see). Rutland's BSIP was published in October 2021.
 - Create an enhanced bus partnership (EP) supported by an Enhanced Partnership Plan and associated Scheme. The Plan mirrors the content of the BSIP but is a legal document. The associated Scheme provides more detail on the actions that partners will take to deliver improvements and meet targets. The Scheme is also a legally binding document.
 - Integrate the BSIP with other strategic documents, including LTP4.
- 2.3 Future bus (and wider transport) funding is dependent on LA's having an EP in place.
- 2.4 The draft EP Plan and EP Scheme are exempt documents as they cannot be published until after a 28-day Operator objection period, which is currently underway at the time of report writing.

3 TIMESCALES AND CURRENT STATUS

- 3.1 The DfT originally required Enhanced Partnerships to be made by 31st March 2022.
- 3.2 On 10th January 2022, the DfT issued a letter announcing a change meaning they only require draft EP documents to be produced by the end of April 2022.
- 3.3 Despite the change in deadline, it is proposed to continue as planned with the next stages leading to the 'making' of the EP Plan and EP Scheme.
- 3.4 The DfT expect to provide details of indicative funding by February 2022. As funding is currently unknown, only those measures that can be delivered with little or no funding have been included in the current draft EP Scheme document.

- 3.5 The draft Rutland EP Plan and Scheme have been produced and we are now following the key steps to ‘making’ the legal documents. Table 1 shows the key steps in creating an EP Plan and Scheme. The timescales shown are approximate and may need to be amended if Operator objections are received.

Table 1 - Key steps in creating an EP Plan and Scheme

Stage	Progress
Draft the EP Plan and Scheme with support from operators	Complete
Seek legal advice on documents	Complete
Initiate the 28-day objection period for Operators	In progress – started on Friday 7 th January
Consultation period	Outstanding (scheduled for February subject to any objections being received)
Formally ‘make’ the Plan and Scheme document	Outstanding (originally scheduled by 31 st March subject to any objections being received)

4 CONSULTATION

- 4.1 The EP Plan and EP Scheme are subject to formal consultation, which must include the following statutory consultees:

- All operators of local bus services that would be affected by any of the proposals,
- Organisations that represent local passengers
- Other local authorities that would be affected by the proposals
- The traffic commissioners
- The chief officer of police for each area to which the plan relates
- Transport Focus
- The Competition and Markets Authority (CMA)
- Such other persons as the authority things fit.

- 4.2 Consultation is currently scheduled to start in February; however, this is subject to vary and will depend on the outcome of the Operator 28-day objection period.

5 ALTERNATIVE OPTIONS

- 5.1 RCC could choose to not ‘make’ an EP Plan and EP Scheme – however the DfT has clearly stated that this will have an impact on our eligibility for future transport funding.

5.2 RCC could also delay elements of the process such as consultation or the ‘making’ of the documents until a funding announcement has been made by the DfT. If we were to take this approach and funding isn’t received, then the documents would need to be amended to include revised dates. Revised dates would re trigger the objection period causing delays. This option would involve more staff resource in the event of a ‘no funding’ scenario.

6 FINANCIAL IMPLICATIONS

6.1 Most existing bus services within Rutland are not commercial – meaning they are not financially sustainable and require subsidy by RCC.

6.2 Future Government funding for buses (both current and future new funding streams), along with wider transport related funding, will be dependent on LTAs having a BSIP and developing an EP Plan and EP Scheme within the timescales set by the DfT.

6.3 The DfT has not yet published funding guidance therefore it is unclear what funding is available to support the delivery of improvements outlined within the BSIP and EP Plan. However informal discussions indicate that the DfT may require a level of match funding from the EP partners.

6.4 To deliver all the improvements outlined in the BSIP and EP Plan, an approximate total of £3,387,499 of funding is anticipated to be required. Of this, we would require £2,591,500 from the DfT’s new £3bn fund for bus transformation. The remainder would come from other existing sources of DfT funding, along with existing RCC revenue sources.

6.5 As funding is currently unknown, only those measures that can be delivered with little or no funding have been included in the current draft EP Scheme document. This funding would come from existing RCC revenue budgets.

6.6 A summary of the funding requirements can be seen in table 2, whilst appendix E of the BSIP document (appendix B) outlines in more detail the anticipated funding required to deliver the full BSIP and EP Plan.

6.7 Ongoing costs to deliver the measures in the BSIP and EP Plan post 2025 are currently unknown, as this will largely depend on the initial level of funding received from the DfT and in turn, the extent of the BSIP and EP Plan we are able to deliver up to that point.

6.8 Upon notification of any funding allocations, RCC will identify whether there is sufficient grant funding to deliver any further improvements outlined within this BSIP and EP Plan.

6.9 If the DfT require LTAs to provide match funding, RCC will review what is possible, given the funding levels allocated.

6.10 The BSIP and any associated funding (and terms and conditions of) are subject to ratification and approval by Council.

6.11 If sufficient additional funding is not available to deliver further improvements above those outlined within the draft Scheme, RCC will not be bound to accept the funding, nor deliver any additional improvements.

Table 2 - Breakdown of anticipated costs of delivery up to the end of 2024/25 – including potential funding sources. Costs in bold represent requirement of current draft Scheme.

	DfT - £3bn funding pot (capital)	DfT - £3bn funding pot (revenue)	DfT Integrated Transport Capital Programme	DfT capacity	BSOG underspend	RCC existing staff budget (revenue)	RCC existing revenue budget
Countywide Demand Responsive Transport		690000					126000 (part of – up to circa £20,000)
Decarbonisation: Electric town centre 'Hopper' services trial	8000	18000					
Annual promotion calendar (including incentivised free or discounted travel campaigns)		72000			75000	18000	
Enhanced frequency of services		660000					
Simplifying services		75000					60000
Promotional materials (add journey planning info)		25000					40000
Renumbering of services		3500					
Simplifying ticketing: Including youth id card.		30000				15000	
Electronic ticket machines		70000					
Bus stop audit and improvements	45000		60000			15000	
Integrated ticketing		70000					

Table 2 - Breakdown of anticipated costs of delivery up to the end of 2024/25 – including potential funding sources. Costs in bold represent requirement of current draft Scheme.

	DfT - £3bn funding pot (capital)	DfT - £3bn funding pot (revenue)	DfT Integrated Transport Capital Programme	DfT capacity	BSOG underspend	RCC existing staff budget (revenue)	RCC existing revenue budget
Audio and visual on-board announcements	70000						
Behavioural change measures:		60000				45000	
Utility permit scheme (reduced delays 79.32%)		14000				30000	
Review of taxi and bus laybys	75000		30000			45000	
Real time information displays	200000					20000	
Bus station and interchange monitoring						6000	
Walking and cycling audits		90000	90000			45000	
Decarbonisation: community transport electric minibus trial	4000	9000					
On board USB charging and Wi-Fi	36000						
Creation of travel hubs (85.76%) 59.69		24999	30000			15000	
Additional staff resource		180000					

Table 2 - Breakdown of anticipated costs of delivery up to the end of 2024/25 – including potential funding sources. Costs in bold represent requirement of current draft Scheme.

	DfT - £3bn funding pot (capital)	DfT - £3bn funding pot (revenue)	DfT Integrated Transport Capital Programme	DfT capacity	BSOG underspend	RCC existing staff budget (revenue)	RCC existing revenue budget
Customer satisfaction surveys		62001		30999			
	£438,000	£2,153,500	£210,000	£30,999	£75,000	£254,000	£226,000

7 LEGAL AND GOVERNANCE CONSIDERATIONS

- 7.1 Approval is sought to delegate authority to the Strategic Director for Places, in consultation with the Portfolio Holder for Planning, Highways and Transport to approve any amendments to the EP Plan and EP Scheme.
- 7.2 Under Article 4 of the Constitution, the Council must adopt any plan which requires submission to a Minister of the Crown or Government office
- 7.3 The EP Plan and EP Scheme support the BSIP, which will form a sub document of Local Transport Plan 4 - a statutory document that sets out our long-term strategic vision for transport. LTP4 is to be revised to incorporate the BSIP and remove reference to the now out of date Passenger Transport Strategy. Council will have to approve LTP4 in due course as it forms part of the Council's Policy Framework.
- 7.4 The EP Plan and EP Scheme once 'made' will be legally binding.
- 7.5 Legal support has been sought during the creation of the EP Plan and EP Scheme to ensure legal compliance and to address any potential issues relating to 'competition law' and commercially sensitive data.

8 DATA PROTECTION IMPLICATIONS

- 8.1 A Data Protection Impact Assessments (DPIA) has been completed for the BSIP, which the EP Plan mirrors. No adverse or other significant risks/issues were found. A copy of the DPIA can be obtained from the Transport Strategy Manager – hcaldicott@rutland.gov.uk

9 EQUALITY IMPACT ASSESSMENT

- 9.1 An Equality Impact Assessment (EqIA) has not been completed as a Screening Equality Impact Questionnaire has been completed for the BSIP (which the EP Plan mirrors) and no adverse or other significant issues were found that required a full Equality Impact Assessment to be carried out.
- 9.2 Through improvements to be delivered through the BSIP (subject to funding), services will become more accessible and equitable and have a positive impact on those with protected characteristics.

10 COMMUNITY SAFETY IMPLICATIONS

- 10.1 Both the EP Plan and EP Scheme outline improvements to both buses and waiting areas which would lead to increased safety and perception of safety.

11 HEALTH AND WELLBEING IMPLICATIONS

- 11.1 Improvements within the EP Plan and EP Scheme are likely to improve health and wellbeing in the following ways: Reducing social isolation by ensuring all parts of the county have access to a bus service; improving access to employment opportunities and services such as shops and healthcare; and improving wellbeing by providing improved access to transport for social activities.

12 ORGANISATIONAL IMPLICATIONS

- 12.1 Environmental implications
- 12.2 Elements outlined in the EP Scheme will encourage increased bus use and help with a modal shift away from car dependency. If additional funding is received and the Scheme amended later, we may be able to carry out a 1-year trial of electric buses on town centre Hopper services and for VAR's minibus. Both of these will help to reduce greenhouse gas emissions and reduce air pollution
- 12.3 Human Resource implications
- 12.4 Deliverables outlined within the existing Scheme document will be implemented by existing staff.
- 12.5 Should the Scheme be amended in the future to incorporate additional facilities or measures, additional staffing resource would likely be required. The Rutland BSIP sought a funding requirement for this.
- 12.6 Procurement Implications
- 12.7 If funding is allocated at a later date, the Scheme will need to be amended and procurement will be required to purchase or finance the necessary provisions.

13 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

- 13.1 Although funding allocations are currently unknown, and despite the DfT's announcement regarding a deadline extension, it is felt the most resource efficient solution would be to carry on with the process as planned and authorise delegated approval powers to Cabinet approval is sought to delegate authority to the Strategic Director for Places, in consultation with the Portfolio Holder for Planning, Highways and Transport.
- 13.2 Should RCC receive funding after the EP Plan and Scheme are made then a bespoke variation mechanism contained within the documents will enable us to update the Scheme to incorporate other deliverables, with these being signed off internally through delegated powers assigned to the Strategic Director for Places, in consultation with the Portfolio Holder for Planning, Highways and Transport

14 BACKGROUND PAPERS

- 14.1 Report No. 133/2021 – Bus Service Improvement Plan

15 APPENDICES

- 15.1 Appendix A – Draft Rutland Enhanced Partnership Plan and Scheme (Exempt)
- 15.2 Appendix B – Rutland Bus Service Improvement Plan

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.

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Rutland County Council
NATIONAL BUS STRATEGY
TRANSPORT ACT 2000
DRAFT ENHANCED PARTNERSHIP PLAN AND
SCHEME

7th January 2022

INTRODUCTION

This section provides an overview of the key objectives of the BSIP and how it will work together with the EP Plan and EP Scheme to deliver better bus services for local people and wider local transport plan objectives.

It should be noted that the elements outlined within the EP approach are subject to suitable available funding. Only elements outlined within an associated EP Scheme will be taken forward and these will be subject to the detail contained within the associated EP Scheme.

Table 1 - BSIP objectives and EP Approach

BSIP Objectives	EP Approach
<p>1) To offer more bus services, more frequently to more people for more hours.</p>	<ul style="list-style-type: none"> a) Identify the frequency of services required in order to meet the needs of residents b) Increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision. c) Explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events. d) Trial Sunday services to enable shopping and tourism opportunities. e) Expand the existing demand responsive transport offer to cover the whole of the county. f) Subject to funding and viability, install Wi-Fi and/ or USB charging on all existing vehicles used on supported services, to widen the appeal of bus travel. g) Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. h) Assess the viability of bringing in value for money fares, daily price caps, frequent traveller incentives and weekly or monthly tickets on non-commercial services.
<p>2) To provide a bus network of seamlessly integrated, reliable services that are simple to understand</p>	<ul style="list-style-type: none"> a) Review the existing network design to identify any gaps and consider how services could be simplified. b) Liaise with community transport providers to ensure fully coordinated provisions. c) Streamline existing services and provide coordinated feeder links to key hubs.

	<ul style="list-style-type: none"> d) Amend existing services to better fit with school and college journeys and encourage fare paying transport for non-entitled home to school movements. e) Review within RCC Parking Policy parking provisions and use of restrictions along A-roads and key bus routes. f) Ensure consideration is given, during the feasibility and design stage of highway schemes, the impact of the proposal on bus services. g) Introduce a utilities permit scheme. h) Investigate viability of providing road closure permits to bus operators i) Review bus and taxi bays within our town centres. j) Engage with schools to encourage parents and pupils to travel to school by alternative means than car. k) Continue to support schools with Modeshift STARS and seek opportunities to trial School Streets. l) Continue to deliver independent travel training. m) Upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs. n) Operate service timings that facilitate onward travel connections from Oakham and Uppingham. o) Identify improved communication channels between operators. p) Implement consistent numbering on supported bus services. q) Investigate options for consistent age brackets and fares for youth travel on supported bus services. r) Develop a council issued youth identity card for all Rutland residents under the age of 19. s) Set a schedule for timetable and service changes. t) Investigate opportunities for fare capping on supported services. u) Investigate opportunities for integrated tickets between operators. v) Explore the viability of buying in to an electronic ticketing machine system.
<p>3) To publish clearer information in simpler formats more frequently.</p>	<ul style="list-style-type: none"> a) Deliver publicity and education events - including roadshows – to help raise awareness of Demand Responsive Transport. b) Show all Rutland services on bus stop network maps.

	<ul style="list-style-type: none"> c) Develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns. d) Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county. e) Produce new promotional materials and resources, offering clearer and easier to understand information. f) Provide an upgraded website with clearer information on services. g) Enhance promotion of the Traveline public transport journey planning tool. h) Investigate the need and deliverability of countywide real time information displays and alternatives such as real time apps. i) Assess information provision at each bus stop. j) Develop, in conjunction with operators within the EP, tiered standards for roadside information provision and promotion. k) Include safety information within marketing and the Passenger Charter.
<p>4) To create comfortable, convenient and clean waiting facilities.</p>	<ul style="list-style-type: none"> a) Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach. b) Undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and accessibility of the stop. c) Grade all bus stops and implement a minimum standard. d) Deliver bus stop infrastructure improvements. e) Prepare and implement a cleaning and maintenance schedule of bus stops. f) Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour. g) Work with operators to ensure all drivers have undertaken relevant training, that emergency protocols are in place and that drivers remain

	<p>accessible at all times through mobile phone and onboard tracker.</p> <p>h) Seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns</p>
5) To minimise the environmental impact of our bus network by exploring the suitability of electric and alternative zero emission vehicles	<p>a) Pilot the use of 100% electric vehicles for our town centre 'Hopper' services.</p> <p>b) Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output.</p> <p>c) Liaise with operators regarding the viability of electric charging provisions at their existing depots.</p> <p>d) Trial the use of an electric minibus to provide community transport.</p> <p>e) Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric (or alternative zero emission) fleet of buses.</p>

COMPETITION TEST

Rutland County Council has undertaken an assessment of the impacts of the EP Plan and Scheme to be made on 31 March 2022 on competition and believes it will not or is unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The competition declaration can be found online at:

<https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

The Competition and Markets Authority has also been consulted on the proposals as required by section 138F of the Transport Act 2000.

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1 PART ONE: ENHANCED PARTNERSHIP PLAN (EP PLAN)

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

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL

1.1 OVERVIEW

In March 2021 the Government launched a new National Bus Strategy: 'Bus Back Better'.

The strategy sets out a fast-paced and ambitious vision to dramatically improve bus services in England outside London – in order to avoid a car led recovery from the Covid 19 pandemic. It aims to do this by making the bus a practical and attractive alternative to the car – reducing congestion, carbon and pollution whilst supporting those without access to private transport.

To achieve this goal, Local Transport Authorities (LTAs) such as Rutland County Council (RCC) and local bus operators must work together with local communities to plan and deliver services that are:

- more frequent,
- more reliable,
- easier to understand and use,
- better co-ordinated, and
- cheaper with simpler fares.

These plans are outlined in Rutland's Bus Service Improvement Plan (BSIP) – which sets the extent of the county's ambition.

To help deliver the ambitious improvements outlined within the Rutland BSIP, an enhanced bus partnership (EP) has been created for Rutland – a statutory partnership between Rutland County Council (as the LTA) and bus operators serving the local area.

Supporting the EP will be this EP Plan outlining in more detail, the actions that partners will take to deliver improvements and meet targets.

The Enhanced Partnership consists of two elements:

- The Enhanced Partnership Plan, which mirrors the BSIP, and
- An associated EP scheme specifying requirements that need to be met by local services that stop in Rutland and measures and facilities that will be implemented by RCC and operators.

Agreement to enter an Enhanced Partnership and prepare an Enhanced Partnership Plan was made at a meeting between RCC and local bus operators, held on 27th May 2021. Subsequently, Rutland County Council published its formal notice of intent to prepare an

Enhanced Partnership Plan and accompanying Enhanced Partnership Scheme(s), as required and set out in section 138F of the Transport Act 2000. A copy of this Notice of Intent is available to view online: <https://www.rutland.gov.uk/my-community/transport/national-bus-strategy/>

1.2 DURATION OF EP PLAN AND REVIEW ARRANGEMENTS

To ensure alignment with wider transport policy for Rutland and the published BSIP this EP Plan will span the same time frame as Moving Rutland Forward – Rutland’s Fourth Local Transport Plan and will therefore cover the period up to 2036.

The EP Plan will be reviewed every 5 years from the date on which it was formally made, unless substantive changes occur to the BSIP which require the EP to be altered in between that time.

Any changes to the EP Plan are subject to the formal variation procedures outlined in sections 138K to 138M of the Transport Act 2000.

In line with the BSIP, EP Scheme(s) will undergo an annual review, to take into account any necessary changes resulting from the BSIP review. Changes to the EP Scheme will be agreed as per the Bespoke Variation Mechanism outlined in section 2.4.3 of the EP Scheme or may otherwise be varied in accordance with section 138K to 138M of the Transport Act 2000.

Further information on progress monitoring can be found in section 2.4.2 of the EP Scheme.

1.3 MAP OF GEOGRAPHICAL AREA COVERED UNDER THE EP PLAN

This EP Plan covers the full geographical area of Rutland county (figure 1) – which is governed by Rutland County Council as the Local Transport Authority and Local Highway Authority.

Rutland is a small rural county, covering an area of 382 km². Rutland’s total population is estimated at 40,476¹ and is relatively sparse with 1.06 persons per hectare. The county consists of 54 settlements, including the market towns of Oakham and Uppingham. The remaining 52 settlements vary in size from small hamlets to large villages.

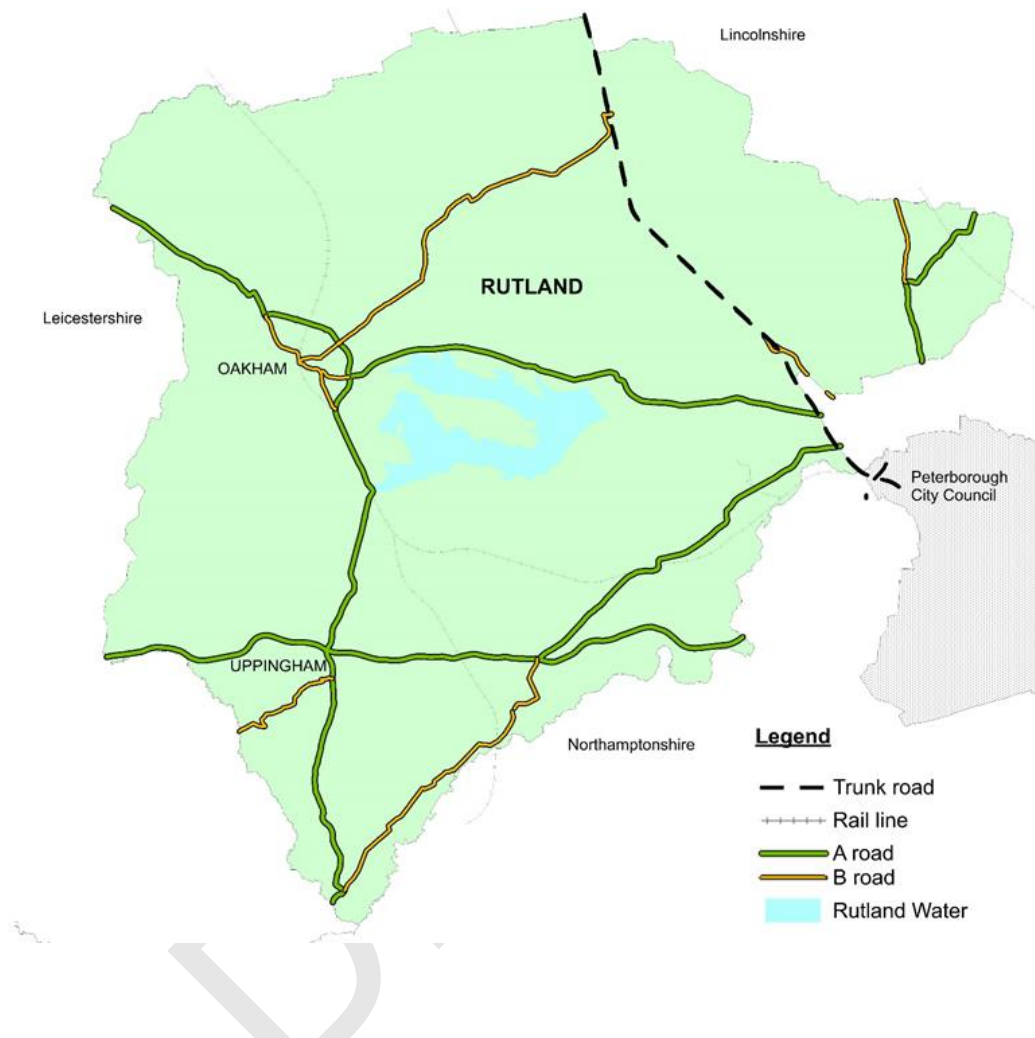
This EP Plan covers a single LTA, Rutland County Council. This approach was taken rather than joining with other LTAs, due to Rutland being more rural than its neighbouring counterparts, with differing travel patterns and demographics.

In preparing a single EP Plan, covering all local services operating within Rutland, we are able to provide an approach more suitably tailored for the unique needs of our rural population and visitors to the county. Furthermore, it should be noted that unlike a number of larger authorities, within this EP Plan we have focused on countywide improvements opposed to route or area specific improvements. This approach was felt to be more

¹ Office for National Statistics mid-year estimates 2020.

commensurate with Rutland's small size, which in this scenario offers a unique opportunity to take a holistic approach, delivering improvements for all.

Figure 1 - Map of Rutland



1.4 INTENDED EFFECT OF THE EP SCHEME ON NEIGHBOURING AREAS

Where local services cross the border of Rutland, communication and cooperation will continue to take place with peers at neighbouring authorities to avoid gaps in service. One such example of existing cross border work, is that with Lincolnshire County Council regarding services operating between Oakham (Rutland) and Stamford (Lincolnshire). This joint working will be further strengthened through ongoing attendance by representatives of Rutland County Council at ATCO (Association of Transport Co-ordinating Officers) meetings – which provides opportunities to discuss cross boundary matters.

Further opportunities to discuss specific cross border services will be provided through an invitation to neighbouring authorities to attend the Rutland EP Forum (see section 2.4.1 of the EP Scheme).

The overarching impact of such collaboration will be the improvement of cross border services.

1.5 LOCAL BUS POLICY AND INTEGRATION WITH WIDER STRATEGY AND POLICY

RCC's fourth local transport plan, Moving Rutland Forward, was approved in September 2019 and sets out RCC's long term vision for transport within the County, up to 2036 - to deliver a transport network and services that:

- facilitate delivery of sustainable population and economic growth;
- meet the needs of our most vulnerable residents; and
- support a high level of health and wellbeing (including combating rural isolation).

At the same time, RCC published a Passenger Transport Strategy. The Passenger Transport Strategy outlined how the Council planned to maximise the passenger transport offer within the county, recognising the challenges that rurality and low levels of fare paying bus users bring on the council's ability to do so. In response, an action emanating from the Passenger Transport Strategy was the requirement to review existing provisions and identify a baseline passenger transport service, supported by the expansion of a digital demand responsive transport system².

This work was due to start at the beginning of the Covid 19 pandemic, however, lockdown resulted in reduced patronage levels, making any review unrepresentative – as such the review was put on hold.

During that time, to help facilitate a green recovery from the pandemic, the Government launched their 'Bus Back Better' strategy which seeks to improve bus provisions across the country and encourage more people to travel by bus than ever before.

Unfortunately however, developed in a pre covid world, our Passenger Transport Strategy did not align with this vision and is therefore no longer fit for purpose, as it would not result in the increased patronage levels desired by Government. As a result, RCC's Passenger Transport Strategy has now being replaced by the Rutland BSIP, which supports the Government's ambition and the overarching vision of LTP4, of which it will form a sub document.

As we continue to recover from the pandemic, future, wider Council strategy revisions will also assist us in achieving the targets outlined within the BSIP – by giving buses priority over other modes of transport. For example, our revised Parking Policy (in draft at the time of writing) outlines mechanisms to reduce impact on the environment by encouraging behaviour change and a reduction in car use, in favour of bus transport. It sets out to do this through the use of:

- Parking restrictions that would enable the free flow of traffic (including buses) along our roads, thus making journeys more reliable and faster; along with

² A demand responsive transport system easily bookable via an app.

- Parking charges set with consideration of the need to discourage car dependency.

Finally the BSIP, EP and associated schemes may evolve over time in support of other internal and external strategy and policy documents - for example the “Place based health and care plan”.

1.6 CURRENT TRAVEL PATTERNS AND MODAL SHIFT FROM THE CAR

Due to Rutland’s rural nature and dispersed settlements, the county experiences high levels of car dependency. This is reflected in the 2011 census data (table 2) which shows that, during that year, 57.6% of the working age population in Rutland drove to work in a car or van compared to 54.5% of the UK population.

When considering bus travel, the difference is even greater, with just 1.37% of Rutland residents (of working age) travelling to work by bus, minibuss or coach compared to 7.2% of the UK population.

Table 2 - Mode share for travel to work, 2011 Census³

	Rutland	UK
Mainly work at or from home	16.67	10.3
Train, underground, metro, light rail, tram	0.64	3.8
Bus; minibuss or coach	1.37	7.2
Driving a car or van	57.62	54.5
Passenger in car or van	4.88	5
Bicycle	3.43	2.8
On foot	14.18	9.8
All other methods of travel to work	1.22	0.5

Although not directly comparable to the census, in 2016 RCC undertook a countywide travel survey, which indicated further growth in car dependency since 2011, with 74.2% of respondents travelling to work by car. Similar levels of bus travel (for work) were however recorded during 2016 (2.9%).

The Covid 19 pandemic and resulting lockdown has however led to increased levels of working from home and reduced bus use - as such work related travel patterns (when full data becomes available) are likely to look very different. Indeed, Council engagement with the public during the pandemic⁴ showed that the car was the predominant mode of transport for residents (83%) for all journeys, with just 1.7% of residents taking the bus. However, in part due to the pandemic and changing lifestyles, along with increased public concern regarding climate change and the environment, 42% of those providing feedback wanted to change the way they currently travel around the county. This EP Plan outlines

⁴ Through the Future Rutland Conversation which ran in spring and summer 2021.

those measures that if implemented, could help facilitate this change away from car dependency.

1.7 EXISTING LOCAL BUS SERVICES AND PROVISIONS

This section outlines the local bus provision in Rutland at the time of writing (December 2021). Appendix D of the Rutland BSIP offers an overview of how current services and provisions compare to the objectives set out within Bus Back Better.

1.7.1 THE LOCAL TRANSPORT AUTHORITY, OPERATORS AND FUNDING

Rutland County Council is the Local Transport Authority for the area of EP Plan. The staffing structure of RCC's transport operations team can be found in the Rutland BSIP, along with details of operators currently providing services within the EP Plan area.

1.7.2 LOCAL BUS SERVICES

Due to the rural nature of Rutland, combined with a sparse population, transport services within the county are currently limited in scope and frequency. All services are classified as non frequent⁵ with some parts of the county unserved by a scheduled bus provision (in Rutland, 1,800 residents (5%) do not have access to regular bus services and 25,000 (63%) currently have no access to demand responsive transport (DRT) (a bus service that runs only in response to pre-booked requests). The county doesn't experience over provision, however there are some routes that are delivered by different operators at different times/ days of the week – causing confusion.

There are currently no evening or Sunday services operating within the county and registered school contracts underpin the network during term time.

Most services require financial support from RCC (and in some cases, from neighbouring authorities) in order to operate. Indeed, in recent years we have seen an increasing number of routes (or sections of) become non-commercial – requiring a decision to be made as to whether to intervene in the market to support a service.

The current conventional local bus services operating in Rutland at the time of writing (December 2021) are shown in figure 2 and listed in Appendix A of the Rutland BSIP (along with information about the service such as frequency, days of operation, financial support and service type). These services can be divided into 'year-round services' that serve the general public, and 'term time services' that primarily serve school and college children but are registered as local services to also allow other people to use them - such services operate term time only.

In Rutland the only commercial services links Bourne to Stamford passing through a number of Rutland villages.

Our two market towns, Oakham and Uppingham, are the main bus interchanges in the county – with all services arriving at these locations doing so at set minutes past the hour - enabling onward connections. Oakham also offers Rutland's only bus station (which was opened in 2014 and funded through the DfT's Local Sustainable Travel Fund) and the town

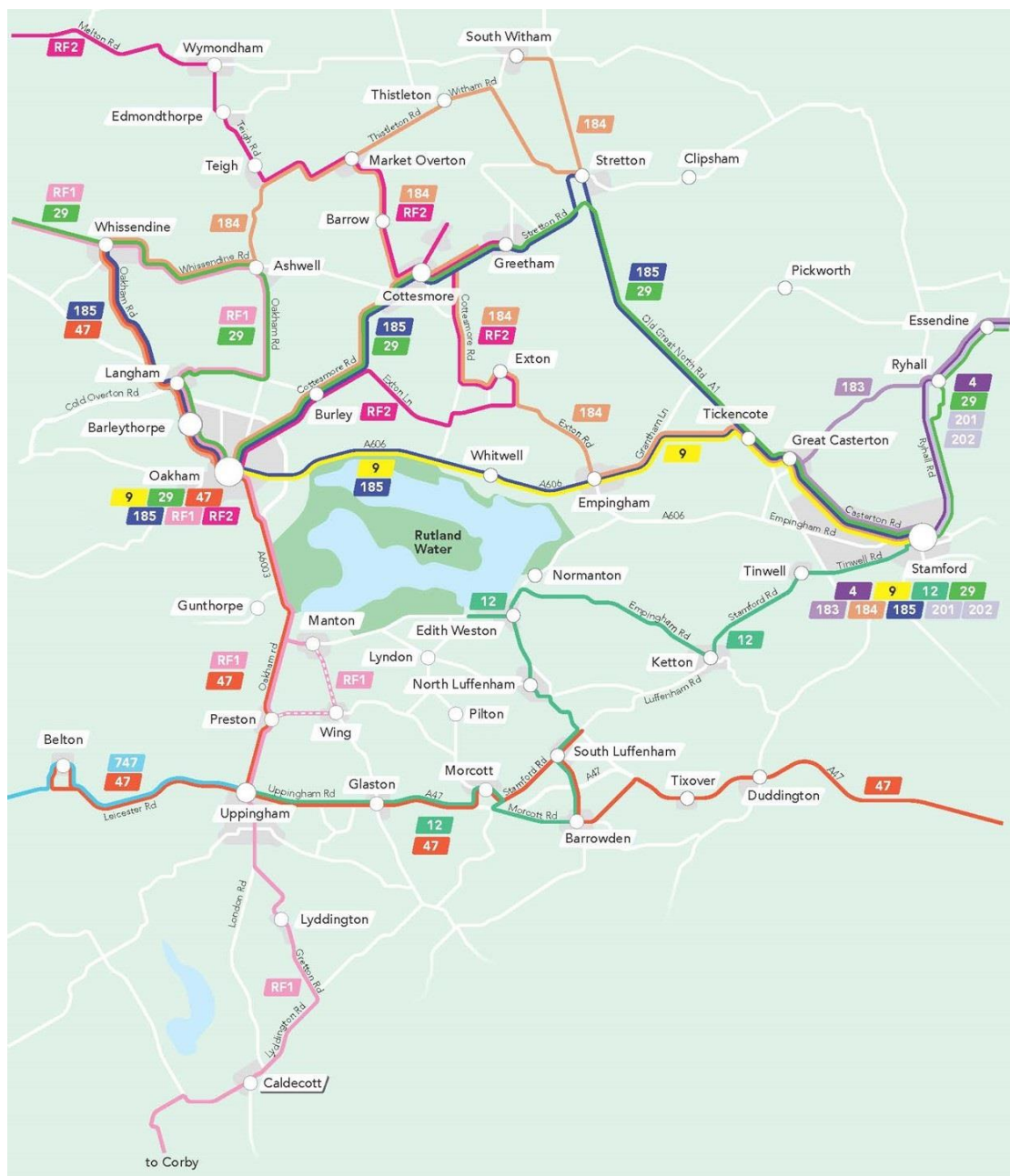
⁵ Defined as less than 6 buses per hour.

also hosts Oakham train station – the only train station within the county. Under cover cycle parking is available at both Oakham bus station and train station, with non covered cycle parking at Uppingham interchange.

All scheduled bus services operate a hail and ride system enabling residents to pick up or get off at any point along the route – subject to it being safe for the bus to stop. Bus stops and shelters are provided along these routes, at locations where there is greatest demand. The location of bus stops in Rutland can be found in Appendix B of the Rutland BSIP.

Services operating within Rutland don't have centralised branding – as such it is hard for users to identify services that operate within Rutland. The exception to this is the Rutland Flyer 1 and Rutland Flyer 2.

Figure 2 - Map of bus routes in Rutland



1.7.3 DEMAND RESPONSIVE TRANSPORT

To help provide transport to residents unserved by scheduled services, RCC currently has an agreement with Lincolnshire County Council, to deliver a demand responsive transport service called CallConnect that runs only in response to pre-booked requests. CallConnect currently covers the east of the county and is available 7.00am-7.00pm Monday to Friday and 7.30am-6.30pm on Saturdays. All vehicles are wheelchair accessible.

Residents within the CallConnect area can use the service to travel to any location within the service operating area, and if they are travelling further afield they can use the service to connect with other local bus or train services. Users must be registered as CallConnect members – but membership is free. Members can use the CallConnect bus service for any reason and use the service as often as they choose. Fares are broadly comparable with conventional bus service fares.

1.7.4 COMMUNITY TRANSPORT

Community transport within Rutland is provided by Voluntary Action Rutland (VAR). Through the service volunteers use their own cars to transport people who are either unable to use public transport, or for journeys where public transport is not available or is difficult. VAR also has three wheelchair-accessible vehicles (an MPV and 2 minibuses). The service currently receives funding from RCC.

In Uppingham there is also a free timetabled ‘Hopper’ community bus service operating 5 days a week and across the county there are a number of good neighbour schemes⁶ operating – offering residents without transport an additional transport option for socially necessary trips.

1.7.5 IN HOUSE SERVICES

RCC currently delivers an in house, free of charge ‘Hopper’ service in Oakham town centre. This is delivered using in house mini buses which are operated on a Section 19 permit.

1.7.6 TRAVEL TO HEALTHCARE

Alongside the provisions outlined above, eligible residents can access free of charge non-emergency patient transport or assistance with transport costs via the NHS. Rutland County Council does not have any role in the organisation, funding or provision of these services⁷.

Non-emergency patient transport (NEPT) is usually defined as: “non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers. This can and should encompass a wide range of vehicle types and levels of care consistent with the patients’ medical needs” (Department of Health, 2007). Transport is provided both to hospitals, and to hospital services delivered in the community.

⁶ <https://www.rutland.gov.uk/my-services/health-and-family/health-and-nhs/health-and-support-services/coronavirus/information-and-advice-for-residents/i-need-help/good-neighbour-schemes/>

⁷ NEPT is commissioned by Clinical Commissioning Groups (CCGs), who have to provide services that meet the requirements as set out in legislation. Each CCG can decide who is eligible to receive transport in their area, based on the legislation and associated guidance

NEPT is provided solely on the basis of medical needs; social need is not taken into account. Patients have to meet certain eligibility criteria in order to use NEPT⁸.

Patients who are not eligible for NEPT but have a social need for transport can apply to the Healthcare Travel Costs Scheme. The aim of this scheme is to reimburse patient transport costs for travel to hospital or other NHS premises for NHS funded treatment. The scheme is available to individuals on a low income⁹ who can reclaim the cost of their travel. The travel must be made using the most appropriate means of transport (defined in most cases as being public transport).

1.7.7 FARES

Bus fares for supported services are currently set in line with those on commercial services in the area. These fares are monitored to ensure fairness and consistency across routes.

The average fare for services operating in Rutland is 27p/ mile for an adult¹⁰. A summary of available fare information is provided in Appendix A of the Rutland BSIP.

Child and youth fares vary between operators, currently with differing age brackets.

Fares on any demand responsive transport service are set by RCC and are related to distance travelled. We review fare levels periodically to reflect changes in operating costs.

Donations for using community transport or a voluntary car scheme are suggested by the community organisation that runs the scheme.

1.7.8 TICKETING

Multi operator tickets are tickets which can be used on buses provided by more than one service operator. They can make bus use more convenient, affordable and can help attract new passengers to bus services. At present there is no multi operator ticket scheme operating in Rutland and limited smart ticketing.

Smart ticketing is where a ticket is stored electronically on a microchip rather than printed on a paper ticket. In most existing smart ticketing schemes, this microchip is embedded in a smartcard, but it could also be on a smart phone. Smart technology opens up alternative ways of buying, collecting and using tickets that are often easier for passengers. For example, a ticket can be bought online and loaded onto a smartcard at the start of a journey or delivered directly to a mobile phone.

1.7.9 TRAFFIC, CONGESTION AND JOURNEY TIMES

The majority of Rutland's roads are rural and, with the exception of the A1 (currently governed by National Highways), single lane. There are currently no bus priority lanes within the county and the nature of our roads limits scope to implement any.

Although route (and time of day) specific vehicle speed and congestion data isn't currently available, figures published by the DfT recognise that congestion within the county is low compared to the majority of the country – as can be seen in table 3 (vehicle speeds) and

⁸ <https://www.westleicestershireccq.nhs.uk/your-health-and-services/non-emergency-patient-transport>

⁹ Full criteria can be found online: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

¹⁰ Ranging from as little as £0.08 to £0.36.

table 4 (delays). The data highlights that average speeds on Rutland's A roads have remained consistent over the last 5 years and are nearly 17mph faster than those for England as a whole. Average delay times have also remained consistent in recent years and are currently only a third of that experienced on average in England, and also lower than the East Midlands average.

Whilst congestion reported along our A roads through the county is relatively low, some localised delays can occur as a result of:

- Level crossing down time in Oakham and some of our villages with train lines traversing through (with potential for further impact should freight journeys increase, as indicated),
- road closures or diversions,
- school gate related congestion (at drop off and pick up times), and
- inclement weather.

It is also important to note that although congestion plays an important factor on reliability/punctuality and journey time, for Rutland, journey times are extended in comparison to those undertaken in more urban areas, due to the rurality of Rutland. Our services traverse the county, travelling along small, winding roads, connecting villages with service centres and towns. End to end journey times are therefore comparably high - with the average scheduled journey time being 3.9 minutes/ mile (but ranging from 2.01 to 10.11 minutes/ mile). As mentioned previously, actual journey time data is not currently readily available, however as data availability on ABOD increases we will look to this resource for further detail and information.

Table 3 - Average speed

	Average speed (mph) on locally managed A roads					Change in last year
	2016	2017	2018	2019 ⁴	2020 ⁵	%
England	25.2	25.2	24.9	25.3	27.3	7.9%
East Midlands	29.5	29.3	28.9	29.1	31.1	6.9%
Rutland	41.7	41.6	41.4	41.2	41.4	0.5%

Table 4 - Average delay

	Average delay on locally managed A roads (spvpm) ^{1,2,3,4}					Change in last year
	2016	2017	2018	2019 ⁵	2020 ⁶	%
England	45.9	46.9	47.3	44.0	35.3	-19.8%
East Midlands	32.1	33.7	34.6	32.1	26.0	-19.0%
Rutland	11.8	11.7	12.4	12.2	12.1	-0.8%

1.7.10 PATRONAGE AND TRENDS

Within Rutland passenger trips remained consistent during 2017/18 and 2018/19 at around 414,000 trips per year (table 5). However, in 2019/20 we saw a drop in passenger numbers of circa 6% (25,021) from 2018/19 – the reason for this is not known.

During 2020/21, when the country was in lock down, figures dropped drastically to 104,142 – a drop of circa 75% from 2018/19 levels and circa 73% from 2019/20 levels.

Interestingly however, when looking at the number of trips made with an ENCT pass (English National Concessionary Travel), although the number of trips dropped by circa 14% between 2017/18 and 2019/20 (table 6) the drop in use for ENCT trips as a result of the pandemic was lower than that by non ENCT trips – with an 11% drop from the previous year. Anecdotally, this may suggest that a higher proportion of those with ENCT passes continued to travel by bus due to having no alternative means of transport.

Table 5 - Total passenger trips by year

	2017-18	2018-19	2019-20	2020-21
TOTAL PASSENGER TRIPS	414,005	414,642	389,621	104,142

Table 6 - Total ENCTS trips by year

	2017-18	2018-19	2019-20	2020-21
ANNUAL ENCTS TRIPS	125484	102249	108495	96112

More granular information relating to passenger numbers by subsidised service, time of day and ticket type is currently not centrally collated.

1.7.11 INFORMATION PROVISION

In collaboration with bus operators and delivery partners, bus information is provided in the following ways:

- Printed information – Due to the current pandemic we are not currently issuing paper copies of timetables. However, normally we produce a countywide bus times booklet and printed leaflets for individual bus services. As we move into post covid recovery we will continue to produce and distribute paper timetable booklets to appropriate information outlets as long as there is significant demand for them and they continue to be cost-effective. The booklets and leaflets are, as far as reasonably practicable, designed to conform with best practice as set out in guidance by the Association of Transport Co-ordinating Officers (ATCO).
- Information panels at bus stops – we work with bus operators to ensure that accurate and up-to-date timetable information is provided at all bus stops within Rutland. This information is provided in large print, as far as reasonably practicable.

- Council website page with information about all local bus services in Rutland, along with links to bus operators' websites that provide timetable and route maps, ticketing information and full fares information for most routes.
- Promoting the Traveline telephone number and website through our website and printed information materials.
- In Oakham bus station and at three bus stops in Uppingham there are also electronic information displays that show scheduled departure times. Real time information displays however are not currently available in the county.

We regularly review the methods and materials used to provide information to the public and adapt these as appropriate based on customer feedback, market intelligence and current circumstances.

1.7.12 INFRASTRUCTURE

The council provides and maintains infrastructure that facilitates passenger transport use. At present, this includes bus stop poles and shelters, information display cases, and Oakham bus station.

As outlined earlier, the location of bus stops in Rutland can be found in the Rutland BSIP - Appendix B.

1.7.13 EXISTING BUS FLEET

The standard of vehicles currently in operation across the county varies considerably, however it would be fair to say that buses running on Rutland routes are generally older and less efficient than those found in cities and urban areas.

RCC doesn't currently hold an inventory of vehicles in use by operators serving Rutland (data is currently only available for those vehicles utilised as RCC's in house fleet).

1.8 FACTORS WITH POTENTIAL TO AFFECT THE LOCAL BUS MARKET OVER THE LIFE OF THE EP PLAN

Numerous factors affect the delivery and use of local bus services. As a local authority RCC have sought to identify and understand any additional elements that impact on the provision, operation and use of buses within the county. These elements have been summarised below.

1.8.1 RURAL SETTLEMENT

Rutland is a small rural county, covering an area of 382 km². Rutland's total population is estimated at 40,476 and is relatively sparse with 1.06 persons per hectare. The county consists of 54 settlements, including the market towns of Oakham and Uppingham. The remaining 52 settlements vary in size from small hamlets to large villages.

Rutland's sparse population and rural nature means a high proportion of residents are reliant on the car. These factors lead to a higher than average level of car dependency, and while for a rural area we have a relatively good bus network we know that residents without a car can feel isolated and unable to travel outside of key operating hours.

To cater for those travelling by car, within Rutland's two towns, Oakham and Uppingham, both on and off-street parking is provided by RCC. Within Oakham there are 6 council owned, pay and display car parks and in Uppingham there are 3. Locations, along with charges for these (which are consistent across all provisions), can be found on the RCC website¹¹. Limited waiting, on street free parking is also provided in Oakham and Uppingham town centres. Disabled parking is also available within the council car parks and on street.

At the time of publishing, RCC's Parking Policy is being revised and will take into account the need to prioritise bus travel over other means. As such the revised Parking Policy will outline how restrictions and enforcement¹² will be implemented to reduce inconsiderate or dangerous parking, in turn reducing associated congestion and delays to bus services. The revised parking policy will also set out the need to set parking charges, taking into consideration the need to reduce car dependency and encourage a shift towards bus travel and alternative, greener options.

1.8.2 TRIP GENERATORS AND POPULATION

Unlike other county's Rutland doesn't have a single prominent trip generator. Those travelling by bus (or indeed other means), do so to a wide range of destinations – including our two towns and villages, along with towns and city locations outside of Rutland (such as Melton Mowbray, Leicester, Peterborough and Nottingham). Lack of a dominant trip generator means more routes are required in order to cater for the varying needs of residents, which in turn increases delivery cost. The financial viability of services is also limited due to low population levels located along key service routes. Furthermore, the bus network by nature is rather slow and does not present an attractive alternative to the car so it can be difficult to attract car drivers to public transport which has an impact both on the sustainability of the transport network (most service users currently do not pay fares) and on modal shift and the associated environmental benefits.

1.8.3 FUNDING AND RESOURCE AVAILABILITY

Delivery of this bus network is reliant on significant public funding which places a burden on RCC's limited financial resources but we recognise the value of public transport to our residents and our economy and so we have not made any significant cuts in recent years. However, we need to explore new ways of attracting fare paying users whose patronage could help sustain our bus services in the future.

As such we welcome the increased government funding that can help us to deliver our vision for bus transport in Rutland and help make the bus the transport mode of choice for our residents and visitors. We aspire to be an exemplar authority in terms of the delivery of rural bus services.

1.8.4 LEVEL CROSSING CLOSURES

Rutland has one train station at Oakham. Services include a rail link to the east coast main line via Peterborough and direct trains to Stansted Airport to the east and Birmingham to

¹¹ To our knowledge there are no privately owned pay and display public use car parks in Rutland, with the exception of those serving specific attractions (such as Rutland Water) or facilities.

¹² Civil enforcement is carried out by RCC civil enforcement officers at an approximate cost of £110,000 - £130,000 per annum.

the west. There is currently a once daily direct service to London St Pancras. There are 2 level crossings within Oakham and 14 public level crossings in rural areas of our county which traverse a road or public right of way. One of the main factors behind bus service delays in Rutland is the impact of level crossing down time – particularly for services operating through Oakham. This is compounded when there are rail service delays resulting in longer closures, or when there are freight services operating. Due to the constraints of existing signalling equipment there is currently limited scope for freight train passage to increase on the line operating through Rutland. However, Network Rail is considering upgrading signalling equipment between 2019 and 2024. If such upgrades take place then growth in freight traffic could occur – increasing the amount of time level crossings are down, further impacting on service delays.

1.9 FUNDING

1.9.1 AVAILABLE FUNDING SOURCES

The following, non exhaustive list of funding sources are currently utilised to deliver passenger transport services and infrastructure in Rutland (either by RCC or operators).

- **RCC public transport revenue budget** – this is money allocated from the overall RCC revenue budget. Each year RCC is allocated circa £485,000 which is currently utilised to support non-commercial services. In addition to this, a further yearly budget allocation of £260,000 is provided to cover the cost of reimbursing bus operators for lost fees associated with trips carried out with a concessionary travel pass.
- **Government integrated transport block capital grant** – this is non ring-fenced¹³ capital funding paid as grant to local transport authorities. Local authorities decide on the specific small-scale infrastructure improvements that it is used for, which can include road safety measures and road improvements as well as passenger transport infrastructure such as new bus shelters. In previous years between £10,000 and £20,000 of this funding has been allocated for bus related improvements.
- **Bus service operator grant (BSOG)** – this is a grant paid by Government to bus operators to help them recover some fuel costs. Local authorities receive a sum related to the bus services that they support financially. At present, this grant is simply passed on by the council to the contracted bus operators (who historically used to receive it directly). However, the DfT are in the process of reviewing BSOG and future funding will be discretionary and tied to a local authority's compliance in creating enhanced partnerships as outlined by the DfT below:

'Only LTAs who have started to develop Enhanced Partnerships and operators co-operating with this process will receive the Coronavirus Bus Service Support Grant and Bus Service Operators Grant.'

¹³ 'Ring fenced' funding can only be used by a local authority for a specific purpose. Non 'ring fenced' funding can be reallocated by a council for a purpose other than the one that justified its provision.

From April 2022: *'The new discretionary forms of bus funding from Government will only be available to services operated, or measures taken, under an Enhanced Partnership or where a franchising scheme has been made. In addition, only services operated under these statutory agreements will be eligible for the reformed Bus Service Operators Grant, subject to consultation.'*

- **Additional BSIP related funding** - The Government has stated that they will provide at least £3 billion of new revenue and capital funding to support the bus sector recover from the pandemic. Allocations for RCC are currently unknown, however funding will be discretionary and dependent on:
 - Publishing an ambitious BSIP by 31st October 2021
 - Having an Enhanced Partnership active from April 2022.
- **Capacity funding** - The DfT have made £25 million available for 2021/22 to improve the capacity and capability of local authorities to deliver BSIPs and EPs. Of this funding, RCC was allocated £150,000 Local Transport Authority Bus Capacity Funding (Revenue) to help provide the resource capacity needed to create an enhanced partnership and BSIP.
- **Other central government grants** – These are usually made available through ad hoc competitions between local authorities for specific purposes.
- **Section 106 agreement contributions and Community infrastructure levy (CIL) contributions from developers** - When property developments are brought forward within the planning system, RCC will consider whether there is a case for the developer to provide funding for specific passenger transport services or related infrastructure to serve the development's area of influence. Discussions will also take place to identify whether CIL may be used to support bus service enhancements.
- **Contributions from public bodies, schools or colleges or employers** – Such contributions are usually to support particular services.
- **Temporary covid related funding** – During the pandemic the DfT have provided bus operators with additional funding to help support services. This funding was originally headed as the Covid Bus Service Support Grant (CBBSG) and currently provided as bus recovery grant (BRG).

1.9.2 FINANCIAL SUPPORT FROM RCC

A large proportion of services operating in Rutland are non-commercial – meaning they are not economically sustainable without additional financial support. The main reasons for this are:

- Low proportion of fare paying passengers (a lot of our passengers have an ENCT pass),
- Relatively low passenger numbers, and
- Longer journey distances with higher operational costs.

RCC currently spends circa £485,000 per year to support non-commercial services. Appendix A of the Rutland BSIP provides a list outlining which services are currently

supported by RCC, however in summary, RCC supports 67% of bus services operating in Rutland – equating to circa 39,486 miles supported per month¹⁴ (excluding supported mileage figures for demand responsive services). A further five are patronised predominantly by school children entitled to transport via our home to school transport policy. Therefore, these are indirectly supported as RCC purchases school transport passes on the service for eligible children. Operating these as local services is beneficial to residents as it gives them more transport options.

With the exception of service 9, the remaining services only briefly pass through Rutland while travelling between larger urban settlements out of county.

In addition to this, RCC also provides a high level of concessionary travel reimbursement back to operators, to cover the cost of trips made by individuals with a concessionary travel pass¹⁵. This spend is outlined in table 7.

Table 7 - Net current expenditure on concessionary travel in Rutland (adjusted for inflation to give expenditure at 2019/20 prices (taken from DfT table BUS0812b)

2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
£354, 000	£350, 000	£379, 000	£317, 000	£303, 000	£299, 000

1.10 PUBLIC ENGAGEMENT AND PERCEPTION OF SERVICE

As part of ongoing efforts to identify and address the needs of those living, working, visiting, and travelling across Rutland, RCC conducted a series of specially designed surveys, open forums, and live discussion events throughout 2021 – seeking feedback on how ‘Future Rutland’ should look.

Through ten themed ‘Future Rutland Conversations’, as well as a BSIP specific engagement survey (results available within the BSIP - Appendix C), feedback was been sought from members of the public, businesses, the local MP and stakeholder groups such as the Bus Users Forum and groups representing those with disabilities.

This engagement sought to explore what better bus services meant to our residents and what we need to do to make them the transport option of choice.

This feedback outlines four key areas where improvements could increase bus patronage. These have been summarised below and taken into consideration when developing plans to improve services.

The Rutland BSIP further outlines our engagement and emphasises our commitment to ongoing public engagement and improving the perception of our services.

¹⁴ Based on a typical month during school term time.

¹⁵ At the time of publishing (October 2021), there were the following number of active concessionary travel passes in Rutland: 9946 older person bus passes, 316 disabled person bus passes and 2 Travel Aid bus passes.

Availability & accessibility

“More frequent availability of public transport that doesn't take an hour to travel a few minutes by car. Buses need to be available in the evening too to allow you to travel from a village pub to home. Local taxi services would also help.”

- Promote an accessible, interconnected, and coordinated public transport system.
- Increased frequency and extended operating hours at evenings and weekends.
- Improved access to essential services, healthcare, leisure, and recreation.
- More accessible transport services for those with disabilities.

Local & natural environment

“With a lot better Bus Service more people may be encouraged to leave their cars at home.”

- Move towards a more sustainable future for the county, supporting greening initiatives across varying transport modes.
- Drive behavior changes towards sustainable transport options; harnessing changing travel behaviors and attitudes post the inception of Covid-19.
- A desire to reduce traffic and congestion in towns and villages.

Access to recreation & leisure

“Better / more frequent bus links. Particularly for getting to Rutland Water and some of the smaller villages.”

- A demand for improved transport links to access leisure and recreation facilities more easily.
- Opportunity to improve and link cycle paths and footpaths with other transport.
- Whilst important across demographics, young people, and children, expressed a need for greater independence through transport.

Information & inclusion

“Clearer information on bus timetables”

- Respondents are eager for clearer information in easily accessible formats.
- Some residents are not aware of existing bus offerings, in particular the availability of DRT.

Desire amongst participants to create stronger connections with the local council, schools, and the wider community to tackle issues and disengagement amongst young people.

1.11 VISION AND OBJECTIVES

The vision outlined within the Rutland BSIP is to:

“Create a county where the bus is a realistic transport choice through building a bus network and support system that enables residents of and visitors to Rutland to travel by bus wherever and whenever they need to in a convenient, seamless and environmentally friendly way”

Based on what our residents have told us, we have developed a number of objectives to support and enable us to deliver our vision. These are:

- 1) To offer more bus services, more frequently to more people for more hours.
- 2) To provide a bus network of seamlessly integrated reliable services that are simple to understand.
- 3) To publish clearer information in simpler formats more frequently.
- 4) To create comfortable, convenient and clean waiting facilities.
- 5) To minimise the environmental impact of our bus network by exploring the suitability of electric or alternative zero emission vehicles.

1.12 OUTCOMES TO BE DELIVERED

Within this section we outline the key improvement targets (outcomes) that we will work with operators to achieve, to help us deliver on the BSIP vision and objectives.

This EP Plan includes headline targets on:

- Journey times
- Reliability
- Passenger growth
- Customer satisfaction

Headline targets for the above are outlined in table 8 below, whilst the Rutland BSIP contains further detail on:

- How and why these targets were chosen, and
- How performance against targets will be monitored
- Additional monitoring areas for consideration

It should be noted, we have not broken our targets down between town and rural areas (as requested by the DfT) as due to the small size of our two towns, we feel separating these targets down would not add any further meaning to the results and would incur a disproportionate input to any potential benefit.

It should also be noted that the Journey Time target does not apply in respect of flexibly registered local services (such as DRT) and they will be excluded from this measure.

Table 8- Headline targets

TARGETS	2018/19	2019/20	2020/21	2024/25	2029/30	Description of how each will be measured (max 50 words)
Journey Time	No data	No data	76% of services operate journey times of less than 4 minutes/ mile.	78% of services operating journey times of less than 4 minutes/ mile (a 2 percentage point increase on 2020/21 figures).	80% of services operating journey times of less than 4 minutes/ mile (a 4 percentage point increase on 2020/21 figures).	Measured through an increase in % of services operating journey speeds under 4 minutes/ per mile - calculated based on average speed per mile, with journey length based on the shortest end to end distance (without intermediate stops). Data published every 6 months and additional data monitored as per 3.1.5
Reliability Improvements	87% of non-frequent bus services (less than 6 services/ hour) running on time	89% of non-frequent bus services (less than 6 services/ hour)	91%* of non-frequent bus services (less than 6 services/ hour) running on time	95% of non-frequent bus services (less than 6 services/ hour) running on time (a 4 percentage point	98% of non-frequent bus services (less than 6 services/ hour) running on time	Single target outlining % of services running on time (between 1 minute early and 5 minutes late).

		running on time		increase on 2020/21 figures).	(a 7 percentage point increase on 2020/21 figures).	RCC bus inspector to carry out reliability spot checks on all services, as minimum, once per month. Data to be published every 6 months. Additional data will be monitored - as per 3.2.5.
Passenger Growth	414, 642	389,621 trips	104,142	25% increase on new 2021/22 baseline.	40% increase on new 2021/22 baseline.	Success measured through increase in overall passenger trip numbers. Information gathered through monthly operator returns – which will be published every 6 months. Should data become available through ABOD we will look to use this instead. Further areas (3.3.5) will be

						monitored to assess progress and identify areas for promotion/enhancement.
Customer satisfaction	2016 data 49.48% of bus users - Overall satisfaction with bus service	Not available	Not available	25 percentage point increase on new 2021/22 baseline.	40 percentage point increase on new 2021/22 baseline.	RCC's bus inspector will carry out in person surveys on representative samples from each service 2 - 3 times per year. Satisfaction with a variety of (consistent) elements will be combined into a single indicator – published every 6 months. We will consider partaking in national surveys to enable LTA comparison.

1.13 INTERVENTIONS REQUIRED TO DELIVER OUTCOMES

Within this section we outline the interventions required in order to deliver improvements to bus services and infrastructure within the county.

Appendix E of the Rutland BSIP outlines how these interventions will help us to meet the objectives of Bus Back Better, whilst Appendix F of the Rutland BSIP outlines the funding required to deliver these improvements and offers a funding priority ranking of each of these improvements (which is referred to throughout the remainder of this section).

The deliverables outlined within this section have been identified (and prioritised) based on the findings of public engagement and discussions with operators.

It should be noted however, that the measures outlined within the remainder of this document are wholly dependent on securing the full levels of external funding previously outlined in Appendix F of the Rutland BSIP and will not be possible without it. Only deliverables outlined within an associated EP Scheme and which are not subject to any condition, including any condition as to them being subject to funding will be taken forward at present, due to funding availability. The EP Scheme includes the ability to include further deliverables where funding is provided, through a bespoke variation mechanism.

Furthermore, funding requirements post 2025 are to be determined and depend on the extent to which passenger levels have increased.

In summary, it is anticipated that a total of £ 3,537,499 is required in order to deliver all of the measures outlined within the BSIP. Of which £2,741,500 would be required from the DfT's £3bn of transformation funding, up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding), up to £226,000 of our existing Council revenue budget and up to £254,000 in salary costs (existing revenue). It should be noted however that the costs identified are estimates and subject to change should further investigation identify they have been over or underestimated.

1.14 BUILDING MORE FREQUENT AND RELIABLE SERVICES

1.14.1 ENHANCED FREQUENCY OF SERVICES (FUNDING PRIORITY 416)

To help make buses more appealing and easier to use, during the creation of the enhanced bus partnership, RCC will work with operators to identify the frequency of services required in order to meet the needs of residents.

Detail on this has not yet been determined, however we hope to increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision.

¹⁶ 94.5% of BSIP survey respondents said increased frequency would encourage them to travel by bus, whilst 84% said Saturday and Sunday services would, and 80% said evening services would.

Through engagement with our residents we will also explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events such as cinema and theatre.

We will also trial Sunday services to enable shopping and tourism opportunities – for example to Rutland Water.

1.14.2 NETWORK DESIGN AND SIMPLIFYING SERVICES (FUNDING PRIORITY 5)

Alongside the review of service frequencies outlined above, we will work with operators to review the existing network design, to identify any gaps¹⁷ and consider how services could be simplified. During this time we will also liaise with community transport providers to ensure fully coordinated provisions.

Alterations, such as additional pick ups on existing services are likely to increase overall journey times and so, whilst detail is to be agreed, it is likely any alterations will consist of streamlining existing services and providing coordinated feeder links (likely through Digital Demand Responsive Transport – see section 1.14.4) to key hubs. Through this approach we will enable faster, more frequent journeys that reach a higher proportion of our residents.

In addition, during the initial years of the BSIP we will amend existing services to better fit with school and college journeys (where to do so would not be to the detriment of fare paying commuters) and encourage fare paying transport for non-entitled home to school movements. We will also review the number and size of vehicles used opting for minibuses where numbers are low and double decker buses where 2 routes can be combined into 1.

Through the above improvements, not only do we hope to improve accessibility and frequency, but also help encourage services to become economically stable.

During the review of network design, we will also identify services that could be simplified and improved (funding priority 5). For example, there are currently multiple services operating between Oakham and Stamford, however there is little coherence between the services that operate the route. During the early stage of our BSIP we will work with operators and Lincolnshire County Council (under which Stamford falls) to identify whether services could be merged, or if not, whether a combined timetable can be published, clearly outlining the services available, along with clear promotion.

1.14.3 INCREASING BUS PRIORITY (FUNDING PRIORITY 13, 14 AND 15)

Central to the Bus Back Better strategy is the need to make buses an '*attractive alternative to the car for far more people*'. To support this, the DfT want to see LTAs prioritise buses, helping to make them faster and more reliable.

In urban areas of the country this will be done through the introduction of priority bus lanes in locations experiencing congestion. However, in Rutland, congestion is infrequent and all roads, with the exception of the A1 (currently governed by National Highways) are single lane. As such, there is not an evidenced need to implement

¹⁷ 88% of BSIP survey respondents said increased destinations would encourage them to travel by bus more.

bus priority lanes (or point closures) within the county, nor would it be viable given the available highway space.

However, although bus priority lanes won't be implemented we will work to minimise minor or infrequent disruptions to services in the following ways¹⁸:

- Review within our Parking Policy (under review at the time of writing) parking provisions and use of restrictions along A roads and key bus routes – with a view to minimising any associated congestion.
- When planning new or amended highway engineering measures such as traffic calming, ensure consideration is given, as part of the feasibility and design stage, to the impact of the proposal on bus services operating along the highway.
- Introduce a utilities permit scheme (funding priority 14) - which will require utility service providers to apply for a permit to undertake work on the highway – providing RCC with more control over the scheduling of road closures and diversions, in turn helping minimise repeated closures, disruption and delays to bus services. We will also investigate the viability of providing buses with permits that enable them to pass through restricted road works areas, subject to it being safe and viable to do so.
- Review bus and taxi bays within our town centres, with the remit of improving passenger accessibility and ensuring bus priority (funding priority 15).
- Engage with schools to encourage parents and pupils to travel to school by alternative means than car - reducing motorised traffic outside of schools and colleges, and in turn reduce delays caused by school gate congestion. To assist with this we will continue to support schools with Modeshift STARS and seek opportunities to trial School Streets (funding priority 13).

1.14.4 COUNTYWIDE DIGITAL DEMAND RESPONSIVE TRANSPORT (FUNDING PRIORITY 1)

In some more remote parts of Rutland, we know that conventional fixed route services are financially unsustainable and unappealing to the wider public – due to the resulting services being infrequent with long journey times.

However, as outlined within section 1.7.3, to help address this, Rutland already utilises a successful demand responsive transport scheme called Call Connect, which is operated by Lincolnshire County Council on behalf of RCC.

At present the service only operates in the eastern part of the county – however subject to receiving sufficient BSIP funding and undertaking procurement, we want to expand the existing demand responsive transport offer to cover the whole of the county (either through CallConnect or a similar service) and adding additional

¹⁸ 80% of BSIP survey respondents felt reduced delays and increased reliability would encourage them to travel by bus more, whilst 67% said quicker journeys would.

destination hubs of Uppingham town and Oakham town (Stamford in Lincolnshire is currently the main destination)¹⁹.

Services will be planned to enable connecting journeys for onward travel to Corby, Melton Mowbray, Leicester and Peterborough – which offer further opportunities for a wider range of education, employment, social and health care opportunities.

We will also work with Lincolnshire County Council and service users to identify and trial, additional service extensions to meet community need – for example providing evening transport to local youth centres.

The viability of offering DRT transport to employment locations in remote areas and operating shift patterns will also be reviewed in co-operation with business owners – however it should be noted that this was trialled in 2012 as part of our LSTF bid and uptake was limited.

To help broaden the audience using DRT, we will also seek to make vehicle and 'digital' technology improvements that help to widen the appeal of the vehicles and thus reach a new audience. Improvements will include:

- Implementing new, flexible booking, including a phone app to provide booking and ticket purchasing;
- A new scheduling and despatch system making operation more efficient
- Improved vehicle quality and condition, with enhanced on-bus technology;
- Live tracking of vehicles - enable real-time passenger information;
- Smart ticket machines that accept ITSO smartcards and contactless payments; and
- Deploying innovative reactive marketing to spread awareness and understanding of the service.

Alongside any expansion of DRT, we will also deliver publicity and education events – including roadshows – to help raise awareness of how DRT works and tackle any misconceptions such as services being less reliable than fixed routes.

In implementing these changes we want to “provide a sustainable DRT service fit for the future that appeals to all ages and represents an effective rural transport solution”.

1.14.5 BUS RAPID TRANSPORT NETWORKS

The DfT BSIP guidance states that authorities should consider the longer term transformation of services through bus rapid transport systems. Bus rapid transport systems offer fast, comfortable, and cost-effective services at metro-level capacities by providing services that operate along dedicated lanes or busways, with off board payment systems²⁰. A nearby example of this is the Cambridge busway.

¹⁹ 52% of BSIP survey respondents said bookable on demand services would encourage them to travel by bus more.

²⁰https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/985379/bus-service-improvement-plans-guidance-to-local-authorities-and-bus-operators.pdf

Whilst RCC along with operators will strive to significantly improve services across the county, a bus rapid transport system in Rutland is not deemed viable for the following reasons:

- Congestion is minimal and can be resolved by alternative means, as outlined above.
- Service frequency does not currently warrant the need for dedicated lanes (all routes in Rutland operate less than 6 services per hour).
- There are limited locations that have issues with slow boarding.
- Rutland is a rural county with rolling countryside – the creation of a busway would be incongruous to the natural environment.

1.15 PLANNING AND INTEGRATION WITH OTHER TRANSPORT MODES

1.15.1 INTEGRATED SERVICES AND TRAVEL HUBS (FUNDING PRIORITY 21)

As we work more closely with operators of both bus and rail services, we will increase opportunities to integrate services as well as modes of travel – ensuring the bus does not operate as a standalone travel option.

We will upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs and seek opportunities to provide similar at Oakham train station (the only train station in Rutland) (funding priority 21). These new hubs will provide improved promotion – highlighting links between buses and trains as well as opportunities for safe onwards walking and cycling opportunities – and where possible supported by the provision of secure and undercover cycle parking²¹ as well as information and guides on safe walking and cycling routes accessible from the bus stop/ station²².

We will also continue to operate service timings that facilitate onward travel connections from Oakham and Uppingham and this will become more important as DRT feeder services are implemented. We will liaise with operators to identify improved communication channels between operators, to reduce instances of missed connections due to delayed feeder services.

1.15.2 SIMPLIFY SERVICES (FUNDING PRIORITY 14)

It is well documented that complicated services (or perception of) deter bus use.

To address this our BSIP outlines a number of improvements to help simplify services:

- Implementation of consistent numbering on supported services (priority 6),
- Investigate options for consistent age brackets and fares for youth travel across supported bus services (priority 8),
- Look to set a schedule for timetable and service changes – to minimise multiple communications and coordinate changes

²¹ 38% of BSIP survey respondents said secure cycle parking would encourage them to travel by bus more.

²² 60% of BSIP survey respondents said better connectivity between buses and walking and cycling provisions would encourage them to use the bus more.

- Show all Rutland services on bus stop network maps (included within priority 7)
- Investigate opportunities for fare capping on supported services (included within priority 3 and 8)
- Investigate opportunities for integrated tickets between operators (funding priority 11²³)
- Streamline services that operate the same route (see example in 4.1.2).

In addition to the above, should evening and/ or additional weekend services be implemented we will work with operators to ensure as far as possible, services are also easy to understand and use.

1.15.3 REVIEW SOCIALLY NECESSARY SERVICES

RCC currently supports a number of services that offer socially necessary journeys, but that aren't currently commercially sustainable.

However, there are further areas of the county currently unserved by a bus service and also potential for the impact of Covid 19 to threaten the viability of previously commercially viable services.

These two issues are to be addressed as a priority early in the life of our BSIP.

We will work with operators to undertake a review of existing services, to identify:

- Whether services remain commercially viable, or could be commercially viable with delivery of the improvements outlined in the BSIP, and
- where gaps in service exist and whether they can be addressed through alterations to existing services (without detriment to journey time).

Where neither of these options are viable, it is envisaged that expanded DRT (section 1.14.4) will offer feeder transport services to Oakham, Uppingham and Stamford, with further onward travel opportunities available from these destinations. Indeed, the expansion of DRT to the whole county alone will improve equity of service provision as, at the time of writing, the east of the county has the CallConnect scheme to connect rural communities without a conventional bus service to the town of Stamford, while the west of the county lacks such a service.

Through the above, we will ensure we meet the needs of vulnerable people and reach communities that are at risk of social isolation.

1.15.4 INVEST IN SUPERBUS NETWORKS

Although our proposals would result in higher frequency and lower fare services than currently in operation, Superbus networks (as outlined on page 47 of the National Bus Strategy) are best suited for 'intermediate' areas: neither fully urban or deeply rural.

²³ 86% of BSIP survey respondents said better connections with other buses and trains would encourage them to travel by bus more.

Due to Rutland's rural nature and low population (there are under 40,000 residents in Rutland) a Superbus network would not be suitable and as such we will focus on delivering the other improvements outlined within our BSIP.

1.16 FARES AND TICKETING

1.16.1 FARES MUST BE SIMPLER AND OFFER VALUE FOR MONEY (FUNDING PRIORITY 8, 3 AND 9)

To help encourage use, through the enhanced partnership, we will work with operators to investigate opportunities to offer value for money and simpler fares on supported services. Exact details are still to be confirmed, however, we hope to offer the following:

- Investigate the viability of standardised age categories for child and youth fare tickets across supported bus services.
- Develop a council issued youth identity card for all Rutland residents under the age of 19 (funding priority 8). All school & college passengers utilising RCC provided school transport will be sent a youth identify card automatically each summer and an online application service for any other resident under 19 to easily access the cards.
- Offer discounted travel for children and youth during incentivised travel promotion schemes (funding priority 3).

Through the above it is hoped that we will be able to encourage a younger audience on to the bus - helping to make bus travel the norm and encourage sustainable travel habits for life.

In addition to the above, during the development of the EP, we will assess the viability of bringing in value for money fares, daily price caps, frequent traveller incentives and weekly or monthly tickets on supported bus services. However, it should be noted that due to a number of services within the county being non-commercial, these reduced fares and discounts will require additional subsidy from RCC as the LTA and will require further discussion with operators during EP development.

Finally, to make purchasing tickets easier and allow integration between operators and modes of travel, we will explore the viability of buying in to Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services (funding priority 9).

1.17 PASSENGER EXPERIENCE

1.17.1 MODERN BUSES AND DECARBONISATION (FUNDING PRIORITIES 2, 19, 20 AND 12)

Rutland does not have any Air Quality Management Areas, however findings from recent public engagement²⁴ have highlighted increased concern from members of the public regarding climate change and the need to reduce environmental impact.

To address this concern, over the life of the BSIP, great importance will be given to reducing the emissions of bus services operating within Rutland, with the following actions planned:

- Pilot the use of 100% electric vehicles for our town centre 'Hopper' services (funding priority 2)²⁵. The pilot will last for 1 year initially, with comparison made against diesel vehicle operations. Due to the county's rural nature, the majority of services operating do so over longer distances than our urban counterparts. As such, whilst technologies are still developing our trial will focus on town centre Hopper services, where vehicle charge range would not pose a threat to service operation and reliability. A findings report will be produced at the end of the trial, with any recommendations for continuation or expansion included within it.
- Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output. The resulting information will be used to optimise use of lower emission vehicles and prioritise any future investment that may be made available to replace vehicles with lower emission alternatives.
- Liaise with operators regarding the viability of electric charging provisions at their existing depots – identifying infrastructure improvements required in order for electric or other zero carbon emission vehicles to be utilised in the future.
- Trial the use of an electric minibus to provide community transport (funding priority 19).
- Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric or alternative zero carbon emission fleet of buses.

In addition to lower emission vehicles, over the life of the BSIP we will work with operators, and on our own fleet, to improve the overall quality and provisions on offer as follows:

- Investigate and if mutually agreed to be viable by operators and RCC, install Wi-Fi and/ or USB charging on all existing vehicles (subject to funding) used

²⁴ Via the Council's Future Rutland Conversation that took place in spring/ summer 2021.

²⁵ 68% of BSIP survey respondents said electric or zero emission vehicles would encourage them to travel by bus more.

for supported services – enabling users to optimise their time whilst travelling (funding priority 20)²⁶.

- Investigate and if mutually agreed to be viable by operators and RCC, install audio and visual announcement provisions on existing vehicles (subject to funding)²⁷ used for supported services – to help improve accessibility for those with restricted eye site or hearing and provide confidence to passengers who don't know the area, such as tourists (funding priority 12).
- When replacing vehicles or re-procuring – merit will be given where operators are able to offer²⁸:
 - Audio and visual announcement provisions as standard
 - Wi-Fi and/ or USB charging
 - Improved accessibility for those in wheelchairs, utilising mobility aids or travelling with pushchairs or luggage.
 - Where possible, space for bicycles²⁹ (for tourists and residents wishing to travel part of their journey on bike).
 - Enhanced vehicle cleaning protocols.
 - Buses offering reduced carbon emissions.

1.17.2 PASSENGER SAFETY (FUNDING PRIORITIES 18, 10, 17 AND 12)

Ensuring actual and perceived safety of passengers is vital – both when travelling on and waiting for a bus³⁰. To help improve safety for our bus users, we will:

- Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station (funding priority 18). Audits will identify any safety or accessibility issues, such as poor footway camber, lack of dropped kerb crossing provisions, lack of lighting or natural surveillance. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach.
- Audit bus stops (funding priority 10) – we will undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and accessibility of the stop – with regards to factors such as lighting, presence of hardstanding, whether there is a sheltered waiting area and seating, if there are raised kerbs to assist boarding, presence of bicycle

²⁶ 39% of BSIP survey respondents said USB charging would encourage them to travel by bus more.

²⁷ 81% of BSIP survey respondents said better on bus information such as next stop announcements would encourage them to use the bus more.

²⁸ The following percentages of BSIP survey respondents said the following improvements would encourage them to travel by bus more: better bus cleanliness (62%), modern buses (61%), better facilities for those with disabilities (60%), better condition buses (59%), better facilities for those with buggies or shopping (57%), better seating availability (52%) and ability to travel with bike/ e bike (43%).

²⁹ This was previously trialed through our LSTF bid. Uptake was minimal and so any future schemes would need careful research to identify the best solution.

³⁰ 67% of respondents said improved safety at bus stops and shelters would encourage them to use the bus more, whilst 74% said a better waiting environment would, 57% said seats at bus stops would and 54% said better facilities for those with disabilities would.

parking and whether there is a requirement for cctv. We will then grade all bus stops and implement a minimum standard. For example, using a scale of 1 – 3 with 1 being the highest level of provision. Grading of stops (criteria for which will be mutually agreed with operators within the EP) will enable us to prioritise funding of improvements (should funding become available) and produce a maintenance plan. In addition, we will also seek investigate interest from parishes to undertake financially supported upkeep of bus stops and shelters.

- Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour, we will increase monitoring and staff attendance of Oakham bus station and Uppingham interchange. This will be carried out by the Council's bus inspector (funding priority 17).
- Training – we will work with operators to ensure all drivers have undertaken relevant training. We will also work with operators to ensure emergency protocols are in place and that drivers remain accessible at all times through mobile phone and on board trackers. We will also require buses to install (if not already present) CCTV on board.
- Customer relations – We will work with and encourage bus operators to ensure safety aspects are covered within their marketing. We will also ensure it is covered within the Passenger Charter – which will include clear mechanisms for submitting a complaint or suggestion relating to passenger safety. We will also seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns.
- Information provision – As outlined in other sections of the BSIP, we will also ensure information provision is improved and look to retrospectively install audio visual announcement systems on buses to reassure users and give them confidence in using the service (funding priority 12).

1.18 PASSENGER VOICE AND INFORMATION

1.18.1 PASSENGER VOICE

In order to ensure services are meeting the needs of those using them, and to further encourage more individuals to travel by bus, it is vital that we listen to the views of our service users.

In doing so we will be able to ensure services are accessible by all and identify any areas for improvement. To facilitate this we will:

- Continue to hold the Rutland Bus Users Panel meeting and Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by a panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so. Through these avenues, bus users can raise concerns or

issues regarding bus travel within the county and offer a sounding post for future improvements and alterations.

- Carry out (quarterly or twice yearly) bus user satisfaction surveys to help identify overall level of satisfaction with services, as well as for example, satisfaction with specific elements of travel, routes or times of travel. The results of these surveys will be used to monitor progress against the target for customer satisfaction.
- Work with operators to prepare a single bus passenger charter (to be included as BSIP - Appendix G) for all services operating within Rutland³¹ – outlining bus users' rights to certain standards of service such as:
 - punctuality,
 - vehicle cleanliness,
 - proportion of services operated,
 - accessibility standards (and the steps taken to ensure inclusive transport services),
 - infrastructure requirements,
 - information provision, and
 - information and redress.
- On the latter point, the charter will outline how passengers can make a complaint or provide feedback (at a local and national level) where the service levels are not met. It should be noted however, that where operators deliver services in multiple authority areas, confusion may result from the creation of multiple charters. As such, a nationally set passenger charter may prove more beneficial and offer continuity of service levels across authority borders. In the event that such a national charter is produced we will seek to adopt it.

1.18.2 NETWORK IDENTITY (FUNDING PRIORITY 6)

It is acknowledged that a key element to providing service users with confidence, is clear and consistent branding across services operating within the county.

However, within Rutland a number of services operate across local authority boundaries and as such, it is not always possible to apply consistent service numbering or branding to buses – as to do so may conflict with 'network identity' in neighbouring counties.

To help improve network identity within Rutland however we will set about re numbering all services that are subsidised by RCC and primarily serve Rutland (priority 6). These services will be re numbered in line with the existing Rutland Flyer 1 & 2, to improve consistency.

1.18.3 BUS STOP PASSENGER INFORMATION (FUNDING PRIORITY 10)

In recent years a number of improvements have been made to the information available at bus stops within the county. However, when undertaking bus stop audits (funding priority 10), we will also assess information provision at each stop with a

³¹ 69% of BSIP survey respondents said improved customer services would encourage them to travel by bus more.

view to further improve the clarity and accessibility of information through implementing the following³²:

- Develop, in conjunction with operators within the EP, tiered standards for road side information provision and promotion. Full criteria is to be mutually agreed, however minimum standards for bus timetable information will apply to ensure it is accessible by all (for example through setting minimum font sizes – something which is already in use after consultation with Rutland Accessibility Group and VISTA). Other areas to be covered through the standards are: stop names (or numbering), date of timetable issue and use of logos etc.
- Information on all services operating from the stop,
- Fares information,
- Onboard facilities – e.g. whether Wi-Fi and on board charging area available,
- Route and network maps,
- Onward journey information – including links with rail, walking and cycling routes,
- Information for those travelling with mobility scooters, pushchairs, dogs and bicycles,
- Information about nearby tourist attractions, and
- Links to further information online and online journey planning tools.

1.18.4 REAL TIME INFORMATION (FUNDING PRIORITY 16)

Although there are electronic information displays in Oakham and Uppingham town centre, no real time information displays are currently available in Rutland. This is due to a number of factors including:

- Existing electronic displays being unreliable,
- Comparatively low service frequencies compared to urban areas,
- Poor telecommunication signals in more remote areas, hindering data transfer, and
- Concern from communities regarding the urbanisation of rural areas.

Despite historically not being considered viable, as we plan to increase and improve services, we will carry out further investigation into the need and deliverability of countywide real time information displays and alternatives such as real time apps, to further help improve availability of information and accessibility³³.

1.18.5 TIMETABLE CHANGES

To help limit confusion, during the creation of the EP, we will work with operators to agree a process and schedule for implementing timetable changes – helping to

³² 83% of BSIP survey respondents said better information at bus stops would encourage them to travel by bus more.

³³ 89% of BSIP survey respondents said real time information displays would encourage them to travel more by bus.

enable coordinated changes and reduce the need for multiple press releases and promotion that may lead to confusion.

We will however ensure changes to services are promoted widely.

1.18.6 TRAVEL INCENTIVES AND PROMOTIONS (FUNDING PRIORITY 3 AND 7)

We will raise public awareness³⁴ to both existing bus users and non bus users through the following ways:

- Work with RCC communications team to develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns (funding priority 3).
- Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county.
- Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. For example, to date during 2021, we have delivered two free or discounted travel campaigns, to raise general awareness and interest. We will look to make this a regular occurrence, with at least one offer per year, which could coincide with Catch the Bus Week or Rutland school holidays (funding priority 3).
- Produce new promotional materials and resources, including but not limited to: timetable booklets and 'underground' style route maps. Materials will offer clearer and easier to understand information and will highlight promotions and service enhancements to that may be delivered as a result of the BSIP (funding priority 7).
- Upgraded website with clearer information on services.
- Enhanced promotion of the Traveline public transport journey planning tool.

³⁴ 92% of BSIP survey respondents felt easier to find information would encourage them to use buses more, whilst 88% said journey planning tools would.

1.19 HOW INTERVENTIONS WILL HELP DELIVER ON OUTCOMES

On 27th May 2021, Rutland County Council (RCC) approved the development of an Enhanced Partnership (EP). Since then, RCC in collaboration with bus companies operating services across the county, have identified how bus provisions could be improved. These ambitions are outlined within the Rutland Bus Service Improvement Plan and will be delivered through the Enhanced Partnership Scheme.

The EP Plan mirrors the content of the BSIP, whilst the Scheme outlines the elements of the plan to be delivered, along with detail on the obligations and actions attributed to members of the Enhanced Partnership.

Table 9 below outlines how the interventions within the EP Plan will drive improvements to bus services within the EP Plan area, helping to deliver on the objectives of the BSIP and wider local transport plan objectives.

Table 10 (appendix E of the Rutland BSIP) provides a quick guide summary outlining how the facilities, measures and standards specified in the Scheme (reflecting the deliverables in section 4 of the BSIP) will help us to deliver the EP Plan and the targets set out in section 3 of the BSIP.

Table 9 - BSIP objectives and EP approach

BSIP Objectives	EP Approach
1) To offer more bus services, more frequently to more people for more hours.	<ul style="list-style-type: none"> a) Identify the frequency of services required in order to meet the needs of residents b) Increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision. c) Explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events. d) Trial Sunday services to enable shopping and tourism opportunities. e) Expand the existing demand responsive transport offer to cover the whole of the county. f) Subject to funding and viability, install Wi-Fi and/ or USB charging on all existing vehicles used on supported services, to widen the appeal of bus travel. g) Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. h) Assess the viability of bringing in value for money fares, daily price caps, frequent traveller incentives and weekly or monthly tickets on non-commercial services
2) To provide a bus network of seamlessly integrated,	<ul style="list-style-type: none"> a) Review the existing network design to identify any gaps and consider how services could be simplified.

<p>reliable services that are simple to understand</p>	<ul style="list-style-type: none"> b) Liaise with community transport providers to ensure fully coordinated provisions. c) Streamline existing services and provide coordinated feeder links to key hubs. d) Amend existing services to better fit with school and college journeys and encourage fare paying transport for non-entitled home to school movements. e) Review within RCC Parking Policy parking provisions and use of restrictions along A-roads and key bus routes. f) Ensure consideration is given, during the feasibility and design stage of highway schemes, the impact of the proposal on bus services. g) Introduce a utilities permit scheme h) Investigate viability of providing road closure permits to bus operators i) Review bus and taxi bays within our town centres. j) Engage with schools to encourage parents and pupils to travel to school by alternative means than car. k) Continue to support schools with Modeshift STARS and seek opportunities to trial School Streets. l) Continue to deliver independent travel training. m) Upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs. n) Operate service timings that facilitate onward travel connections from Oakham and Uppingham. o) Identify improved communication channels between operators. p) Implement consistent numbering on supported bus services. q) Investigate options for consistent age brackets and fares for youth travel on supported bus services. r) Develop a council issued youth identity card for all Rutland residents under the age of 19. s) Set a schedule for timetable and service changes. t) Investigate opportunities for fare capping on supported services. u) Investigate opportunities for integrated tickets between operators. v) Explore the viability of buying in to an electronic ticketing machine system.
<p>3) To publish clearer information in simpler formats more frequently.</p>	<ul style="list-style-type: none"> a) Deliver publicity and education events - including roadshows – to help raise awareness of Demand Responsive Transport. b) Show all Rutland services on bus stop network maps. c) Develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns. d) Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county. e) Produce new promotional materials and resources, offering clearer and easier to understand information.

	<ul style="list-style-type: none"> f) Provide an upgraded website with clearer information on services. g) Enhance promotion of the Traveline public transport journey planning tool. h) Investigate the need and deliverability of countywide real time information displays and alternatives such as real time apps. i) Assess information provision at each bus stop. j) Develop, in conjunction with operators within the EP, tiered standards for roadside information provision and promotion. k) Include safety information within marketing and the Passenger Charter.
<p>4) To create comfortable, convenient and clean waiting facilities.</p>	<ul style="list-style-type: none"> a) Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach. b) Undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and accessibility of the stop. c) Grade all bus stops and implement a minimum standard. d) Deliver bus stop infrastructure improvements. e) Prepare and implement a cleaning and maintenance schedule of bus stops. f) Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour. g) Work with operators to ensure all drivers have undertaken relevant training, that emergency protocols are in place and that drivers remain accessible at all times through mobile phone and onboard trackers. h) Seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns
<p>5) To minimise the environmental impact of our bus network by exploring the suitability of electric and alternative zero emission vehicles</p>	<ul style="list-style-type: none"> a) Pilot the use of 100% electric vehicles for our town centre 'Hopper' services. b) Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output. c) Liaise with operators regarding the viability of electric charging provisions at their existing depots. d) Trial the use of an electric minibus to provide community transport. e) Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric (or alternative zero emission) fleet of buses.

Table 10 - How the facilities, measures and standards specified in the Scheme will help us to deliver the EP Plan and BSIP targets

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport	x		x	
Decarbonisation: Pilot electric town centre 'Hopper' services			x	x
Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns			x	x
Enhanced frequency of services: Explore opportunity for more frequent weekday services and evening and Sunday services to meet our residents' needs.			x	x
Simplifying services: Streamlining services delivered by multiple operators.	x	x	x	x
Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.			x	x
Promotional materials: Enhanced promotion and marketing to raise awareness of existing, new and enhanced services and travel incentives.			x	x
Simplifying ticketing and growing youth patronage: Seek to simplify ticket options and age brackets (on supported services) and implement a youth travel id card.			x	x
Electronic ticketing machines: Modernising payment methods and improving accessibility	x	x	x	x
Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.	x		x	x
Integrated ticketing: Seek to offer multi operator and mode travel tickets	x	x	x	x
Audio and visual on board announcements: Improving accessibility and information for residents and visitors.			x	x

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.	x	x	x	x
Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.	x	x	x	x
Review of taxi and bus laybys: Review location and usage to enhance accessibility.	x	x	x	x
Real time information: To improve service information and public confidence.			x	x
Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.			x	x
Walking and cycling audits: Review walking and cycling routes to bus stops and identify areas for improvement.			x	x
Decarbonisation: Community transport electric minibus pilot			x	x
On board USB charging and Wi - Fi: Modernising buses to improve passenger experience			x	x
Creation of travel hubs: Improving onwards travel information and integration between travel modes.		x	x	x

1.20 COMMUNICATION CHANNELS - CONSULTING OPERATORS AND PASSENGER GROUPS ON EP PLAN AND EP SCHEME PROGRESS

Progress against outcomes and interventions will be reported on publicly every 6 months, commencing from the adoption of the EP Plan and Scheme.

The first review is provisionally scheduled for October 2022 – with this, and all future progress updates, published online: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

Internally, the findings of the 6 monthly progress reports will be presented to the Council's Highways and Transport Working Group prior to publication online. Data from the progress reports will be used to identify additional areas for improvement and/ or promotion and will be considered when undertaking the annual BSIP and EP Scheme review.

To help ensure data collection remains on track and operators and passenger groups remain consulted on progress, outcomes and interventions will be standing agenda items of the EP Forum, Bus Users Panel and Bus Users Forum meetings detailed below.

1.20.1 ENHANCED PARTNERSHIP (EP) FORUM

Formal communication between RCC and local bus operators takes place during EP Forum meetings which are minuted. During the development of this EP, these meetings took place fortnightly and provided a forum for operators and RCC to openly discuss views and ideas further exploring potential measures that could help improve provisions and passenger levels in the county. Upon commencement of the EP Plan and Scheme, these meetings will be held quarterly, with additional meetings held in between where required. The EP Forum is governed by Terms of Reference, which also enable attendance by invited representatives from highways and other teams across the council, as well as external stakeholder groups (such as neighbouring local transport authorities, those representing individuals with disabilities, walking and/ or cycling groups) to future meetings where there are points of interest to raise.

Communication also occurs more informally via telephone and email.

1.20.2 RUTLAND BUS USERS PANEL AND BUS USERS FORUM

Rutland Bus Users Panel was established to enable joint working between Rutland County Council, Transport operators and Rutland bus passengers/residents to ensure that passenger transport services operate to high standard and are fit for purpose. The panel was established initially in 2004 by the Rutland County Council Transport Operations team and changes to the format of the group were implemented in 2019. The panel act as a link between the authority and the public transport users within the county to report issues, assist with consultation, promote usage of public transport and offer information and support to the Rutland County Council Transport operations team.

Membership is open to all Rutland residents to apply to join the panel. Transport operators or representatives from other local authorities will be invited to attend panel meetings whenever their input is required for agenda items. Other panel members include:

- Portfolio Holder for Transport (Chair)
- Transport Operations Manager
- Rural Transport Officer
- Transport Inspector

The Panel meet a minimum of twice per annum with a further two open Bus User Forums occurring each year (open to all Rutland residents) – ideally scheduled in-line with each publication of the Rutland Bus times booklet.

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2 PART 2 – EP SCHEME

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

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL

2.1 EP SCHEME CONTENT

This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in section 138 of the Transport Act 2000, the EP Scheme document sets out:

Section 2.2 - Scope of the EP Scheme and commencement date

Section 2.3 - Obligations on the Local Authority and Bus Operators

Section 2.4 - Governance Arrangements

The EP Scheme can only be put in place if an associated EP Plan has been made. Therefore, this document should be considered alongside the associated EP Plan.

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

2.2 SCOPE OF THE EP SCHEME AND COMMENCEMENT DATE

2.2.1 DESCRIPTION OF GEOGRAPHICAL COVERAGE

The EP Scheme will support the improvement of all local bus services operating in the following areas:

- the full geographical area of Rutland county – which is governed by Rutland County Council as the Local Transport Authority and Local Highway Authority.

2.2.2 MAP OF EP PLAN AND EP SCHEME AREAS

Both the EP Plan and this Scheme cover the same area: the full geographical extent of Rutland county – as indicated in the following map.



2.2.3 COMMENCEMENT DATE

The EP Plan and EP Scheme are made on 31st March 2022 and will be in operation from 31st March 2022.

The published BSIP and this EP Plan span the same time frame as Moving Rutland Forward – Rutland’s Fourth Local Transport Plan and will therefore cover the period up to 2036.

The EP Plan will be reviewed every five years from the commencement date.

The EP Scheme will have no specific end date but will be reviewed by Rutland County Council at least annually (in accordance with Section 2.4.2).

Subsequent milestone dates relating to specific facilities and measures (Section 2.3.2) and bus operator obligations (Section 2.3.3) are outlined within the associated sections.

2.2.4 EXEMPTED SERVICES

The following services are exempt from the requirements of the EP Scheme:

None.

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2.3 OBLIGATIONS ON THE AUTHORITY AND OPERATORS

2.3.1 SUMMARY OF OBLIGATIONS ON RUTLAND COUNTY COUNCIL AND OPERATORS

The following matrix summarises the specific interventions that authorities and operators are required to deliver as part of the EP Scheme:

Table 11 - Summary of obligations on Rutland County Council and Operators

Responsibility	Rutland County Council	Operators within EP	Delivery due by
Facilities			
Bus stops			
Develop a bus stop grading mechanism as in section 2.3.2.1 and 2.3.3.2	x	x	30 th June 2022
Carry out a bus stop audit as in section 2.3.2.1	x		31 st December 2022
Rank all bus stop and shelters as in section 2.3.2.1	x		31 st December 2022
Deliver bus stop infrastructure improvements as in section 2.3.2.1	x		Up to the end of the 2024/25 financial year
Prepare and implement a cleaning and maintenance schedule as in section 2.3.2.1	x		30 th June 2022.
Travel hubs			
Upgrade travel information as in section 2.3.2.2	x		30 th June 2022
Agree communication mechanism between operators as in section 2.3.2.2 and 2.3.3.3	x	x	31 st March 2023

Real time information			
Review of real time information systems and assessment of viability as in section 2.3.2.3	x		31 st December 2023
Measures			
Renumbering services			
Renumber non commercial services as in section 2.3.2.4 and 2.3.3.4	x	x	31 st December 2022
Provide promotion and timetable updates as in section 2.3.2.4	x		31 st December 2022
Demand responsive transport			
Deliver public road shows as in section 2.3.2.5 and 2.3.3.5	x	x	Minimum of 1 per year over the life of the Scheme
Provide media releases as in section 2.3.2.5	x		Minimum of 1 per year over the life of the Scheme
Modern and accessible buses			
Carry out a stock take of vehicles in use as in section 2.3.2.6 and 2.3.3.6	x	x	First version no later than 30 th September 2022. Annually thereafter for the life of the Scheme.
Electric vehicle strategy as in section 2.3.2.6	x	x	31 st March 2025
Behaviour change			
Provide active travel promotion as in section 2.3.2.7	x		Ongoing through duration of EP Scheme from 31 st March 2022
Provide independent travel training as in section 2.3.2.7	x		Ongoing through duration of EP Scheme from 31 st March 2022
Safety			
Monitoring of Oakham bus station and Uppingham interchange as in section 2.3.2.9	x		Duration of scheme from 31 st March 2022. Minimum of twice a week at each location.

Identify safety standards as in section 2.3.2.18 and 2.3.3.7	x	x	31 st December 2022
<i>Simplifying services</i>			
Network design as in section 2.3.2.10 and 2.3.3.8	x	x	31 st March 2024
Agree timetable schedule as in section 2.3.2.11 and 2.3.3.8	x	x	31 st December 2022
<i>Fares and ticketing</i>			
Review of options for and viability of implementing an electronic ticket machine system as in section 2.3.2.12 and 2.3.3.9	x	x	31 st March 2023
Investigate viability of standardised age categories for child and youth fares on supported bus services - as in section 2.3.2.12 and 2.3.3.9	x	x	31 st March 2023
Implement youth identity card and online application service as in section 2.3.2.12	x		30 th September 2023
Assess viability and impact of bringing in multi operator/ mode ticketing, value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options on supported bus services - as in section 2.3.2.12 and 2.3.3.9	x	x	31 st December 2023
Produce a position statement on multi operator/ mode ticketing value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options on supported bus services - as in section 2.3.2.12	x		31 st March 2024

Travel incentives and promotions			
Produce an annual promotion and marketing calendar as in section 2.3.2.13	x		30 th April 2023– refreshed on an annual basis thereafter, for the duration of the EP scheme.
Identify opportunities to promote bus services to tourist destinations as in section 2.3.2.13	x		30 th April 2023
Produce promotional materials and timetable booklets as in section 2.3.2.13	x		Ongoing throughout life of EP Scheme, subject to available budget from 31 st March 2022
Promote Traveline as in section 3.2.12	x		Ongoing throughout life of EP Scheme from 31 st March 2022
Frequency of services			
Undertake passenger demand review as in section 2.3.2.14	x		30 th April 2023
Produce viability report on increasing service frequencies as in section 2.3.2.14 and 2.3.3.10	x	x	30 th April 2024
Road closures			
Implement a utility permit scheme as in section 2.3.2.15	x		31 st March 2025
Investigate viability of providing road closure permits to bus operators as in section 2.3.2.15	x		31 st December 2022
Engagement			
Customer satisfaction surveys as in section 2.3.2.16	x		Minimum of 2 per year during life of EP Scheme from 31 st March 2022
Hold Rutland Bus Users Panel and Rutland Bus Users Forum as in section 2.3.2.16	x		Twice per year during life of EP Scheme from 31 st March 2022

Information provision			
Develop tiered standards for roadside travel information as in section 2.3.2.17 and 2.3.3.11	x	x	30 th June 2022
Develop minimum standards for timetable information as in section 2.3.2.17 and 2.3.3.11	x	x	30 th June 2022
Permit unlimited free travel by RCC bus inspectors as in section 2.3.3.1		x	Ongoing through duration of EP Scheme from 31 st March 2022
Identify in conjunction with Bus Operators, data requirements as in section 2.3.2.19 and 2.3.3.12	x	x	31 st July 2022

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2.3.2 OBLIGATIONS ON RUTLAND COUNTY COUNCIL

Facilities

Rutland County Council will provide the following Facilities:

2.3.2.1 *Bus Stops*

Bus stop grading

Rutland County Council will work with Bus Operators within the Enhanced Partnership to develop, no later than 30th June 2022, a grading mechanism of bus stops and shelters and identify a minimum standard.

Bus stop audit

By 31st December 2022, Rutland County Council will undertake an audit of all bus stops and shelters under RCC's authority within the scheme area (as outlined in appendix B of the Rutland County Council Bus Service Improvement Plan). The audit will identify current features (including bus stop/ shelter infrastructure as well as highway features such as presence of laybys and raised kerbs) and identify the associated grade of the stop or shelter.

Improvements

At the time of writing, improvements to existing shelters and bus stops are considered for funding on a case by case basis, upon receipt of a request from a parish council or ward member. Such requests are subject to available funding.

By the 31st December 2022, RCC will rank all stops and shelters within the Scheme area, according to their associated grade.

From the date of Scheme implementation, RCC may fund improvements to bus stops and shelters, up to a total value of £20,000 per financial year, up to and including 2024/25. Funding for such improvements will likely come from the Council's Integrated Transport Capital Funding Block. Funding is not guaranteed and its use will be subject to the relevant internal Governance and approval processes being followed.

RCC will direct any available funding firstly to those stops or shelters that do not meet the minimum standards. Any remaining funding will then be directed towards those stops or shelters at the lower end of the list.

Available funding be directed towards the following improvements (not an exhaustive list):

- timetable and information displays
- hardstanding areas,
- lighting,

- shelters,
- seating,
- raised kerbs to assist boarding,
- bicycle parking, and
- cctv.

Maintenance and cleaning

Presently RCC deliver maintenance of bus stops and shelters, in house, on a reactive basis. Cleaning and general maintenance is currently also delivered by RCC, in house staff as required.

No later than 30th June 2022, RCC will prepare and implement a cleaning and general maintenance schedule for all bus stops and shelters, under RCC's authority, within the Scheme area.

Bespoke variation

Where RCC:

- a) obtains funding for upgrades of bus stops;
- b) has determined the grading mechanism and wishes to include it in the EP Scheme;
- c) has determined the audit list and wishes to include it in the EP Scheme;
- d) has determined the prioritised list of stops and shelters to be upgraded and wishes to include it in the EP Scheme; or
- e) has determined the cleaning and general maintenance schedule and wishes to include it in the EP Scheme,

then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.2 Travel hubs

By 30th June 2022 RCC will upgrade information provision at Oakham bus station and Uppingham interchange, as well as bus shelters across the wider scheme area, to include onwards travel information.

Onwards travel information will include: connecting bus services and connecting train services (where appropriate).

RCC will work with operators to identify and agree, by 31st March 2023, a mechanism for communication between service operators, to wherever possible, reduce instances of missed connections due to delayed feeder services.

Bespoke variation

Where RCC obtains funding for:

- a) provision of secure and undercover cycle parking provisions;
- b) The production of guides on safe walking and cycling routes accessible from bus stops/ station;
- c) provision of information on opportunities for safe onwards walking and cycling opportunities to nearby services and attractions

or where RCC and the Bus Operators have agreed a mechanism for communication then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.3 Real time information

No later than 31st December 2023 RCC will have carried out a review of available real time information systems and their viability for use in the Scheme area.

The scope of real time information systems will include: real time information displays and real time bus information mobile phone apps.

Bespoke variation

Where RCC obtains funding for:

- a) any system identified pursuant to this section 2.3.2.3 including a prioritised list of locations suitable for real time information displays; and/or
- b) installation of real time information displays; and/ or
- c) launch of a real time information mobile phone app,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

Measures

Rutland County Council will undertake the following Measures:

2.3.2.4 Renumbering services

Rutland County Council will work with operators to renumber non commercial public bus services primarily serving Rutland, in line with existing Rutland Flyer branding.

Renumbering of services will provide a continuation of the Rutland Flyer branding, which currently includes the Rutland Flyer 1 and Rutland Flyer 2.

RCC will refund operators the registration fee paid to the Traffic Commissioner once the change is made.

RCC will update associated timetable information and promote the changes carried out.

Renumbering, promotion and associated updates to timetables will be completed by 31st December 2022.

Use of Rutland Flyer branding will be a requirement on all subsidised services operating within the Scheme area, for the duration of the EP Scheme to which this Scheme is appended.

Bespoke variation

Where RCC decides to add new services the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.5 Countywide Demand Responsive Transport

Over the life of this scheme, RCC will work with operators to promote and raise awareness of available demand responsive transport services.

As minimum, RCC and demand responsive transport operators, will jointly deliver 1 public roadshow per year, over the life of this scheme. Roadshows will provide advice to members of the public – to raise awareness of how DRT works and tackle any misconceptions.

RCC will provide a minimum of 1 media release per year to promote and raise awareness of DRT and how it works. The media release may be in the form of a press release or other social media post.

Bespoke variation

Where RCC obtains funding for:

- a) Expansion of existing DRT service to cover the whole county and inclusion of additional destinations.
- b) Enhancements to buses used to deliver DRT; and/or
- c) Enhancements to the administrative systems that support DRT,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.6 Modern and accessible buses

Stock take and features

RCC and operators within the EP will work together to carry out a stock take of vehicles in use. The initial stock take is to be completed by 30th September 2022.

RCC will provide a template outlining the elements to be recorded through the stock take. Operators will be required to complete and return the template to RCC to enable RCC to collate the information.

For the duration of this Scheme, operators will be required to provide this information on an annual basis, within 28 calendar days of RCC circulating a fleet stock take template.

Decarbonisation

No later than 31st March 2025, RCC will publish an Electric Vehicle strategy, which will include consideration of the requirements needed to facilitate a move towards an electric fleet of buses operating within the county.

To support the EV strategy, operators within the EP will be required to identify, within 60 days of a request from RCC, the viability of electric charging provisions at their existing depots – identifying infrastructure improvements required in order for electric and alternative zero emission vehicles to be utilised to deliver their operations in the future.

Bespoke variation

Where RCC obtains funding for:

- a) Installation of Wi-Fi and/ or USB charging on vehicles.
- b) Installation of audio and visual announcement provisions on existing vehicles/ or creation of a prioritised list for installation.
- c) piloting the use of 100% electric vehicles for town centre ‘Hopper’ services.
- d) piloting the use of 100% electric vehicle for community transport.

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.7 Behaviour change

Over the life of this Scheme, RCC will continue to work with schools and colleges to encourage pupils, staff and parent’s/ guardians, to travel to school or college by sustainable means – reducing dependence on car travel and reducing the impact of congestion around the school/ college entrance.

Over the life of the associated EP Plan, RCC will also offer independent travel training to Rutland teenagers - aiding individuals with special educational needs to transition to bus travel and move away from individual taxis helping to reduce vehicle numbers around school and college entrances, whilst encouraging on-going use of public transport into adulthood.

Bespoke variation

Where RCC obtains funding for:

- a) support with Modeshift STARS; and/or
- b) delivery of School Street activities,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.8 Walking and cycling route audits

No actions currently specified for delivery through this scheme.

Bespoke variation

Where RCC obtains funding for potential infrastructure improvements relating to walking and cycle routes to bus stops the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.9 Monitoring of Oakham bus station and Uppingham interchange

For the duration of this Scheme, RCC will provide enhanced staff presence at Oakham bus station and Uppingham interchange to help deter anti social behaviour.

RCC's bus inspector (or substitute) will undertake a minimum of two spot checks per week at both Oakham bus station and Uppingham interchange.

Additional spot checks will be carried out on a reactive basis, upon a concern being raised by a service user, member of the public or bus operator representative.

Contact information will be provided within the aforementioned facilities, in the event that a service user wishes to report any instances of anti social behaviour in between spot checks.

Bespoke variation

Where RCC obtains funding for increasing the frequency of spot checks, then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.10 Simplifying services

Network design

By 31st March 2024, RCC will have undertaken, with input from operators, a review of the existing bus network design.

The review will identify any gaps in provision and put forward, on paper, potential ways of filling these gaps, should funding become available.

The review will also include opportunities to

- Simplify services operated by multiple operators
- Seek opportunities to amend existing services to better fit with school and college journeys (where to do so would not be to the detriment of fare paying commuters) and encourage fare paying transport for non-entitled home to school movements.

2.3.2.11 Timetabling

RCC will work with operators to agree a process for coordinating timetable and service changes. The process will be agreed no later than 31st December 2022 and will continue in existence for the duration of this Scheme. The process will include consideration of timetable changes associated with cross boundary services.

Bespoke variation

Where RCC:

- a) wishes to implement future service changes;
- b) work with operators to ensure services are the same in the evenings and weekends as they are in the day time,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.12 Fares and ticketing

Electronic ticketing machines

No later than 31st March 2023 RCC will undertake a review of options for and viability of implementing an electronic ticket machine system.

RCC will work with operators to identify existing ETM provisions operators have available and the level of infrastructure required to ensure all services operating within the Scheme area can offer electronic ticketing. Operators will be required to provide data regarding existing infrastructure within 28 days of RCC requesting this information.

Bespoke variation

Where RCC obtains funding for implementation of infrastructure to allow all services operating within the Scheme area to offer electronic ticketing then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

Youth fares

RCC will work with operators of non commercial services to investigate the viability and impact of standardised age categories for child and youth fare tickets across operators. A decision on this will be made no later than 31st March 2023 and an annexe added to this Scheme to reflect the outcome.

By 30th September 2023, RCC will implement a council issued youth identity card for all Rutland residents under the age of 19.

RCC will automatically issue all school & college pupils utilising RCC provided school transport with a youth identify card alongside their school or college travel pass.

By 30th September 2023, RCC will implement an online application service for any other resident under 19 to easily access the cards.

Bespoke variation

Where RCC:

- a) obtains funding for implementation of any infrastructure required to implement Youth fares;
- b) determines to implement standardised age categories for child and youth fares and requires amendment of this EP Scheme to reflect this; or
- c) otherwise determines to implement revised fares and ticketing options for multi- or single- operator ticketing,

then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

Fares and ticketing general

By 31st December 2023 RCC will have undertaken discussions with operators of non commercial services to assess the viability and impact of bringing in multi-operator and mode ticketing, value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options.

By 31st March 2024 RCC will produce a position statement on the above, outlining any options to be taken forward for consideration (if any) along with implementation deadlines and overarching review date.

Bespoke variation

Where RCC determines to implement any revised fares and ticketing options for multi- or single- operator ticketing then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.13 ***Travel incentives and promotions***

By 30th April 2023, RCC will produce an annual promotion and marketing calendar. The calendar will include promotions to alert both existing and non bus users to: service changes, new services and available routes. Promotions and marketing will be delivered in line with the promotion and marketing calendar. For the duration of the EP Scheme, RCC will review and refresh the calendar on an annual basis.

By 30th April 2023, RCC will identify, in conjunction with Discover Rutland, opportunities to promote bus services in Rutland that could support or serve access to tourist destinations.

For the duration of the EP Scheme RCC will continue to provide, subject to available budget, promotional materials and resources, such as timetable booklets.

For the duration of the EP Scheme RCC will continue to promote the Traveline public transport journey planning tool or an alternative.

Bespoke variation

Where RCC identifies any other travel incentives or promotions that require implementation through an EP Scheme then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.14 *Frequency of services*

No later than 30th April 2023, RCC will undertake engagement with Rutland residents to identify demand for Friday and Saturday evening bus services.

No later than 30th April 2024 RCC will produce, based on engagement with operators, a report outlining the viability and implications of increasing service frequencies to better serve the needs of Rutland residents. The report will outline any opportunities to increase frequencies.

Bespoke variation

Where RCC wishes to implement other measures relating to the frequency of services including any trials of Sunday services or Friday or Saturday evening services then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.15 *Utility permit scheme*

No later than 31st March 2025, RCC will implement a utility permitting scheme.

No later than 31st December 2022, RCC will investigate the viability of providing buses operating within the EP scheme area, with a permit to allow passage through road closures where it is safe to do so.

Bespoke variation

Where RCC has determined the viability of providing a permit for buses to have passage through road closures then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.16 *Customer satisfaction and voice*

RCC will carry out a minimum of 2 customer satisfaction surveys per year, over the life of the EP Plan. Surveys will be carried out on a representative sample from each bus service.

Over the life of the EP Plan, RCC will continue to hold the Rutland Bus Users Panel meeting and Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by a panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so.

Bespoke variation

Where RCC determines that it wishes to change the nature of surveys, add additional types of survey or increase the frequency of surveys then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.17 Standards for information provision

Rutland County Council will work with Bus Operators within the Enhanced Partnership to develop, no later than 30th June 2022, tiered standards for roadside information provision and promotion.

Rutland County Council will work with Bus Operators within the Enhanced Partnership to develop, no later than 30th June 2022, minimum standards relating to timetable information (with all formats covered), in order to ensure it is accessible by all.

Bespoke variation

Where RCC:

- a) obtains funding for implementation of enhanced roadside information;
 - b) obtains funding for production of new timetable booklets or other information,
- then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.18 Safety

RCC will engage with operators to identify and agree safety standards, procedures and training that should be in place to ensure the safe delivery of bus transport. No later than 31st December 2022, RCC will produce a document outlining the agreed measures.

Operators will be required to comply with these standards from 1st January 2023 at the latest, but will be expected to implement measures sooner where possible.

Bespoke variation

Where RCC:

- a) Has produced a document outlining the agreed measures which operators are to comply with and this is to be appended to this EP Scheme to require operators to comply with it; or
- b) Has obtained funding to deliver safety training or safety enhancements such as CCTV.

then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.19 Data

No later than 31st July 2022, RCC will identify in conjunction with operators within the EP, the data that must be submitted to RCC and the frequency of submission.

2.3.3 OBLIGATIONS ON LOCAL BUS OPERATORS

2.3.3.1 RCC Bus inspectors

For the duration of the Scheme period, operators within the EP shall permit unlimited free travel by RCC bus inspectors (or their substitutes) for the purpose of contractual inspections, customer satisfaction surveys and any other actions that may be required to monitor progress against the EP Plan outcomes.

2.3.3.2 Bus stops

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.1 titled 'Bus stops'.

2.3.3.3 Travel hubs

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.2 titled 'Travel hubs'.

2.3.3.4 Renumbering services

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.4 titled 'Renumbering services'.

2.3.3.5 Demand responsive transport

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.5 titled 'Demand Responsive Transport'.

2.3.3.6 Modern and accessible buses

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.6 titled 'Modern and accessible buses'.

2.3.3.7 Safety

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.18 titled 'Safety'.

2.3.3.8 Simplifying services

The Bus Operators will comply with the obligations specified as relating Bus Operators in section 2.3.2.10 titled 'Simplifying services'.

2.3.3.9 Fares and ticketing

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.12 titled 'Fares and ticketing'.

2.3.3.10 Frequency of services

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.14 titled 'Frequency of services'.

2.3.3.11 Information provision

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.17 titled 'Standards of Information provision'.

2.3.3.12 Data

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.19 titled 'Data'.

2.4 GOVERNANCE ARRANGEMENTS

2.4.1 EP FORUM

The future content and arrangements for the variation and revocation of the EP Plan and EP Scheme will be considered by a Forum, whose members comprise:

- Representatives from Rutland County Council
- Named representatives from all operators providing local services within the Scheme area.

The members of the EP Forum shall agree the terms of reference and working arrangements for the EP Forum provided that such arrangements shall always remain consistent with the terms of this scheme.

From time to time, external stakeholders may be invited to attend for pre agreed agenda items, however will not be involved in decision making associated with the EP Forum.

2.4.2 REVIEW OF EP SCHEME

Once the EP Scheme is made, it will be reviewed at least annually by the EP Forum. Data relating to progress towards targets in the EP Plan will be reviewed every six months, as required by the BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP. [Rutland County Council] will initiate each review.

The EP Forum can also decide to review specific elements of the scheme on an ad-hoc basis. EP Forum members should contact [Rutland County Council] using the following email address [transportadmin@rutland.gov.uk] explaining what the issue is and its urgency. The LTA will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary EP Forum members to gather more quickly.

2.4.3 BESPOKE ARRANGEMENTS FOR VARYING OR REVOKING THE ENHANCED PARTNERSHIP SCHEME

- 2.4.3.1 In accordance with section s.138E of the Transport Act 2000, the procedure in this section 2.4.3 may apply in place of the provisions of section 138L to 138N of the Transport Act 2000 in order to vary this EP Scheme, in the specific circumstances expressly specified in this Scheme, or otherwise where any variation is proposed by Rutland County Council or any Bus Operator for the purposes of implementation of any requirement or objective of the EP Plan.
- 2.4.3.2 Consideration will be given to potential EP Scheme variations highlighted either by Rutland County Council, one of the organisations represented on the EP Forum, or by any Bus Operator (**Proposed Variation**). Any variations can be proposed to the EP Scheme, whether specified or not within the EP Scheme, provided such variation is

intended to implement the requirements or objectives of the EP Plan. The proposer of a Proposed Variation shall, so far as reasonably practicable: demonstrate how the Proposed Variation might contribute to achieving the objectives set out in the BSIP, EP Plan and/or current local transport policies; identify the local services (and Bus Operators of such services) and area which will be affected by the Proposed Variation, including any requirements which would be imposed on Bus Operators in respect of local services; identify any facilities or measures which are to be implemented; and identify any significant effect on competition that the Proposed Variation might have.

- 2.4.3.3 Any request for a Proposed Variation shall be in writing and submitted to Rutland County Council at the following e-mail address: [transportadmin@rutland.gov.uk]. Rutland County Council will forward all Proposed Variations to each Bus Operator within 5 working days.
- 2.4.3.4 On receipt of a request for a variation under this section, Rutland County Council will reconvene the EP Forum, giving at least 14 days' notice for the meeting, to consider the proposed variation.
- 2.4.3.5 If the proposed variation is agreed at the EP Forum by Rutland County Council and all Bus Operators present then section 2.4.3.8 shall apply,
- 2.4.3.6 If the proposed variation is agreed at the EP Forum by Rutland County Council and all Bus Operators present whose services are affected by the Proposed Variation (notwithstanding that other Bus Operators may not agree to the Proposed Variation) then section 2.4.3.8 shall apply,
- 2.4.3.7 If the proposed variation is agreed at the EP Forum by Rutland County Council and some but not all Operators present whose services are affected by the Proposed Variation (notwithstanding that other Bus Operators may not agree to the Proposed Variation) then the Proposed Variation may be put to the operator objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018, as if the Proposed Variation was a variation to this EP Scheme notified under section 138L of the Transport Act 2000 save that:
- A. a reduced objection period of [14] days shall apply in place of the 28 day period stated in section 138L(2)(c) of the Transport Act 2000;
 - B. references to "the area to which the scheme relates" in section 138L(5)(b) of the Transport Act 2000 shall be taken to be references to the area covered by the services affected by the Proposed Variation,

and if objections under this operator objection mechanism do not reach the statutory objection limit then section 2.4.3.8 shall apply.

- 2.4.3.8 Where this paragraph applies Rutland County Council will consider the Proposed Variation taking into account the agreement reached by the EP Forum, and shall unless they determine that there is a good reason not to make the Proposed Variation make the EP Scheme variation and publish the revised EP Scheme on its website. For the avoidance of doubt, it shall be a good reason for Rutland County Council to not make the variation:
- a) if the varied EP Scheme would no longer satisfy the Part I Competition Test under Schedule 10 Transport Act 2000; or
 - b) any other reason for not making such Proposed Variation arising from Rutland County Council's approval processes, including, but not limited to, the financial impact of such change
- 2.4.3.9 Bus Operators who are absent or not expressing a view at the meeting (either in person or in writing) will be deemed to abstain from the decision.

2.4.4 REVOCATION OF AN EP SCHEME

- 2.4.4.1 In accordance with section s.138E of the Transport Act 2000, the procedure in this section 2.4.4 shall apply in place of the provisions of section 138O of the Transport Act 2000 in order to revoke this EP Scheme.
- 2.4.4.2 If Rutland County Council wishes to revoke the EP Scheme, then this shall be treated as a variation of the EP Scheme which affects all Bus Operators, and section 2.4.3 shall apply.

2.4.5 DATA SHARING

- 2.4.5.1 All data provided to Rutland County Council for the purposes of monitoring the impact of the EP Scheme and the delivery of the BSIP shall be treated in confidence and will not be shared with any other party, except for:
- a) Any adviser working directly for Rutland County Council who has agreed to treat such information in confidence; and
 - b) Department for Transport or other external parties engaged by the DfT for the purpose of monitoring or auditing EP Plans and Schemes
- 2.4.5.2 Where data obtained from Bus Operators is commercially sensitive, yet is required to be reported either to the EP Forum, to the DfT or any other relevant body or organisation, Rutland County Council will seek to aggregate any information it obtains where possible and appropriate - given the nature of the work being undertaken on the EP Scheme - and put in place measures to avoid inadvertently disclosing any

commercially sensitive information provided by a Bus Operator. If a Bus Operator can demonstrate that certain information they provide is commercially sensitive or confidential, Rutland County Council shall take this into account if requested to disclose such information under the Freedom of Information Act or similar legislation.

2.4.6 DEFINITIONS

Bespoke Variation Mechanism – the mechanism for varying the EP Scheme outside the statutory process specified in sections 138K to 138M Transport Act 2000, which is set out in section 2.4.3 of this EP Scheme.

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

Bus Operator – an operator of a local service in the area of the EP Scheme.

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

Community Infrastructure Levy - A charge payable by developers of developments 100 square metres or over. The charge is used to help provide infrastructure to support the development.

Commercial service – A local service that operates without local authority support.

Community transport - Transport run on a not for profit basis often by community groups and volunteers.

Demand responsive transport – A service that runs only in response to pre-booked requests.

Electronic information display - An electronic display providing bus timetable information.

Feeder Service – bus services that specifically connect with another service allowing passengers to interchange at designated bus stops or bus stands.

EP Forum – the forum established in accordance with section 2.4.1

EP Scheme – this enhanced partnership scheme

EP Scheme Area – the area to which this EP Scheme applies.

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

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

Local Highway Authorities – means the Local Authority with responsibility for the maintenance of highway infrastructure in its local authority area. In the case of this EP Scheme, this means Rutland County Council.

Local service – has the meaning given to it in section 2 of the Transport Act 1985.

Local Transport Authority (LTA) – means in the case of the EP Scheme Area, Rutland County Council.

Local Transport Plan - A statutory document produced by a local transport authority pursuant to section 108 Transport Act 2000 - setting out their long term strategic vision for transport.

Measures – improvements with the aim of:

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

Multi-Operator Ticketing – common fares and ticketing product applied and accepted by multiple operators.

Non commercial service or supported service – a local service that operates with financial support from the Council

Real Time Information – using technology to track the location of buses in real time. Information is transmitted to bus stops or devices to indicate to passengers the predicted arrival time at a particular point.

Rutland County Council or RCC – means Rutland County Council District Council;

Section 106 agreement contributions - A section 106 agreement is a private agreement made between local authorities and developers. S106 agreements are used to make developments acceptable in planning terms (where previously they weren't).

Street Works Permit/Utility permit – permit issued by Local Highway Authorities to any organisation that wishes to undertake street works, with the aim of managing works on the public highway. Local authorities have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

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

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Rutland County Council Bus Service Improvement Plan

2021 - 2036

Version 4 - 27th October 2021

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FOREWORD BY COUNCILLOR LUCY STEPHENSON – DEPUTY LEADER OF RUTLAND COUNTY COUNCIL

Travel is an essential part of everyone's lives. Over the decades, economies of scale in terms of access to the day-to-day amenities for Rutland residents has resulted in increasing centralisation – from Post Offices to banks, shops to health care and post 16 education. If rural sparsity and geography are added into the equation, essential day-to-day transport for the average Rutlander is almost exclusively by private car.



Buses are available but all are 'non – frequent' (an hourly or two hourly service in our towns, service centres and significant villages) and no buses run past 19:30 or on a Sunday. We have some Demand Responsive Transport (DRT) covering parts of the county that does not have scheduled bus services. A large proportion of services are subsidised by the public purse to ensure they are economically viable. For those using bus passes, the authority, in effect, pays twice for each journey. Despite this, our fares are still relatively expensive. For example, for 1 adult and 2 children to travel from Uppingham to Oakham (a 12 mile round trip) a return would cost £18.50 whilst the cost of fuel for an average car would be approximately £2 (excluding overheads).

It is interesting to note that even getting a taxi in Rutland carries with it a need to plan a journey well in advance: anything before 09:00 is out of the question due to scheduled school runs and evening runs need to be booked at least 5 days in advance.

If we are to reduce private car travel in this rural county, our people need to get to where they want to go in a timely fashion that is cost effective whilst bus companies need to be confident that they can sustain commercially viable operations.

We need to work with bus companies, our residents, interest groups such as CPRE, the DfT and community transport providers to produce a nimble and commercially cost-effective public transport network that can be responsive to demand and ensure the connectivity of Rutland, both in and out of county. This network must, of course, also empower access to updated health, wellbeing and new hospital facilities currently being planned for the area with oversight from the Health and Wellbeing Board.

Our Bus Service Improvement Plan offers further context of what public transport looks like now for Rutland whilst outlining how we could deliver a modern and sustainable rural transport network which will meet our future needs, offering a real alternative to using a private car.

Rutland must have an equitable alternative to private car use if we are to enable our residents to reduce their carbon footprint and play our part in the country achieving net zero by 2050.

EXECUTIVE SUMMARY

In March 2021 the Government launched a new National Bus Strategy: 'Bus Back Better' which sets out a fast-paced and ambitious vision to dramatically improve bus services in England outside London through making the bus a practical and attractive alternative to the car.

To deliver this vision in Rutland we, alongside local bus operators, must work together with local communities to plan and deliver services that are: more frequent, more reliable, easier to understand and use, better co-ordinated, and cheaper with simpler fares. Our plans to deliver this are set in this Bus Service Improvement Plan (BSIP) and will be delivered through an Enhanced Partnership.

The Rutland BSIP Vision

To ensure alignment with wider transport policy for Rutland, our BSIP will span the same time frame as Moving Rutland Forward – Rutland's Fourth Local Transport Plan (LTP4) and will therefore cover the period up to 2036. However, it is a living document that will be reviewed annually and be revised to accommodate any pertinent changes to policy, services or plans.

Our BSIP vision reflects the transport vision within LTP4 in terms of enabling sustainable population and economic growth, meeting the needs of our most vulnerable residents and supporting health and wellbeing. However, it goes one step further in also aspiring to deliver a step change in the environment impact of our current travel patterns.

Our overarching vision is therefore to:

“Create a county where the bus is a realistic transport choice through building a bus network and support system that enables residents of and visitors to Rutland to travel by bus wherever and whenever they need to in a convenient, seamless and environmentally friendly way”

We can't however successfully deliver this vision on our own. We need our residents to come on the journey with us, embrace the improved bus services and make every effort to leave the car at home.

The Rutland Context

Our BSIP has been developed taking into account our unique context as a very rural authority with a diverse range of trip attractors. There are very few commercial operators locally with one operator running the majority of services and three others operating the remainder.

Most services in the county receive financial support from the council at a cost of £485,000 per annum. A high level of support is needed because we have a low number of fare paying passengers, a relatively low number of service users and longer than average trip distances

leading to higher operating costs. Students eligible for home to school or post 16 transport are also transported on the public bus network wherever possible to help sustain public bus services.

Recognising our weaknesses

We have spoken to our residents to find out what better bus services means to them and what we need to do in order to make them the transport option of choice. They have told us that they will use the bus more if there are more frequent services, to more places, on more days and for longer hours. To support this they want better information, improved waiting facilities, cleaner buses and more environmentally friendly buses. This feedback formed the basis of our objectives (see below) and our wish list of improvements.

- 1) To offer more bus services, more frequently to more people for more hours.
- 2) To provide a bus network of seamlessly integrated reliable services that are simple to understand.
- 3) To publish clearer information in simpler formats more frequently.
- 4) To create comfortable, convenient and clean waiting facilities.
- 5) To minimise the environmental impact of our bus network by exploring the suitability of electric vehicles.

Our wish list of improvements

Based on the DfT's vision, the local context, feedback from residents and discussions with operators we have developed a wish list of improvements which we will endeavour to deliver subject to receiving the required funding from the DfT. These are:

- Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport
- Decarbonisation: Pilot electric town centre 'Hopper' services
- Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns
- Enhanced frequency of services: More frequent week day services and evening and Sunday services to meet our residents' needs.
- Simplifying services: Streamlining services delivered by multiple operators.
- Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.
- Promotional materials: Enhanced promotion and marketing to raise awareness of existing, new and enhanced services and travel incentives.
- Simplifying ticketing and growing youth patronage: simplify ticket options and age brackets and implement a youth travel id card.
- Electronic ticketing machines: Modernising payment methods and improving accessibility

- Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.
- Integrated ticketing: Offer multi operator and mode travel tickets
- Audio and visual on board announcements: Improving accessibility and information for residents and visitors.
- Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.
- Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.
- Review of taxi and bus laybys: Review location and usage to enhance accessibility.
- Real time information: To improve service information and public confidence.
- Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.
- Walking and cycling audits: Review walking and cycling routes to bus stops and identify areas for improvement.
- Decarbonisation: Community transport electric minibus pilot
- On board USB charging and Wi-fi: Modernising buses to improve passenger experience
- Creation of travel hubs: Improving onwards travel information and integration between travel modes.

Monitoring progress

In order to monitor our progress and ultimately the success of the BSIP we have defined a number of targets.¹ Performance against these will be regularly measured and reported.

TARGETS	2018/19	2019/20	2020/21	2024/25	2029/30
Journey time Services operating with journey times of less than 4 minutes/ mile.	-	-	64%	70%	80%
Reliability improvements % of non-frequent bus services (less than 6 services/ hour) running on time	87%	89%	91%*	95%	98%
Passenger growth (trips pa) % increase on 2021/22 baseline	414,642	389,621	104,142	25%	40%
Customer satisfaction % point increase in customers satisfied with bus services from 2021/22 baseline	(2016) 49.48%	N/A	N/A	25 pp	40 pp

Funding

It is anticipated that a total of £3,537,499 is required in order to deliver all of the measures outlined within this BSIP. £2,741,500 would be required from the DfT's £3bn of transformation funding, up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding), up to £226,000 of our existing Council revenue budget and up to £254,000 in salary costs (existing). We may be able to use more of our public transport revenue budget to support improvements depending on the changes implemented at the first stage of BSIP delivery.

Conclusion

We hope the delivery of the measures within our BSIP will significantly enhance public transport within Rutland. However, at the time of writing, no confirmation of funding has been provided by the DfT and as such delivery of our vision is subject to a number of caveats. These are stated fully in section 4.1, but in summary these measures can only be

¹ It should be noted that the targets outlined within this document are subject to receiving full mutual agreement from operators and may therefore change during the process of developing the enhanced partnership.

delivered if we receive sufficient funding from the DfT alongside adherence to necessary RCC governance procedures.

Furthermore, even with substantial funding we cannot achieve our vision alone. In order for these improvements to have a significant and sustained social and environmental benefit we need everyone to use them. We therefore hope our residents will support this BSIP and come on the journey with us and our bus operators to bring the bus back better in Rutland. Our residents can demonstrate this support by making a choice to take a trip on the bus as often as possible – whether that's once a year, once a month or once a week. Through working in partnership, we can ensure the bus is a realistic alternative to the car, even in somewhere as rural as Rutland.

1 OVERVIEW

1.1 BSIPS AND THE NATIONAL BUS STRATEGY

In March 2021 the Government launched a new National Bus Strategy: 'Bus Back Better'.

The strategy sets out a fast-paced and ambitious vision to dramatically improve bus services in England outside London – in order to avoid a car led recovery from the Covid 19 pandemic. It aims to do this by making the bus a practical and attractive alternative to the car – reducing congestion, carbon and pollution whilst supporting those without access to private transport.

To achieve this goal, Local Transport Authorities (LTAs) such as Rutland County Council (RCC) and local bus operators must work together with local communities to plan and deliver services that are:

- more frequent,
- more reliable,
- easier to understand and use,
- better co-ordinated, and
- cheaper with simpler fares.

These plans are to be outlined in Bus Service Improvement Plans (BSIPs) – which this document forms.

The preparation of this BSIP is the essential first stage to delivering the step-change in bus services required by the Strategy. It sets the extent of the ambition, which will eventually be delivered through an Enhanced Partnership (section 1.3) and will form the basis of Government decisions regarding the allocation of future funding – including a share of £3 billion of new Government grant money.

1.2 VISION

Residents of Rutland (England's smallest county) are fortunate to live surrounded by beautiful countryside and small market towns. Many of our residents choose to live here to take advantage of this environment whilst also being within a relatively short distance of larger conurbations including Peterborough, Melton Mowbray, Grantham, Leicester, Corby and Nottingham. For the same reason the county is attractive to visitors who come to enjoy the countryside, market towns and numerous tourist attractions.

However, the rural nature of the county and its unique geography presents some transport challenges, especially when seeking to make the bus the mode of transport of choice. The county doesn't have any obvious strategic transport corridors and there isn't one single trip attractor. As highlighted in our 4th local transport plan our residents want to go to a diverse range of destinations within and outside the county. The same applies to visitors, whether

they are coming for leisure purposes or for employment they arrive from a dispersed range of origins and travel to a range of destinations within the county.

These factors lead to a higher than average level of car dependency, and while for a rural area we have a relatively good bus network we know that residents without a car can feel isolated and unable to travel outside of key operating hours. Furthermore, the bus network by nature is rather slow and does not present an attractive alternative to the car so it can be difficult to attract car drivers to public transport which has an impact both on the sustainability of the transport network (most service users currently do not pay fares) and on modal shift and the associated environmental benefits.

Delivery of this bus network is reliant on significant public funding which places a burden on RCC's limited financial resources but we recognise the value of public transport to our residents and our economy and so we have not made any significant cuts in recent years. However, we need to explore new ways of attracting fare paying users whose patronage could help sustain our bus services in the future.

As such we welcome the increased government funding that can help us to deliver our vision for bus transport in Rutland and help make the bus the transport mode of choice for our residents and visitors. We aspire to be an exemplar authority in terms of the delivery of rural bus services. Therefore building on the vision of our 4th Local Transport Plan which was "to provide a transport network and services that support sustainable growth, vulnerable residents and health and wellbeing", the vision of our BSIP is to:

"Create a county where the bus is a realistic transport choice through building a bus network and support system that enables residents of and visitors to Rutland to travel by bus wherever and whenever they need to in a convenient, seamless and environmentally friendly way"

We have spoken to our residents to find out what better bus services means to them and what we need to do in order to make them the transport option of choice. They have told us that that they will use the bus service more if: there are more frequent services, to more places, on more days and for longer hours. To support this they want better information, improved waiting facilities, cleaner buses and more environmentally friendly buses. This feedback formed the basis of our objectives (see below) and our wish list.

Based on what our residents have told us, we have developed a number of objectives to support and enable us to deliver our vision. These are:

- 1) To offer more bus services, more frequently to more people for more hours.
- 2) To provide a bus network of seamlessly integrated reliable services that are simple to understand;
- 3) To publish clearer information in simpler formats more frequently.
- 4) To create comfortable, convenient and clean waiting facilities.

- 5) To minimise the environmental impact of our bus network by exploring the suitability of electric vehicles.

We hope that if we can deliver on these objectives our residents will support our efforts by committing to changing their behaviour and using the bus because they want to, not because they have to. Patronage growth is vital to delivering a sustainable bus network in the mid to long term, therefore the success of the measures in this BSIP is dependent on the support of our residents demonstrated through increased bus use.

The rest of this document sets out how we deliver against these objectives in order to achieve our vision and bring the “Bus Back Better” in Rutland.

1.3 SCOPE OF THIS BSIP

This BSIP covers the full geographical area of Rutland county (figure 1) – which is governed by Rutland County Council as the local transport authority.

Rutland is a small rural county, covering an area of 382 km². Rutland’s total population is estimated at 40,476² and is relatively sparse with 1.06 persons per hectare. The county consists of 54 settlements, including the market towns of Oakham and Uppingham. The remaining 52 settlements vary in size from small hamlets to large villages.

A single rather than joint LTA BSIP has been prepared due to Rutland being more rural than its neighbouring counterparts, with differing travel patterns and demographics. In preparing a single LTA BSIP, covering all services operating within Rutland, we are able to provide an approach more suitably tailored for the unique needs of our rural population and visitors to the county. Furthermore, it should be noted that unlike a number of larger authorities, within this BSIP we have focused on countywide improvements opposed to route or area specific improvements. This approach was felt to be more commensurate with Rutland’s small size, which in this scenario offers a unique opportunity to take a holistic approach, delivering improvements for all.

Where services cross LTA borders, communication and cooperation will continue to take place with peers at neighbouring authorities to avoid gaps in service. One such example of existing cross border work, is that with Lincolnshire County Council regarding services operating between Oakham (Rutland) and Stamford (Lincolnshire). This joint working will be further strengthened through the creation of a Memorandum of Understanding between ATCO (Association of Transport Co-ordinating Officers) members regarding cross boundary co-operation and communication.

² Office for National Statistics mid-year estimates 2020.

Figure 1 - Map of Rutland



1.4 ENHANCED BUS PARTNERSHIP

To help deliver the ambitious improvements outlined within this BSIP, an enhanced bus partnership (EP) is to be created for Rutland – a statutory partnership between Rutland County Council (as a local transport authority) and bus operators serving the local area.

Supporting the EP will be an EP Plan outlining in more detail, the actions that partners will take to deliver improvements and meet targets.

The EP Plan consists of two elements:

- The plan itself, which will mirror this BSIP, but provide further clarity, and
- An associated EP scheme/s – a document (or documents) outlining the requirements that need to be met by local services that stop in Rutland.

Agreement to enter an Enhanced Partnership and prepare an Enhanced Partnership Plan was made at a meeting between RCC and local bus operators, held on 27th May 2021.

Subsequently, Rutland County Council submitted to the Department for Transport its formal notice of intent to prepare an Enhanced Partnership Plan and accompanying Enhanced Partnership Schemes, as required and set out in section 138F of the Transport Act 2000. A copy of this Notice of Intent is available to view online: <https://www.rutland.gov.uk/my-community/transport/national-bus-strategy/>

The EP scheme will be in place as of 1st April 2022.

1.5 INTEGRATION WITH WIDER STRATEGY

RCC's fourth local transport plan, Moving Rutland Forward, was approved in September 2019 and sets out RCC's long term vision for transport within the County, up to 2036 - to deliver a transport network and services that:

- facilitate delivery of sustainable population and economic growth;
- meet the needs of our most vulnerable residents; and
- support a high level of health and wellbeing (including combating rural isolation).

At the same time, RCC published a Passenger Transport Strategy. The Passenger Transport Strategy outlined how the Council planned to maximise the passenger transport offer within the county, recognising the challenges that rurality and low levels of fare paying bus users bring on the council's ability to do so. In response, an action emanating from the Passenger Transport Strategy was the requirement to review existing provisions and identify a baseline passenger transport service, supported by the expansion of a digital demand responsive transport system³.

This work was due to start at the beginning of the Covid 19 pandemic, however, lockdown resulted in reduced patronage levels, making any review unrepresentative – as such the review was put on hold.

During that time, to help facilitate a green recovery from the pandemic, the Government launched their 'Bus Back Better' strategy which seeks to improve bus provisions across the country and encourage more people to travel by bus than ever before.

³ A demand responsive transport system easily bookable via an app.

Unfortunately however, developed in a pre covid world, our Passenger Transport Strategy does not align with this vision and is therefore no longer fit for purpose, as it would not result in the increased patronage levels desired by Government. As a result, RCC's Passenger Transport Strategy is now being replaced by this BSIP, which supports the Government's ambition and the overarching vision of LTP4. Over the coming months our LTP4 will be updated to fully incorporate this BSIP – acknowledging its role as a sub document and replacing the previous Passenger Transport Strategy.

As we continue to recover from the pandemic, future, wider Council strategy revisions will also assist us in achieving the targets outlined within this BSIP – by giving buses priority over other modes of transport. For example, our revised Parking Policy (currently in draft) outlines mechanisms to reduce impact on the environment by encouraging behaviour change and a reduction in car use, in favour of bus transport. It sets out to do this through the use of:

- Parking restrictions that would enable the free flow of traffic (including buses) along our roads, thus making journeys more reliable and faster; along with
- Parking charges set with consideration of the need to discourage car dependency.

Finally this BSIP may evolve over time in support of other internal and external strategy and policy documents - for example the "Place based health and care plan".

1.6 DURATION OF PLAN AND REVIEW ARRANGEMENTS

To ensure alignment with wider transport policy for Rutland, this BSIP will span the same time frame as Moving Rutland Forward – Rutland's Fourth Local Transport Plan, and will therefore cover the period up to 2036.

The BSIP will however be a living document and undergo an annual review, to take into account any pertinent changes – whether that be to policy, services or plans.

Any changes required will be agreed in advance, between members of the Enhanced Partnership, during scheduled Bus Operator Meetings (which upon adoption of this BSIP will be held quarterly), with any agreed amendments fed through into the Enhanced Partnership Plan.

Future iterations of this BSIP will be provided to the Department for Transport and a copy uploaded to our website: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

Further information on plan review and performance reporting can be found in section 5.

2 CURRENT OFFER TO PASSENGERS

2.1 MODE OF TRAVEL

Due to Rutland's rural nature and dispersed settlements, the county experiences high levels of car dependency. This is reflected in the 2011 census data (table 1) which shows that, during that year, 57.6% of the working age population in Rutland drove to work in a car or van compared to 54.5% of the UK population.

When considering bus travel, the difference is even greater, with just 1.37% of Rutland residents (of working age) travelling to work by bus, minibus or coach compared to 7.2% of the UK population.

Table 1 - Mode share for travel to work, 2011 Census⁴

	Rutland	UK
Mainly work at or from home	16.67	10.3
Train, underground, metro, light rail, tram	0.64	3.8
Bus; minibus or coach	1.37	7.2
Driving a car or van	57.62	54.5
Passenger in car or van	4.88	5
Bicycle	3.43	2.8
On foot	14.18	9.8
All other methods of travel to work	1.22	0.5

Although not directly comparable to the census, in 2016 RCC undertook a countywide travel survey, which indicated further growth in car dependency since 2011, with 74.2% of respondents travelling to work by car. Similar levels of bus travel (for work) were however recorded during 2016 (2.9%).

The Covid 19 pandemic and resulting lockdown has however led to increased levels of working from home and reduced bus use - as such work related travel patterns (when full data becomes available) are likely to look very different. Indeed, Council engagement with the public during the pandemic⁵ showed that the car was the predominant mode of transport for residents (83%) for all journeys, with just 1.7% of residents taking the bus. However, in part due to the pandemic and changing lifestyles, along with increased public concern regarding climate change and the environment, 42% of those providing feedback wanted to change the way they currently travel around the county.

⁴ <https://www.nomisweb.co.uk/census/2011/wp703ew>

⁵ Through the Future Rutland Conversation which ran in spring and summer 2021.

2.2 THE EXISTING NETWORK

2.2.1 LOCAL BUS SERVICES

Due to the rural nature of Rutland, combined with a sparse population, transport services within the county are currently limited in scope and frequency. All services are classified as non frequent⁶ with some parts of the county unserved by a scheduled bus provision (in Rutland, 1,800 residents (5%) do not have access to regular bus services and 25,000 (63%) currently have no access to demand responsive transport (DRT) – DRT is explained later). The county doesn't experience over provision, however there are some routes that are delivered by different operators at different times/ days of the week – causing confusion.

There are currently no evening or Sunday services operating within the county and registered school contracts underpin the network during term time.

Most services require financial support from RCC (and in some cases, from neighbouring authorities) in order to operate. Indeed, in recent years we have seen an increasing number of routes (or sections of) become non-commercial – requiring a decision to be made as to whether to intervene in the market to support a service.

The current conventional local bus services operating in Rutland at the time of writing (September 2021) are shown in figure 2 and listed in appendix A (along with information about the service such as frequency, days of operation, financial support and service type). These services can be divided into 'year round services' that serve the general public, and 'term time services' that primarily serve school and college children but are registered as local bus services to also allow other people to use them - such services operate term time only.

In Rutland commercial local bus services link Oakham to Stamford (limited hours) and Oakham to Melton Mowbray. Supported services offer access from Oakham or Uppingham to Stamford, Leicester and Corby covering some of the small villages in the area, but these have more limited frequency and operational hours.

Our two market towns, Oakham and Uppingham, are the main bus interchanges in the county – with all services arriving at these locations doing so at set minutes past the hour - enabling onward connections. Oakham also offers Rutland's only bus station (which was opened in 2014 and funded through the DfT's Local Sustainable Travel Fund) and the town also hosts Oakham train station – the only train station within the county. Under cover cycle parking is available at both Oakham bus station and train station, with non covered cycle parking at Uppingham interchange.

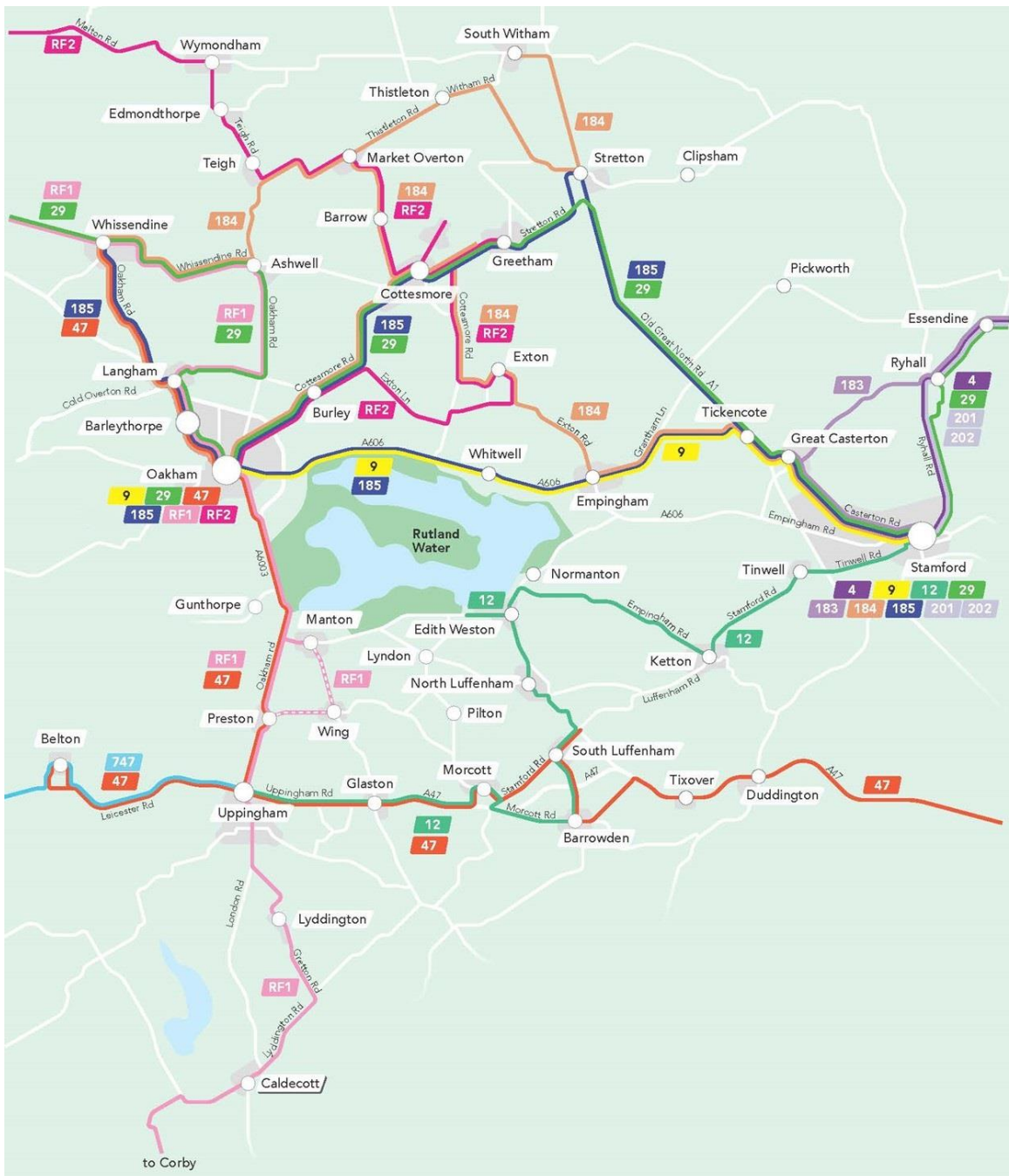
All scheduled bus services operate a hail and ride system enabling residents to pick up or get off at any point along the route – subject to it being safe for the bus to stop. Bus stops

⁶ Defined as less than 6 buses per hour.

and shelters are provided along these routes, at locations where there is greatest demand. The location of bus stops in Rutland can be found in Appendix B⁷.

Services operating within Rutland don't have centralised branding – as such it is hard for users to identify services that operate within Rutland. The exception to this is the Rutland Flyer 1 and Rutland Flyer 2.

Figure 2 - Map of bus routes in Rutland



⁷ Bus stop density/ density of service is not currently available. An action moving forward is to enhance the geographical information system data available for services and stops within the county – enabling this information to be calculated.

2.2.2 DEMAND RESPONSIVE TRANSPORT

To help provide transport to residents unserved by scheduled services, RCC currently has an agreement within Lincolnshire County Council, to deliver a demand responsive transport service called CallConnect that runs only in response to pre-booked requests. CallConnect currently covers the east of the county and is available 7.00am-7.00pm Monday to Friday and 7.30am-6.30pm on Saturdays. All vehicles are wheelchair accessible.

Residents within the CallConnect area can use the service to travel to any location within the service operating area, and if they are travelling further afield they can use the service to connect with other local bus or train services. Users must be registered as CallConnect members – but membership is free. Members can use the CallConnect bus service for any reason and use the service as often as they choose. Fares are broadly comparable with conventional bus service fares.

2.2.3 COMMUNITY TRANSPORT

Community transport within Rutland is provided by Voluntary Action Rutland (VAR). Through the service volunteers use their own cars to transport people who are either unable to use public transport, or for journeys where public transport is not available or is difficult. VAR also has three wheelchair-accessible vehicles (an MPV and 2 minibuses). The service currently receives funding from RCC.

In Uppingham there is also a free timetabled ‘Hopper’ community bus service operating 5 days a week and across the county there are a number of good neighbour schemes⁸ operating – offering residents without transport an additional transport option for socially necessary trips.

2.2.4 IN HOUSE SERVICES

RCC currently delivers an in house, free of charge ‘Hopper’ service in Oakham town centre. This is delivered using in house mini buses which are operated on a Section 19 permit.

2.2.5 TRAVEL TO HEALTHCARE

Alongside the provisions outlined above, eligible residents can access free of charge non-emergency patient transport or assistance with transport costs via the NHS. Rutland County Council does not have any role in the organisation, funding or provision of these services⁹.

Non-emergency patient transport (NEPT) is usually defined as: “non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers. This can and should encompass a wide range of vehicle types and levels of care consistent with the patients’

⁸ <https://www.rutland.gov.uk/my-services/health-and-family/health-and-nhs/health-and-support-services/coronavirus/information-and-advice-for-residents/i-need-help/good-neighbour-schemes/>

⁹ NEPT is commissioned by Clinical Commissioning Groups (CCGs), who have to provide services that meet the requirements as set out in legislation. Each CCG can decide who is eligible to receive transport in their area, based on the legislation and associated guidance

medical needs” (Department of Health, 2007). Transport is provided both to hospitals, and to hospital services delivered in the community.

NEPT is provided solely on the basis of medical needs; social need is not taken into account. Patients have to meet certain eligibility criteria in order to use NEPT¹⁰.

Patients who are not eligible for NEPT, but have a social need for transport can apply to the Healthcare Travel Costs Scheme. The aim of this scheme is to reimburse patient transport costs for travel to hospital or other NHS premises for NHS funded treatment. The scheme is available to individuals on a low income¹¹ who can reclaim the cost of their travel. The travel must be made using the most appropriate means of transport (defined in most cases as being public transport).

2.2.6 FARES

Bus fares for supported services are currently set in line with those on commercial services in the area. These fares are monitored to ensure fairness and consistency across routes.

The average fare for services operating in Rutland is 27p/ mile for an adult¹². A summary of available fare information is provided in appendix A.

Child and youth fares vary between operators, currently with differing age brackets.

Fares on any demand responsive transport service are set by RCC and are related to distance travelled. We review fare levels periodically to reflect changes in operating costs.

Donations for using community transport or a voluntary car scheme are suggested by the community organisation that runs the scheme.

2.2.7 TICKETING

Multi operator tickets are tickets which can be used on buses provided by more than one service operator. They can make bus use more convenient and affordable, and can help attract new passengers to bus services. At present there is no multi operator ticket scheme operating in Rutland, and limited smart ticketing.

Smart ticketing is where a ticket is stored electronically on a microchip rather than printed on a paper ticket. In most existing smart ticketing schemes, this microchip is embedded in a smartcard, but it could also be on a smart phone. Smart technology opens up alternative ways of buying, collecting and using tickets that are often easier for passengers. For example, a ticket can be bought online and loaded onto a smartcard at the start of a journey, or delivered directly to a mobile phone.

¹⁰ <https://www.westleicestershireccg.nhs.uk/your-health-and-services/non-emergency-patient-transport>

¹¹ Full criteria can be found online: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

¹² Ranging from as little as £0.08 to £0.36.

2.2.8 TRAFFIC, CONGESTION AND JOURNEY TIMES

The majority of Rutland's roads are rural and, with the exception of the A1 (currently governed by National Highways), single lane. There are currently no bus priority lanes within the county and the nature of our roads limits scope to implement any.

Although route (and time of day) specific vehicle speed and congestion data isn't currently available, figures published by the DfT recognise that congestion within the county is low compared to the majority of the country – as can be seen in table 2 (vehicle speeds) and table 3 (delays). The data highlights that average speeds on Rutland's A roads have remained consistent over the last 5 years and are nearly 17mph faster than those for England as a whole. Average delay times have also remained consistent in recent years and are currently only a third of that experienced on average in England, and also lower than the East Midlands average.

Whilst congestion reported along our A roads through the county is relatively low, some localised delays can occur as a result of:

- Level crossing down time in Oakham and some of our villages with train lines traversing through (with potential for further impact should freight journeys increase, as indicated),
- road closures or diversions,
- school gate related congestion (at drop off and pick up times), and
- inclement weather.

It is also important to note that although congestion plays an important factor on reliability/punctuality and journey time, for Rutland, journey times are extended in comparison to those undertaken in more urban areas, due to the rurality of Rutland. Our services traverse the county, travelling along small, winding roads, connecting villages with service centres and towns. End to end journey times are therefore comparably high - with the average scheduled journey time being 3.9 minutes/ mile (but ranging from 2.01 to 10.11 minutes/ mile). As mentioned previously, actual journey time data is not currently readily available, however as data availability on ABOD increases we will look to this resource for further detail and information.

Table 2 - Average speed

	Average speed (mph) on locally managed A roads					Change in last year
	2016	2017	2018	2019 ⁴	2020 ⁵	%
England	25.2	25.2	24.9	25.3	27.3	7.9%
East Midlands	29.5	29.3	28.9	29.1	31.1	6.9%
Rutland	41.7	41.6	41.4	41.2	41.4	0.5%

Table 3 - Average delay

	Average delay on locally managed A roads (spvpm) ^{1,2,3,4}					Change in last year %
	2016	2017	2018	2019 ⁵	2020 ⁶	
England	45.9	46.9	47.3	44.0	35.3	-19.8%
East Midlands	32.1	33.7	34.6	32.1	26.0	-19.0%
Rutland	11.8	11.7	12.4	12.2	12.1	-0.8%

2.2.9 PATRONAGE AND TRENDS

Within Rutland passenger trips remained consistent during 2017/18 and 2018/19 at around 414,000 trips per year (table 4). However in 2019/20 we saw a drop in passenger numbers of circa 4% (25,021) from 2018/19 – the reason for this is not known.

During 2020/21, when the country was in lock down, figures dropped drastically to 104,142 – a drop of circa 25% from 2018/19 levels and circa 27% from 2019/20 levels.

Interestingly however, when looking at the number of trips made with an ENCT pass (English National Concessionary Travel), although the number of trips dropped by circa 23% between 2017/18 and 2019/20 (table 5) the drop in use for ENCT trips as a result of the pandemic was lower than that by non ENCT trips – with an 11% drop from the previous year. Anecdotally, this may suggest that a higher proportion of those with ENCT passes continued to travel by bus due to having no alternative means of transport.

Table 4 - Total passenger trips by year

	2017-18	2018-19	2019-20	2020-21
TOTAL PASSENGER TRIPS	414,005	414,642	389,621	104,142

Table 5 - Total ENCTS trips by year

	2017-18	2018-19	2019-20	2020-21
ANNUAL ENCTS TRIPS	125484	102249	108495	96112

More granular information relating to passenger numbers by subsidised service, time of day and ticket type is currently not centrally collated¹³.

2.2.10 INFORMATION PROVISION

In collaboration with bus operators and delivery partners, bus information is provided in the following ways:

¹³ We will work with operators to ensure this data is more robustly collated as we move forward.

- Printed information – Due to the current pandemic we are not currently issuing paper copies of timetables. However, normally we produce a countywide bus times booklet and printed leaflets for individual bus services. As we move into post covid recovery we will continue to produce and distribute paper timetable booklets to appropriate information outlets as long as there is significant demand for them and they continue to be cost-effective. The booklets and leaflets are, as far as reasonably practicable, designed to conform with best practice as set out in guidance by the Association of Transport Co-ordinating Officers (ATCO).
- Information panels at bus stops – we work with bus operators to ensure that accurate and up-to-date timetable information is provided at all bus stops within Rutland. This information is provided in large print, as far as reasonably practicable.
- Council website page with information about all local bus services in Rutland, along with links to bus operators' websites that provide timetable and route maps, ticketing information and full fares information for most routes.
- Promoting the Traveline telephone number and website through our website and printed information materials.
- In Oakham bus station and at three bus stops in Uppingham there are also electronic information displays that show scheduled departure times. Real time information displays however are not currently available in the county.

We regularly review the methods and materials used to provide information to the public and adapt these as appropriate based on customer feedback, market intelligence and current circumstances.

2.2.11 INFRASTRUCTURE

The council provides and maintains infrastructure that facilitates passenger transport use. At present, this includes bus stop poles and shelters, information display cases, and Oakham bus station.

As outlined earlier, the location of bus stops in Rutland can be found in Appendix B¹⁴.

2.2.12 EXISTING BUS FLEET

The standard of vehicles currently in operation across the county varies considerably, however it would be fair to say that buses running on Rutland routes are generally older and less efficient than those found in cities and urban areas.

RCC doesn't currently hold an inventory of vehicles in use by operators serving Rutland (data is currently only available for those vehicles utilised as RCC's in house fleet). To address this moving forward, data will be gathered annually from members of the future EP

¹⁴ Bus stop density/ density of service is not currently available. An action moving forward is to enhance the geographical information system data available for services and stops within the county – enabling this information to be calculated.

and provided as an appendix to forthcoming iterations of this BSIP (with the first data set added as soon as possible after publication of this current version).

Data published will be illustrated for the county rather than per operator or route.

2.3 OPERATORS AND THE LOCAL TRANSPORT AUTHORITY

2.3.1 THE OPERATORS

The number of bus companies willing to operate conventional bus services in Rutland is very small. One operator (Centrebus) runs the majority of services across the county and three other operators (Blands Rutland Ltd, Delaine Buses and Vectare) cover the remaining services.

Competition is weak, because demand for passenger travel in the county has historically been limited and dispersed compared to urban areas. The county also lacks depot facilities where operators can base their in county operations.

In recent years, we have taken some steps to intervene in the marketplace to ensure that we get value-for-money where we are paying for services. The council has an internal fleet of accessible minibuses that we use where cost-effective to meet specialist travel needs (such as school transport, SEND and social care transport). Opportunities to utilise these vehicles during their downtime is kept under review, with vehicles directed to additional services or tasks as required, when not being used for specialist transport services. Current examples include delivery of a free town centre 'Hopper' service in Oakham and the provision of replacement minibus travel where diversions disrupt services.

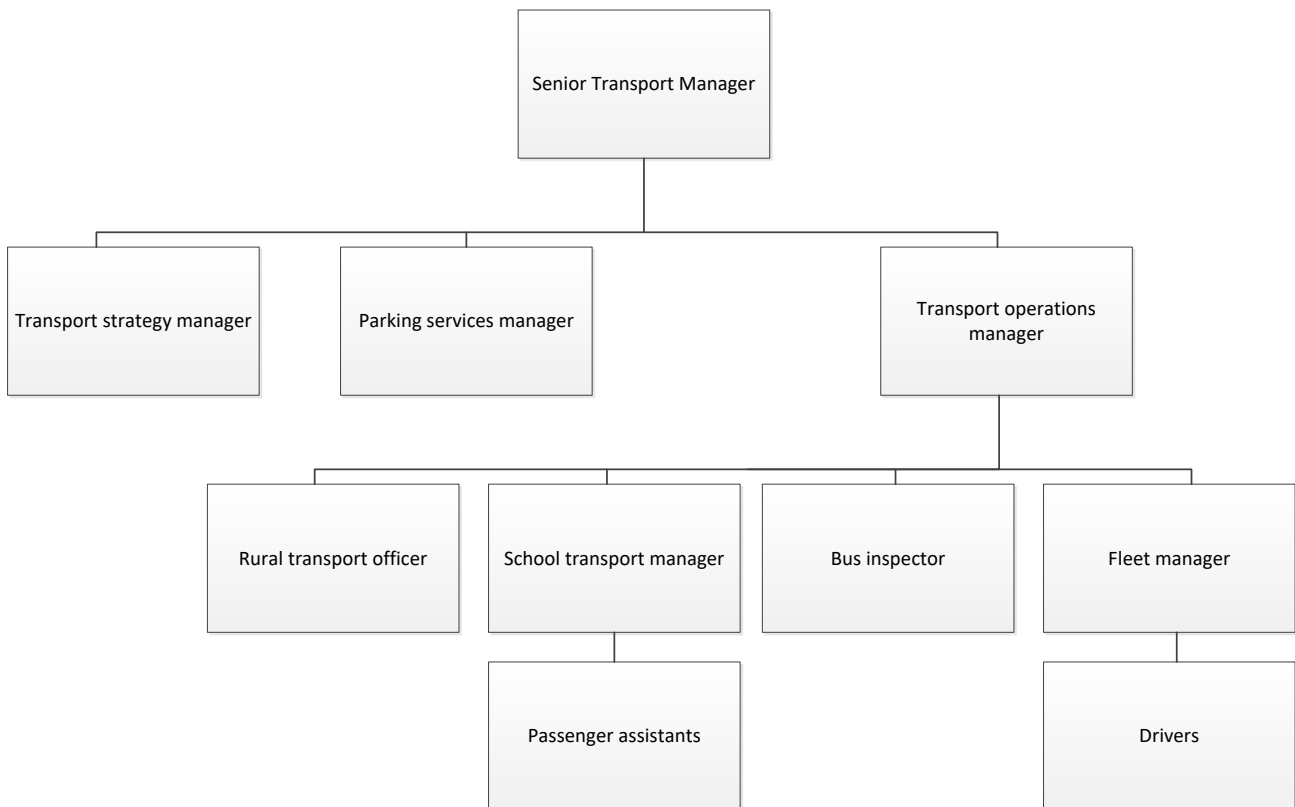
We are also party to an agreement with Lincolnshire County Council (LCC) for them to operate the CallConnect Demand Responsive Transport (DRT service) that covers east Rutland as well as south Lincolnshire. LCC contracts with an operator to provide the vehicle and drivers needed and handles booking, scheduling and dispatch functions from their 'Matrix centre' in Lincoln.

2.3.2 RUTLAND COUNTY COUNCIL AS LOCAL TRANSPORT AUTHORITY

RCC is a small unitary authority with one full time 'rural transport officer' responsible for promoting the local bus services and liaising with bus operators over timetables and service operation. Alongside this post is a 'bus inspector' – responsible for checking punctuality on public buses and school buses – as such only 50% of their time is spent solely on public transport provision.

Both of these roles sit within the Transport Operations Team (figure 3), under the transport operations manager and are complimented by a school transport officer and fleet manager that oversees the operation of internal fleet vehicles and services.

Figure 3 - Structure of the transport operations team



2.3.3 CO OPERATION AND COMMUNICATION CHANNELS

At present formal communication between RCC and local bus operators takes place during monthly Bus Operator Meetings which are minuted. During the development of this BSIP, these meetings provided a forum for operators and RCC to openly discuss views and ideas on BSIP targets, and potential measures that could help improve provisions and passenger levels in the county.

Upon adoption of this BSIP, we will continue to hold these meetings quarterly, with additional meetings held in between where required. To support the future EP, terms of reference will be produced for the operator meetings.

It is also envisaged that there will be opportunity to invite representatives from highways and other teams across the council, as well as external stakeholder groups (such as those representing individuals with disabilities, walking and/ or cycling groups) to future meetings where there are points of interest to raise. There will also be scope within these meetings to hold wider discussions with rail operators – with a view to ensuring co-ordinated services.

Communication also occurs more informally via telephone and email.

2.4 FUNDING

2.4.1 AVAILABLE FUNDING SOURCES

The following sources of funding are currently utilised to deliver passenger transport services and infrastructure in Rutland (either by RCC or operators). This is not necessarily an exhaustive list as we are constantly looking to find new ways of funding passenger transport in Rutland, and as further information is released by the DfT regarding new BSIP related funding we will update this section accordingly.

- **Our public transport revenue budget** – this is money allocated from the overall RCC revenue budget. Each year we are allocated circa £485,000 which is currently utilised to support non-commercial services. In addition to this, a further yearly budget allocation of £260,000 is provided to cover the cost of reimbursing bus operators for lost fees associated with trips carried out with a concessionary travel pass.
- **Government integrated transport block capital grant** – this is non ring-fenced¹⁵ capital funding paid as grant to local transport authorities. Local authorities decide on the specific small-scale infrastructure improvements that it is used for, which can include road safety measures and road improvements as well as passenger transport infrastructure such as new bus shelters. In previous years between £10,000 and £20,000 of this funding has been allocated for bus related improvements.
- **Bus service operator grant (BSOG)** – this is a grant paid by Government to bus operators to help them recover some fuel costs. Local authorities receive a sum related to the bus services that they support financially. At present, this grant is simply passed on by the council to the contracted bus operators (who historically used to receive it directly). However, the DfT are in the process of reviewing BSOG and future funding will be discretionary and tied to a local authority's compliance in creating enhanced partnerships as outlined by the DfT below:

'Only LTAs who have started to develop Enhanced Partnerships and operators co-operating with this process will receive the Coronavirus Bus Service Support Grant and Bus Service Operators Grant.'

From April 2022: 'The new discretionary forms of bus funding from Government will only be available to services operated, or measures taken, under an Enhanced Partnership or where a franchising scheme has been made. In addition, only services operated under these statutory agreements will be eligible for the reformed Bus Service Operators Grant, subject to consultation.'

¹⁵ 'Ring fenced' funding can only be used by a local authority for a specific purpose. Non 'ring fenced' funding can be reallocated by a council for a purpose other than the one that justified its provision.

- **Additional BSIP related funding** - The Government will be providing at least £3 billion of new revenue and capital funding to support the bus sector recover from the pandemic. Allocations for RCC are currently unknown, however funding will be discretionary and dependent on:
 - Publishing an ambitious BSIP by 31st October 2021 (this document)
 - Having an Enhanced Partnership active from April 2022.

We are currently awaiting guidance on how to access this fund.

- **Capacity funding** - The DfT have made £25 million available for 2021/22 to improve the capacity and capability of local authorities to deliver BSIPs and EPs. Of this funding, RCC was allocated £150,000 Local Transport Authority Bus Capacity Funding (Revenue) to help provide the resource capacity needed to create an enhanced partnership and BSIP.
- **Other central government grants** – These are usually made available through ad hoc competitions between local authorities for specific purposes.
- **Section 106 agreement contributions and Community infrastructure levy (CIL) contributions from developers** - When property developments are brought forward within the planning system, we will consider whether there is a case for the developer to provide funding for specific passenger transport services or related infrastructure to serve the development’s area of influence. We will also carry out internal discussions to identify whether CIL may be used to support bus service enhancements.
- **Contributions from public bodies, schools or colleges or employers** – Such contributions are usually to support particular services.
- **Temporary covid related funding** – During the pandemic the DfT have provided bus operators with additional funding to help support services. This funding was originally headed as the Covid Bus Service Support Grant (CBBSG) but is due to be replaced by a new bus recovery grant (BRG).

2.4.2 FINANCIAL SUPPORT FROM RCC

As previously outlined, a large proportion of services operating in Rutland are noncommercial – meaning they are not economically sustainable without additional financial support. The main reasons for this are:

- Low proportion of fare paying passengers (a lot of our passengers have an ENCT pass),
- Relatively low passenger numbers, and
- Longer journey distances with higher operational costs.

RCC currently spends circa £485,000 per year to support non-commercial services. Appendix A provides a list outlining which services are currently supported by RCC, however in summary, RCC supports 67% of bus services operating in Rutland – equating to circa 39,486 miles supported per month¹⁶ (excluding supported mileage figures for demand responsive services). A further five are patronised predominantly by school children entitled

¹⁶ Based on a typical month during school term time.

to transport via our home to school transport policy. Therefore these are indirectly supported as RCC purchases school transport passes on the service for eligible children. Operating these as registered local bus services is beneficial to residents as it gives them more transport options.

With the exception of service 9, the remaining services only briefly pass through Rutland while travelling between larger urban settlements out of county.

In addition to this, RCC also provides a high level of concessionary travel reimbursement back to operators, to cover the cost of trips made by individuals with a concessionary travel pass¹⁷. This spend is outlined in table 6.

Table 6 - Net current expenditure on concessionary travel in Rutland (adjusted for inflation to give expenditure at 2019/20 prices (taken from DfT table BUS0812b)

2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
£354, 000	£350, 000	£379, 000	£317, 000	£303, 000	£299, 000

2.5 OTHER FACTORS THAT AFFECT THE DELIVERY AND USE OF LOCAL BUS SERVICES

When reviewing this BSIP, it is important for the reader to understand any additional elements (alongside those already covered) that impact on the provision, operation and use of buses within the county. These elements have been summarised below.

2.5.1 RURAL SETTLEMENT

Rutland's sparse population and rural nature means a high proportion of residents are reliant on the car. To cater for those travelling by car, within Rutland's two towns, Oakham and Uppingham, both on and off street parking is provided by RCC.

Within Oakham there are 6 council owned, pay and display car parks and in Uppingham there are 3. Locations, along with charges for these (which are consistent across all provisions), can be found on the [RCC website](#)¹⁸. Limited waiting, on street free parking is also provided in Oakham and Uppingham town centres. Disabled parking is also available within the council car parks and on street.

At the time of publishing, RCC's Parking Policy is being revised and will take into account the need to prioritise bus travel over other means. As such the revised Parking Policy will outline how restrictions and enforcement¹⁹ will be implemented to reduce inconsiderate or

¹⁷ At the time of publishing (October 2021), there were the following number of active concessionary travel passes in Rutland: 9946 older person bus passes, 316 disabled person bus passes and 2 Travel Aid bus passes.

¹⁸ To our knowledge there are no privately owned pay and display public use car parks in Rutland, with the exception of those serving specific attractions (such as Rutland Water) or facilities.

¹⁹ Civil enforcement is carried out by RCC civil enforcement officers at an approximate cost of £110,000 - £130,000 per annum.

dangerous parking, in turn reducing associated congestion and delays to bus services. The revised parking policy will also set out the need to set parking charges, taking into consideration the need to reduce car dependency and encourage a shift towards bus travel and alternative, greener options.

2.5.2 TRIP GENERATORS AND POPULATION

Unlike other county's Rutland doesn't have a single prominent trip generator. Those travelling by bus (or indeed other means), do so to a wide range of destinations – including our two towns and villages, along with towns and city locations outside of Rutland (such as Melton Mowbray, Leicester, Peterborough and Nottingham). Lack of a dominant trip generator means more routes are required in order to cater for the varying needs of residents, which in turn increases delivery cost.

The financial viability of services is also limited due to low population levels located along key service routes.

2.5.3 LEVEL CROSSING CLOSURES

Rutland has one train station at Oakham. Services include a rail link to the east coast main line via Peterborough and direct trains to Stansted Airport to the east and Birmingham to the west. There is currently a once daily direct service to London St Pancras.

There are 2 level crossings within Oakham and 14 public level crossings in rural areas of our county which traverse a road or public right of way.

One of the main factors behind bus service delays in Rutland is the impact of level crossing down time – particularly for services operating through Oakham. This is compounded when there are rail service delays resulting in longer closures, or when there are freight services operating.

Due to the constraints of existing signalling equipment there is currently limited scope for freight train passage to increase on the line operating through Rutland. However, Network Rail is considering upgrading signalling equipment between 2019 and 2024. If such upgrades take place then growth in freight traffic could occur – increasing the amount of time level crossings are down, further impacting on service delays.

2.6 PUBLIC ENGAGEMENT AND PERCEPTION OF SERVICES

2.6.1 ENGAGEMENT TO DATE

As part of ongoing efforts to identify and address the needs of those living, working, visiting, and travelling across Rutland, RCC has conducted a series of specially designed surveys, open forums, and live discussion events throughout 2021 – seeking feedback on how 'Future Rutland' should look.

Through these ten themed ‘Future Rutland Conversations²⁰’, as well as a BSIP specific engagement survey (results available in appendix C), feedback has been sought from members of the public, businesses and stakeholder groups such as the Bus Users Forum and groups representing those with disabilities. A copy of the BSIP has also been sent to the local MP for Rutland.

Feedback received outlines four key areas where improvements could increase bus patronage. These have been summarised below and taken into consideration when developing plans to improve services (as outlined in section 4).

Availability & accessibility

“More frequent availability of public transport that doesn’t take an hour to travel a few minutes by car. Buses need to be available in the evening too to allow you to travel from a village pub to home. Local taxi services would also help.”

- Promote an accessible, interconnected, and coordinated public transport system.
- Increased frequency and extended operating hours at evenings and weekends.
- Improved access to essential services, healthcare, leisure, and recreation.
- More accessible transport services for those with disabilities.

Local & natural environment

“With a lot better Bus Service more people may be encouraged to leave their cars at home.”

- Move towards a more sustainable future for the county, supporting greening initiatives across varying transport modes.
- Drive behavior changes towards sustainable transport options; harnessing changing travel behaviors and attitudes post the inception of Covid-19.
- A desire to reduce traffic and congestion in towns and villages.

Access to recreation & leisure

“Better / more frequent bus links. Particularly for getting to Rutland Water and some of the smaller villages.”

- A demand for improved transport links to access leisure and recreation facilities more easily.
- Opportunity to improve and link cycle paths and footpaths with other transport.
- Whilst important across demographics, young people, and children, expressed a need for greater independence through transport.

²⁰ A countywide engagement opportunity with 10 themed areas for discussion with residents.

Information & inclusion

“Clearer information on bus timetables”

- Respondents are eager for clearer information in easily accessible formats.
- Some residents are not aware of existing bus offerings, in particular the availability of DRT.
- Desire amongst participants to create stronger connections with the local council, schools, and the wider community to tackle issues and disengagement amongst young people.

2.6.2 FUTURE ENGAGEMENT

Further engagement opportunities and surveys will be carried out to gather views on specific areas of bus use. The findings of these surveys will be used to identify and clarify areas for improvement.

2.7 HOW EXISTING SERVICES MEET OR FALL SHORT OF BUS BACK BETTER AMBITIONS AND OPPORTUNITIES FOR IMPROVEMENT

Within this section we have outlined the existing bus provision within Rutland, along with the barriers faced and a summary of public feedback on existing services.

Despite working with operators to deliver the best services possible within the funding limits available, there are a number of areas where our current offer falls short of the ambitions outlined in the Bus Back Better Strategy. Appendix D provides a summary table outlining current progress against the Strategy’s ambitions and in turn identifies areas and opportunities for improvement.

Section 4, along with the summary table in Section 6, outlines how we will deliver improvements, should sufficient funding become available.

3 HEADLINE TARGETS

Within this section we outline the key improvement targets that we will work with operators to achieve.

Alongside these targets we outline:

- How and why these targets were chosen, and
- How performance against targets will be monitored.

It should be noted that the targets outlined within this document are subject to receiving mutual agreement from operators and may therefore change during the process of developing the enhanced partnership.

In accordance with DfT guidance, this BSIP must include headline targets on:

- Journey times
- Reliability
- Passenger growth
- Customer satisfaction

Headline targets for the above are outlined below, along with additional monitoring areas for consideration during the EP development stage.

It should be noted, we have not broken our targets down between town and rural areas (as requested by the DfT) as due to the small size of our two towns, we feel separating these targets down would not add any further meaning to the results and would incur a disproportionate input to any potential benefit.

TARGETS	2018/19	2019/20	2020/21	2024/25	2029/30
Journey time	No data	No data	64% of services operate journey times of less than 4 minutes/ mile.	70% of services operating journey times of less than 4 minutes/ mile (a 6 percentage point increase on 2020/21 figures).	80% of services operating journey times of less than 4 minutes/ mile (a 16 percentage point increase on 2020/21 figures).

Reliability improvements	87% of non-frequent bus services (less than 6 services/hour) running on time	89% of non-frequent bus services (less than 6 services/hour) running on time	91%* of non-frequent bus services (less than 6 services/hour) running on time	95% of non-frequent bus services (less than 6 services/hour) running on time (a 4 percentage point increase on 2020/21 figures).	98% of non-frequent bus services (less than 6 services/hour) running on time (a 7 percentage point increase on 2020/21 figures).
Passenger growth	414, 642	389,621 trips	104,142	25% increase on new 2021/22 baseline.	40% increase on new 2021/22 baseline.
Customer satisfaction	2016 data 49.48% of bus users - Overall satisfaction with bus service	Not available	Not available	25 percentage point increase on new 2021/22 baseline.	40 percentage point increase on new 2021/22 baseline.

3.1 MEASURING JOURNEY TIME

3.1.1 AVAILABILITY OF DATA

Data to assess journey time is calculated internally based on available scheduled service timetables and a measurement of the shortest distance between end to end journey points.

3.1.2 JOURNEY TIME OBJECTIVES

The objectives of this BSIP are to ensure journey times do not increase and instead seek to reduce overall journey times through:

- Service reconfiguration – including the use of feeder services,
- Increased provision of DRT, and
- Measures to improve bus priority and reduce delays.

3.1.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

For our rural county, we do not feel that significantly increasing vehicle speeds is viable due to the nature of our rural, often narrow and winding roads, combined with the need for our network to cater for dispersed rural settlements.

However, we do acknowledge that indirect journeys that are considerably slower than undertaking the journey by car, act as a barrier to bus use.

As such, to help make buses more appealing we will monitor the average journey time/ mile for all end to end services operating within the county and seek to make improvements and reconfigurations where it would be viable and safe to do so.

We feel that the targets set are aspirational yet realistic in light of the physical barriers we face.

3.1.4 HOW WILL WE MEASURE SUCCESS?

Success will be measured through an increase in the % of services operating journey times of under 4 minutes/ per mile by 2024/5 and 2029/30.

Journey time will be calculated based on the average speed per mile of journey – with the journey length calculated based on the shortest end to end journey distance (without intermediate stops).

This data will be collated and published every 6 months.

3.1.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To help identify areas for improvement, we will also undertake the following:

- Monitor the total average end to end journey time for all services combined,
- Resource permitting, monitor average scheduled journey time at different times of day and days of week - such as morning peak, inter-peak, afternoon peak, evening, and weekend services.
- Create a ranked list of services to help identify those that would most benefit from journey time improvements.

3.2 MEASURING RELIABILITY

3.2.1 AVAILABILITY OF DATA

RCC currently collects reliability data – calculated based on the % of services operating on time (with on time classified as 1 minute early or 5 minutes late).

3.2.2 RELIABILITY OBJECTIVES

Our objectives over the coming decade are to:

- By 2024/25, increase reliability on all buses to the level currently set by the Traffic Commissioner.

- By 2029/30, increase reliability on all buses to above the level currently set by the Traffic Commissioner.
- Reduce the impact of roadworks on services (via the introduction of a permit scheme).
- Reduce the impact of congestion on services (via implementation of the Parking Policy).
- Improve the condition of buses – reducing breakdowns.

3.2.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

During 2019/20 and 2020/21, services within Rutland were operating at good reliability levels – with 89% and 91% of services (respectively) operating on time.

As an authority, our internal target for reliability was 83% of services operating on time.

Reliability increased slightly during 2020/21, however for a significant proportion of the year, the country was in national lockdown. As a result, our services operated with reduced patronage due to public restrictions and school closures (a number of our services offer term time transport for school and college pupils). In turn, services were subjected to smaller boarding queues, less pick up and set downs and removed congestion outside schools – which we believe added to increased reliability.

As members of the public return to the bus, we anticipate there may be an initial period whereby reliability drops due to increased patronage and associated delays. As such, we feel 95% reliability to be ambitious in light of the fact that some of the improvements delivered are likely to, initially, simply balance out any reduction in reliability as patronage begins to increase. Moving further ahead we will seek to deliver improvements that enable reliability to increase above the level set by the Traffic Commissioners 'Standards for Local Bus Services'. If achieved, this will see a 7% point increase in reliability from 2020/21 levels.

3.2.4 HOW WILL WE MEASURE SUCCESS?

In the immediate future, success will be reported against a single target: '% of services operating on time' as this is the factor that we have historical data for.

To measure this, RCC will deploy a bus inspector to carry out spot checks on reliability – with all routes being observed as minimum, once per month.

Overall reliability will then be calculated as a percentage based on this data.

This data will be collated and published every 6 months.

As data becomes more readily available on ABOD, we may look to replace, or complement, this method of data collection, with data available from operators on the ABOD system (discussed further below).

3.2.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To ensure we get a full picture, in addition to the headline target, we will seek to gather and monitor the following additional data for each service operating within the county:

- Number of journeys cancelled (operator data – gathered monthly)
- Number of break downs (operator data – gathered monthly)
- %of journeys tracking (ABOD - where available)
- % journeys on time (ABOD - where available)
- % journeys late (ABOD - where available)
- % journeys early (ABOD - where available)
- Reliability on different days of the week (RCC bus inspector – surveys – every 6 months if resource available: weekend, market days, weekdays)
- Reliability for different times of the day (RCC bus inspector – surveys – every 6 months if resource available.)
- KMs lost.

We will also look to record the following data to identify the impact of road works on service reliability:

- Number of planned roadworks notified to bus operators
- Number of planned roadworks not notified to bus operators
- Number of emergency roadworks affecting bus operators

This data will be collated on a monthly basis unless stated otherwise and reviewed annually.

3.3 MEASURING PASSENGER GROWTH

3.3.1 AVAILABILITY OF DATA

RCC collates from operators, figures relating to the number of passengers per service, each month. Data on the number of concessionary pass users each month is also recorded. However, gaps do exist in historic data – in particular where services are commercial.

Moving forward we will work to ensure robust data collection and utilise ‘overall number of passenger trips’ as the headline target to assess progress.

3.3.2 PASSENGER GROWTH OBJECTIVES

Our objectives over the coming decade are to:

- Increase the overall number of bus users travelling on services within Rutland.
- Increase the number of fare paying passengers.
- Increase the number of youth and young adults travelling by bus.
- Increase weekend use.
- Increase the sustainability of services by increasing usage.
- Broaden the range of journeys carried out by bus.
- Increase the proportion of services that are commercially sustainable.

3.3.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

Although passenger numbers were already on a downward trend, the decline in 2020/21 was severe, as such we do not feel it would be suitable to use pre covid figures as a baseline, but instead will work from the new 2021/22 baseline (when available), which will give us a better indication of how buses in Rutland are currently being used in a post lockdown world.

Targets for growth will be set against the new 2021/22 baseline – with a target of 25% growth by 2024/25 and 40% by 2029/30.

Having lost a large proportion of our previous passenger base (in part due to increased home working), increasing bus use within the county will require refocus to encourage different sectors of the community to consider travelling by bus, in particular youth and young adults. This is something we will of course work hard, with operators and partners, to achieve – but particularly due to our rural nature and the long distances our buses travel, this is likely to be a hard challenge. As such, we feel the targets set are suitably ambitious given the demographics of our pre covid bus users.

3.3.4 HOW WILL WE MEASURE SUCCESS?

Success will be measured through an increase in the overall number of bus trips, with a target of 25% increase (on 2021/22 figures) by 2024/25 and 40% increase (on 2020/21 figures) by 2029/30.

This information will be gathered by requesting monthly returns from all operators and will be published every 6 months.

In the future, should ABOD enable recording of this data, we will utilise the data analysis feature on ABOD to collect this information.

3.3.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To help identify areas to promote in order to increase patronage, we will also monitor the following:

- Number of single trips by service (operator data – monthly)
- Number of single trips carried out by youth (operator data - monthly)
- Number of single trips at weekends (operator data - monthly)
- Number of single trips on (future) evening services (operator data - monthly)
- Proportion of trips carried out by concessionary pass holders (operator data - monthly)
- Trip purpose (surveys – twice a year)
- Ticket type purchased (operator data - monthly)
- Income received (operator data – monthly)
- Concessionary subsidy provided (RCC/ operator - monthly)

This data will be reported on annually, but will be kept under review during the year.

3.4 MEASURING CUSTOMER SATISFACTION

3.4.1 AVAILABILITY OF DATA

RCC does not currently collect regular customer satisfaction information. The last comprehensive set of data available is from our countywide travel survey, which went out to all households in Rutland in 2016. Through the survey a series of questions were asked – both to bus users and non bus users. Included were a number of questions on customer satisfaction – including ‘overall level of satisfaction with services’.

Between October 2021 and February 2022 we will undertake surveys on customer satisfaction, to provide us with a better indication of current satisfaction levels. Surveys will be carried out on a representative sample from across the different routes in operation and the findings will be used as the new baseline from which progress will be measured.

3.4.2 SUMMARY OF CUSTOMER SATISFACTION OBJECTIVES

Our objectives over the coming decade are to:

- improve overall satisfaction with public bus services
- improve overall satisfaction with value for money
- improve satisfaction with service frequency, journey time and reliability
- improve satisfaction with availability and integration of services
- improve satisfaction with fares and ticket availability
- improve satisfaction with standard of buses
- improve satisfaction with bus stop infrastructure
- improve satisfaction with bus service information

3.4.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

Our latest available data (from 2016) identifies that just under 50% of bus users in Rutland were satisfied with bus services in Rutland generally.

As this data is over 4 years old (at the time of writing), we do not feel it would be appropriate to measure progress against this figure – but instead measure progress against a new 2021/22 customer satisfaction level (with surveys due to take place between October 2021 and February 2022). We will strive to deliver a 25% increase in satisfaction levels up to 2024/25 and 40% increased by 2029/30.

These targets are felt to be ambitious in light of the challenges, we as a rural county, will face when seeking service improvements – for example through limitations to our ability to improve journey time due to the majority of our services connecting remote locations over a wide area.

3.4.4 HOW WILL WE MEASURE SUCCESS?

Success will be measured through levels of ‘overall satisfaction with bus services’ and will be targeted at existing bus users. Satisfaction levels will be gathered for a number of areas relating to bus travel and then an overall satisfaction level generated from these.

This information will be gathered by face to face customer satisfaction surveys carried out by RCC's bus inspector. These surveys will take place two to three times a year and will be carried out: on buses, at bus stops and at Oakham bus station and Uppingham interchange.

Surveys will be carried out on a representative sample from each bus service and will be backed up by an online survey which will be promoted widely to bus users. Promotion will be sent to parishes and ward members to help raise awareness and ensure responses are received from bus users across the county.

We will also seek feedback on this indicator from our Bus Users Forum and bus Users Panel, which is open to all Rutland residents and takes place biannually. Group during scheduled meetings.

Feedback and progress will be published online every 6 months.

Subject to funding, in the future we may also look at taking part in NHT or Transport Focus surveys to enable comparison against other similar LTAs.

3.4.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To help understand satisfaction further, we will also monitor satisfaction with specific elements of public transport - to explain any overarching changes and identify improvement areas.

Areas for further monitoring will be identified through the current BSIP public engagement and will be based on the areas that are important to existing and potential bus users – however it is likely these will cover the objective areas outlined above. Over the coming years we will also (subject to resource) seek to gather more detailed data to identify how time of day, day of the week and service used impact on users' satisfaction levels.

To help gather this data we will either undertake surveys produced in house, or seek to utilise surveys carried out nationally such as NHT and Transport Focus Surveys – to enable us to more easily compare performance against other LAs.

4 DELIVERY

Within this section we outline the actions we will take (subject to confirmation and acceptance of sufficient additional funding) in order to deliver improvements to bus services and infrastructure within the county.

Appendix E outlines how these deliverables will help us to meet the objectives of Bus Back Better, whilst appendix F outlines the funding required to deliver these improvements and offers a funding priority ranking of each of these improvements (which is also outlined throughout the remainder of this section).

The deliverables outlined within this section have been identified (and prioritised) based on the findings of public engagement and discussions with operators.

It should be noted however, that the measures outlined within the remainder of this document are wholly dependent on securing the full levels of external funding outlined in appendix F and will not be possible without it (see 4.1 below).

Furthermore, funding requirements post 2025 are to be determined and depend on the success with which passenger levels have increased.

In summary, it is anticipated that a total of £ 3,537,499 is required in order to deliver all of the measures outline within this BSIP. Of which £2,741,500 would be required from the DfT's £3bn of transformation funding, up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding), up to £226, 000 of our existing Council revenue budget and up to £254, 000 in salary costs (existing revenue).

It should be noted however that the costs identified are estimates and subject to change should further investigation identify they have been over or underestimated.

4.1 CAVEAT TO DELIVERY

At the time of writing, no confirmation of funding has been provided by the DfT and as such the following caveats to this BSIP should be noted:

- The BSIP is an outline document at this stage and does not represent the council's definitive or immutable commitment or statement of intent.
- Upon notification from the DfT of any funding allocations, RCC will identify whether there is sufficient grant funding to deliver all of the improvements outlined within this BSIP, or if funding levels are lower than required (and it would be permissible to do so), identify which elements of the BSIP could be delivered with the funding levels available.
- If the DfT require LTAs to provide match funding, RCC will review what is possible, given the funding levels allocated.

- This BSIP is subject to ratification by Council.
- If sufficient additional funding is not available, RCC will not be bound to accept the funding, nor deliver the improvements outlined within this BSIP.

4.2 MORE FREQUENT AND RELIABLE SERVICES

4.2.1 ENHANCED FREQUENCY OF SERVICES (FUNDING PRIORITY 4²¹)

To help make buses more appealing and easier to use, during the creation of the enhanced bus partnership, RCC will work with operators to identify the frequency of services required in order to meet the needs of residents.

Detail on this has not yet been determined, however we hope to increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision.

Through engagement with our residents we will also explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events such as cinema and theatre.

We will also trial Sunday services to enable shopping and tourism opportunities – for example to Rutland Water.

4.2.2 NETWORK DESIGN AND SIMPLIFYING SERVICES (FUNDING PRIORITY 5)

Alongside the review of service frequencies outlined above, we will work with operators to review the existing network design, to identify any gaps²² and consider how services could be simplified. During this time we will also liaise with community transport providers to ensure fully coordinated provisions.

Alterations, such as additional pick ups on existing services are likely to increase overall journey times and so, whilst detail is to be agreed, it is likely any alterations will consist of streamlining existing services and providing coordinated feeder links (likely through Digital Demand Responsive Transport) to key hubs. Through this approach we will enable faster, more frequent journeys that reach a higher proportion of our residents.

In addition, during the initial years of the BSIP we will amend existing services to better fit with school and college journeys (where to do so would not be to the detriment of fare paying commuters) and encourage fare paying transport for non-entitled home to school movements. We will also review the number and size of vehicles used opting for minibuses where numbers are low and double decker buses where 2 routes can be combined into 1.

²¹ 94.5% of BSIP survey respondents said increased frequency would encourage them to travel by bus, whilst 84% said Saturday and Sunday services would, and 80% said evening services would.

²² 88% of BSIP survey respondents said increased destinations would encourage them to travel by bus more.

Through the above improvements, not only do we hope to improve accessibility and frequency, but also help encourage services to become economically stable.

During the review of network design, we will also identify services that could be simplified and improved (funding priority 5). For example, there are currently multiple services operating between Oakham and Stamford, however there is little coherence between the services that operate the route. During the early stage of our BSIP we will work with operators and Lincolnshire County Council (under which Stamford falls) to identify whether services could be merged, or if not, whether a combined timetable can be published, clearly outlining the services available, along with clear promotion.

4.2.3 INCREASING BUS PRIORITY (FUNDING PRIORITY 13, 14 AND 15)

Central to the Bus Back Better strategy is the need to make buses an '*attractive alternative to the car for far more people*'. To support this, the DfT want to see LTAs prioritise buses, helping to make them faster and more reliable.

In urban areas of the country this will be done through the introduction of priority bus lanes in locations experiencing congestion. However, in Rutland, congestion is infrequent and all roads, with the exception of the A1 (currently governed by National Highways) are single lane. As such, there is not an evidenced need to implement bus priority lanes (or point closures) within the county, nor would it be viable given the available highway space.

However, although bus priority lanes won't be implemented we will work to minimise minor or infrequent disruptions to services in the following ways²³:

- Review within our Parking Policy (currently under review) parking provisions and use of restrictions along A roads and key bus routes – with a view to minimising any associated congestion.
- When planning new or amended highway engineering measures such as traffic calming, ensure consideration is given, as part of the feasibility and design stage, to the impact of the proposal on bus services operating along the highway.
- Introduce a utilities permit scheme (funding priority 14) - which will require utility service providers to apply for a permit to undertake work on the highway – providing RCC with more control over the scheduling of road closures and diversions, in turn helping minimise repeated closures, disruption and delays to bus services. We will also investigate the viability of providing buses with permits that enable them to pass through restricted road works areas, subject to it being safe and viable to do so.
- Review bus and taxi bays within our town centres, with the remit of improving passenger accessibility and ensuring bus priority (funding priority 15).
- Engage with schools to encourage parents and pupils to travel to school by alternative means than car - reducing motorised traffic outside of schools and

²³ 80% of BSIP survey respondents felt reduced delays and increased reliability would encourage them to travel by bus more, whilst 67% said quicker journeys would.

colleges, and in turn reduce delays caused by school gate congestion. To assist with this we will continue to support schools with Modeshift STARS and seek opportunities to trial School Streets (funding priority 13).

4.2.4 COUNTYWIDE DIGITAL DEMAND RESPONSIVE TRANSPORT (FUNDING PRIORITY 1)

In some more remote parts of Rutland, we know that conventional fixed route services are financially unsustainable and unappealing to the wider public – due to the resulting services being infrequent with long journey times.

However, as outlined within section 2, to help address this, Rutland already utilises a successful demand responsive transport scheme called Call Connect, which is operated by Lincolnshire County Council on behalf of RCC.

At present the service only operates in the eastern part of the county – however subject to receiving sufficient BSIP funding and undertaking procurement, we want to expand the existing demand responsive transport offer to cover the whole of the county (either through CallConnect or a similar service) and adding additional destination hubs of Uppingham town and Oakham town (Stamford in Lincolnshire is currently the main destination)²⁴.

Services will be planned to enable connecting journeys for onward travel to Corby, Melton Mowbray, Leicester and Peterborough – which offer further opportunities for a wider range of education, employment, social and health care opportunities.

We will also work with Lincolnshire County Council and service users to identify and trial, additional service extensions to meet community need – for example providing evening transport to local youth centres.

The viability of offering DRT transport to employment locations in remote areas and operating shift patterns will also be reviewed in co-operation with business owners – however it should be noted that this was trialled in 2012 as part of our LSTF bid and uptake was limited.

To help broaden the audience using DRT, we will also seek to make vehicle and ‘digital’ technology improvements that help to widen the appeal of the vehicles and thus reach a new audience. Improvements will include:

- Implementing new, flexible booking, including a phone app to provide booking and ticket purchasing;
- A new scheduling and despatch system making operation more efficient
- Improved vehicle quality and condition, with enhanced on-bus technology;
- Live tracking of vehicles - enable real-time passenger information;

²⁴ 52% of BSIP survey respondents said bookable on demand services would encourage them to travel by bus more.

- Smart ticket machines that accept ITSO smartcards and contactless payments; and
- deploying innovative reactive marketing to spread awareness and understanding of the service.

Alongside any expansion of DRT, we will also deliver publicity and education events – including roadshows – to help raise awareness of how DRT works and tackle any misconceptions such as services being less reliable than fixed routes.

In implementing these changes we want to “provide a sustainable DRT service fit for the future that appeals to all ages and represents an effective rural transport solution”.

4.2.5 BUS RAPID TRANSPORT NETWORKS

The DfT BSIP guidance states that authorities should consider the longer term transformation of services through bus rapid transport systems. Bus rapid transport systems offer fast, comfortable, and cost-effective services at metro-level capacities by providing services that operate along dedicated lanes or busways, with off board payment systems²⁵. A nearby example of this is the Cambridge busway.

Whilst RCC along with operators will strive to significantly improve services across the county, a bus rapid transport system in Rutland is not deemed viable for the following reasons:

- Congestion is minimal and can be resolved by alternative means, as outlined above.
- Service frequency does not currently warrant the need for dedicated lanes (all routes in Rutland operate less than 6 services per hour).
- There are limited locations that have issues with slow boarding.
- Rutland is a rural county with rolling countryside – the creation of a busway would be incongruous to the natural environment.

4.3 PLANNING AND INTEGRATION WITH OTHER TRANSPORT MODES

4.3.1 INTEGRATED SERVICES AND TRAVEL HUBS (FUNDING PRIORITY 21)

As we work more closely with operators of both bus and rail services, we will increase opportunities to integrate services as well as modes of travel – ensuring the bus does not operate as a standalone travel option.

We will upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs and seek opportunities to provide similar at Oakham train station (the only train station in Rutland) (funding priority 21). These new hubs will provide improved promotion – highlighting links between buses and trains as well as opportunities for safe onwards walking and cycling opportunities – and where possible

²⁵https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/985379/bus-service-improvement-plans-guidance-to-local-authorities-and-bus-operators.pdf

supported by the provision of secure and undercover cycle parking²⁶ as well as information and guides on safe walking and cycling routes accessible from the bus stop/ station²⁷.

We will also continue to operate service timings that facilitate onward travel connections from Oakham and Uppingham and this will become more important as DRT feeder services are implemented. We will liaise with operators to identify improved communication channels between operators, to reduce instances of missed connections due to delayed feeder services.

4.3.2 SIMPLIFY SERVICES (FUNDING PRIORITY 14)

It is well documented that complicated services (or perception of) deter bus use.

To address this our BSIP outlines a number of improvements to help simplify services:

- Implementation of consistent numbering on supported services (priority 6),
- Investigate options for consistent age brackets and fares for youth travel across operators (priority 8),
- Look to set a schedule for timetable and service changes – to minimise multiple communications and coordinate changes
- Show all Rutland services on bus stop network maps (included within priority 7)
- Investigate opportunities for fare capping (included within priority 3 and 8)
- Investigate opportunities for integrated tickets between operators (funding priority 11²⁸)
- Streamline services that operate the same route (see example in 4.1.2).

In addition to the above, we will also work with operators to ensure as far as possible, services are the same in the evenings and weekends as they are in the daytime.

4.3.3 REVIEW SOCIALLY NECESSARY SERVICES

RCC currently supports a number of services that offer socially necessary journeys, but that aren't currently commercially sustainable.

However, there are further areas of the county currently unserved by a bus service and also potential for the impact of Covid 19 to threaten the viability of previously commercially viable services.

These two issues are to be addressed as a priority early in the life of this BSIP.

We will work with operators to undertake a review of existing services, to identify:

²⁶ 38% of BSIP survey respondents said secure cycle parking would encourage them to travel by bus more.

²⁷ 60% of BSIP survey respondents said better connectivity between buses and walking and cycling provisions would encourage them to use the bus more.

²⁸ 86% of BSIP survey respondents said better connections with other buses and trains would encourage them to travel by bus more.

- Whether services remain commercially viable, or could be with delivery of the improvements outlined in this BSIP, and
- where gaps in service exist and whether they can be addressed through alterations to existing services (without detriment to journey time).

Where neither of these options are viable, it is envisaged that expanded DRT (section 4.1) will offer feeder transport services to Oakham, Uppingham and Stamford, with further onward travel opportunities available from these destinations. Indeed, the expansion of DRT to the whole county alone will improve equity of service provision as, at the time of writing, the east of the county has the CallConnect scheme to connect rural communities without a conventional bus service to the town of Stamford, while the west of the county lacks such a service.

Through the above, we will ensure we meet the needs of vulnerable people and reach communities that are at risk of social isolation.

4.3.4 INVEST IN SUPERBUS NETWORKS

Although our proposals would result in higher frequency and lower fare services than currently in operation, Superbus networks (as outlined on page 47 of the National Bus Strategy) are best suited for ‘intermediate’ areas: neither fully urban or deeply rural.

Due to Rutland’s rural nature and low population (there are under 40, 000 residents in Rutland) a Superbus network would not be suitable and as such we will focus on delivering the other improvements outlined within this BSIP.

4.4 FARES AND TICKETING

4.4.1 FARES MUST BE LOWER AND SIMPLER (FUNDING PRIORITY 8, 3 AND 9)

To help encourage use, during the process of setting up an enhanced partnership, we will work with operators to investigate opportunities to offer lower and simpler fares. Exact details are still to be confirmed, however we hope to offer the following:

- Investigate the viability of standardised age categories for child and youth fare tickets across operators.
- Develop a council issued youth identity card for all Rutland residents under the age of 19 (funding priority 8). All school & college passengers utilising RCC provided school transport will be sent a youth identify card automatically each summer and an online application service for any other resident under 19 to easily access the cards.
- Offer discounted travel for children and youth during incentivised travel promotion schemes (funding priority 3).

Through the above it is hoped that we will be able to encourage a younger audience on to the bus - helping to make bus travel the norm, and encourage sustainable travel habits for life.

In addition to the above, during the development of the EP, we will assess the viability of bringing in lower fares, daily price caps, frequent traveller incentives and weekly or monthly

tickets. However, it should be noted that due to a number of services within the county being non-commercial, these reduced fares and discounts will require additional subsidy from RCC as the LTA and will require further discussion with operators during EP development.

Finally, to make purchasing tickets easier and allow integration between operators and modes of travel, we will explore the viability of buying in to Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services (funding priority 9).

4.5 PASSENGER EXPERIENCE

4.5.1 MODERN BUSES AND DECARBONISATION (FUNDING PRIORITIES 2, 19, 20 AND 12)

Rutland does not have any Air Quality Management Areas, however findings from recent public engagement²⁹ have highlighted increased concern from members of the public regarding climate change and the need to reduce environmental impact.

To address this concern, over the life of this BSIP, great importance will be given to reducing the emissions of bus services operating within Rutland, with the following actions planned:

- Pilot the use of 100% electric vehicles for our town centre 'Hopper' services (funding priority 2)³⁰. The pilot will last for 1 year initially, with comparison made against diesel vehicle operations. Due to the county's rural nature, the majority of services operating do so over longer distances than our urban counterparts. As such, whilst technologies are still developing our trial will focus on town centre Hopper services, where vehicle charge range would not pose a threat to service operation and reliability. A findings report will be produced at the end of the trial, with any recommendations for continuation or expansion included within it.
- Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output. The resulting information will be used to optimise use of lower emission vehicles and prioritise any future investment that may be made available to replace vehicles with lower emission alternatives.
- Liaise with operators regarding the viability of electric charging provisions at their existing depots – identifying infrastructure improvements required in order for electric vehicles to be utilised in the future.
- Trial the use of an electric minibus to provide community transport (funding priority 19).
- Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric fleet of buses.

²⁹ Via the Council's Future Rutland Conversation that took place in spring/ summer 2021.

³⁰ 68% of BSIP survey respondents said electric or zero emission vehicles would encourage them to travel by bus more.

In addition to lower emission vehicles, over the life of this BSIP we will work with operators, and on our own fleet, to improve the overall quality and provisions on offer as follows:

- Install Wi-Fi and USB charging on all existing vehicles (subject to funding) – enabling users to optimise their time whilst travelling (funding priority 20)³¹.
- Install audio and visual announcement provisions on existing vehicles (subject to funding)³² – to help improve accessibility for those with restricted eye site or hearing and provide confidence to passengers who don't know the area, such as tourists (funding priority 12).
- When replacing vehicles or re-procuring – merit will be given where operators are able to offer³³:
 - Audio and visual announcement provisions as standard
 - Wi-Fi and USB charging
 - Improved accessibility for those in wheelchairs, utilising mobility aids or travelling with pushchairs or luggage.
 - Where possible, space for bicycles³⁴ (for tourists and residents wishing to travel part of their journey on bike).
 - Enhanced vehicle cleaning protocols.
 - Buses that, as minimum, meet EURO VI standards.

4.5.2 PASSENGER SAFETY (FUNDING PRIORITIES 18, 10, 17 AND 12)

Ensuring actual and perceived safety of passengers is vital – both when travelling on and waiting for a bus³⁵. To help improve safety for our bus users, we will:

- Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station (funding priority 18). Audits will identify any safety or accessibility issues, such as poor footway camber, lack of dropped kerb crossing provisions, lack of lighting or natural surveillance. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach.
- Audit bus stops (funding priority 10) – we will undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and

³¹ 39% of BSIP survey respondents said USB charging would encourage them to travel by bus more.

³² 81% of BSIP survey respondents said better on bus information such as next stop announcements would encourage them to use the bus more.

³³ The following percentages of BSIP survey respondents said the following improvements would encourage them to travel by bus more: better bus cleanliness (62%), modern buses (61%), better facilities for those with disabilities (60%), better condition buses (59%), better facilities for those with buggies or shopping (57%), better seating availability (52%) and ability to travel with bike/ e bike (43%).

³⁴ This was previously trialed through our LSTF bid. Uptake was minimal and so any future schemes would need careful research to identify the best solution.

³⁵ 67% of respondents said improved safety at bus stops and shelters would encourage them to use the bus more, whilst 74% said a better waiting environment would, 57% said seats at bus stops would and 54% said better facilities for those with disabilities would.

accessibility of the stop – with regards to factors such as lighting, presence of hardstanding, whether there is a sheltered waiting area and seating, if there are raised kerbs to assist boarding, presence of bicycle parking and whether there is a requirement for cctv. We will then grade all bus stops and implement a minimum standard. For example, using a scale of 1 – 3 with 1 being the highest level of provision. Grading of stops (criteria for which will be mutually agreed with operators within the EP) will enable us to prioritise funding of improvements (should funding become available) and produce a maintenance plan. In addition, we will also seek investigate interest from parishes to undertake financially supported upkeep of bus stops and shelters.

- Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour, we will increase monitoring and staff attendance of Oakham bus station and Uppingham interchange. This will be carried out by the Council’s bus inspector (funding priority 17).
- Training – we will work with operators to ensure all drivers have undertaken relevant training. We will also work with operators to ensure emergency protocols are in place and that drivers remain accessible at all times through a mobile phone and on board trackers. We will also require buses to install (if not already present) CCTV on board.
- Customer relations – We will work with and encourage bus operators to ensure safety aspects are covered within their marketing. We will also ensure it is covered within the Passenger Charter – which will include clear mechanisms for submitting a complaint or suggestion relating to passenger safety. We will also seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns.
- Information provision – As outlined in other sections of this BSIP, we will also ensure information provision is improved and look to retrospectively install audio visual announcement systems on buses to reassure users and give them confidence in using the service (funding priority 12).

4.6 PASSENGER VOICE AND INFORMATION

4.6.1 PASSENGER VOICE

In order to ensure services are meeting the needs of those using them, and to further encourage more individuals to travel by bus, it is vital that we listen to the views of our service users.

In doing so we will be able to ensure services are accessible by all and identify any areas for improvement. To facilitate this we will:

- Continue to hold the Rutland Bus Users Panel meeting and Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by an elected panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so.

Through these avenues, bus users can raise concerns or issues regarding bus travel within the county and offer a sounding post for future improvements and alterations.

- Carry out (quarterly or twice yearly) bus user satisfaction surveys to help identify overall level of satisfaction with services, as well as for example, satisfaction with specific elements of travel, routes or times of travel. The results of these surveys will be used to monitor progress against the target for customer satisfaction.
- Work with operators to prepare a single bus passenger charter (to be included as Appendix G) for all services operating within Rutland³⁶ – outlining bus users’ rights to certain standards of service such as:
 - punctuality,
 - vehicle cleanliness,
 - proportion of services operated,
 - accessibility standards (and the steps taken to ensure inclusive transport services) ,
 - infrastructure requirements,
 - information provision, and
 - information and redress.
- On the latter point, the charter will outline how passengers can make a complaint or provide feedback (at a local and national level) where the service levels are not met. It should be noted however, that where operators deliver services in multiple authority areas, confusion may result from the creation of multiple charters. As such, a nationally set passenger charter may prove more beneficial and offer continuity of service levels across authority borders. In the event that such a national charter is produced we will seek to adopt it.

4.6.2 NETWORK IDENTITY (FUNDING PRIORITY 6)

It is acknowledged that a key element to providing service users with confidence, is clear and consistent branding across services operating within the county.

However, within Rutland a number of services operate across local authority boundaries and as such, it is not always possible to apply consistent service numbering or branding to buses – as to do so may conflict with ‘network identity’ in neighbouring counties.

To help improve network identity within Rutland however we will set about re numbering all services that are subsidised by RCC and primarily serve Rutland (priority 6). These services will be re numbered in line with the existing Rutland Flyer 1 & 2, to improve consistency.

4.6.3 BUS STOP PASSENGER INFORMATION (FUNDING PRIORITY 10)

In recent years a number of improvements have been made to the information available at bus stops within the county. However, when undertaking bus stop audits (funding priority

³⁶ 69% of BSIP survey respondents said improved customer services would encourage them to travel by bus more.

10), we will also assess information provision at each stop with a view to further improve the clarity and accessibility of information through implementing the following³⁷:

- Develop, in conjunction with operators within the EP, tiered standards for road side information provision and promotion. Full criteria is to be mutually agreed, however minimum standards for bus timetable information will apply to ensure it is accessible by all (for example through setting minimum font sizes – something which is already in use after consultation with Rutland Accessibility Group and VISTA). Other areas to be covered through the standards are: stop names (or numbering), date of timetable issue and use of logos etc.
- Information on all services operating from the stop,
- Fares information,
- Onboard facilities – e.g. whether Wi-Fi and on board charging area available,
- Route and network maps,
- Onward journey information – including links with rail, walking and cycling routes,
- Information for those travelling with mobility scooters, pushchairs, dogs and bicycles,
- Information about nearby tourist attractions, and
- Links to further information online and online journey planning tools.

4.6.4 REAL TIME INFORMATION (FUNDING PRIORITY 16)

Although there are electronic information displays in Oakham and Uppingham town centre, no real time information displays are currently available in Rutland. This is due to a number of factors including:

- Existing electronic displays being unreliable,
- Comparatively low service frequencies compared to urban areas,
- Poor telecommunication signals in more remote areas, hindering data transfer, and
- Concern from communities regarding the urbanisation of rural areas.

Despite historically not being considered viable, as we plan to increase and improve services, we will carry out further investigation into the need and deliverability of countywide real time information displays and alternatives such as real time apps, to further help improve availability of information and accessibility³⁸.

4.6.5 TIMETABLE CHANGES

To help limit confusion, during the creation of the EP, we will work with operators to agree a process and schedule for implementing timetable changes – helping to enable coordinated changes and reduce the need for multiple press releases and promotion that may lead to confusion.

³⁷ 83% of BSIP survey respondents said better information at bus stops would encourage them to travel by bus more.

³⁸ 89% of BSIP survey respondents said real time information displays would encourage them to travel more by bus.

We will however ensure changes to services are promoted widely.

4.6.6 TRAVEL INCENTIVES AND PROMOTIONS (FUNDING PRIORITY 3 AND 7)

We will raise public awareness³⁹ to both existing bus users and non bus users through the following ways:

- Work with RCC communications team to develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns (funding priority 3).
- Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county.
- Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. For example, to date during 2021, we have delivered two free or discounted travel campaigns, to raise general awareness and interest. We will look to make this a regular occurrence, with at least one offer per year, which could coincide with Catch the Bus Week or Rutland school holidays (funding priority 3).
- Produce new promotional materials and resources, including but not limited to: timetable booklets and 'underground' style route maps. Materials will offer clearer and easier to understand information and will highlight promotions and service enhancements to that may be delivered as a result of the BSIP (funding priority 7).
- Upgraded website with clearer information on services.
- Enhanced promotion of the Traveline public transport journey planning tool.

³⁹ 92% of BSIP survey respondents felt easier to find information would encourage them to use buses more, whilst 88% said journey planning tools would.

5 REPORTING

As previously outlined, BSIPs must include ambitious targets - stating what is to be achieved by 2025 and 2030. It is a DfT requirement that progress against these targets must be reported on publicly every six months, commencing from the implementation of the BSIP in April 2022. Section 3 provides further information on how data for these updates will be gathered. Alongside progress on targets, these reports will include updates on the deliverables outlined in Section 4.

To help ensure data collection remains on track, 'Targets' will be a standing agenda item of the quarterly meetings between RCC and operators within the EP. The first review is provisionally scheduled for October 2022 – with this, and all future progress updates, published online: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

Internally, the findings of the 6 monthly progress reports will be presented to the Council's Highways and Transport Working Group prior to publication online. Data from the progress reports will be used to identify additional areas for improvement and/ or promotion and will be considered when undertaking the annual BSIP review (outlined in section 1).

Any resulting changes to the BSIP – emanating either from findings of the progress review, or changes to policy, services or plans, will be agreed in advance, between members of the Enhanced Partnership, during scheduled Bus Operator Meetings (which upon adoption of this BSIP will be held quarterly), with any agreed amendments fed through into the Enhanced Partnership Plan.

Any alterations to the BSIP will be signed off internally through powers delegated to the Council's Director for Places and Portfolio Holder with responsibility for public transport. A copy of the revised BSIP will also be taken to the Highway and Transport Working Group for information.

Future iterations of this BSIP will also be provided to the Department for Transport and a copy uploaded to our website: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

6 OVERVIEW TABLE

Name of authority or authorities	Rutland County District Council
Franchising or Enhanced partnership (or both)	Enhanced Partnership
Date of publication	28th October 2021
Date of next annual update	28th October 2022
URL of published report	https://www.rutland.gov.uk/my-community/transport/transport-strategy/

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured (max 50 words)
Journey time	No data	No data	70% of services operating journey times of less than 4 minutes/ mile (a 6 percentage point increase on 2020/21 figures).	Measured through an increase in % of services operating journey speeds under 4 minutes/ per mile - calculated based on average speed per mile, with journey length based on the shortest end to end distance (without intermediate stops). Data published every 6 months and additional data monitored as per 3.1.5
Reliability	87% of non-frequent bus services (less than 6 services/ hour) running on time	89% of non-frequent bus services (less than 6 services/ hour) running on time	95% of non-frequent bus services (less than 6 services/ hour) running on time (a 4 percentage point increase on 2020/21 figures).	Single target outlining % of services running on time (between 1 minute early and 5 minutes late). RCC bus inspector to carry out reliability spot checks on all services, as minimum, once per month. Data to be published every 6 months. Additional data will be monitored - as per 3.2.5.
Passenger numbers	414, 642 trips	389,621 trips	25% increase on new 2021/22 baseline.	Success measured through increase in overall passenger trip numbers. Information gathered through monthly operator returns – which will be published every 6 months. Should data become available through ABOD we will look to use this instead. Further areas (3.3.5) will be monitored to assess progress and identify areas for promotion/ enhancement.
Average passenger satisfaction	Not available	Not available	25 percentage point increase on new 2021/22 baseline.	RCC's bus inspector will carry out in person surveys on representative samples from each service 2 - 3 times per year. Satisfaction with a variety of (consistent) elements will be combined into a single indicator – published every 6 months. We will consider partaking in national surveys to enable LTA comparison.

Delivery - Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Make improvements to bus services and planning		
More frequent and reliable services		
Review service frequency	Yes	<ul style="list-style-type: none"> Identify the service frequencies required to meet residents' needs. Investigate increasing daytime frequencies, particularly in areas with limited or no provision. Explore opportunities for Friday and Saturday evening services to tie in with local activities such as cinema and theatre and trial Sunday services to enable shopping and tourism opportunities.
Increase bus priority measures	Yes	<ul style="list-style-type: none"> Review existing corporate policies – such as our Parking Policy to ensure buses are prioritised. Introduce a utilities permit scheme – increasing control over the scheduling of road closures and diversions. Review bus and taxi bays within our town centres, ensuring bus priority. Encourage uptake of Modeshift STARS and deliver School Streets.
Increase demand responsive services	Yes	<ul style="list-style-type: none"> Expand existing DRT to cover the whole county and add additional destination hubs of Uppingham and Oakham – planned to enable onward travel. Explore opportunities to use Digital DRT for feeder services and service extensions to meet community need – e.g. transport to youth centres. Make service more accessible via booking app.
Consideration of bus rapid transport networks	No	<ul style="list-style-type: none"> RCC along with operators will strive to significantly improve services across the county, however a bus rapid transport system in Rutland is not deemed viable.

Improvements to planning/ integration with other modes		
Integrate services with other transport modes	Yes	<ul style="list-style-type: none"> Upgrade Oakham bus station, Uppingham interchange and key bus stops, to become active travel hubs and seek to provide similar at Oakham train station. Continue to operate service timings that facilitate onward travel connections from Oakham and Uppingham. Work with operators to identify improved communication channels between operators.
Simplify services	Yes	<ul style="list-style-type: none"> Implement consistent numbering on supported services Investigate consistent child and youth age brackets and fares, Set a schedule for timetable changes, Show all services on network maps Investigate fare capping and integrated ticketing Streamline services operating same route. Work with operators to provide consistent daytime, evening and weekend services.
Review socially necessary services	Yes	<ul style="list-style-type: none"> Work with operators to review existing services, to identify: <ul style="list-style-type: none"> - Whether services remain commercially viable, or could become so, - Where gaps exist and whether they can be addressed through service alterations (without detriment). Where neither option is viable, expanded DRT will offer feeder transport services with onward travel opportunities.
Invest in Superbus networks	No	<ul style="list-style-type: none"> Due to Rutland's rural nature and low population (there are under 40, 000 residents in Rutland) a Superbus network would not be suitable and as such we will focus on delivering the other improvements outlined within this BSIP.
Improvements to fares and ticketing		
Lower fares	Yes	<ul style="list-style-type: none"> Offer discounted travel for children and youth during incentivised travel promotion schemes. Deliver an annual promotion calendar - including a quarterly incentivised travel offer providing free, reduced or capped fare travel. Assess viability of standardised lower fares, daily price caps, frequent traveller incentives and weekly or monthly tickets.
Simplify fares	Yes	<ul style="list-style-type: none"> Investigate the viability of standardised age categories for child and youth fare tickets across operators. Develop a council issued youth identity card for all Rutland residents under the age of 19.
Integrated ticketing between operators and transport	Yes	<ul style="list-style-type: none"> Explore opportunities for integrated ticketing between bus operators and with rail services. Buy into Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services and assist facilitating ticket integration.
Make improvements to bus passenger experience		
Higher spec buses		
Invest in improved bus specifications	Yes	<ul style="list-style-type: none"> Seek to retrospectively install: <ul style="list-style-type: none"> - Wi-Fi and USB charging on vehicles - audio and visual announcement provisions on vehicles. When re-procuring – merit will be given where operators are able to offer the above, along with: improved accessibility, space for bicycles and buses that, as minimum, meet EURO VI standards.
Invest in accessible and inclusive bus services	Yes	<ul style="list-style-type: none"> Seek to install vehicle audio and visual announcements systems. Include accessibility criteria when re-procuring services. Audit bus stops to assess accessibility of stop and route to it – including footway camber, presence of hardstanding and raised kerbs to assist boarding. Minimum accessibility standards for timetable information.
Protect personal safety of bus passengers	Yes	<ul style="list-style-type: none"> Audit and grade stops and routes leading to them – assessing lighting, natural surveillance and CCTV. Increase presence at Oakham bus station and Uppingham interchange. Work with operators to ensure drivers have suitable training and emergency protocols are in place. Ensure on-board CCTV. Include safety within passenger charter and operator information.
Improve busses for tourist	Yes	<ul style="list-style-type: none"> Seek to retrospectively install audio and visual announcement provisions on existing vehicles. When re-procuring – merit will be given where operators are able to offer space for bicycles. Improved information including information at bus stops regarding nearby tourist attractions and onwards travel.
Invest in decarbonisation	Yes	<ul style="list-style-type: none"> Pilot electric vehicle town centre 'Hopper' services. Engage with operators to undertake a vehicle stock take – including emissions. Liaise with operators to identify viability of installing electric charging provisions at their depots – identifying infrastructure required. Trial an electric minibus for community transport provision.
Improvements to passenger engagement		
Passenger charter	Yes	<ul style="list-style-type: none"> Work with operators to prepare a single bus passenger charter for all services operating within Rutland – outlining bus users' 'rights to certain standards of service' such as: punctuality, vehicle cleanliness, reliability, accessibility standards, infrastructure requirements, information provision, and mechanism for complaints.
Strengthen network identity	Yes	<ul style="list-style-type: none"> Re number all services that are subsidised by RCC and primarily serve Rutland. These services will be re numbered in line with the existing Rutland Flyer 1 & 2, to improve consistency.
Improve bus information	Yes	<ul style="list-style-type: none"> Tiered grading of roadside information, with minimum standards set to ensure information is clear and accessible by all • Bus stops to include information on: services operating from the stop, fares, on board facilities, route and network maps, onward journeys, accessibility, tourist attractions and links to further information.
Other		
Other		

7 APPENDIX A - CURRENT BUS SERVICES OPERATING IN RUTLAND

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Service	Route	Service type	Frequency	Supported	Operator	Single	Return	Week	Month
182	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time	Less Than Every Two Hours	No	Blands Rutland LTD	£2.80	£4.30	£13	£52
183	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time	Less Than Every Two Hours	No	Blands Rutland LTD	£3.80	£4.70	£21	£84
184	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time	Less Than Every Two Hours	No	Blands Rutland LTD	£3.80	£4.70	£21	£84
12	Uppingham to Stamford	Year Round	Two Hourly	Yes	Blands Rutland LTD	£4	£7.40	£26	£104
185	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time (Varies Outside of Term Time)	Less Than Every Two Hours	Yes	Blands Rutland LTD	£3.80	£4.70	£21	£84
185*	Oakham to Stamford	Year Round (Saturday Only)	Less Than Every Two Hours	Yes	Blands Rutland LTD	£3.80	£4.70	-	-
CallConnect (DRT)	Rutland to Stamford	Year Round	N/A	Yes	CallConnect	£4.80	£7.70	-	-
CC9	Rutland to Stamford	Year Round	Less Than Every Two Hours (Saturdays Only)	Yes	CallConnect	£4.80	£7.70	-	-

4	Grantham to Stamford	Year Round	Two Hourly	No	CallConnect Fixed Service	£5.50	£8.70	-	-
9	Oakham to Stamford	Year Round	Hourly	Yes	Centrebus	-	£8	£26	£85
RF1	Melton Mowbray to Corby	Year Round	Hourly	Yes	Centrebus	-	£8	£26	£85
29	Essendine to Brooksby College/Melton Vale post-16 Centre	Term Time	Less Than Every Two Hours	Yes	Centrebus	-	£8	£26	£85
747	Uppingham to Leicester	Year Round	Hourly	Yes	Centrebus	-	£4.40	£16	£56
RF2	Oakham to Melton Mowbray	Year Round	Two Hourly	Yes	Centrebus	-	£8	£26	£85
201	Bourne to Stamford and Peterborough	Year Round	Hourly	No	Delaine Buses	£3.40	£5	£21	£84
202	Bourne to Stamford and Peterborough	Year Round	Hourly	No	Delaine Buses	£3.40	£5	£21	£84
146	Oakham Hopper	Year Round	Hourly	Yes	RCC	£0.00	£0.00	£0.00	£0.00
47	Whissendine to Peterborough Schools	Year Round	Less Than Every Two Hours	Yes	Vectare	£5.20	£7.40	£38	£152

8 APPENDIX B – BUS STOP LOCATIONS

Bus stop location map

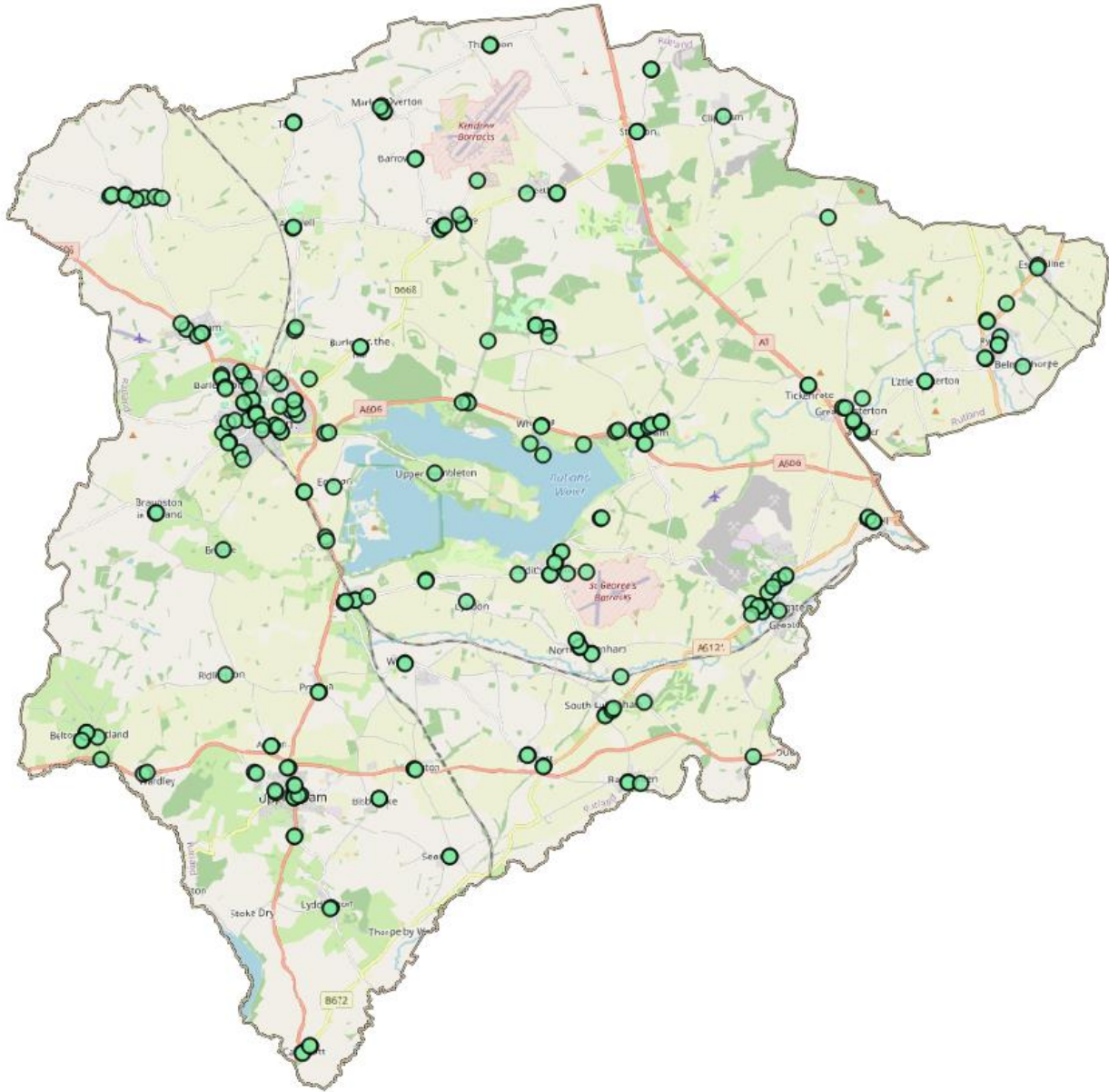


Table of bus stop locations

Area	Stop Location
Aldgate	Station Road (Church Road)
Ashwell	Crossroads (Enterprise Park)
Ashwell	Crossroads (opp Enterprise Park)
Ashwell	Oakham Road (Garage)
Ashwell	Oakham Road (opp Garage)
Ayston	Village (Church)
Ayston	Village (opp Church)
Barleythorpe	Main Road (opp Pasture Lane)
Barleythorpe	Main Road (Pasture Lane)
Barnsdale	A606 (Barnsdale Avenue)
Barnsdale	A606 (opp Barnsdale Avenue)
Barnsdale	Barnsdale Avenue (Gardens)
Barnsdale	Barnsdale Avenue (opp Barnsdale Lodge Hotel)
Barrow	Cottesmore Road (opp Main Street)
Barrow	Cottesmore Road (Main Street)
Barrowden	The Green (Church Lane)
Barrowden	The Green (opp Church Lane)
Barrowden	Wheel Lane (Kings Lane)
Belmesthorpe	Main Street (Castle Rise)
Belton-in-Rutland	New Road (opp Main Street)
Belton-in-Rutland	Church Street (opp Post Office)
Belton-in-Rutland	Church Street (Post Office)
Belton-in-Rutland	Leicester Road (opp Littleworth Lane)
Belton-in-Rutland	Littleworth Lane (Nether Street)
Belton-in-Rutland	New Road (Main Street)
Braunston-in-Rutland	Cedar Street (The Blue Ball)
Braunston-in-Rutland	Cedar Street (opp The Blue Ball)
Bisbrooke	Main Street (opp Telephone Box)
Bisbrooke	Main Street (Telephone Box)
Brooke	Main Street (Brooke Road)
Burley	Oakham Road (Burley Green)
Burley	Oakham Road (opp The Green)
Caldecott	Lyddington Road (opp Welland Close)
Caldecott	Main Street (opp Plough Inn)
Caldecott	Main Street (Plough Inn)
Caldecott	Lyddington Road (Welland Close)
Clipsham	New Street (opp New Road)
Cottesmore	Greetham Road (opp Toll Bar)
Cottesmore	Greetham Road (Toll Bar)
Cottesmore	Main Street (Sun Inn)
Cottesmore	Main Street (Village Shop)

Cottesmore	Main Street (opp Sun Inn)
Cottesmore	Main Street (opp Village Shop)
Cottesmore	Rogues Lane (opp Heath Drive)
Cottesmore	Rogues Lane (RAF Camp)
Edith Weston	Normanton Road (Car Park)
Edith Weston	Normanton Road (Church Lane)
Edith Weston	Normanton Road (opp Car Park)
Edith Weston	Normanton Road (opp Church Lane)
Edith Weston	Manton Road (opp Wheatsheaf)
Edith Weston	Manton Road (Wheatsheaf)
Edith Weston	Pennine Drive (opp Mendip Road)
Edith Weston	Welland Road (Severn Crescent)
Edith Weston	Windermere Road (opp Derwent Avenue)
Egleton	Hambleton Road (Church Road)
Egleton	A6003 (Hambleton Road)
Egleton	A6003 (opp Hambleton Road)
Empingham	Stamford Road (Church Street)
Empingham	Stamford Road (opp Church Street)
Empingham	Sykes Lane (Rutland Water Information Centre)
Empingham	Main Street (Exton Road)
Empingham	Main Street (opp Exton Road)
Empingham	Main Street (opp School Lane)
Empingham	Main Street (opp Willoughby Drive)
Empingham	Main Street (School Lane)
Empingham	Main Street (Willoughby Drive)
Essendine	Stamford Road (opp Village Hall)
Essendine	Stamford Road (Village Hall)
Exton	High Street (Fox & Hounds)
Exton	Stamford Road (Garden Road)
Exton	Stamford Road (opp Garden Road)
Exton	The Green (opp Fox & Hounds)
Exton	Empingham Road (opp Campden Close)
Glaston	Main Road (opp Old Pheasant)
Glaston	Main Road (Old Pheasant)
Great Casterton	Old Great North Road (Church)
Great Casterton	Old Great North Road (opp Tolethorpe)
Great Casterton	Old Great North Road (opp Church)
Great Casterton	Old Great North Road (opp The Plough)
Great Casterton	Old Great North Road (The Plough)
Great Casterton	Old Great North Road (Tolethorpe)
Great Casterton	Ryhall Road (College)
Greetham	Main Street (Wheatsheaf)
Greetham	Main Street (opp Wheatsheaf)
Greetham	Oakham Road (opp Locks Close)
Gunthorpe	Uppingham Road (Gunthorpe Turn)

Gunthorpe	Uppingham Road (opp Gunthorpe Turn)
Hambleton	Upper Hambleton (Hambleton Village)
Ketton	High Street (Northwick Arms)
Ketton	Empingham Road (Manor Green)
Ketton	Empingham Road (opp Manor Green)
Ketton	Empingham Road (Sharpe's Plain)
Ketton	High Street (opp Northwick Arms)
Ketton	High Street (Stock's Hill)
Ketton	High Street (Ketton Crossroads)
Ketton	High Street (opp Bull Lane)
Ketton	High Street (opp Pit Lane)
Ketton	High Street (Pit Lane)
Ketton	Luffenham Road (Church Road)
Ketton	Northwick Road (Spinney Road)
Langham	Melton Road (opp Manor Lane)
Langham	Burley Road (Jubilee Drive)
Langham	Burley Road (opp Jubilee Drive)
Langham	Melton Road (opp Melton road)
Little Casterton	Tolethorpe (opp River Court)
Little Casterton	Tolethorpe (River Court)
Lyddington	Main Street (opp Stoke Road)
Lyddington	Main Street (Stoke Road)
Lyndon	Church Road (opp Lyndon Church)
Lyndon	Lyndon Road (Nature Reserve)
Lyndon	Lyndon Road (opp Nature Reserve)
Manton	Lyndon Road (Stocks Hill)
Manton	Lyndon Road (Cemetery Lane)
Manton	Lyndon Road (opp Cemetery Lane)
Manton	Lyndon Road (opp Stocks Hill)
Market Overton	Main Street (Black Bull)
Market Overton	Main Street (opp Black Bull)
Morcott	High Street (opp Weares Close)
Morcott	High Street (opp Willoughby Road)
Morcott	High Street (Weares Close)
Morcott	High Street (Willoughby Road)
Normanton	Normanton Park Road (Normanton Farm)
Normanton	Normanton Park Road (opp Normanton Farm)
North Luffenham	Pinfold Lane (opp Bungalows)
North Luffenham	Church Street (opp School)
North Luffenham	Church Street (School)
North Luffenham	Digby Road (Kings Road)
North Luffenham	Digby Road (opp Kings Road)
North Luffenham	Pinfold Lane (Bungalows)
Oakham	Barleythorpe Road (Huntsman Drive)
Oakham	Barleythorpe Road (opp Rail Station)

Oakham	Barleythorpe Road (Rail Station)
Oakham	Foxfield Way (opp Oakfield)
Oakham	Lands End Way (Allotments)
Oakham	Lands End Way (opp Allotments)
Oakham	Lands End Way (Pillings Road)
Oakham	Schoefield Way (opp Withers Close)
Oakham	Stamford Road (opp Sewage Works)
Oakham	Stamford Road (Sewage Works)
Oakham	Ashwell Road (opp Chip Shop)
Oakham	Barleythorpe Road (opp Huntsman Drive)
Oakham	Bosal Road (Lands End Way)
Oakham	Braunston Road (Harrington Way)
Oakham	Braunston Road (opp Harrington Way)
Oakham	Burley Road (Co-Op)
Oakham	Burley Road (Ladywell)
Oakham	Burley Road (opp Ladywell)
Oakham	Cold Overton Road (Catmose College)
Oakham	Cold Overton Road (opp Memorial Hospital)
Oakham	Glebe Way (Lonsdale Way)
Oakham	High Street (Market Place)
Oakham	High Street (opp Market Place)
Oakham	John Street (Bus Station)
Oakham	Snowden Avenue (Grampian Way)
Oakham	South Street (Tesco)
Oakham	Station Road (opp Rail Station)
Oakham	Station Road (Rail Station)
Oakham	Station Road (Station Approach)
Oakham	Trent Road (opp Irwell Close)
Oakham	Trent Road (opp Spey Drive)
Oakham	Uppingham Road (Council Offices)
Oakham	Uppingham Road (opp Council Offices)
Oakham	Willow Crescent (English Martyrs)
Oakham	Willow Crescent (Willow Crescent)
Oakham	Woodland View
Oakham	Bosal Road (Lands End Way)
Pickworth	Bus Shelter (Church)
Preston	Uppingham Road (Glaston Road)
Preston	Uppingham Road (opp Glaston Road)
Ridlington	Top Road (Bus Shelter)
Ryhall	Church Street (opp Rutland Way)
Ryhall	Church Street (Rutland Way)
Ryhall	Turnpike Road (Mill Street)
Ryhall	Turnpike Road (opp Mill Street)
Ryhall	A6121 (Coppice Road)
Ryhall	A6121 (opp Coppice Road)

Ryhall	Essendine Road (Bus Depot)
Ryhall	New Road (The Square)
Seaton	Main Street
Seaton	Main Street (opp Bus Shelter)
South Luffenham	Stamford Road (opp The Coach House Inn)
South Luffenham	Stamford Road (The Coach House Inn)
South Luffenham	Station Road (CS Ellis)
South Luffenham	Stamford Road (Hall Lane)
South Luffenham	Stamford Road (opp Hall Lane)
South Luffenham	Station Road (Level Crossing)
Stretton	Manor Road (opp Rookery Lane)
Stretton	Manor Road (Rookery Lane)
Stretton	Stocken Prison (opp Hesketh Court)
Stretton	Stocken Prison (Hesketh Court)
Teigh	Ashwell Road (The Green)
Teigh	Ashwell Road (opp The Green)
Thistleton	Main Street (Church)
Thistleton	Main Street (opp Church)
Tickencote	Village Entrance (Bus Shelter)
Tickencote	Village Entrance (opp Bus Shelter)
Tinwell	Casterton Lane (Holme Close)
Tinwell	Casterton Lane (opp Holme Close)
Tinwell	Stamford Road (opp The Church)
Tinwell	Stamford Road (Tinwell Church)
Tixover	A47 (opp Jurassic Way)
Uppingham	Ayston Road (opp Wheatley Ave)
Uppingham	Ayston Road (Wheatley Ave)
Uppingham	Ayston Road (North Street East)
Uppingham	Ayston Road (opp North Street East)
Uppingham	Ayston Road (opp Surgery)
Uppingham	Ayston Road (Surgery)
Uppingham	Leicester Road (opp Queen's Road)
Uppingham	Leicester Road (Queen's Road)
Uppingham	Leicester Road (Shepherd's Way)
Uppingham	Leicester Road (opp Shepherd's Way)
Uppingham	North Street East (Bay 1)
Uppingham	North Street East (Bay 2)
Uppingham	North Street East (Bay 3)
Uppingham	Orange Street (High Street West)
Uppingham	Orange Street (opp High Street West)
Wardley	Uppingham Road A47 (Main Street)
Wardley	Uppingham Road A47 (opp Main Street)
Whissendine	Main Street (The Nook)
Whissendine	Main Street (opp The Nook)
Whissendine	Melton Road (opp Stanlands)

Whissendine	Oakham Road (Main Street)
Whissendine	Main Street (opp Station Road)
Whissendine	Main Street (Station Road)
Whissendine	Main Street (White Lion)
Whissendine	Melton Road (Stanlands)
Whissendine	Oakham Road (opp Main Street)
Whitwell	Bull Brig Lane (Cycle Shop)
Whitwell	Bull Brig Lane (Harbour Cafe)
Whitwell	A606 Stamford Road (Opp The Noel)
Whitwell	A606 Stamford Road (The Noel)
Whitwell	Whitwell Road (opp Rutland Water Visitor Centre)
Whitwell	Whitwell Road (Rutland Water Visitor Centre)
Wing	Top Street (Middle Street)
Wing	Top Street (opp Middle Street)

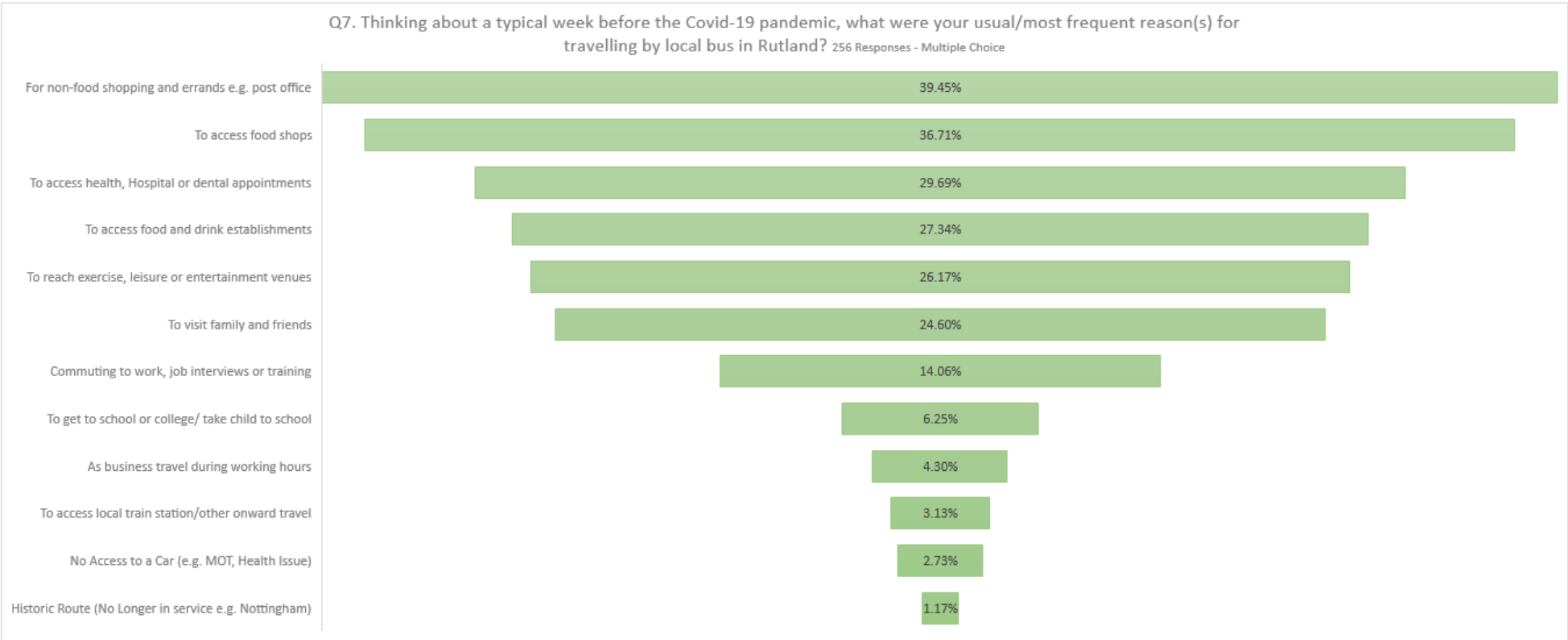
9 APPENDIX C – BSIP ENGAGEMENT

9.1 BSIP ENGAGEMENT – SURVEY ONE

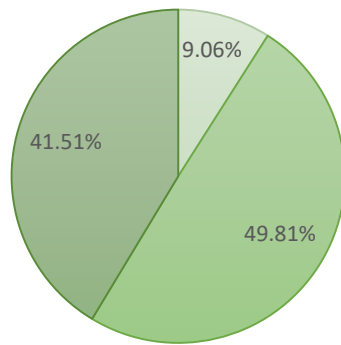
The following data was obtained through the initial BSIP engagement survey that ran between 23rd August and midnight on 26th September 21.

The key findings are provided below.

220

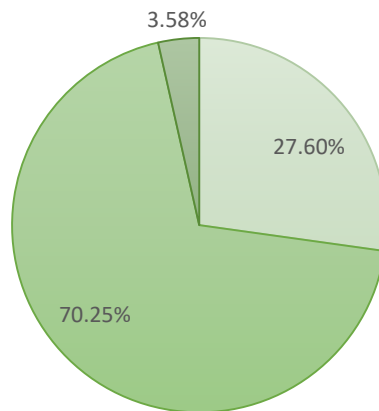


Q8. How does your bus use now compare to before the COVID-19 pandemic? 265 Responses



I use the bus more I use the bus less I use the bus about the same amount

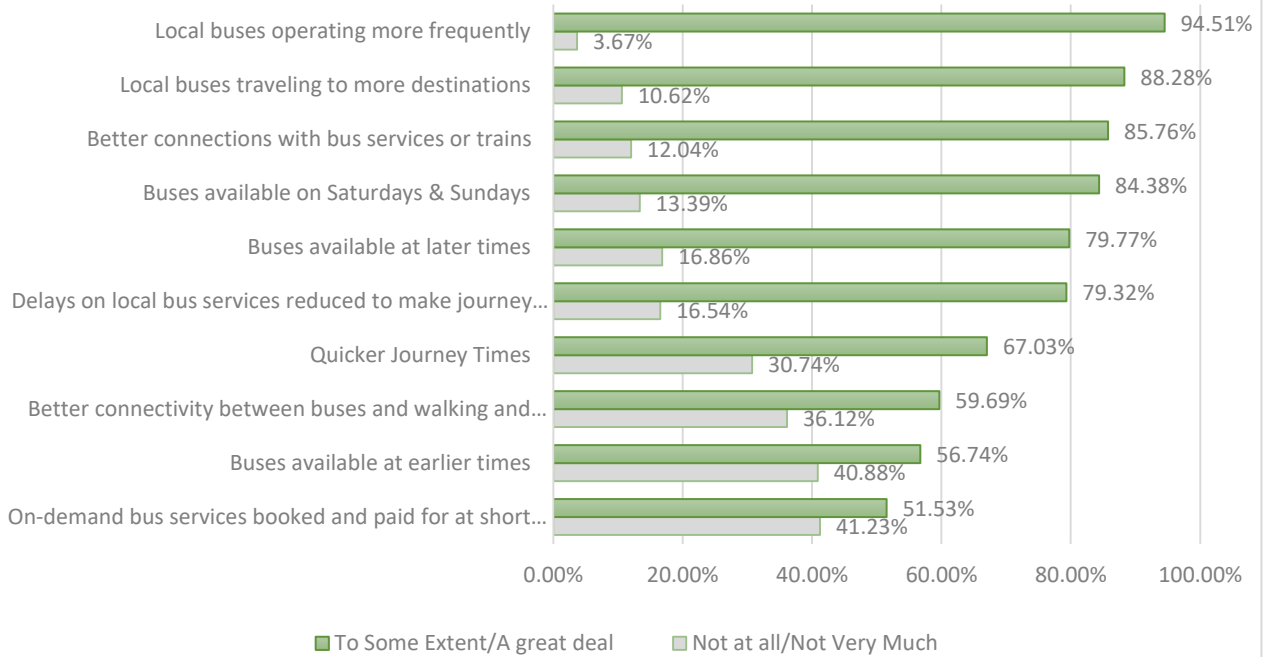
Q9. In the future how often would you like to travel by bus in Rutland? 279 Responses



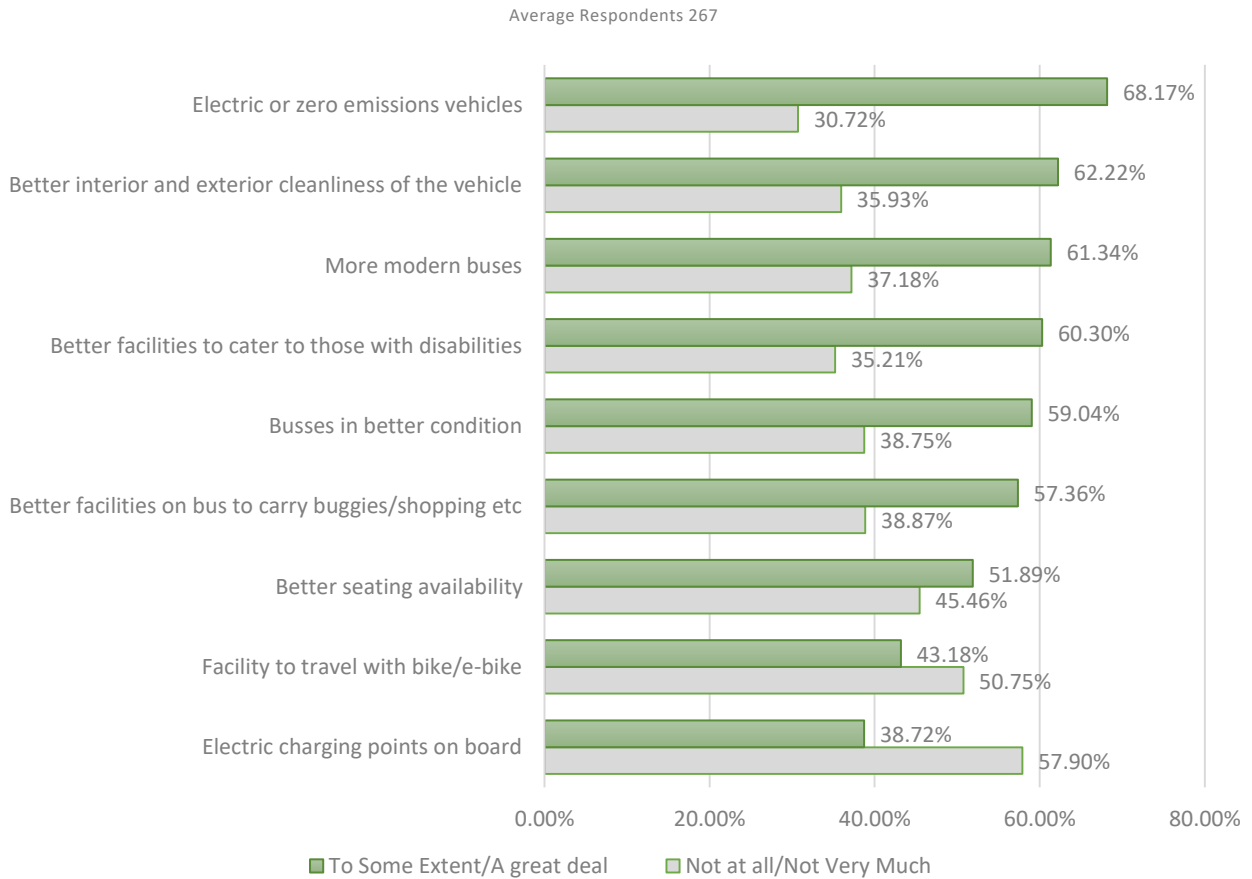
I would like to travel by bus as often as I did before the COVID-19 pandemic.
I would like to travel by bus more than I did before the COVID-19 pandemic

For questions 10 to 13, for clarity, responses of 'don't know' have been omitted.

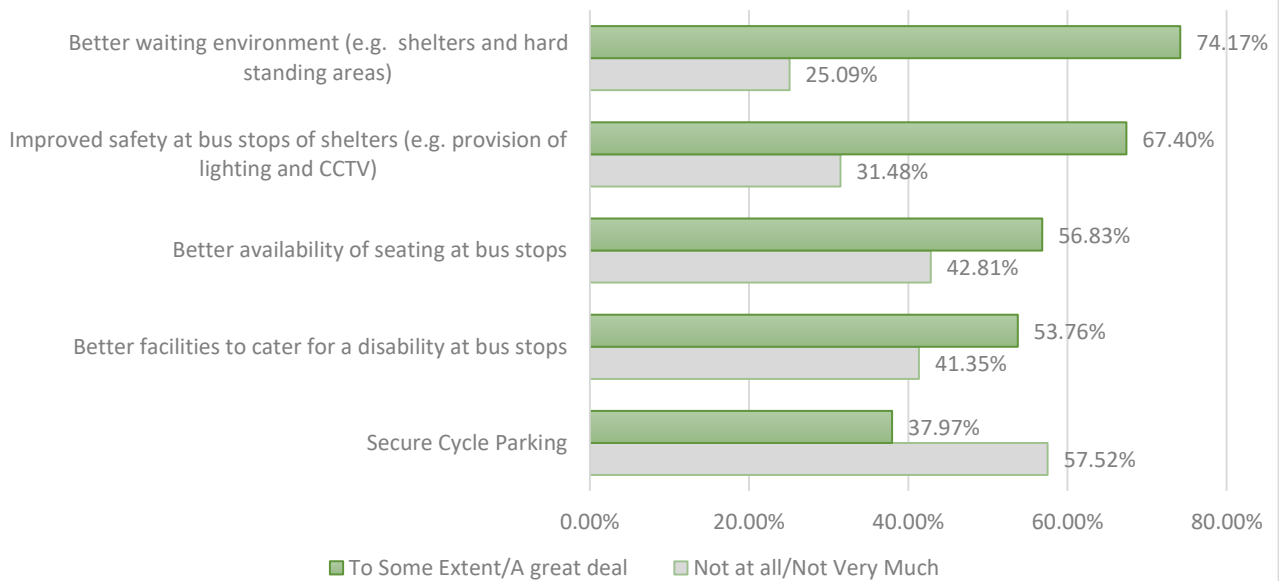
Q10. To what extent, if at all, would the following improvements to 'service reliability, frequency and availability' make you use local buses in Rutland more? Average Respondents 267



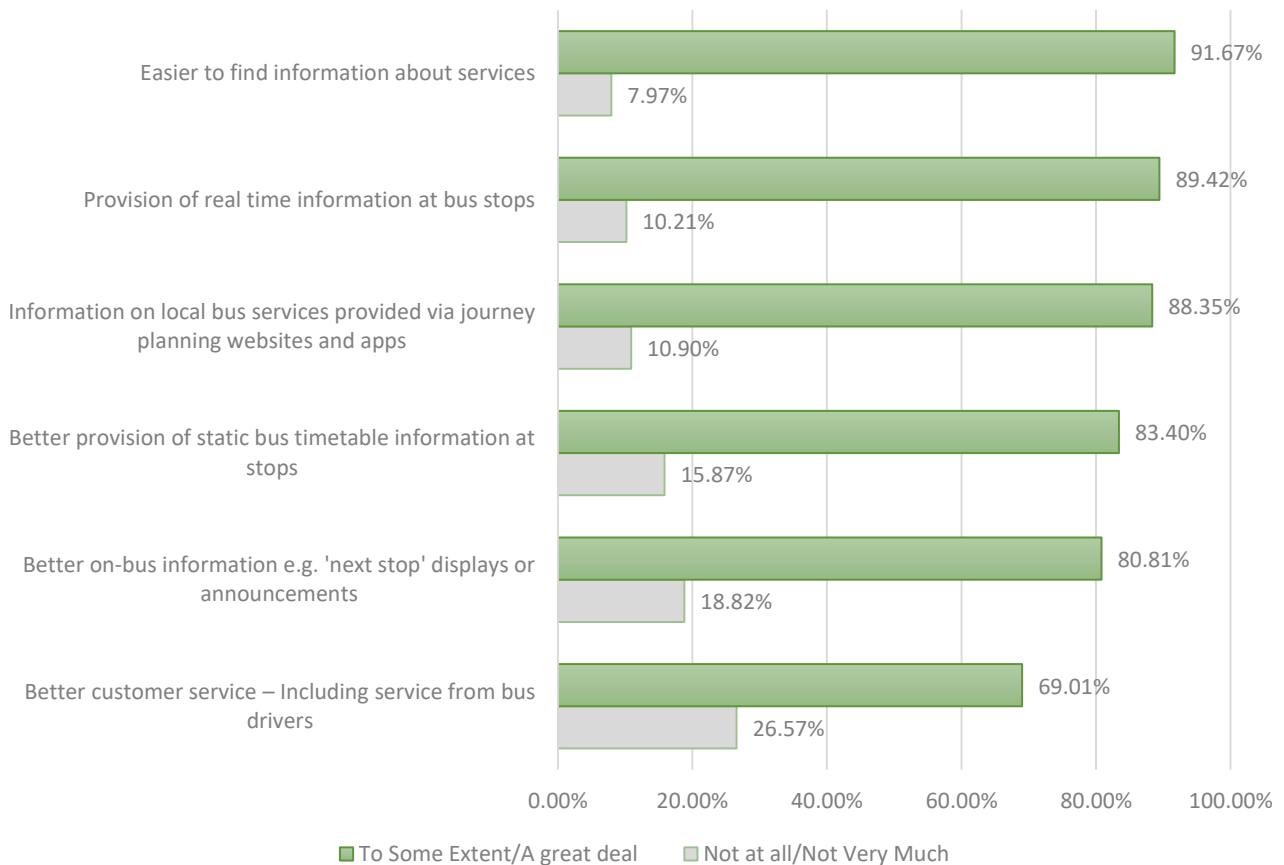
Q11. To what extent, if at all, would the following improvements to 'the buses and onboard facilities' make you use local buses in Rutland more? Average Respondents 267



Q12.To what extent, if at all, would the following improvements to 'bus stops' make you use local buses in Rutland more? Average Respondants 269



Q13.To what extent, if at all, would the following improvements to 'information and customer service' make you use local buses in Rutland more? Average Respondents 272



10 APPENDIX D – COMPARISON OF EXISTING PROVISIONS WITH BUS BACK BETTER OBJECTIVES

This appendix offers an overview of how current services and provisions compare to the objectives set out within Bus Back Better.

A RAG colour rating has been provided to show current progress against each of the priority areas, along with a brief overview for each element - helping to identify where there is need for improvement in order to bring standards up to those seen in areas of success as highlighted in Bus Back Better (such as Brighton & Hove, Harrogate and Bristol).

Frequent and reliable services

Area and RAG rating	Notes
High frequency services	Due to the rural nature of Rutland, combined with a sparse population, transport services within the county are currently limited in scope and frequency. All services are classified as non frequent ⁴⁰ with some parts of the county unserved by a scheduled bus provision.
Bus priority measures	There are currently no bus priority lanes within the county.
Demand responsive services	Demand responsive transport (under the name CallConnect) is available in the east of the county.
Bus rapid transport networks	There are no bus rapid transport networks in Rutland.

Planning and integration

Area and RAG rating	Notes
Services integrated with other transport modes	Arrivals into Oakham and Uppingham (our two market towns) are scheduled to enable onwards travel. Cycle parking is available at Oakham bus station, Oakham train station and Uppingham interchange.
Simple services	There are currently a handful of services within the county that are provided by multiple operators at different times of the day/ days of the week, causing some confusion to users.
Socially necessary services	RCC currently supports a number of services that offer socially necessary journeys, but that aren't currently commercially sustainable. However, there are further areas of the county currently unserved by a bus service and also potential for the impact of Covid

⁴⁰ Defined as less than 6 buses per hour.

	19 to threaten the viability of previously commercially viable services.
Superbus networks	Rutland does not have a Superbus network.

Fares and ticketing

Area and RAG rating	Notes
Low fares	Fares are moderate due to the associated operating costs of services in Rutland – which result from:: <ul style="list-style-type: none"> • Longer, cross county journey lengths • Low patronage on services • Low population along routes • High proportion of passengers are concessionary travel pass holders.
Simple fares	Charges and age brackets for child and youth fares varies across operators. There are no daily price caps or flat rate fares.
Integrated ticketing between operators and transport	There are no integrated ticketing options available on services operating in Rutland. Cashless tickets are not widely used on services operating within Rutland.

Higher specification buses

Area and RAG rating	Notes
High specification buses	Whilst the standard of vehicles currently in operation across the county varies considerably, buses in Rutland are generally older than those found in cities and urban areas – with very few having on board facilities such as USB charging or Wi – Fi.
Accessible and inclusive bus services	Where possible, information at bus stops is provided in large print with colour schemes suitable for those with restricted vision. All buses operating in the county are wheel chair accessible, however none have space for bicycles (although this was trialled in 2014 with LSTF funding). Very few buses operating within the county have on board audio and visual announcement systems.
Personal safety of bus passengers	CCTV and lighting exists at Oakham bus station, but safety measures are limited at other stops and on board.
Buses for tourists	Onwards travel information is provided at Oakham bus station. No buses offer space for bicycles (although this was trialled in 2014 with LSTF funding). Very few buses operating within the county

	have on board audio and visual announcement systems.
Decarbonisation	There are currently no electric buses operating in Rutland. The majority of buses are also comparatively old compared to buses found in towns and cities, and are less efficient

Passenger engagement

Passenger charter	There is currently no joint passenger charter for services in Rutland, however bus users can put forward views on services through the Rutland Bus Users Panel meeting or Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by an elected panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so.
Network identity	There is limited consistency of branding, with the exception of the Rutland Flyer 1 & 2.
Bus information	Information is provided as follows: <ul style="list-style-type: none"> • Printed information and timetables • Information panels at bus stops • Online on the RCC website • Via promotion of Traveline • Electronic information displays at Oakham bus station and Uppingham interchange

11 APPENDIX E – LINKS BETWEEN DELIVERABLES AND TARGETS

The table below summarises how the deliverables outlined in section 4 will help us to reach the targets set in section 3.

227

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport	x		x	
Decarbonisation: Pilot electric town centre 'Hopper' services			x	x
Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns			x	x
Enhanced frequency of services: Explore opportunity for more frequent week day services and evening and Sunday services to meet our residents' needs.			x	x
Simplifying services: Streamlining services delivered by multiple operators.	x	x	x	x
Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.			x	x
Promotional materials: Enhanced promotion and marketing to raise			x	x

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
awareness of existing, new and enhanced services and travel incentives.				
Simplifying ticketing and growing youth patronage: Seek to simplify ticket options and age brackets and implement a youth travel id card.			X	X
Electronic ticketing machines: Modernising payment methods and improving accessibility	X	X	X	X
Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.	X		X	X
Integrated ticketing: Seek to offer multi operator and mode travel tickets	X	X	X	X
Audio and visual on board announcements: Improving accessibility and information for residents and visitors.			X	X
Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.	X	X	X	X
Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.	X	X	X	X

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Review of taxi and bus laybys: Review location and usage to enhance accessibility.	x	x	x	x
Real time information: To improve service information and public confidence.			x	x
Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.			x	x
Walking and cycling audits: Review walking and cycling routes to bus stops and identify areas for improvement.			x	x
Decarbonisation: Community transport electric minibus pilot			x	x
On board USB charging and Wi - Fi: Modernising buses to improve passenger experience			x	x
Creation of travel hubs: Improving onwards travel information and integration between travel modes.		x	x	x

Outline funding template for BSIP

* Within each category, please use multiple lines to show details of different projects or proposals where you can. For example, on bus priority, you should aim to include detail on specific corridors; or on bus service support, you may have a split between scheduled services and demand-responsive services to flag. This is particularly important where you wish to attach a different priority ranking to different parts of your proposals.

** Please rank each line with a number showing your view of priority to your BSIP outcomes: 1 being the highest priority, and every line receiving a different number thereafter.

*** Totals will automatically be calculated. Do not amend calculations in row 34 or columns Q and R.

Q1. Please complete the table below. All figures should be nominal (actual prices, unadjusted for inflation). Please delete guidance in [blue] when completing the template.

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***		
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital	
230	Bus priority infrastructure	Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.	14	DfT - £3bn	-	10,000		2,000		2,000				14,000	-00	
				DfT other (please specify)										-00	-00	
				Other Government (please specify)											-00	-00
				Private	RCC staff costs (existing)	10,000		10,000		10,000					30,000	-00
	Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.	Ongoing funding to deliver School Streets outside schools with high levels of congestion, which in turn causes delays to bus services. Continued support for schools taking part for schools taking part in Modeshift STARS	13	DfT - £3bn	-	20,000		20,000		20,000				60,000	-00	
				DfT other (please specify)										-00	-00	
				Other Government (please specify)											-00	-00
				Private	RCC staff costs (existing)	15,000		15,000		15,000					45,000	-00
	Review of taxi and bus laybys: Review	Undertake review of positioning and use of taxi and bus laybys -	15	DfT - £3bn	-		35,000		20,000		20,000			-00	75,000	

⁴¹ **Please note** - the costs identified are estimates and subject to change should further investigation identify they have been over or underestimated, or should prices increase. Furthermore, should we be successful in securing funding to deliver the projects outlined in the BSIP we will undertake further investigation into how projects can be best delivered. At this point there may be a requirement to switch funding between revenue and capital.

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***			
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital		
	location and usage to enhance accessibility.	assessing removal options and lining or engineering mechanisms for ensuring buses aren't restricted from re-joining traffic flow.		DfT other (please specify)	Integrated Transport Block		10,000		10,000		10,000			-00	30,000		
Other Government (please specify)															-00	-00	
Private				RCC staff costs (existing)	15,000		15,000		15,000							45,000	-00
Other infrastructure	Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.	Audit all bus stops and implement a grading system to identify level of provision. Create prioritised programme of works and implement improvements to bus stops over 3 years to provide improved safety and comfort. Includes improvements to information provision.	10	DfT - £3bn			20,000		12,500		12,500			-00	45,000		
				DfT other (please specify)	Integrated transport block		20,000		20,000		20,000					-00	60,000
				Private	RCC staff costs (existing)	5,000		5,000		5,000						15,000	-00
	Real time information: To improve service information and public confidence.	Investigate viability of countywide real-time information displays and alternatives such as real time apps.	16	DfT - £3bn			100,000		50,000		50,000			-00	200,000		
				Private	RCC staff costs (existing)	10,000		5,000		5,000					20,000	-00	
	On board USB charging and Wi - Fi: Modernising buses to improve passenger experience	Retrospectively fit buses with USB charging and Wi-Fi provision.	20	DfT - £3bn			36,000							-00	36,000		
	Audio and visual on board announcements: Improving accessibility and information for residents and visitors.	Retrospectively install audio visual announcement systems on buses operating within Rutland.	12	DfT - £3bn			35,000		35,000					-00	70,000		
	Creation of travel hubs: Improving onwards travel information and integration between travel modes.	Create travel hubs with information about onwards travel. Provide secure and sheltered cycle parking.	21	DfT - £3bn		8,333		8,333		8,333					24,999	-00	
				DfT other	Integrated Transport Block		0,000		10,000		10,000					-00	30,000
				Private	RCC staff costs (existing)	5,000		5,000		5,000						15,000	-00
Walking and cycling audits: Review walking and cycling routes to	Undertake audits to identify suitability of walking and cycling routes to bus stops and stations.	18	DfT - £3bn		50,000		20,000		20,000				90,000	-00			

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital
	bus stops and identify areas for improvement.	Create a prioritised list of infrastructure improvements for delivery.		DfT other	Integrated Transport Block		30,000		30,000		30,000			-00	90,000
				Private	RCC staff costs (existing)	15,000		15,000		15,000					45,000
Fares support	Lower fares	Investigate opportunities to deliver lower fares and capped fares. However, initially these will be offered through quarterly incentivised travel incentives targeting particular demographics, services, days of the week etc. The cost of these incentives is include in 'Marketing - Annual Promotion Calendar'.	Included in priority 3											-00	-00
Ticketing reform	Electronic ticketing machines: Modernising payment methods and improving accessibility	Buy into Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services.	9	DfT - £3bn		50,000		10,000		10,000				70,000	-00
	Integrated ticketing: Identifying opportunities to offer multi operator and mode travel tickets	Explore opportunities for integrated ticketing between bus operators and with rail services.	11	DfT - £3bn		30,000		20,000		20,000				70,000	-00
	Simplifying ticketing and growing youth patronage: reviewing ticket options, age brackets and implementing a youth travel id card.	RCC to issue a youth identity card to all Rutland residents under the age of 19. Investigate application of consistent youth age brackets.	8	DfT - £3bn		20,000		5,000		5,000				30,000	-00
				Private	RCC staff costs (existing)	5,000		5,000		5,000				15,000	-00
Bus service support	Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport	Expansion of existing DRT service to cover the whole county - providing feeder services for locations where it isn't viable to have a timetabled service. Expansion to include additional destinations of Oakham and Uppingham town centre to enable onwards travel opportunities. Enhancements to buses and administrative system including scheduling and dispatch system and smart ticket machine as well	1	DfT - £3bn		300,000		270,000		270,000				840,000	-00
				Private	RCC existing	42,000		42,000		42,000				126,000	-00

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital
		as promotion. Will also help streamline services.			revenue budget										
	Enhanced frequency of services: More frequent week day services and evening and Sunday services to meet our residents' needs.	More frequent week day services. Support Friday and Saturday evening services to tie in with local activities and events such as cinema and theatre. Trial Sunday services to enable shopping and tourism opportunities – for example to Rutland Water.	4	DfT - £3bn		220,000		220,000		220,000				660,000	-00
	Simplifying services: Streamlining services delivered by multiple operators.	Work with operators and Lincolnshire County Council to identify ways of streamlining the multiple services running between Oakham and Stamford.	5	DfT - £3bn		25,000		25,000		25,000				75,000	-00
				Private	RCC existing revenue budget	20,000		20,000		20,000					60,000
Marketing	Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns	Produce and deliver an annual promotion calendar - including a quarterly incentivised travel offer, providing free or reduced fare travel. Include targeted campaigns with free, reduced or capped fares.	3	DfT - £3bn		30,000		30,000		12,000				72,000	-00
				DfT other	BSOG underspend	25,000		25,000		25,000				75,000	-00
				Private	RCC staff costs (existing)	6,000		6,000		6,000				18,000	-00
	Promotional materials: Enhanced promotion and marketing to raise awareness of existing, new and enhanced services and travel incentives.	Production of new timetables, service maps and in vehicle promotional materials such as 'underground' style route maps. Update website with clearer information.	7	DfT - £3bn		15,000		5,000		5,000				25,000	-00
				Private	RCC existing revenue budget	20,000		10,000		10,000				40,000	-00
	Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.	Renumber all supported services to follow existing numbering of the Rutland Flyer 1 and Rutland Flyer 2. Upgrade timetable information and promote changes.	6	DfT - £3bn		3,500								3,500	-00
EP/franchising delivery: LTA costs	NB – we believed these costs to be covered through Capacity Funding.													-00	-00

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital
Zero emission buses	Decarbonisation: Pilot electric town centre 'Hopper' services	1 year pilot: Oakham and Uppingham town centre 'Hopper' services to be operated using electric minibuses. Funding to cover vehicle lease and charger install.	2	DfT - £3bn		18,000	8,000							18,000	8,000
	Decarbonisation: Community transport electric minibus pilot	1 year pilot: Electric minibus trial for community transport provider. Funding to cover vehicle lease and charger install.	19	DfT - £3bn		9,000	4,000							9,000	4,000
Additional safety enhancements	Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.	Increased monitoring of Oakham bus station and Uppingham interchange. To be carried out by RCC bus inspector. Further safety improvements associated with bus stop infrastructure are covered under 'Bus Stop Infrastructure'.	17	Private	RCC staff costs (existing)	2,000		2,000		2,000				6,000	-00
Essential elements	Additional staff resource	If funding is available to deliver all projects, additional staff resource will be required to support some elements of delivery.	Not prioritised	DfT - £3bn		60,000		60,000		60,000				180,000	-00
	Customer satisfaction surveys	Carry out twice yearly surveys to identify progress in levels of customer satisfaction.	Not prioritised	DfT - £3bn		20,667		20,667		20,667				62,001	-00
				DfT other	Capacity Funding	10,333		10,333		10,333				30,999	-00
TOTALS***						1,094,833	308,000	906,333	187,500	888,333	152,500	-00	-00	2,889,499	648,000

Q2. [optional] Please provide any additional notes to explain the other funding sources outside of the £3bn for buses (150 words maximum).

The following are the total costs (over the 3 years) per funding source:

£2,741,500 from DfT £3bn transformation funding
Up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding)
Up to £226, 000 of our existing Council revenue budget
Up to £254, 000 in salary costs (existing)

Additional funding from our public transport revenue budget (c £1.4 million over three years) may be unlocked for use as match funding if alterations are made to the network as a result of the changes implemented due to the BSIP. However £226k of this has already been included as match funding as outlined above as match funding.

Costs for 2025 and onwards currently unknown. A number of these projects will have ongoing yearly costs.

13 APPENDIX G – BUS PASSENGER CHARTER (TO FOLLOW)

Emma Odabas
Transport Operations Manager
Rutland County Council
Catmose House,
Catmose Street,
Oakham
Rutland
LE15 6HP

Monday 25th October 2021

Bus Service Improvement Plan

Dear Emma,

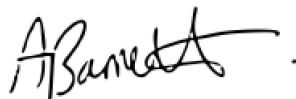
I am writing on behalf of Bland's (Rutland) Ltd in support of the Bus Service Improvement Plan submitted by Rutland County Council to the Department for Transport.

We support the drive to meet the unique transport needs of rural Rutland as efficiently as possible. As an operator we are committed to enhancing our partnership with Rutland County Council to deliver our shared and ambitious objectives outlined within the Bus Service Improvement Plan.

Covid-19 has had a profound impact on our services and the lives of our valued passengers. Whilst it is important that we act together to recover from the pandemic, our aim is to further our outlook to grow our passenger numbers and to create a thriving transport network within Rutland.

On receipt of appropriate funding from the Department for Transport, we will work with you and partners to deliver the vision, targets and the work packages identified in the Bus Service Improvement Plan.

Yours Sincerely,



Adam Barrett
Director
Bland's (Rutland) Ltd



Emma Odabas
Rutland County Council
Catmose
Oakham
Rutland
LE15 6HP

RE: RUTLAND COUNTY COUNCIL – BUS SERVICE IMPROVEMENT PLAN

In response to the National Bus Strategy for England, ‘Bus Back Better’ Rutland County Council has developed a Bus Service Improvement Plan (BSIP) with full consultation and support of all bus operators across the county.

Centrebus fully supports the Council’s BSIP and the measures contained within it. As a bus operator in Rutland, we are making every effort to recover from the Covid Pandemic, we welcome the funding from DfT to help with the recovery and deliver significant improvements to bus services in Rutland and help deliver our ambitious targets on patronage growth, reliability, punctuality, journey times and over passenger satisfaction.

Kind Regards

Andy Cook

Andy Cook
Bus Network Manager
Centrebus & High Peak Buses



Emma Odabas
Transport Operations Manager
Rutland County Council
Catmose House
Catmose Street
Oakham
Rutland
LE15 6HP

27/10/21

Dear Emma

RUTLAND COUNTY COUNCIL - BUS SERVICE IMPROVEMENT PLAN (BSIP)

Thank you for providing Delaine Buses with a copy of the draft of the Authority's BSIP. We are very pleased to support the aims and objectives of this BSIP and look forward to working with you in delivering the plan.

We have welcomed the opportunity to contribute our views and ideas on how to develop and improve bus services and believe that this BSIP provides a significant step in working with the bus operators to make bus travel in Rutland a much more attractive proposition.

Yours sincerely

A Delaine-Smith
Managing Director
Delaine Buses Ltd

Date: 28th October 2021

Crown House
Grantham Street
Lincoln
LN2 1BD

Tel: (01522) 553022
Email: localbus@lincolnshire.gov.uk

Emma Odabas
Transport Operations Manager
Rutland County Council
Catmose House,
Catmose Street,
Oakham
Rutland
LE15 6HP

Dear Emma,

Bus Service Improvement Plan

I am writing on behalf of Lincolnshire County Council in support of the Bus Service Improvement Plan submitted by Rutland County Council to the Department for Transport.

As a neighbouring local Authority, we have worked in partnership with Rutland County Council for a number of years to deliver cross boundary DRT (CallConnect) services and we support the objectives outlined within the Bus Service Improvement Plan.

On receipt of appropriate funding from the Department for Transport, we will work with you and partners to help deliver the vision, targets and the work packages identified in the Bus Service Improvement Plan.

Yours Sincerely,



Paul Sanders
Transport Services, Lincolnshire County Council

Tel: 01522 553022
E-mail: Paul.Sanders@lincolnshire.gov.uk
Web: www.lincolnshire.gov.uk

Date: 12-10-2021
Ref: Rutland CC BSIP

Dear Sir/Madam

Confirmation of support for Rutland Bus Service Improvement Plan

This is to confirm that Vectare Ltd have been engaged with Rutland County Council in the process of developing the Rutland Bus Service Improvement Plan (BSIP) and are fully supportive of its content.

Yours sincerely



Adam Hemingway
Commercial Manager
Vectare Ltd

VECTARE /
Advanced Technology
Innovation Centre,
Loughborough University,
Loughborough,
LE11 3QF

T / 0115 777 3035
E / info@vectare.co.uk
vectare.co.uk

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COUNCIL

21 March 2022

MEMBER ALLOWANCES 2021-22 AND 2022-23

Report of the Monitoring Officer

Strategic Aim:	[Strategic Aim]	
Exempt Information	No	
Cabinet Member(s) Responsible:	Cllr O Hemsley, Leader of the Council and Portfolio Holder for Policy, Strategy, Partnerships, Economy and Infrastructure	
Contact Officer(s):	Marie Rosenthal, Interim Deputy Director for Corporate Governance and Monitoring Officer	mrosenthal@rutland.gov.uk
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Ward Councillors	N/A	

DECISION RECOMMENDATIONS

That Council:

- 1) Approves the Member Allowances scheme for 2021-22 at Appendix B including a back-dated rise in allowances for 2021/22 of 1.75% in line with the recently agreed National Joint Council Pay Award for officers.
- 2) Approves the Member Allowances Scheme for 2022-23 including a backdated rise in allowances once any agreement is made on a pay award for Council staff by the National Joint Council.
- 3) Notes the intention to engage the Welland Partnership Remuneration Panel to undertake a review of Member's Allowances in time to report to Council by March 2023.

1 PURPOSE OF THE REPORT

- 1.1 To agree the Member Allowances Scheme for 2021/2022 and to agree a Member Allowances Scheme for 2022/3.

2 BACKGROUND

- 2.1 The Council is required under the Local Government Act 2000 and the Local

Authorities (Members' Allowances) (England) Regulations 2003 to agree a scheme of Member's Allowances for the forthcoming year by the end of the previous financial year.

- 2.2 Due to limited officer resources during the pandemic and the lack of information at the time regarding any staff pay award for 2021/22, a report was not brought to Council last year and this report covers Members Allowances for both 2021/22 and 2022/23.
- 2.3 When agreeing such schemes, local authorities are also required to maintain and have regard to the recommendations of an Independent Remuneration Panel when considering changes to Member's Allowances. The Council last used such a Panel in March 2020.
- 2.4 As set out in the Legal and Governance considerations there is no requirement to consult a Remuneration Panel for four years from March 2020, as long as the only changes in allowances are to implement a rise in line with an agreed index.

3 THE CURRENT SCHEME

- 3.1 In March 2020 Council considered a report of the Welland Partnership Remuneration Panel (Report No. 54/2020 and appendices) and agreed to the current Member Allowance Scheme, set out at Part 6 of the Council's Constitution and Appendix A to the report.
- 3.2 Among other matters the Scheme agreed in 2020:
 - 3.2.1 Increased the Basic Allowance from £3,770 to £4,944.
 - 3.2.2 Made several changes to the calculation of Special Responsibility Allowances.
 - 3.2.3 Approved an annual increase to Member's Allowances index linked to the National Joint Council (NJC) Pay Award made to council staff.

4 INDEX LINKING SINCE 2020

- 4.1 At the time of publication, the Pay Award for council staff has recently been agreed for 2021/22 at 1.75% therefore the Allowance Scheme at Appendix B contains updated figures for 21/22. The separately agreed Pay Award for Chief Officers for 2021/22 has been set at 1.5%.
- 4.2 The pay award for 2022/23 is still outstanding and it is not known when this will be agreed.
- 4.3 Council is asked to agree that Allowances be increased in line with the staff Pay Award as previously agreed in March 2020.

5 NEXT REVIEW OF ALLOWANCES

- 5.1 There is not a legal requirement to receive new recommendations from an Independent Panel until four years after the last time such recommendations were considered. For Rutland County Council this means a Panel is not required to report to the Council until March 2024 for a Scheme (amended or otherwise) to commence in April of that year.

5.2 However, it is expected that there may be several changes to the structure of several Council Committees from May 2022, in particular the Scrutiny function, as a result of ongoing reviews. There are also scheduled elections to Rutland County Council taking place in May 2023.

5.3 Therefore, given these factors it is considered timely for the Welland Remuneration Panel to be engaged to undertake a review of allowances following any changes in 2022 in order for an updated to scheme to be in place by the time a new Council is elected in 2023.

6 CONSULTATION

6.1 Public consultation is not required when considering increases in Member Allowances. But under the 2003 Regulations a publicity notice will be made setting out details of the agreed scheme following the resolution of Council.

6.2 As set out in the report, there is no requirement to convene or receive recommendations from an Independent Remuneration Panel where Council is agreeing a scheme identical to that already in place, or only increasing allowances in line with an agreed index.

7 ALTERNATIVE OPTIONS

7.1 Council may choose not to apply a back-dated increase in Member's Allowances for 2021/22 and leave allowances as they currently are, as set out in Appendix A. This would have the effect of leaving Members Allowances frozen since March 2020 and create a small saving to the Council.

7.2 Likewise, Council may choose for there to be no increase in Member Allowances for 2022/23 following the outcome of any Pay Award for 2022/23, which would leave allowances frozen for another year and create a small saving.

7.3 In addition, Council may at any time request an Independent Remuneration Panel to conduct a review of Member Allowances ahead of the next planned review, as a sooner than required review is intended to take place in the next municipal year this is not recommended.

7.4 A reduction in Member's Allowances below those set in 2020 cannot be agreed without Council having first had regard to the recommendations of an Independent Remuneration Panel. Therefore, a decrease in allowances is not recommended.

8 FINANCIAL IMPLICATIONS

8.1 The agreed revenue budgets for 2021/22 and 2022/23 assumed an increase of 2% in Member's Allowances. Therefore, there would be a small underspend arising from a back-dated increase of 1.75% for 2021/22.

8.2 Should Council agree to apply a rise in allowances for 2022/23 once a Pay Award is reached for Council staff and this award is then above 2%, then the subsequent increase in Member allowances would constitute a pressure on the budget.

8.3 The allowance scheme principle of 'one allowance' means that a Member holding multiple positions entitled to a Special Responsibility Allowances only receives one such allowance, where this occurs the unpaid allowances are recorded as

underspends.

9 LEGAL AND GOVERNANCE CONSIDERATIONS

9.1 The Council is required by the Local Authorities (Members' Allowances) (England) Regulations 2003 to have regard to the recommendations of an Independent Remuneration Panel before considering a new Member's Allowance Scheme different from that already in place.

9.2 The regulations allow for an Allowance Scheme to be agreed annually without reference to an Independent Remuneration Panel provided the only changes reflect an increase in line with an agreed Index, and provided four years have not passed since the previous consideration of an independent panel's recommendations.

10 DATA PROTECTION IMPLICATIONS

10.1 A Data Protection Impact Assessments (DPIA) has not been completed because no personal data has been processed in the drafting of the report.

11 EQUALITY IMPACT ASSESSMENT

11.1 An Equality Impact Assessment (EqIA) has not been completed because the report is proposing minor changes to an existing policy.

12 COMMUNITY SAFETY IMPLICATIONS

12.1 There are no Community Safety Implications arising from the report.

13 HEALTH AND WELLBEING IMPLICATIONS

13.1 There are no Health or Wellbeing implications arising from the report.

14 ORGANISATIONAL IMPLICATIONS

14.1 The Council's Human Resources and Finance teams are responsible for administering the payment of Members Allowances in consultation with the Governance Manager who notifies these teams when there has been a change to required payments, for example when a new scheme comes into effect, a new Committee Chair is appointed or there is a change to Cabinet membership.

14.2 Any increases in Members Allowances following an agreed Pay Award would be administered by these teams in line alongside the increases in staff pay.

15 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

15.1 The Scheme set out in Appendix B contains no amendments to the recommendations of the Welland Partnership Remuneration Panel in 2020 besides an increase in line with the Pay Award for council staff and is therefore recommended for approval.

15.2 The alternative option to not accept such an increase in line with council staff pay is for Council to determine. Members may wish to consider the overall financial position of the Council, but also that prior to the increase in March 2020 the level of allowances were already considered by the Remuneration Panel to be modest in comparison to other local authorities.

16 BACKGROUND PAPERS

- 16.1 The Local Authorities (Members' Allowances) (England) Regulations 2003: <https://www.legislation.gov.uk/uksi/2003/1021/contents/made>
- 16.2 Report No. 54/2020 – Recommendations of the Independent Remuneration Panel. Considered by Council on 9 March 2020.
- 16.3 The current Member's Allowance Scheme at Part 6 of the Council's Constitution

17 APPENDICES

- 17.1 Appendix A – Member's Allowance Scheme 2020-21
- 17.2 Appendix B – Proposed Members Allowance Scheme 2021-22 and 2022-23

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RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

MEMBERS' SCHEME OF ALLOWANCES

1. INTRODUCTION

- a) The payment of allowances to Councillors is governed by various Acts of Parliament and Regulations. There is a key distinction to note, as follows.
- b) Sections 99-100 of the Local Government Act 2000, and The Local Authorities (Members' Allowances) (England) Regulations 2001, contain provisions about the following allowances:
 - a 'basic allowance' to all Councillors;
 - a 'special responsibility allowance' to some Councillors who, in the Council's opinion, make a significant additional contribution to the Council's work;
 - a child and dependent carer's allowance (optional);
 - the payment of pensions to Councillors who undertake certain special responsibilities (optional).
- c) The Local Government Act 1972 (and subsequent amendments and regulations) provide for payments to cover expenses incurred by:
 - the Chairman, while carrying out his/her duties in office (section 3(5) of the Act); and
 - the Vice-Chairman, also for expenses incurred in office (section 5(4) of the Act).
- d) From May 2001, the 2001 Regulations made it necessary for councils to set up an independent panel to advise the Council about its levels of basic and special allowance, whether it should pay a carer's allowance and whether any allowances should be made pensionable. The Council determines its own allowances scheme, but must have regard to this independent panel's recommendations.
- e) The panel does not have a statutory role in commenting upon the expenses payments listed above as being made in accordance with the Local Government Act 1972, but the Council may voluntarily ask the panel to advise it about them.
- f) This document deals with allowances first, then expenses payments and levels of equipment provided to Councillors for their council business.

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2. STATUTORY MEMBERS ALLOWANCES SCHEME

2.1 BASIC ALLOWANCE

- a) Every Councillor shall be paid an annual allowance of £4,944. It will be paid in instalments of one-twelfth on the last Thursday of each month, with minor adjustments where necessary to ensure that the total annual sum is correct. The allowance is subject to annual updating - see paragraph 2.8 below.
- b) The basic sum covers the time incurred by a Councillor in carrying out their ordinary duties for the Council. However, it excludes telephone calls and travel and subsistence allowances for approved duties, which are referred to separately below. Furthermore, the Council makes available to Councillors a certain amount of equipment over and above the basic allowance. Again, this is referred to separately below.
- c) The Council does not pay an allowance to co-opted members, only expenses (see para 3.1).

2.2 SPECIAL RESPONSIBILITY ALLOWANCES

An annual special responsibility allowance (SRA) will be paid to certain Councillors. As a Councillor may only receive one SRA, any fulfilling more than one special role shall choose at the start of the municipal year which SRA to claim. SRAs will be paid in monthly instalments. They are not payable when a Councillor temporarily steps into another's role (say, when the vice-chairman chairs a meeting). The Council may award a temporary Special Responsibility Allowance to another councillor in exceptional circumstances.

Table of special responsibility allowances	Annual sum (£)	Factor of Basic Allowance
Leader of the Council	17,304	3.5
Deputy Leader	14,832	3.0
Cabinet Members	12,360	2.5
Leader of the Opposition Groups	1,000 split proportionally	N/A
Chairman of Scrutiny Committees	7,416	1.5
Chairman Planning and Licensing Committee	9,888	2.0
Chairman of Audit and Risk Committee	6,180	1.25
Chairman of Employment and Appeals Committee	131 per meeting	N/A
Chairman of the Council	4,590	N/A
Independent Person	500	N/A

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2.3 CHILD AND DEPENDENT CARER'S ALLOWANCE

- a) Councillors may claim reimbursement of actual, reasonable costs incurred in using childminders, babysitters or other sitters for dependants while carrying out approved duties up to a maximum of £1,000 per annum. Approved duties are listed in a separate section below. Claims should be made monthly in arrears, by attaching the receipt(s) to the submitted members' claim form and entering the amount claimed on the form.
- b) Information about registered childminders is available from the Council's Family Information Service. Details of care services for elderly and disabled dependants are best obtained from independent agencies.

2.4 PENSIONABLE ALLOWANCES

Statutory regulations allow Councils to make certain allowances pensionable, but only if so recommended by their independent remuneration panel. The Council has decided that no pensions will be payable.

2.5 RENUNCIATION OF ALLOWANCES

- a) A Councillor may choose to forego all or part of their entitlement to basic or special responsibility allowances under this scheme. If this is the case, they should give notice of this in writing to the Governance Manager stating what element of their allowance entitlement they do not wish to claim. The notice should also state whether this is for the current municipal year or the remainder of the Councillor's term of office – if the notice does not specify a time period then it will be assumed to mean the remainder of the term of office.
- b) A member not wishing to claim the expenses described in section 3 below need not give notice in writing – they simply do not submit any expenses claims.

2.6 PUBLICISING ALLOWANCES AND EXPENSES PAID

- a) The Council, as required by law, publishes any recommendations which its Members Allowances Panel makes about members' allowances, and also the conclusions which the Council reaches as a result of those recommendations.
- b) Each year it advertises in a local newspaper the total sum paid during that year to each Councillor in respect of basic allowance, SRAs and childcare/dependent carers allowance.
- c) The Strategic Director of Resources maintains a file of payments to members – see section 5 below.

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2.7 SUSPENSION OF ALLOWANCES

Any member who is suspended or partially suspended from their responsibilities or duties as a member of the Council in accordance with Part III of the Local Government Act 2000 may have their allowances withheld for the period of any suspension.

2.8 ANNUAL UPDATING

The basic allowance is updated annually in line with National Joint Councils pay award made to officers.

3. PAYMENT OF EXPENSES

3.1 APPROVED DUTIES

- a) Councillors and co-opted members may claim reimbursement of travel, subsistence and conference expenses incurred whilst undertaking an approved duty. Attendance at any of the following is an approved duty:
- any Council meeting
 - any meeting of one of the Council's committees, sub-committees, regulatory or staff panels, working parties/groups or fora.
 - any meeting of the Cabinet or a Cabinet committee
 - agenda planning meetings for the Council, Committees, Cabinet, Scrutiny Committees.
 - any meeting of the Scrutiny Commission
 - attendance at development control site visits.
 - Meetings with Officers to discuss Council or ward matters with the Member acting in their official capacity.
 - formal inspection of Council properties and projects as authorised in advance by the Executive or a committee (including site visits for planning matters)
 - in-house training and development seminars including Members' Induction, Staff Induction and service-specific seminars
 - approved conferences or seminars such as described at section 3.3 below
 - a meeting of an external organisation, including partnership bodies, to which the Councillor has been appointed as the Council's representative – for details see the list of approved appointments issued annually near the start of the municipal year, and maintained subsequently, by the Governance Team (if the external organisation will pay travel and/or subsistence costs, then the Councillor should claim against that organisation and cannot claim from the Council).

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- b) Expenses will not be paid for attendance at national and regional bodies if the Councillor was not appointed to the organisation or event by the Council.
- c) Travel and subsistence allowances for co-opted and lay/expert members of committees and panels will be paid, at the same level as for elected members.

3.2 TRAVELLING EXPENSES

- a) A Councillor may reclaim expenses incurred in travelling to and from approved duties, as shown in the table below.
- b) For journeys outside Rutland, where public transport is readily available the ordinary fare will be reimbursed if this is less than a sum based upon car mileage.
- c) The Council will pay reasonable travel costs to and from an approved duty when a Councillor is absent from their usual residence, such as when working out of the area or when attending a residential course elsewhere. This does not cover return from holidays. If such a claim is made and an officer is unclear whether or not the expense should be reimbursed, they shall consult the member and the political group leader (if appropriate) prior to approving payment. Any unresolved claim is the responsibility of Council to determine.
- d) The rates are linked to those payable to officers that are agreed as part of the NJC Car Allowances scheme.

Travel option	Details of travel expenses reclaimable
By public transport	<p>The ordinary fare may be claimed, supported by a receipt. For travel by rail, wherever possible the tickets should be ordered in advance through the Business Support Team.</p> <p>The Council will refund the purchase of a rail card provided that this saves the Council money in reimbursing travel expenses.</p>
By car	<p>The car mileage rate is set annually by Council, taking into account national legal maxima. It applies irrespective of engine size or distance travelled, and is currently 45pence per mile for the first 10,000 miles and 25pence per mile thereafter in line with HMRC mileage rates. An extra 5pence per mile per passenger can be claimed for carrying two to four passengers who would otherwise be able to claim travelling expenses from the Council.</p> <p>The Council will pay, upon production of a receipt, associated actual and reasonable costs incurred on parking fees and tolls.</p>

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Travel option	Details of travel expenses reclaimable
By taxi	<p>Regulations under the Local Government Act 1972 restrict Councillors' use of taxis to "cases of urgency or where no public transport is reasonably available" – they allow for the actual fare and "a reasonable gratuity" to be reimbursed. Therefore, if there was no urgency, or public transport was available, any claim for taxi costs will instead be reimbursed by payment of the bus fare for the equivalent journey.</p> <p>Councillors with no personal transport or access to reasonable public transport may ask the Governance Team to book a taxi for them for a local approved duty.</p>

3.3 SUBSISTENCE EXPENSES AND COUNCIL REFRESHMENTS

- a) A Councillor may claim reimbursement of subsistence costs incurred personally while on approved duties. The latter are described at a separate section below. In order to qualify for reimbursement:
- the Councillor must be away from their usual residence for a minimum of four hours (this time period applying only to the time spent in travel to and from, and attendance at, the approved duty)
 - there must be no meal provided at the approved duty, either by the Council or any other organiser for the event
 - the Councillor should attach a receipt to their expenses claim form to show that a meal was purchased (and the amount paid will be the amount incurred and shown on the receipt up to the maximum limit shown below).
- b) The rates payable are set annually and mirror those set by HMRC. They are currently as set out in the table below. They are linked to the corresponding rates that are agreed nationally each year for officers.

Subsistence type	Details	Payment amount
Breakfast	The rate may be paid where an employee leaves home earlier than usual and before 6am and incurs a cost on breakfast taken away from home after the qualifying journey has started. If an employee usually leaves before 6am the breakfast rate does not apply.	£5.00
One Meal (5 Hour Rate)	The rate may be paid where the employee has been undertaking qualifying travel for a period of at least 5 hours and has incurred the cost of a meal.	£5.00
Two Meal (10 Hour Rate)	The rate may be paid where the employee	£10.00

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	has been undertaking qualifying travel for a period of at least 10 hours and has incurred the cost of a meal or meals.	
Absence overnight	To cover hotel and associated expenses – but note that, in these cases, the Council will book and pay for hotel accommodation directly (see 'conferences' at separate section below)	Market rates will be paid (see d below)

- c) If a meal is taken on a train, this is taken to relate to the subsistence allowance which it most closely equates to (i.e. lunch or evening). The above conditions still apply.
- d) The Council will pay a market rate for hotels for overnight absence when Councillors are on an approved duty. The market rate may be different according to location and available capacity. Councillors can ask the Governance Team to book hotels directly or may book their own. If Councillors book their own accommodation then the cost will need to be reclaimed.
- e) The Council will not pay for bar bills or other drinks, meal costs above the subsistence maxima, telephone calls or any other incidentals purchased by the Councillor during their overnight stay (such as newspapers or laundry).
- f) Officers making overnight stay bookings should first check with the Governance Manager that the proposed activity constitutes an approved duty and has been authorised properly. They should make clear whether the cost is to be borne by the service department's conference budget, or whether the central Members' Allowances budget is expected to fund it. When giving the Councillor the details of the reservation, they should remind them that they must pay for any incidental charges and not add them to the hotel bill. After the event, the officer must send a copy of the hotel bill (annotated to show the receiving Councillors) to the Governance Team so that the file of payments to members can be updated.

3.4 CONFERENCE AND SEMINAR EXPENSES

- a) Attendance at conferences and seminars is approved by the relevant Director in consultation with the Leader of the Council taking into account the benefit to the Council that would be derived from, and the appropriate level of, member attendance. It should only be approved where the relevant service has adequate provision for this in their budget for conference attendance, ensuring that this takes account of all anticipated fees and expenses involved. The budget holder's prior approval must thus be obtained. Typical conferences include:
- Local Government Association – Chief Executive and relevant member(s)
 - CIPFA conference
 - Institute of Rating and Valuation conference
 - Institute of Housing conference

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- Local Government Association housing conference, tourism conference, etc
 - Town & Country Planning Association weekend and summer schools for Councillors
 - Annual social services conference.
- b) The Council will book and pay for conference and seminar expenses directly, as described in relation to overnight stays in section 3.3 above. If there is no overnight stay, then any travel or subsistence claims must comply with the usual conditions for approved duty attendance, and be submitted in the usual way on the monthly expenses claim form.

3.5 EXPENSES FOR TRAVEL AND SUBSISTENCE ABROAD

Occasionally a Councillor may be invited to travel abroad on official business, through their membership of an external organisation to which the Council has appointed them as its representative. Given the potentially sensitive nature of such travel, in the public perception, prior Council consent should always be obtained to the classification of the proposed activity as an approved duty eligible for the reimbursement of the associated expenses. If such approval is given, then the conditions described in the sections above apply as for any other approved duty.

3.6 CHILD AND DEPENDENT CARER'S ALLOWANCE

Councillors may claim reimbursement of costs incurred in using childminders, babysitters or other sitters for dependants while carrying out approved duties. See section 2.3 above for details.

3.7 ICT AND OTHER EQUIPMENT

- a) The Council does not pay for the installation of a telephone at a Councillor's residence, if there is not one already installed nor does it contribute towards the cost of the line rental. The Council will reimburse the cost of telephone calls made by the Councillor whilst carrying out their official duties provided an itemised telephone bill is submitted with the Councillors monthly claim form with these calls clearly identified.
- b) The Council will provide each Councillor with a Council e-mail address for their official duties.
The Council will provide support and servicing of ICT equipment it has provided and provide support to Councillors who access Council systems with their own ICT equipment. The Council will provide paper and replacement cartridges in all cases for use by Councillors in their official capacity.
- c) Computer access and stationery are provided for Councillors' use in the Members' Room at Catmose, and in the Leader's and Chairman's Offices.
- d) Computer access and stationery are provided for Councillors' use in the Members' Room at Catmose, and in the Leader's and Chairman's Offices.

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- e) No other office or other equipment is currently provided to members either directly or by reimbursement of costs.

3.8 CLAIMS PROCEDURE (FOR TRAVEL, SUBSISTENCE AND CONFERENCE EXPENSES)

- a) Claims for travel, subsistence and dependent carers' allowances must be made each month. All claims must be received by the Governance Team by the 5th day of the following month. This is essential as they must be verified and approved and passed to the Payroll Section in time for them to be processed for the monthly payroll run. Any claims received after these dates will be paid the following month.
- b) Councillors must ensure that they submit claims within three months as claims stretching back further than this may be delayed due to the increased difficulty of verifying them. Furthermore, very large back-claims may render the payment subject to tax and national insurance payment. Claims spanning more than one financial year must be avoided, as this would result in the later year's budget being overspent. Therefore, all claims for travel, subsistence, carers' and dependent allowances for each financial year must be made by the end of April and will not be paid after that date.
- c) The claim form must include receipts for all expenses claimed, include a VAT receipt for fuel purchased, and must be signed by the Councillor to declare that they are entitled to all amounts claimed and have not already been reimbursed for these amounts by the Council or any other organisation.
- d) If a Councillor wishes to reclaim tax paid on subsistence allowances, they must provide relevant receipts to HM Inspector of Taxes. If a Councillor applies for benefit, they must declare any allowances and expenses received from the Council on their application form.
- e) Should it ever arise that the Council incurs expenditure on behalf of a Councillor's spouse or partner, then a debtor's account will be sent to the Councillor to recover all additional costs and a copy of the accounts will be placed with the file of payments to members.

4. THE CHAIRMAN'S ALLOWANCES

- a) Sections 3(5) and 5(4) of the Local Government Act 1972 provide for the Council to pay the Chairman and Deputy Chairman an allowance each, which it believes reasonable to enable them to meet the expenses of their office. The Council may, but is not obliged to, invite its independent Members' Allowances Panel to comment on the allowances paid.
- b) The current allowances are:
- Chairman - £4,590 which is paid by monthly instalment with the office holders' other allowances. A further allowance is available to cover expenses whilst engaged on official civic engagements.

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- Vice-Chairman – No Allowance payable. Expenses incurred whilst representing the Chairman on official civic duties may be paid for by the allowance for civic engagements that is managed by the Governance Team.

5. GUIDANCE FOR OFFICERS IN RESPECT OF PAYMENT TO MEMBERS

- a) All Officers must adhere to the above scheme when verifying and making payments to Councillors. The Governance Manager, or those employees acting on his/her behalf, must verify all member claims prior to passing them for payment. A file of payments to members will be maintained by the Accountancy Section. For all payments under the members' allowances scheme, and those made under sections 173 to 176 of the Local Government Act 1972, this must show the name of the recipient, together with the amount and nature of each payment. It is open for inspection free of charge by electors in the area, who may copy any part of it.
- b) The scheme also applies to officers incurring expenditure on a Councillor's behalf – if an officer spends more than the prescribed limits shown above for a member's travel and/or subsistence then they cannot claim the excess but must bear the cost personally. If an officer wishes to make a claim for member travel and/or subsistence, they must complete an employee travel and subsistence expenses claim form in the usual way but stating clearly which member(s) were paid for, and the details of the payment (cost, time of day incurred) which will allow it to be checked against the prescribed subsistence scheme. A copy must be sent immediately to the Accountancy Section, for recording in the file of payments to members.
- c) This does not prevent the payment of sums to Councillors which they may legitimately claim in a personal capacity (such as a rent allowance, refund of overpaid council tax or rent, a home renovation grant, for a business transaction, damages or compensation). Any payments of this type should be processed in the normal way for that service issue, rather than through the member's payroll arrangements for allowances and expenses.
- d) If any other issue of payment to a Councillor arises, other than one covered by the above members' allowance scheme or a normal service issue, then prior written approval should be obtained from the Chief Executive, Strategic Director for Resources or Deputy Director for Corporate Governance.
- e) When a department arranges any seminar, conference, course or visit which will incur costs on behalf of a Councillor, the lead officer must liaise with the Governance Manager to ensure that only permitted expenditure is incurred. They should keep a list of members attending an approved event, and forward it immediately afterwards to the Governance Section to ensure that any subsequent member claims for travelling and/or subsistence can be verified. If the officer pays for any member's travel or meals, then a copy of the officer's own claim form (with clear details of the amounts paid for each member) must be copied immediately to the Governance Section so that the file of members' payments can be updated. Likewise, hotel bills for overnight stays should be annotated to show the receiving Councillor(s) and copied to the Governance Section.

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- f) Member tours must have prior Council, Committee or Cabinet approval (except for routine planning site visits), and will normally then be arranged by the relevant officer in either the sponsoring department or Governance Section. Before proposing a tour, officers should check that there is adequate budgetary provision within the central Members' Budget – if not, an alternative budget must be identified.
- g) Tours outside Rutland may be arranged by the relevant service department. They will still require formal Council, Committee or Cabinet approval and adequate budgetary provision. Any overnight stop, unless paid for directly by the Council, and any lunch or evening meals purchased for the Councillors involved must adhere to the subsistence rates shown above. If air tickets are reserved, the cheapest rate of public air travel must always be used.
- h) Any proposed payment or commitment of civic funds must be referred to the Governance Manager for prior approval. This officer must ensure all payments so made remain within budgeted levels of expenditure, and that any payments to or on behalf of members are recorded in the file of payments to members.
- i) Any officer who is responsible for settling an insurance payment to a member from the Council's internal or external insurance funds, should copy details to the Accountancy Section so that the file of payments to members can be updated.
- j) If a Councillor undertakes to act as a volunteer in a Council activity, the relevant lead officer must first make clear that the Councillor intends to act in their personal capacity as a volunteer and not in an official capacity as Councillor. This is very important in order to ensure that proper account is taken of the strict regulations which govern payment to Councillors for meals and travel. Furthermore, the manager takes full charge of and responsibility for the activities undertaken, regardless of the Councillor's official status.
- k) Circumstances may arise when, due to the need for political neutrality, it would be inappropriate for a Councillor or their relatives to volunteer for a Council activity. One example would be participating in the canvass for the register of electors. For such activities, the lead officer must vet proposing volunteers thoroughly and decline offers where necessary.

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RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

MEMBERS' SCHEME OF ALLOWANCES

1. INTRODUCTION

- a) The payment of allowances to Councillors is governed by various Acts of Parliament and Regulations. There is a key distinction to note, as follows.
- b) Sections 99-100 of the Local Government Act 2000, and The Local Authorities (Members' Allowances) (England) Regulations 2001, contain provisions about the following allowances:
 - a 'basic allowance' to all Councillors;
 - a 'special responsibility allowance' to some Councillors who, in the Council's opinion, make a significant additional contribution to the Council's work;
 - a child and dependent carer's allowance (optional);
 - the payment of pensions to Councillors who undertake certain special responsibilities (optional).
- c) The Local Government Act 1972 (and subsequent amendments and regulations) provide for payments to cover expenses incurred by:
 - the Chairman, while carrying out his/her duties in office (section 3(5) of the Act); and
 - the Vice-Chairman, also for expenses incurred in office (section 5(4) of the Act).
- d) From May 2001, the 2001 Regulations made it necessary for councils to set up an independent panel to advise the Council about its levels of basic and special allowance, whether it should pay a carer's allowance and whether any allowances should be made pensionable. The Council determines its own allowances scheme, but must have regard to this independent panel's recommendations.
- e) The panel does not have a statutory role in commenting upon the expenses payments listed above as being made in accordance with the Local Government Act 1972, but the Council may voluntarily ask the panel to advise it about them.
- f) This document deals with allowances first, then expenses payments and levels of equipment provided to Councillors for their council business.

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

2. STATUTORY MEMBERS ALLOWANCES SCHEME

2.1 BASIC ALLOWANCE

- a) Every Councillor shall be paid an annual allowance of £5,030.52 . It will be paid in instalments of one-twelfth on the last Thursday of each month, with minor adjustments where necessary to ensure that the total annual sum is correct. The allowance is subject to annual updating - see paragraph 2.8 below.
- b) The basic sum covers the time incurred by a Councillor in carrying out their ordinary duties for the Council. However, it excludes telephone calls and travel and subsistence allowances for approved duties, which are referred to separately below. Furthermore, the Council makes available to Councillors a certain amount of equipment over and above the basic allowance. Again, this is referred to separately below.
- c) The Council does not pay an allowance to co-opted members, only expenses (see para 3.1).

2.2 SPECIAL RESPONSIBILITY ALLOWANCES

An annual special responsibility allowance (SRA) will be paid to certain Councillors. As a Councillor may only receive one SRA, any fulfilling more than one special role shall choose at the start of the municipal year which SRA to claim. SRAs will be paid in monthly instalments. They are not payable when a Councillor temporarily steps into another's role (say, when the vice-chairman chairs a meeting). The Council may award a temporary Special Responsibility Allowance to another councillor in exceptional circumstances.

Table of special responsibility allowances	Annual sum (£)	Factor of Basic Allowance
Leader of the Council	17,606.82	3.5
Deputy Leader	15,091.56	3.0
Cabinet Members	12,576.3	2.5
Leader of the Opposition Groups	1,015.50 split proportionally	N/A
Chairman of Scrutiny Committees	7,545.78	1.5
Chairman Planning and Licensing Committee	10,061.04	2.0
Chairman of Audit and Risk Committee	6,288.15	1.25
Chairman of Employment and Appeals Committee	133.29 per meeting	N/A
Chairman of the Council	4,670.33	N/A
Independent Person	508.75	N/A

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

2.3 CHILD AND DEPENDENT CARER'S ALLOWANCE

- a) Councillors may claim reimbursement of actual, reasonable costs incurred in using childminders, babysitters or other sitters for dependants while carrying out approved duties up to a maximum of £1,000 per annum. Approved duties are listed in a separate section below. Claims should be made monthly in arrears, by attaching the receipt(s) to the submitted members' claim form and entering the amount claimed on the form.
- b) Information about registered childminders is available from the Council's Family Information Service. Details of care services for elderly and disabled dependants are best obtained from independent agencies.

2.4 PENSIONABLE ALLOWANCES

Statutory regulations allow Councils to make certain allowances pensionable, but only if so recommended by their independent remuneration panel. The Council has decided that no pensions will be payable.

2.5 RENUNCIATION OF ALLOWANCES

- a) A Councillor may choose to forego all or part of their entitlement to basic or special responsibility allowances under this scheme. If this is the case, they should give notice of this in writing to the Governance Manager stating what element of their allowance entitlement they do not wish to claim. The notice should also state whether this is for the current municipal year or the remainder of the Councillor's term of office – if the notice does not specify a time period then it will be assumed to mean the remainder of the term of office.
- b) A member not wishing to claim the expenses described in section 3 below need not give notice in writing – they simply do not submit any expenses claims.

2.6 PUBLICISING ALLOWANCES AND EXPENSES PAID

- a) The Council, as required by law, publishes any recommendations which its Members Allowances Panel makes about members' allowances, and also the conclusions which the Council reaches as a result of those recommendations.
- b) Each year it advertises in a local newspaper the total sum paid during that year to each Councillor in respect of basic allowance, SRAs and childcare/dependent carers allowance.
- c) The Strategic Director of Resources maintains a file of payments to members – see section 5 below.

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

2.7 SUSPENSION OF ALLOWANCES

Any member who is suspended or partially suspended from their responsibilities or duties as a member of the Council in accordance with Part III of the Local Government Act 2000 may have their allowances withheld for the period of any suspension.

2.8 ANNUAL UPDATING

The basic allowance is updated annually in line with National Joint Councils pay award made to officers.

3. PAYMENT OF EXPENSES

3.1 APPROVED DUTIES

- a) Councillors and co-opted members may claim reimbursement of travel, subsistence and conference expenses incurred whilst undertaking an approved duty. Attendance at any of the following is an approved duty:
- any Council meeting
 - any meeting of one of the Council's committees, sub-committees, regulatory or staff panels, working parties/groups or fora.
 - any meeting of the Cabinet or a Cabinet committee
 - agenda planning meetings for the Council, Committees, Cabinet, Scrutiny Committees.
 - any meeting of the Scrutiny Commission
 - attendance at development control site visits.
 - Meetings with Officers to discuss Council or ward matters with the Member acting in their official capacity.
 - formal inspection of Council properties and projects as authorised in advance by the Executive or a committee (including site visits for planning matters)
 - in-house training and development seminars including Members' Induction, Staff Induction and service-specific seminars
 - approved conferences or seminars such as described at section 3.3 below
 - a meeting of an external organisation, including partnership bodies, to which the Councillor has been appointed as the Council's representative – for details see the list of approved appointments issued annually near the start of the municipal year, and maintained subsequently, by the Governance Team (if the external organisation will pay travel and/or subsistence costs, then the Councillor should claim against that organisation and cannot claim from the Council).

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

- b) Expenses will not be paid for attendance at national and regional bodies if the Councillor was not appointed to the organisation or event by the Council.
- c) Travel and subsistence allowances for co-opted and lay/expert members of committees and panels will be paid, at the same level as for elected members.

3.2 TRAVELLING EXPENSES

- a) A Councillor may reclaim expenses incurred in travelling to and from approved duties, as shown in the table below.
- b) For journeys outside Rutland, where public transport is readily available the ordinary fare will be reimbursed if this is less than a sum based upon car mileage.
- c) The Council will pay reasonable travel costs to and from an approved duty when a Councillor is absent from their usual residence, such as when working out of the area or when attending a residential course elsewhere. This does not cover return from holidays. If such a claim is made and an officer is unclear whether or not the expense should be reimbursed, they shall consult the member and the political group leader (if appropriate) prior to approving payment. Any unresolved claim is the responsibility of Council to determine.
- d) The rates are linked to those payable to officers that are agreed as part of the NJC Car Allowances scheme.

Travel option	Details of travel expenses reclaimable
By public transport	<p>The ordinary fare may be claimed, supported by a receipt. For travel by rail, wherever possible the tickets should be ordered in advance through the Business Support Team.</p> <p>The Council will refund the purchase of a rail card provided that this saves the Council money in reimbursing travel expenses.</p>
By car	<p>The car mileage rate is set annually by Council, taking into account national legal maxima. It applies irrespective of engine size or distance travelled, and is currently 45pence per mile for the first 10,000 miles and 25pence per mile thereafter in line with HMRC mileage rates. An extra 5pence per mile per passenger can be claimed for carrying two to four passengers who would otherwise be able to claim travelling expenses from the Council.</p> <p>The Council will pay, upon production of a receipt, associated actual and reasonable costs incurred on parking fees and tolls.</p>

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Travel option	Details of travel expenses reclaimable
By taxi	<p>Regulations under the Local Government Act 1972 restrict Councillors' use of taxis to "cases of urgency or where no public transport is reasonably available" – they allow for the actual fare and "a reasonable gratuity" to be reimbursed. Therefore, if there was no urgency, or public transport was available, any claim for taxi costs will instead be reimbursed by payment of the bus fare for the equivalent journey.</p> <p>Councillors with no personal transport or access to reasonable public transport may ask the Governance Team to book a taxi for them for a local approved duty.</p>

3.3 SUBSISTENCE EXPENSES AND COUNCIL REFRESHMENTS

- a) A Councillor may claim reimbursement of subsistence costs incurred personally while on approved duties. The latter are described at a separate section below. In order to qualify for reimbursement:
- the Councillor must be away from their usual residence for a minimum of four hours (this time period applying only to the time spent in travel to and from, and attendance at, the approved duty)
 - there must be no meal provided at the approved duty, either by the Council or any other organiser for the event
 - the Councillor should attach a receipt to their expenses claim form to show that a meal was purchased (and the amount paid will be the amount incurred and shown on the receipt up to the maximum limit shown below).
- b) The rates payable are set annually and mirror those set by HMRC. They are currently as set out in the table below. They are linked to the corresponding rates that are agreed nationally each year for officers.

Subsistence type	Details	Payment amount
Breakfast	The rate may be paid where an employee leaves home earlier than usual and before 6am and incurs a cost on breakfast taken away from home after the qualifying journey has started. If an employee usually leaves before 6am the breakfast rate does not apply.	£5.00
One Meal (5 Hour Rate)	The rate may be paid where the employee has been undertaking qualifying travel for a period of at least 5 hours and has incurred the cost of a meal.	£5.00
Two Meal (10 Hour Rate)	The rate may be paid where the employee	£10.00

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

	has been undertaking qualifying travel for a period of at least 10 hours and has incurred the cost of a meal or meals.	
Absence overnight	To cover hotel and associated expenses – but note that, in these cases, the Council will book and pay for hotel accommodation directly (see 'conferences' at separate section below)	Market rates will be paid (see d below)

- c) If a meal is taken on a train, this is taken to relate to the subsistence allowance which it most closely equates to (i.e. lunch or evening). The above conditions still apply.
- d) The Council will pay a market rate for hotels for overnight absence when Councillors are on an approved duty. The market rate may be different according to location and available capacity. Councillors can ask the Governance Team to book hotels directly or may book their own. If Councillors book their own accommodation then the cost will need to be reclaimed.
- e) The Council will not pay for bar bills or other drinks, meal costs above the subsistence maxima, telephone calls or any other incidentals purchased by the Councillor during their overnight stay (such as newspapers or laundry).
- f) Officers making overnight stay bookings should first check with the Governance Manager that the proposed activity constitutes an approved duty and has been authorised properly. They should make clear whether the cost is to be borne by the service department's conference budget, or whether the central Members' Allowances budget is expected to fund it. When giving the Councillor the details of the reservation, they should remind them that they must pay for any incidental charges and not add them to the hotel bill. After the event, the officer must send a copy of the hotel bill (annotated to show the receiving Councillors) to the Governance Team so that the file of payments to members can be updated.

3.4 CONFERENCE AND SEMINAR EXPENSES

- a) Attendance at conferences and seminars is approved by the relevant Director in consultation with the Leader of the Council taking into account the benefit to the Council that would be derived from, and the appropriate level of, member attendance. It should only be approved where the relevant service has adequate provision for this in their budget for conference attendance, ensuring that this takes account of all anticipated fees and expenses involved. The budget holder's prior approval must thus be obtained. Typical conferences include:
 - Local Government Association – Chief Executive and relevant member(s)
 - CIPFA conference
 - Institute of Rating and Valuation conference
 - Institute of Housing conference

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL CONSTITUTION

PART 6 - MEMBERS' SCHEME OF ALLOWANCES

- Local Government Association housing conference, tourism conference, etc
 - Town & Country Planning Association weekend and summer schools for Councillors
 - Annual social services conference.
- b) The Council will book and pay for conference and seminar expenses directly, as described in relation to overnight stays in section 3.3 above. If there is no overnight stay, then any travel or subsistence claims must comply with the usual conditions for approved duty attendance, and be submitted in the usual way on the monthly expenses claim form.

3.5 EXPENSES FOR TRAVEL AND SUBSISTENCE ABROAD

Occasionally a Councillor may be invited to travel abroad on official business, through their membership of an external organisation to which the Council has appointed them as its representative. Given the potentially sensitive nature of such travel, in the public perception, prior Council consent should always be obtained to the classification of the proposed activity as an approved duty eligible for the reimbursement of the associated expenses. If such approval is given, then the conditions described in the sections above apply as for any other approved duty.

3.6 CHILD AND DEPENDENT CARER'S ALLOWANCE

Councillors may claim reimbursement of costs incurred in using childminders, babysitters or other sitters for dependants while carrying out approved duties. See section 2.3 above for details.

3.7 ICT AND OTHER EQUIPMENT

- a) The Council does not pay for the installation of a telephone at a Councillor's residence, if there is not one already installed nor does it contribute towards the cost of the line rental. The Council will reimburse the cost of telephone calls made by the Councillor whilst carrying out their official duties provided an itemised telephone bill is submitted with the Councillors monthly claim form with these calls clearly identified.
- b) The Council will provide each Councillor with a Council e-mail address for their official duties.
The Council will provide support and servicing of ICT equipment it has provided and provide support to Councillors who access Council systems with their own ICT equipment. The Council will provide paper and replacement cartridges in all cases for use by Councillors in their official capacity.
- c) Computer access and stationery are provided for Councillors' use in the Members' Room at Catmose, and in the Leader's and Chairman's Offices.
- d) Computer access and stationery are provided for Councillors' use in the Members' Room at Catmose, and in the Leader's and Chairman's Offices.

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PART 6 - MEMBERS' SCHEME OF ALLOWANCES

- e) No other office or other equipment is currently provided to members either directly or by reimbursement of costs.

3.8 CLAIMS PROCEDURE (FOR TRAVEL, SUBSISTENCE AND CONFERENCE EXPENSES)

- a) Claims for travel, subsistence and dependent carers' allowances must be made each month. All claims must be received by the Governance Team by the 5th day of the following month. This is essential as they must be verified and approved and passed to the Payroll Section in time for them to be processed for the monthly payroll run. Any claims received after these dates will be paid the following month.
- b) Councillors must ensure that they submit claims within three months as claims stretching back further than this may be delayed due to the increased difficulty of verifying them. Furthermore, very large back-claims may render the payment subject to tax and national insurance payment. Claims spanning more than one financial year must be avoided, as this would result in the later year's budget being overspent. Therefore, all claims for travel, subsistence, carers' and dependent allowances for each financial year must be made by the end of April and will not be paid after that date.
- c) The claim form must include receipts for all expenses claimed, include a VAT receipt for fuel purchased, and must be signed by the Councillor to declare that they are entitled to all amounts claimed and have not already been reimbursed for these amounts by the Council or any other organisation.
- d) If a Councillor wishes to reclaim tax paid on subsistence allowances, they must provide relevant receipts to HM Inspector of Taxes. If a Councillor applies for benefit, they must declare any allowances and expenses received from the Council on their application form.
- e) Should it ever arise that the Council incurs expenditure on behalf of a Councillor's spouse or partner, then a debtor's account will be sent to the Councillor to recover all additional costs and a copy of the accounts will be placed with the file of payments to members.

4. THE CHAIRMAN'S ALLOWANCES

- a) Sections 3(5) and 5(4) of the Local Government Act 1972 provide for the Council to pay the Chairman and Deputy Chairman an allowance each, which it believes reasonable to enable them to meet the expenses of their office. The Council may, but is not obliged to, invite its independent Members' Allowances Panel to comment on the allowances paid.
- b) The current allowances are:
- Chairman - £4,670.33 which is paid by monthly instalment with the office holders' other allowances. A further allowance is available to cover expenses whilst engaged on official civic engagements.

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- Vice-Chairman – No Allowance payable. Expenses incurred whilst representing the Chairman on official civic duties may be paid for by the allowance for civic engagements that is managed by the Governance Team.

5. GUIDANCE FOR OFFICERS IN RESPECT OF PAYMENT TO MEMBERS

- a) All Officers must adhere to the above scheme when verifying and making payments to Councillors. The Governance Manager, or those employees acting on his/her behalf, must verify all member claims prior to passing them for payment. A file of payments to members will be maintained by the Accountancy Section. For all payments under the members' allowances scheme, and those made under sections 173 to 176 of the Local Government Act 1972, this must show the name of the recipient, together with the amount and nature of each payment. It is open for inspection free of charge by electors in the area, who may copy any part of it.
- b) The scheme also applies to officers incurring expenditure on a Councillor's behalf – if an officer spends more than the prescribed limits shown above for a member's travel and/or subsistence then they cannot claim the excess but must bear the cost personally. If an officer wishes to make a claim for member travel and/or subsistence, they must complete an employee travel and subsistence expenses claim form in the usual way but stating clearly which member(s) were paid for, and the details of the payment (cost, time of day incurred) which will allow it to be checked against the prescribed subsistence scheme. A copy must be sent immediately to the Accountancy Section, for recording in the file of payments to members.
- c) This does not prevent the payment of sums to Councillors which they may legitimately claim in a personal capacity (such as a rent allowance, refund of overpaid council tax or rent, a home renovation grant, for a business transaction, damages or compensation). Any payments of this type should be processed in the normal way for that service issue, rather than through the member's payroll arrangements for allowances and expenses.
- d) If any other issue of payment to a Councillor arises, other than one covered by the above members' allowance scheme or a normal service issue, then prior written approval should be obtained from the Chief Executive, Strategic Director for Resources or Deputy Director for Corporate Governance.
- e) When a department arranges any seminar, conference, course or visit which will incur costs on behalf of a Councillor, the lead officer must liaise with the Governance Manager to ensure that only permitted expenditure is incurred. They should keep a list of members attending an approved event, and forward it immediately afterwards to the Governance Section to ensure that any subsequent member claims for travelling and/or subsistence can be verified. If the officer pays for any member's travel or meals, then a copy of the officer's own claim form (with clear details of the amounts paid for each member) must be copied immediately to the Governance Section so that the file of members' payments can be updated. Likewise, hotel bills for overnight stays should be annotated to show the receiving Councillor(s) and copied to the Governance Section.

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- f) Member tours must have prior Council, Committee or Cabinet approval (except for routine planning site visits), and will normally then be arranged by the relevant officer in either the sponsoring department or Governance Section. Before proposing a tour, officers should check that there is adequate budgetary provision within the central Members' Budget – if not, an alternative budget must be identified.
- g) Tours outside Rutland may be arranged by the relevant service department. They will still require formal Council, Committee or Cabinet approval and adequate budgetary provision. Any overnight stop, unless paid for directly by the Council, and any lunch or evening meals purchased for the Councillors involved must adhere to the subsistence rates shown above. If air tickets are reserved, the cheapest rate of public air travel must always be used.
- h) Any proposed payment or commitment of civic funds must be referred to the Governance Manager for prior approval. This officer must ensure all payments so made remain within budgeted levels of expenditure, and that any payments to or on behalf of members are recorded in the file of payments to members.
- i) Any officer who is responsible for settling an insurance payment to a member from the Council's internal or external insurance funds, should copy details to the Accountancy Section so that the file of payments to members can be updated.
- j) If a Councillor undertakes to act as a volunteer in a Council activity, the relevant lead officer must first make clear that the Councillor intends to act in their personal capacity as a volunteer and not in an official capacity as Councillor. This is very important in order to ensure that proper account is taken of the strict regulations which govern payment to Councillors for meals and travel. Furthermore, the manager takes full charge of and responsibility for the activities undertaken, regardless of the Councillor's official status.
- k) Circumstances may arise when, due to the need for political neutrality, it would be inappropriate for a Councillor or their relatives to volunteer for a Council activity. One example would be participating in the canvass for the register of electors. For such activities, the lead officer must vet proposing volunteers thoroughly and decline offers where necessary.

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COUNCIL

21 March 2022

PAY POLICY 2022-2023

Report of the Portfolio Holder for Policy, Strategy and Partnerships, Economy and Infrastructure

Strategic Aim:	All	
Exempt Information	No	
Cabinet Member(s) Responsible:	Cllr O Hemsley, Leader of the Council and Portfolio Holder for Policy, Strategy and Partnerships, Economy and Infrastructure	
Contact Officer(s):	Saverio Della Rocca, Strategic Director Resources	01572 758159 sdrocca@rutland.gov.uk
	Carol Snell, Head of Human Resources	01572 720969 csnell@rutland.gov.uk
Ward Councillors	NA	

DECISION RECOMMENDATIONS

That Council:

1. Approves the 2022-2023 annual Pay Policy (Appendix A)
2. Notes the updated position regarding the Local Government Pay Award.

1 PURPOSE OF THE REPORT

- 1.1 This report presents the 2022-2023 annual Pay Policy to Council – this is a requirement of the Localism Act 2011.
- 1.2 The report also confirms that there are no proposed changes to the Council’s pay policy for the forthcoming year.
- 1.3 Members are also advised via this paper of the latest position regarding the Local Government Pay Award for the financial year 2021-2022.

2 PAY POLICY FOR 2022-2023

- 2.1 There are no recommended changes to the Council’s Pay Policy for 2022-2023. The Council remains part of the national pay bargaining framework for the majority of its staff (National Joint Council (NJC)) and the associated terms and conditions

of service – we are therefore required to implement annual pay awards in April each year.

- 2.2 In support of the national framework, we have in place other local policies and procedures (as referenced in the pay policy) – for example, Acting Up arrangements, Market Supplements, and some local variations to enhancements – all of which have been agreed with the recognised Trade Unions.
- 2.3 The Council will continue to monitor the effectiveness of existing policies and how they support recruitment and retention. The Employment and Appeals Committee has received reports from the Head of Human Resources regarding turnover, retention and recruitment and how the Council works to manage loss of staff and enable effective recruitment.
- 2.4 Should changes to existing policy become necessary, such proposals will be considered in the context of budget pressures and organisational risk prior to consultation with the Trade Unions and submission to the Employment and Appeals Committee.
- 2.5 Our Chief Officer pay scale (Chief Executive, Directors and Heads of Service) is also a local pay structure, aligned to the Joint Negotiating Committee (JNC) pay bargaining, terms and conditions. Periodically we undertake a ‘soft market test’ of the pay rates compared to regional authorities – this has recently been undertaken and has not identified any current risks nor requirement to amend or uplift pay rates.

3 NATIONAL PAY AWARD

- 3.1 We reported to Members last March 2021 of the late agreement of the pay award for 2020-21 of 2.75%. For Rutland this applies to the majority of our staff on the NJC Local Government Services (Green Book) Pay scale and on a local basis, we extend the same award to our P05 grade – pay points 44 to 48.
- 3.2 Members have also been aware of the position regarding the April 2021 pay award - we have shared the frustration across the sector that negotiations have been protracted and the delay this has caused in being able to apply an award to our staff.
- 3.3 By way of recap:
 - 3.3.1 The Unions (Unison, GMB and Unite) first tabled their claim in February 2021 (including a minimum of 10% uplift on all pay points). Whilst decisions were deferred until after the May 2021 local elections, the claim was rejected.
 - 3.3.2 National Employers subsequently put forward a full and final pay offer of 2.75% on pay point 1 and 1.75% on all other pay points.
 - 3.3.3 The Unions therefore undertook consultation on proceeding to ballot their members on industrial action. These were not successful and did not support industrial action.
- 3.4 The Council is now pleased to report that agreement was reached at the end of February 2022 with a settlement of 1.75% backdated to 1 April 2021. Whilst one of the three trade unions (Unite) have not yet given their support to the agreement, this does not prevent a formal agreement being reached given that Unison and GMB have both agreed.

- 3.5 Agreement has also been reached for a 1.5% pay award for staff on JNC for Chief Executives and JNC for Chief Officers for April 2021.
- 3.6 Clearly the delay on the April 2021 pay award has a knock-on impact for the April 2022 award and there are also other emerging pressures –
- 3.6.1 Ending of the public sector ‘pay freeze’ – whilst this did not directly apply to local government, it was a factor considered by some councils and reflected in recent year’s consultations.
- 3.6.2 Inflation – is now rising and likely to either rise further or stay at the current level of 5-6%.
- 3.6.3 National Insurance increases from April 2022.
- 3.6.4 Capacity pressures – whether this relates to not enough people in the market to meet demand (eg. social workers), or specialist roles where the candidate market may be broader than the public sector. As with other reports, across all sectors, employers are reporting less applicants and difficulties in attracting.
- 3.7 We are following the progress for the April 2022 pay award and will be contributing to the regional discussions through East Midlands Councils.

4 CONSULTATION

- 4.1 There are no further consultation issues arising from this paper.

5 ALTERNATIVE OPTIONS

- 5.1 The Council is required to publish an annual Pay Policy in accordance with the Localism Act.
- 5.2 We are contractually required to implement national pay agreements as we remain aligned to national pay bargaining through the National Employers and recognised Trade Unions. Similarly, the Council does not have the power to adopt any local provision outside of the national agreement.

6 FINANCIAL IMPLICATIONS

- 6.1 The Council makes annual provision in its budget for the national pay award of 2%. We will assess any further impact and pressure on our MTFP as and when pay negotiations are concluded for 2022/23.

7 LEGAL AND GOVERNANCE CONSIDERATIONS

- 7.1 The information in the Pay Policy statement requires approval by Council in order that it can be published. This is a requirement under the Localism Act.

8 DATA PROTECTION IMPLICATIONS

- 8.1 A Data Protection Impact Assessments (DPIA) has not been completed as there are no changes to the Council's Pay Policies.

9 EQUALITY IMPACT ASSESSMENT

9.1 An Equality Impact Assessment (EqIA) has not been completed as there are no changes to the Council's Pay Policies. The Council separately reports on its Gender Pay Gap to the Employment and Appeals Committee.

10 COMMUNITY SAFETY IMPLICATIONS

10.1 There are no community safety implications arising from this report.

11 HEALTH AND WELLBEING IMPLICATIONS

11.1 There are no health and wellbeing implications arising from this report.

12 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

12.1 A Pay Policy statement ensures the Council is compliant with the Localism Act and provides a clear framework and structure that describes how we pay our staff and the mechanisms we use – this ensures transparency and fairness.

12.2 Members are updated of the outcome of the 2021 pay negotiations.

13 BACKGROUND PAPERS

13.1 There are no additional background papers to this report.

14 APPENDICES

Appendix A - Pay Policy Statement 2022-2023.

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.



1. Scope of this policy

1.1 The Pay Policy Statement sets out the Council's approach to pay and remuneration in accordance with the requirements of Section 38 to 43 of the Localism Act and takes account of The Local Government Transparency Code. It does not extend to Schools.

1.2 The Pay Policy must be formally approved by Full Council by the end of March each year and can be amended in year. Once approved by Full Council, this policy statement will come into immediate effect and will be subject to further review on an annual basis.

1.3 The scope of this policy covers:

- Information on the Council's pay and conditions of service for its Chief Officers and wider workforce.
- Other specific aspects of Chief Officer Remuneration such as fees, charges and other discretionary payments.

1.4 A key requirement of the Localism Act is to set senior pay in the context of pay of the wider workforce and specifically the lowest paid staff. The pay of most staff covered by this Policy is determined by the National Joint Council for Local Government officers (Green Book) as the Council remains part of the nationally agreed framework.

1.5 The definition of Chief Officers for the purpose of this pay policy includes the Head of Paid Service, Directors, and Heads of Service.

2. Chief Executive and Chief Officer pay

2.1 The Chief Executive in Rutland discharges the accountability of Head of Paid Service – a statutory role defined by the Local Government and Housing Act. The conditions of service for the Chief Executive is determined by the Joint Negotiating Committee for Chief Executives.

2.2 The Chief Executive of Rutland County Council has been appointed as Returning Officer. The Returning Officer is an officer of the Council who is appointed under the Representation of the People Act 1983. Whilst appointed by the Council, the role of Returning Officer is one which involves and incurs personal responsibility and accountability and is statutorily separate from his/her duties as an employee of the Council.

2.3 The fees in respect of Returning Officer duties at Local Government elections are included in the Chief Executive's salary. A separate fee is received for elections such as the Police and Crime Commissioner, European and Parliamentary elections, and Referendum.

2.4 The grading structure of the Chief Executive and Chief Officer posts is determined by a job evaluation process (supported by the Local Government Association). The Chief Executive post is assigned as Grade CX – this is the only post within this grade. Chief Officer posts are Director posts (Grades C01, C02 and C03), Heads of Service across all Directorates (Grades HOS1 and HOS2). There is currently no post in the C01 grade.

2.5 The pay value and range is determined locally and reviewed periodically against salary comparisons against similar posts in other local authorities. Due to Rutland's scale, direct comparators to a similar authority is more complex and the Council therefore reviews a range of salary models across Shires, Unitaries, Counties, District and Boroughs. All other conditions of service are determined by the respective Joint Negotiating Committee. Pay points are uplifted in accordance with the respective Joint Negotiating Committee pay awards on an affordability basis, ie. the Council retains the provision to not apply the full JNC pay award if it is considered cost prohibitive.

2.6 Progression within the pay band takes place on 1 April each year up to the top of the grade. However, annual progression will be withheld if the post holder is subject to formal capability or disciplinary.

2.7 The Joint Negotiating Committees for Chief Executives and Chief Officers respectively, reached agreement on the April 2021 pay award of 1.5%. It is anticipated that there will be a further delay regarding the April 2022 pay award.

2.8 There are no other additional elements of remuneration in respect of overtime, flexi-time, bank holiday working, stand-by payments, etc., paid to these senior managers as they are expected to undertake duties outside their contractual hours and working patterns without additional payment. Senior managers at Rutland County Council do have the benefit of time off in lieu (TOIL) according to the authority's policy.

2.9 In addition to basic salary, senior managers are entitled to:

- Reimbursement of membership fees incurred in relation to membership of professional bodies (essential to the role)
- Business mileage undertaken – based on HMRC mileage rates
- Reimbursement of expenses which may be claimed as applicable to all other employees of the Council
- Payments for election duties.

2.10 A copy of the grade and pay structure is shown in Appendix 2. Appendix 3 shows posts identified as members of Directorate Management teams.

3. The wider workforce

3.1 The Council remains aligned to national pay negotiations led by the National Employers in consultation with national trade unions (Unison, Unite and GMB). The pay award for April 2021 was agreed in February 2022 at 1.75% - this late time frame will have a consequential impact on the timing of the April 2022 pay award.

3.2 A copy of the current grade and pay structure is at Appendix 4. All posts on this pay structure are assessed for job size and rank order through a job evaluation scheme to ensure transparency and equity and satisfy equal pay requirements. The Council has

extended the national pay spine to include pts 44 and 48 on a local agreement basis. This provides a pay range for the P05 grade.

3.4 The Council adopts the provision in the National Joint Council (NJC) Green Book and Statement of Written Particulars that enables the withholding of April increments for 'unsatisfactory service'.

3.5 Terms and Conditions of employment are in the most aligned to the NJC for Local Government Officers (Green Book) except where locally agreed terms have been agreed (see Appendix 5).

3.6 Common with other local authorities, the Council employs staff on other terms and conditions of employment as relevant to their professional group, as follows:

- FENJC (Further Education National Joint Council) – applicable to Adult Learning Tutors
- Youth and Community Workers ('Pink Book').

3.7 On appointment, employees are normally appointed to the minimum point of the grade. However, for market and attraction reasons, they may be appointed above the minimum point.

4. Allowances and payments

4.1 Employees who are required to work overtime receive rates outlined in accordance with the National provisions (Green Book). Overtime is not payable to employees paid above scp 22. Appendix 5 outlines where there are supplementary local arrangements.

4.2 The Council recognises that at times it may be difficult to recruit new employees or retain existing staff in key posts. To ensure the Council attracts and maintains a skilled and experienced workforce, market supplements, recruitment and retention payments may be paid in addition to the post grade subject to a strategic review with substantial evidence and data. These will be agreed by the Chief Executive. Due regard will be given to the Financial Procedure Rules.

4.3 Relocation expenses may be paid to employees to cover additional costs they may incur as a result of relocating. These are in accordance with the Relocation Policy.

4.4 Employees temporarily acting up or covering additional responsibilities for a role which is graded higher than their substantive grade may be paid an appropriate level for the duties they are asked to perform. Such arrangements are provided for in the Council's Acting Up and Additional Responsibility Allowance Policy.

4.5 The Council will pay professional subscription fees on behalf of employees where the subscription or membership is an essential requirement to the duties of the post.

4.6 The Council reimburses subsistence expenditure necessarily incurred by the employees on Council business in line with the Council's Travel and Expenses Policy.

4.7 Employees will be in receipt of salary protection resulting from a change of role, grade and salary as part of a service review or restructure, in accordance with the Council's Restructure Policy.

4.8 The Council provides provision for employees who as part of their role are required to undertake standby duties.

5. Local Government Pension Scheme

5.1 All staff who are members of the Local Government Pension Scheme make individual contributions to the scheme depending on their salary. Contribution rates for 2022-2023 range from 5.5% to 12.5%.

5.2 The Council makes employer's contributions into the scheme which are reviewed by the actuary. The rate for 2022-2023 is unchanged from 2021-2022 at 19.5%, but with an increase to the employer lump sum into the pension scheme from £714,000 to £852,000.

5.3 The Council reviews and publishes its Early Retirement and Pension Discretions on an annual basis.

6. Relationship of Senior Pay to the Pay of the Wider Workforce

6.1 For the purposes of this policy, the Council defines its lowest paid employees as those in the lowest salary grade (Grade 1) on the nationally agreed scales (NJC Green Book). Based on the April 2021 pay values, this is £18,333 (£9.50 per hour in line with the National Living Wage) to £18,887 (£9.79 per hour).

6.2 It has been recommended by Will Hutton's 2011 Review of Fair Pay in the Public Sector that local authorities publish their "pay multiple" - the ratio between the highest paid salary and the median salary of the whole of the authority's workforce. This is in order to support the principles of fair pay and transparency.

Based on current known values

Chief Exec's Salary	£136,696
Median salary	£25,927
"pay multiple" ratio	1 : 5.27

6.3 Lowest paid staff comparison table:

There are 4 staff who are categorised as the Council's lowest paid staff as per the definition in paragraph 6.1. (excludes casuals and apprentices) Based on current known values:

Chief Exec's salary	£136,696
Lowest salary from lowest paid staff group	£18,887
"pay multiple" ratio (lowest salary)	7.24 : 1
Average salary of lowest paid staff group	£18,887
"pay multiple" ratio (average salary)	7.24 : 1

7. Termination payments

7.1 In relation to the termination of employment, the Council will have due regard to the making of any appropriate payments where it is in the Council's best interests. Any such payments will be in accordance with contractual or statutory requirements and take into account the potential risk and liabilities to the Council, including any legal costs, disruption to services, impact on employee relations and management time. The Council will have specific regard to the legal requirements which apply to the termination of employment of the Head of Paid Service (Chief Executive), the Section 151 Officer (Strategic Director Resources) and the Monitoring Officer (Director of Legal and Governance).

7.2 Redundancy payments made by the Council are in line with regulation 5 of the Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006. This provides an overall lump sum of the statutory redundancy payment multiplier based on actual weeks' pay. This is payable to employees made redundant with two or more years local government service.

7.3 Discretions that are provided by the LGPS are contained within a separate policy.

8. Re-engagement of employees

8.1 Employees who are offered another post with any organisation covered by the Modification Order Act prior to their redundancy leaving date and commence within 4 weeks of leaving, are not eligible to receive a redundancy payment.

8.2 Employees who have been made redundant are eligible to apply for vacancies which may arise after they have left the Council's employment. Any such applications will be considered together with those from other candidates and the best person appointed to the post. Any necessary adjustment to pension would be made in accordance with the scheme regulations.

8.3 The Council will not re-engage an ex-employee (who has been made redundant) in the capacity of a consultant, interim or agency worker within 2 years of leaving the Council. A shorter period may be considered in exceptional circumstances only (eg. significant skills shortage) and by approval of the Chief Executive.

9. Gender Pay Gap Reporting

9.1 In accordance with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 which came into force on 31 March 2017, employers with at least 250 employees are required to publish annual information as at 31 March each year. This information is published on the Council's website and on the Government's Gender Pay Gap website. It is also reported to Employment and Appeals Committee on an annual basis.

10. Appendices

- 1 Glossary of terms
- 2 Chief Officer Pay Scale
3. Senior Managers Pay
4. Rutland Pay Structure (NJC Green Book)
- 5 Allowances and Benefits – local terms

Version & Policy Number	Version 10
Guardian	Human Resources
Date Produced	February 2022
Next Review Date	February 2023

Approved by SMT	February 2022
Approved by Full Council	

Pay Policy 2022-2023 – Glossary of Terms

NJC Green Book	NJC stands for National Joint Council. The Green book is the document that contains the national agreement on pay and conditions of service for 1.4 million local government services. This applies to most staff in Rutland (<i>excludes for example Youth Workers, and Tutors, and senior officer posts on JNC Conditions - see below</i>). It is also known as the Single Status Agreement as it comprises the harmonised terms and conditions which were previously in place for Manual workers and other staff which were termed as 'Administrative, Professional and Technical'.
NJC Pay Spine	This relates to the salary levels that are negotiated through the Local Government Association (as the 'National Employer') and the trade unions (ie. Unison, GMB, Unite). Rutland's salary scales for posts on grades 1 through to P04 are determined by this pay scale and we are therefore subject to national pay bargaining which is led by the Local Government Association and negotiated with the trade unions.
Spinal Column Points (SCP)	The pay spine is made up of a number of Spinal Column Points (SCPs) and each has an associated salary value. These national spinal column points are then used to shape pay grades – therefore each grade has a number of spinal column points. SCPs are also sometimes known as incremental steps.
Annual progression	This is linked to the SCPs and provides for progression to the next SCP within the job holders grade. This takes place on 1 April each year until the employee reaches the top of their grade – there is then no further SCP/ incremental progression and any pay increase is associated with any annual pay award that is negotiated nationally. Part of the national pay conditions means that an employee joining between October and March receive their first SCP progression/increment, 6 months after joining.
JNC for Chief Executives	This is the Joint Negotiating Committee (JNC) for Chief Executives and is the national negotiating body for the pay and conditions of service of Chief Executives in England and Wales. It is made up of representatives from the Local Government Association as the national employer and also representatives of Chief Executives and the registered independent trade union (ALACE).

JNC for Chief Officers	Similar to the JNC for Chief Executives but this relates to the terms and conditions of posts that are attached to a Chief Officer position. In Rutland this includes Directors and the two Heads of Service grades.
Market Supplements	Market supplements are payable where the 'going rate' for a specific job or specialism is higher than that offered by the Council. The enhancement brings the base salary to a comparable market rate that enables the Council to recruit and retain key skills.

Pay Policy 2022-2023 – Grade and Pay Structure for Chief Officers

Pay point figures relate to the 1.4.21 pay award.

Job Title	Grade	Pay Points as at 1.4.21
Chief Executive	CX	£132,822 £134,761 £136,696 £138,357
No posts currently attached to this grade	C01	£105,152 £107,089 £109,026 £110,686
Strategic Director Resources (s.151 Officer) Strategic Director Places Strategic Director Children and Families Strategic Director Adults and Health	C02	£88,549 £90,486 £92,423 £94,083
Director of Legal and Governance (Monitoring Officer)	C03	£79,418 £81,354 £83,015
Head of School Improvement Head of Childrens Social Care Head of Early Intervention, SEND and Inclusion Head of Adult Social Care Head of Safe and Active Public Realm	HOS1	£69,731 £71,360 £72,886 £74,393 £75,898 £77,480
Head of Commissioning, Health and Wellbeing Head of Culture and Registration Head of IT and Customer Services Head of Human Resources Head of Finance Head of Property Services Head of Community Care Services Head of Sustainable Economy and Place Head of Corporate Services	HOS2	£62,128 £63,617 £65,140 £66,650 £68,150 £69,682

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Rutland County Council Senior Managers Salaries 2022-23

(Members of Directorate Management teams)

	Salary range
<u>Posts on JNC Chief Executive and JNC Chief Officers</u>	
(inc. 1.5% pay award for April 2021)	
Chief Executive	£132,822 - £138,357
Strategic Director Resources (s.151 Officer)	£88,549 - £94,083
Strategic Director Places	£88,549 - £94,083
Strategic Director Children and Families	£88,549 - £94,083
Strategic Director Adults and Health	£88,549 - £94,083
Director Legal and Governance (Monitoring Officer)	£79,418 - £83,015
Head of School Improvement	£69,731 - £77,480
Head of Early Intervention SEND and Inclusion	£69,731 - £77,480
Head of Childrens Social Care	£69,731 - £77,480
Head of Adult Social Care	£69,731 - £77,480
Head of Safe and Active Public Realm	£69,731 - £77,480
Head of Commissioning, Health and Wellbeing	£62,128 - £69,682
Head of Human Resources	£62,128 - £69,682
Head of IT and Customer Services	£62,128 - £69,682
Head of Property Services	£62,128 - £69,682
Head of Culture and Registration	£62,128 - £69,682
Head of Community Care Services	£62,128 - £69,682
Head of Finance	£62,128 - £69,682
Head of Corporate Services	£62,128 - £69,682
Head of Sustainable Economy and Place	£62,128 - £69,682
 <u>Posts on NJC Green Book</u>	
(inc. 1.75% pay award for April 2021)	
Corporate Projects Programme Manager	£49,700 - £53,464
Senior Environmental Services Manager	£49,700 - £53,464
Development Manager Planning	£49,700 - £53,464
Planning Policy and Housing Manager	£49,700 - £53,464
Principal Highways Manager	£49,700 - £53,464
Senior Transport Manager	£44,624 - £47,665

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PAY STRUCTURE - 1 April 2022

Appendix 4

NJC Green Book

Notes

Pay points 10,13,15,18 and 21 are excluded from Rutland pay structure.

Grade P05 is a Rutland local grade - pay points are uplifted in line with the National Pay Award.

Pay Grade		SCP	£ per annum	£ per hour
Grade 1 1 - 3		1	18333	9.5
		2	18516	9.6
		3	18887	9.79
Grade 2 3 - 4		4	19264	9.99
	Grade 3 5 - 6	5	19650	10.19
		6	20043	10.39
Grade 4 7 - 11		7	20444	10.60
		8	20852	10.81
		9	21269	11.02
		10	21695	11.25
		11	22129	11.47
Grade 5 12 - 17		12	22571	11.70
		13	23023	11.93
		14	23484	12.17
		15	23953	12.42
		16	24432	12.66
		17	24920	12.92
Grade 6 19 - 22		18	25419	13.18
		19	25927	13.44
		20	26446	13.71
		21	26975	13.98
		22	27,514	14.26
Grade S01 23 - 25		23	28226	14.63
		24	29174	15.12
		25	30095	15.60
Grade S02 26 - 28		26	30984	16.06
		27	31895	16.53
		28	32,798	17.00
	29	33486	17.36	

Grade P01 29 - 32	30	34,373	17.82
	31	35336	18.32
	32	36,371	18.85
Grade P02 33 - 36	33	37,568	19.47
	34	38,553	19.98
	35	39,571	20.51
	36	40,578	21.03
Grade P03 37 - 39	37	41,591	21.56
	38	42,614	22.09
	39	43570	22.58
Grade P04 40 - 43	40	44624	23.13
	41	45648	23.66
	42	46662	24.19
	43	47665	24.71
Grade P05 44 - 48	44	49706	25.76
	45	50656	26.26
	46	51588	26.74
	47	52530	27.23
	48	53464	27.71

Rutland County Council Allowances and Benefits

Monetary Benefits

Mileage rates	Paid in line with current HMRC rates
Acting up/Additional Responsibility Allowance	At levels appropriate to the post acted up to
Expenses	Paid at NJC rates
Market Supplements	Where the need for a supplement has been demonstrated through recruitment practices and benchmarking
Professional fees/ Training subscriptions	Where appropriate to the post
Standby	In accordance with Corporate Policy
Relocation	Where applicable and in accordance with the Relocation Policy
Sleeping In	Paid at NJC rates

Local agreement regarding weekend enhancements:

For work on a Saturday or Sunday as part of the normal working week, payment will be made at time and a half for all hours worked. For employees paid at SCP 4 or below, work on a Sunday will be at double time. Work on a Saturday or Sunday outside the normal working week will be regarded as overtime.

Local agreement – enhancements for weekend working for Registrars

Registrars will be paid enhancements for weekend working - work on a Saturday or Sunday as part of the normal working week, payment will be made at time and a half

Consolidated salaries

Where roles are defined as providing a service over 7 days, such contracts will be considered as all-inclusive with no differentiation of pay rates between Monday to Friday and weekends (unless and accept that such rates are necessary for recruitment and retention purposes).

Shift Allowance

The Council working patterns do not include shift patterns and therefore there are no supplementary payments or allowances other than those provided by overtime or weekend enhancements.

Other benefits – where appropriate to the post

Flexi time

Time off in lieu (TOIL)

Other flexible working arrangements where appropriate for the post

Training – professional training and/or internally arranged where appropriate.

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