

AGENDA ITEM NO. 4	
OVERVIEW AND SCRUTINY PANEL	
Date	5 MARCH 2012
Title	COMMUNITY TRANSPORT WORK PROGRAMME PROGRESS

1. PURPOSE/SUMMARY

To update members on the progress of the Community Transport Work Programme.

2. KEY ISSUES

Particular successes to note are:

- Dial A Ride usage continues to increase
- The launch of the Fenland Youth Bus in Manea
- The launch of the Fenland Transport Directory
- A survey regarding access to GP surgeries
- Public consultation on the Fenland Rail Development Strategy

3. RECOMMENDATION(S)

To note the contents of this report.

Wards Affected	All
Forward Plan Reference No. (if applicable)	
Portfolio Holder(s)	Cllr Owen – Portfolio Holder Growth, Transport & March Affairs

Report Originator	Wendy Otter – Transport Development Manager wotter@fenland.gov.uk Tel: 01354 622324
Contact Officer(s)	Gary Garford – Corporate Director garygarford@fenland.gov.uk Tel: 01354 622373
Background Paper(s)	

Overview & Scrutiny – Community Transport Work Programme Progress - February 2012

Introduction

This paper sets out progress on the community transport work programme. All FDC community transport work is undertaken in partnership with key local organisations and it is part of the work programme for the FSP Transport and Access Group. The key areas that the programme covers are access for children and young people, access for older people, access to healthcare and local involvement in the railways. This progress note provides an update on all these matters.

The Transport and Access Group work programme also reflects earlier work undertaken by FDC Overview and Scrutiny Committee. The Access to Services Review which mainly considered community transport in Fenland was completed in 2009. An update was presented to Overview and Scrutiny Performance Panel in December 2010. This review recommended work should be undertaken to ensure local people are aware of all the transport choices available, to improve access for older people and younger people to work with and to support the Fenland Association for Community Transport (FACT). The current progress being made on community transport issues reflects the issues raised in the earlier overview and scrutiny review.

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<p><u>Partnership working with FACT</u></p> <p>The continued support of Fenland Association of Community Transport (FACT) through its Dial-A-Ride service, including extensions to the service to meet the needs of local residents.</p>	<p>There are four Dial A Ride routes in Fenland all of which are continuing to see an increase in use. The places where the services are most used are villages such as Christchurch and Murrow where they have limited bus services.</p> <p>Whittlesey Car scheme and dial a ride services were launched in 2010 and they also continue to see increased patronage each month. There level of use is similar to other more established schemes. Benwick was added to this service in 2011 and again passenger numbers continue to grow.</p> <p>The FACT leaflets along with the direct marketing of specific streets that are not close to a bus stop continues to increase FACT memberships. This is also supported by a more direct and continuous approach of topping up leaflet supplies in public places.</p>
<p><u>Fenland Youth Bus</u></p> <p>Promoting community transport, taking into consideration transport for children and young people</p>	<p>The 1ST Fenland Youth Bus pilot was launched in Manea in July 2011. There has been one outing to date in November 2011 which was successful. A revised marketing and communication strategy has been developed to address responses from young people that they do not understand how to access the service. This is a pilot project and we are working to address the issues to ensure its success.</p>
<p><u>Local Marketing & Fenland Transport Directory</u></p>	<p>The Fenland Transport Directory was launched in February 2012. This is a</p>

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<p>Initiate joined up marketing campaigns for local transport options including work with parish councils and local communities</p>	<p>booklet providing telephone numbers and website addresses of transport providers in Fenland. It covers all types of transport and is intended to sign post people in order to help them access the transport they need.</p> <p>The initial parish transport leaflet piloted in Parson Drove in 2010 was very successful. In view of CCC decision about subsidised bus services however, the possible roll out of the leaflet was postponed. The leaflets would become out of date very quickly.</p>
<p>Support a pilot partnership project with a parish council to undertake an audit of bus stop facilities and infrastructure</p>	<p>Bus stop audits have now been undertaken across most of Fenland. This work is being used in conjunction with the transport map based evidence to assess people living within 300metres of a bus stop. This work was put on hold due the possible removal of subsidised bus services. It was decided to focus on interchanges to link different modes of transport.</p>
<p><u>Transport, Older People & Health</u></p> <p>Partnership working with the NHS, FACT, Care Network and CCC to improve the link between transport and healthcare. This work includes a number of elements:</p> <ul style="list-style-type: none"> • conducting research to understand patient access and transport needs including the availability of transport to healthcare centres • development of marketing and communication tools to ensure people understand the transport choices available, particularly for people with more specialist needs • Development of a pilot Dial A Ride project to Doddington Hospital 	<p><u>Access to GP Surgeries and Hospitals</u></p> <p>It is widely established that many people in Fenland have difficulty accessing healthcare. However, it is has been clear as to what this actually means. The partnership working group agreed that it was important to establish a detailed evidence base to better understand what the access difficulties actually are.</p> <p>A questionnaire was launched during 2011 aimed at getting feedback from all GP surgeries and hospitals in Fenland about patient travel. We have had around 1,500 responses back. The responses are still being collated and we are working on proposals to disseminate the feedback to the public and to NHS professionals including GP surgeries. We are also working on some mapping to assess GP surgery catchment areas against the location of public & community transport services.</p> <p>Once this information has been launched an action plan will be developed based on the findings to address local needs.</p> <p><u>Marketing & Communication - Getting from A 2 B case studies</u></p> <p>We are working on a series of case studies that will be made available to the public and NHS healthcare workers. These case studies are important because people do not always understand what transport is available; they may also have</p>

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	<p>a change in circumstances and need advice on how to travel. Each case study provides advice on the best transport choice for each circumstance. The case studies are currently in draft text format. We expect the first set of 6 case studies to be launched in Spring/Summer 2012. We aim to produce additional case studies over time.</p> <p>Information on all transport services is listed on CCC, FDC & NHS Websites with links coordinated between the each website. The Fenland Transport Directory will also be made available on these websites and assist people to find out about travel choices</p> <p><u>Doddington Hospital Pilot project</u> The Doddington Hospital Pilot Project is due to launch in March 2012 initially for 12 months. This will provide an hourly service between March, Wimblington and Doddington to the hospital. The service will be hourly from 8am to 5pm.</p> <p>The service will be available to the public subject to them obtaining Membership of FACT and will also include some transfer of people that would currently use NHS patient transport. A timetable leaflet for the scheme has been produced and a 12 month press and publicity plan will ensure that a high level of communication to promote the service is in place.</p> <p>The access to GP surgeries and hospitals research provided an important evidence base to show that this service is needed along with data from East of England Ambulance Service about NHS Patient transport journeys.</p>
<p><u>Fenland Rail Development Strategy & Community Rail Partnership</u></p> <p>Ensure that there is a programme of improvements in place for Fenland rail services and rail stations. Ensure that there are greater opportunities for local people to be involved in the railways</p>	<p><u>Fenland Rail Development Strategy</u> The draft Fenland Rail Development Strategy went to public consultation in the autumn of 2011. The strategy includes a 20 year programme of improvements to services and stations and opportunities for more community involvement. There was very strong public support at the consultation events and in the written responses. A revised strategy is currently being written and this will be presented to FDC Cabinet in April 2012 for adoption.</p> <p>We are developing a business case with Cambs CCC (lead organisation) East Cambs, Suffolk CC and Ipswich BC to support an hourly service from Whittlesea and two hourly from Manea. This work is in discussion with government and the</p>

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	<p>timescale is to support the long term Greater Anglia rail franchise that commences in 2014.</p> <p><u>Community Rail Partnership (CRP)</u> 96% of the consultation respondents supported the proposal to establish a CRP. With the adoption of the Rail Development Strategy the CRP will be launched. A public meeting will be held as an initial phase. A first year draft work programme is in development. The CRP will enable more local people to be involved with the development of our local railways. Our evidence base suggests that local people want to get involved. This project will also provide greater assistance to The Friends of March Station, Manea Rail Station Action Group and the station adopters for March, Manea and Whittlesey.</p>