

Public Document Pack

Overview and Scrutiny Management Committee

Thursday, 9th March, 2023
at 5.30 pm

PLEASE NOTE TIME OF MEETING

Council Chamber, Civic Centre,
Southampton

This meeting is open to the public

Members

Councillor Fuller (Chair)
Councillor Houghton (Vice-Chair)
Councillor Cooper
Councillor Guthrie
Councillor Moulton
Councillor Savage
Councillor Shields
Councillor White
Councillor Winning

Appointed Members

Catherine Hobbs, Roman Catholic Church
Francis Otieno, Primary Parent Governor
Rob Sanders, Church of England

Contacts

Emily Goodwin
Democratic Support Officer
Tel. 023 8083 2302
Email: emily.goodwin@southampton.gov.uk

Mark Pirnie
Scrutiny Manager
Tel: 023 8083 3886
Email: mark.pirnie@southampton.gov.uk

PUBLIC INFORMATION

Overview and Scrutiny Management Committee

The Overview and Scrutiny Management Committee holds the Executive to account, exercises the call-in process, and sets and monitors standards for scrutiny. It formulates a programme of scrutiny inquiries and appoints Scrutiny Panels to undertake them. Members of the Executive cannot serve on this Committee.

Role of Overview and Scrutiny

Overview and Scrutiny includes the following three functions:

- Holding the Executive to account by questioning and evaluating the Executive's actions, both before and after decisions taken.
- Developing and reviewing Council policies, including the Policy Framework and Budget Strategy.
- Making reports and recommendations on any aspect of Council business and other matters that affect the City and its citizens.

Overview and Scrutiny can ask the Executive to reconsider a decision, but they do not have the power to change the decision themselves.

Use of Social Media:- The Council supports the video or audio recording of meetings open to the public, for either live or subsequent broadcast. However, if, in the Chair's opinion, a person filming or recording a meeting or taking photographs is interrupting proceedings or causing a disturbance, under the Council's Standing Orders the person can be ordered to stop their activity, or to leave the meeting. By entering the meeting room you are consenting to being recorded and to the use of those images and recordings for broadcasting and or/training purposes. The meeting may be recorded by the press or members of the public. Any person or organisation filming, recording or broadcasting any meeting of the Council is responsible for any claims or other liability resulting from them doing so. Details of the Council's Guidance on the recording of meetings is available on the Council's website.

Southampton: Corporate Plan 2020-2025 sets out the four key outcomes:

- Communities, culture & homes - Celebrating the diversity of cultures within Southampton; enhancing our cultural and historical offer and using these to help transform our communities.
- Green City - Providing a sustainable, clean, healthy and safe environment for everyone. Nurturing green spaces and embracing our waterfront.
- Place shaping - Delivering a city for future generations. Using data, insight and vision to meet the current and future needs of the city.
- Wellbeing - Start well, live well, age well, die well; working with other partners and other services to make sure that customers get the right help at the right time

Procedure / Public Representations

At the discretion of the Chair, members of the public may address the meeting on any report included on the agenda in which they have a relevant interest. Any member of the public wishing to address the meeting should advise the Democratic Support Officer (DSO) whose contact details are on the front sheet of the agenda.

Smoking Policy:- The Council operates a no-smoking policy in all civic buildings.

Mobile Telephones:- Please switch your mobile telephones to silent whilst in the meeting

Fire Procedure:-

In the event of a fire or other emergency a continuous alarm will sound and you will be advised by Council officers what action to take.

Access is available for disabled people. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year 2022/23

2022	2023
9 June	12 January
14 July	2 February
11 August	9 March
8 September	13 April
13 October	
10 November	
15 December	

CONDUCT OF MEETING

TERMS OF REFERENCE

The general role and terms of reference for the Overview and Scrutiny Management Committee, together with those for all Scrutiny Panels, are set out in Part 2 (Article 6) of the Council's Constitution, and their particular roles are set out in Part 4 (Overview and Scrutiny Procedure Rules – paragraph 5) of the Constitution.

RULES OF PROCEDURE

The meeting is governed by the Council Procedure Rules and the Overview and Scrutiny Procedure Rules as set out in Part 4 of the Constitution.

BUSINESS TO BE DISCUSSED

Only those items listed on the attached agenda may be considered at this meeting.

QUORUM

The minimum number of appointed Members required to be in attendance to hold the meeting is 4.

DISCLOSURE OF INTERESTS

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Pecuniary Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PECUNIARY INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

- (i) Any employment, office, trade, profession or vocation carried on for profit or gain.
- (ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

(iii) Any contract which is made between you / your spouse etc (or a body in which the you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

(iv) Any beneficial interest in land which is within the area of Southampton.

(v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

(vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council and the tenant is a body in which you / your spouse etc has a beneficial interests.

(vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

- a) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or
- b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

Other Interests

A Member must regard himself or herself as having an, 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the "rationality" or "taking leave of your senses" principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, 'live now, pay later' and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

1 APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)

To note any changes in membership of the Panel made in accordance with Council Procedure Rule 4.3.

2 DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

NOTE: Members are reminded that, where applicable, they must complete the appropriate form recording details of any such interests and hand it to the Democratic Support Officer.

3 DECLARATIONS OF SCRUTINY INTEREST

Members are invited to declare any prior participation in any decision taken by a Committee, Sub-Committee, or Panel of the Council on the agenda and being scrutinised at this meeting.

4 DECLARATION OF PARTY POLITICAL WHIP

Members are invited to declare the application of any party political whip on any matter on the agenda and being scrutinised at this meeting.

5 STATEMENT FROM THE CHAIR

6 MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING) (Pages 1 - 2)

To approve and sign as a correct record the Minutes of the meetings held on 2 February 2023 and to deal with any matters arising, attached.

7 FORWARD PLAN (Pages 3 - 138)

Report of the Scrutiny Manager enabling the Overview and Scrutiny Management Committee to examine the content of the Forward Plan and to discuss issues of interest or concern with the Executive.

8 MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE (Pages 139 - 144)

Report of the Scrutiny Manager enabling the Overview and Scrutiny Management Committee to monitor and track progress on recommendations made to the Executive at previous meetings.

Wednesday, 1 March 2023

Director – Legal, Governance and HR

SOUTHAMPTON CITY COUNCIL
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
MINUTES OF THE MEETING HELD ON 2 FEBRUARY 2023

Present: Councillors Fuller (Chair), Houghton (Vice-Chair), Cooper, Moulton (Except Minutes 42 and 43), Savage, Shields, White, Winning and Fitzhenry

Apologies: Councillor Guthrie

Also in attendance: Councillor Keogh - Cabinet Member for Transport and District Regeneration
Councillor Leggett - Cabinet Member for Finance and Change

39. **APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)**

It was noted that following receipt of the temporary resignation of Councillor Guthrie from the Committee, the Monitoring Officer, acting under delegated powers, had appointed Councillor Fitzhenry to replace him for the purposes of this meeting.

40. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

RESOLVED: that the minutes for the Committee meeting on 12 January 2023 be approved and signed as a correct record.

41. **PORTSWOOD CORRIDOR PHASE 1 CONSULTATION**

The Committee considered the report of the Cabinet Member for Transport and District Regeneration outlining draft proposals for Portswood that form part of the Eastleigh to Southampton Corridor. The wider proposals aim to better connect Fair Oak and Bishopstoke to Eastleigh, and onwards from Eastleigh to Southampton Airport and Southampton City Centre by bus and bike.

Councillor Keogh (Cabinet Member for Transport and District Regeneration), Wade Holmes (SCC Service Manager for Integrated Transport), James Hammond (SCC Project Manager), Karen Edwards, Crispin Jameson, John Nightingale, James Jameson, Susan Lewis, Dr Peter Thomas, Lyn Brayshaw, Nathan Acheson, Shelagh Primrose, Stephen Saxby, Rebecca Kinge, Gulzar Shariz and Vinny Kumar were present, and with the consent of the Chair, addressed the meeting.

RESOLVED that the Committee recommended that:

1. That the Cabinet Member and officers commit to ensuring that the next iteration of the Portswood Corridor consultation survey is worded in such a way that it is neutral and does not appear to favour the proposed schemes.
2. That further traffic counts are undertaken along the Portswood Corridor to monitor changes to travel habits and to improve understanding of the journeys that are being undertaken and traffic trends.

3. That modelling for individual roads is undertaken to help develop understanding of the additional traffic that could be diverted to neighbouring residential streets as a result of the introduction of the proposed schemes.
4. That, reflecting concerns about the potential impact the closure of Thomas Lewis Way could have on the area if the proposed scheme is introduced, an emergency mitigation plan is developed that identifies the potential impact and models alternative routes to be followed to reduce the predicted impact.
5. That bus journey time and trend data for Portswood is provided to the Committee and is available for the second phase of public consultation.
6. That, for the second phase of public consultation, improvements are made to the clarity of the information about the proposed schemes to raise awareness of the actual proposals.
7. That the second phase of public consultation includes a wider geographical area reflecting the potential impact of the proposals.
8. That instead of procuring an independent assessment on the impact of the proposals on the prosperity of Portswood District Centre, traders are contacted individually, or through a Portswood Traders Association, and are asked about their views on the proposals.
9. That, if the Cabinet Member agrees to the independent assessment on the impact of the proposals on the prosperity of Portswood District Centre, the Cabinet Member and officers commit to separately engaging directly with Portswood traders about the proposals.
10. That the Cabinet Member and officers demonstrate how the proposals will impact on the city's net zero ambitions.
11. That the Cabinet Member recognises the strength of feeling and opposition to the proposed closure of Portswood Broadway to through traffic and goes back to the drawing board and scraps plans to close the road to through traffic and instead comes back with alternative proposals for Portswood Broadway that will make the district centre greener and more attractive.

42. **BUDGET PROPOSALS - 2023/24**

The Committee considered the report of the Chair of the Overview and Scrutiny Management Committee recommending that the Committee review the budget proposals contained within the appended briefing paper and, following the discussion with the Cabinet Member for Finance and Change and officers, provide feedback for Cabinet to consider at their 21 February 2023 meeting.

Councillor Leggett (Cabinet Member for Finance and Change) Mike Harris (SCC Chief Executive) and Steve Harrison (SCC Head of Financial Planning and Management) were in attendance and, with the consent of the Chair, addressed the meeting.

RESOLVED the Committee recommended that more extensive public consultation is undertaken to inform the development of future Council budgets.

43. **MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE**

The Committee noted the report of the Scrutiny Manager enabling the Overview and Scrutiny Management Committee to monitor and track progress on recommendations made to the Executive at previous meetings.

Agenda Item 7

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	FORWARD PLAN		
DATE OF DECISION:	9 MARCH 2023		
REPORT OF:	SCRUTINY MANAGER		
<u>CONTACT DETAILS</u>			
Executive Director	Title	Chief Executive	
	Name:	Mike Harris	Tel: 023 8083 2882
	E-mail	Mike.harris@southampton.gov.uk	
Author:	Title	Scrutiny Manager	
	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail	Mark.pirnie@southampton.gov.uk	
STATEMENT OF CONFIDENTIALITY			
None			
BRIEF SUMMARY			
This item enables the Overview and Scrutiny Management Committee (OSMC) to examine the content of the Forward Plan and to discuss issues of interest or concern with the Executive to ensure that forthcoming decisions made by the Executive benefit local residents.			
RECOMMENDATIONS:			
	(i)	That the Committee discuss the items listed in paragraph 3 of the report to highlight any matters which Members feel should be taken into account by the Executive when reaching a decision.	
REASONS FOR REPORT RECOMMENDATIONS			
1.	To enable Members to identify any matters which they feel Cabinet should take into account when reaching a decision.		
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED			
2.	None.		
DETAIL (Including consultation carried out)			
3.	The Council's Forward Plan for Executive Decisions from 14 March 2023 has been published. The following issues were identified for discussion with the Decision Maker:		
	Portfolio	Decision	Requested By
	Communities & Customer Engagement	Household Waste and Fly-tipping Policy 2023-2026	Cllr Fuller

	Transport & District Regeneration	Enhanced Bus Partnership	Cllr Fuller
4.	Briefing papers responding to the items identified by members of the Committee are appended to this report. Members are invited to use the paper to explore the issues with the decision maker.		
RESOURCE IMPLICATIONS			
<u>Capital/Revenue</u>			
5.	The details for the items identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.		
<u>Property/Other</u>			
6.	The details for the items identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.		
LEGAL IMPLICATIONS			
<u>Statutory power to undertake proposals in the report:</u>			
7.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.		
<u>Other Legal Implications:</u>			
8.	The details for the items identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.		
RISK MANAGEMENT IMPLICATIONS			
9.	The details for the items identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.		
POLICY FRAMEWORK IMPLICATIONS			
10.	The details for the items identified in paragraph 3 are set out in the Executive decision making report issued prior to the decision being taken.		
KEY DECISION		No	
WARDS/COMMUNITIES AFFECTED:		None directly as a result of this report	
<u>SUPPORTING DOCUMENTATION</u>			
Appendices			
1.	Briefing Paper – Household Waste and Fly-tipping Policy 2023-2026		
2.	Briefing Paper – Enhanced Bus Partnership		
Documents In Members' Rooms			
1.	None		
Equality Impact Assessment			
Do the implications/subject of the report require an Equality and Safety Impact Assessments (ESIA) to be carried out?			Identified in Executive report

Data Protection Impact Assessment		
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?		Identified in Executive report
Other Background Documents Equality Impact Assessment and Other Background documents available for inspection at:		
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)	
1.	None	

This page is intentionally left blank

BRIEFING PAPER

SUBJECT: HOUSEHOLD WASTE AND FLY-TIPPING POLICY
DATE: 9 MARCH 2023
RECIPIENT: OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

THIS IS NOT A DECISION PAPER

SUMMARY:

1. This Household Waste and Fly-tipping Policy 2023-26 ('the Policy') provides an updated household waste and recycling policy for the city, following the previous policy (the Managing the Local Environment Policy) reaching its review date in 2020. The Policy. Attached as Annex 1, sets out the requirements for all residents regarding the presentation of their household waste for collection, and information about Southampton City Council's ('the Council's') powers to prevent and respond to fly-tipping offences. It also provides a framework for the waste service to operate until the changes introduced under the Environment Act 2021 are expected to come into effect in 2024.
2. The Policy has been written to ensure that residents have a clear understanding of what is required from them in terms of correct waste disposal and what they can expect from the Council. It is also designed to clarify and formalise the processes that underpin the service offering, to improve residents' experiences with the waste service and to make the service more efficient.

BACKGROUND and BRIEFING DETAILS:

3. This Policy is designed to improve the efficiency of the service. The waste diary initiative, for example, aims to increase the amount of material recycled from household waste collections by raising awareness of which items can be recycled. This is set out in more detail in the Policy.
4. It details how the Council will inform residents if they breach terms of the policy, as well as the education and enforcement process that may be followed.
5. **Changes to waste and recycling:**

The draft Policy proposed a change to annual garden waste subscriptions only, instead of the current offering for subscriptions for whole or half a year. However, in light of consultation feedback, the Council will continue to offer both six month and annual garden waste subscriptions and, in the future, will explore options to offer a 12-month service that occupiers can sign up for at any point in the year.

6. Currently, the Council offers everybody the opportunity to apply for additional capacity. However, there has been confusion in the past around how carers can apply for additional

BRIEFING PAPER

capacity on behalf of people they care for. The new policy highlights that carers are able to apply for extra capacity through the additional capacity portal on the Council's website.

7. Under the existing policy, missed bin collections must be reported within 48 hours. To improve the efficiency of the service, the Council proposes that missed bin collections must be reported within one working day.
8. The Policy proposes that when requesting a larger general waste bin, residents may be asked to complete a waste diary. Currently requests are made by completing an application form and checking that a resident meets the criteria. In the new Policy, we are proposing that in addition to this, residents may also have to complete a two-week waste diary. The aim of the waste diary is to understand how occupiers are handling their waste and whether any more of it could be recycled. The Policy also states that successful extra capacity requests will be reviewed regularly to ensure the additional capacity is still needed.
9. The new Policy makes it clear that residents need to ensure operatives can easily access their bins for assisted collections. For example, making sure that any gates are unlocked and dogs are safely out of the way.
10. Under the existing policy, occupiers must pay for the replacement of a lost or damaged general waste bin, but the replacement of a recycling bin is free. Under the new Policy, residents must pay for the replacement of both general and recycling bins and glass boxes if lost or damaged.
11. The Council's fly-tipping enforcement powers are set out by law and therefore remain unchanged from the previous policy. However, the Council has added a commitment within the new Policy to continue working with communities who wish to keep unadopted highways and alleyways clear and help them apply for community funds to undertake this if appropriate. A fly-tipping action plan is currently in development and will set out more detail around the work currently being undertaken by the Council to tackle fly-tipping.

12. Public Engagement Exercise

The Council undertook a full 12 week public consultation on the draft Policy. This consultation took place between 22 September 2022 and 14 December 2022. The aim of this consultation was to:

- Communicate the draft policy clearly to residents and stakeholders.
- Ensure any resident, business or stakeholder who wished to comment on the proposals had the opportunity to do so, enabling them to raise any impacts the proposals may have.
- Allow participants to propose alternative suggestions for consideration which they feel could achieve the objectives in a different way
- Identify impacts on residents the Council had not previously identified and consider what mitigation might be offered to offset such impact where appropriate.

13. The agreed approach for this consultation was to use an online questionnaire as the main route for feedback; questionnaires enable an appropriate amount of explanatory and

BRIEFING PAPER

supporting information to be included in a structured questionnaire, helping to ensure respondents are aware of the background and detail of the proposals. Respondents could also write letters or emails to provide feedback on the proposals. Emails or letters from stakeholders that contained consultation feedback were collated and analysed as a part of the overall consultation. The consultation was promoted in the following ways:

- Promoted to the Peoples Panel (3,700 members)
- Council e-bulletins
- Social media channels.

14. In total, 3,041 people responded to the public engagement exercise, including 2,951 residents.

15. Of those who responded, 77% felt the Policy was easy to understand (19% neither agreed nor disagreed, 4% disagreed) and 70% felt that it provided sufficient information (21% neither agreed nor disagreed, 9% disagreed).

RESOURCE/POLICY/FINANCIAL/LEGAL IMPLICATIONS:

Resource/Finance

16. The proposals in the Policy will be funded from existing resources in the City Services and Environmental Health budgets. There is no significant additional spend anticipated because of this policy. Charging for replacement recycling bins and glass boxes will be a new income stream for the authority but the budgetary impact is expected to be minimal as the charge is only to recover the cost of delivery and administration.

Policy

17. This Policy is in accordance with relevant Policy Framework items (embedded in the council's Constitution: Part 2, Article 4.01).

Legal

18. The primary legislation governing the collection of household waste is S.45 - 47 Environmental Protection Act 1990 (as amended by the Climate Change Act 2008 and the Deregulation Act 2015). The offence of fly-tipping, and the additional offences of 'knowingly causing' or 'knowingly permitting' fly-tipping, are set out in Section 33(1)(a) of the Environmental Protection Act 1990. Section 33 is enforceable by both the Environment Agency and the local authorities. Anyone who produces waste has a duty of care under section 34 of the Environmental Protection Act 1990 to ensure that it is disposed of properly. Therefore, a person may be guilty of an offence under section 34 if their waste has been found to be dumped, even if the dumping was carried out by someone else. The duty applies to both businesses and householders.

19. Powers available to require the clearance of fly-tipped waste are contained within Section 59 of the Environmental Protection Act 1990, Section 215 of the Town and Country Planning Act 1990 and Section 79 and 80 of the Environmental Protection Act 1990.

BRIEFING PAPER

20. In formulating the proposed Policy, the Council has had regard to its duties under the Equalities Act 2010, the Human Rights Act 1998 and the Crime & Disorder Act 1998 together with other relevant secondary legislation and guidance. A full equality impact assessment has been carried out in preparation of the policy and updated throughout the consultation process to identify impacts and offer mitigation / changes where appropriate to do so.

OPTIONS and TIMESCALES:

21. If approved by Cabinet on 14 March, the policy will be officially adopted on 22 March 2023.

RISK MANAGEMENT IMPLICATIONS

22. Reducing period for reporting a missed bin to one working day: There is a minor risk that this could potentially lead to increased side waste/fly-tipping if residents are unable to report in time. However, the HWRC network provides an alternative, legal way for residents to dispose of excess waste.

23. Implementation of the waste diary initiative: There is a minor risk that this could potentially lead to increased side waste/fly-tipping. However, the HWRC provides an alternative, legal way for residents to dispose of excess waste.

24. Introducing charges for replacement recycling bins and glass boxes: There is a minor risk that this could potentially lead to increased side waste/fly-tipping for those who cannot afford the charge. To mitigate against this, a reduced charge will apply to those in receipt of certain benefits. There is a minor reputational risk as the consultation results showed this to be an unpopular proposal. However, this needs to be balanced against the current financial position of the service and the Council more widely.

Appendices/Supporting Information:

Annex 1: Household Waste and Fly-tipping Policy

Further Information Available From:	Name:	Ian Collins – Environment Director
	Tel:	023 8083 2089
	E-mail:	Ian.Collins@southampton.gov.uk
	Name:	Harriet Riches – Senior Policy & Strategy Officer
	Tel:	023 8083 2801
	Email:	Harriet.Riches@southampton.gov.uk

Southampton City Council
**Household waste
and fly-tipping policy**
2023-26



Southampton City Council

INTRODUCTION	3
Purpose.....	3
Scope.....	3
Definitions.....	3
Activities	4
Area.....	4
Applicable law and guidance/codes of practice	4
The ‘Waste Hierarchy’	4
THE POLICY	6
Part 1: Non-chargeable collection of general waste	6
Standard service for low-rise residential properties (kerbside collections).....	6
Standard service for residential properties (e.g. flats) with communal bin areas.....	7
Part 2: Non-chargeable collection of dry recyclable waste	8
Standard service for low-rise properties (kerbside collections).....	8
Standard service for properties (e.g. flats) with communal bin areas.....	9
Part 3: Chargeable collection of household waste	11
Collections the council will arrange for collection of free of charge.....	11
Collections arranged on request on payment of a charge	11
Part 4: Consequences of failure by occupiers to present containers in accordance with this policy.....	13
Part 5: Bin and glass box requests	15
Part 6: Household Waste Enforcement action	18
Part 7: Fly-tipping	19
Part 8: Litter.....	21
Part 9: Governance and complaints.....	22

Household Waste and Fly-tipping Policy			
Version	V1.0	Approved by	
Date last amended	01/02/2023	Approval date	
Lead officer	Head of City Services	Review date	
Contact	Dave.Tyrie@southampton.gov.uk	Effective date	

INTRODUCTION

Purpose

This policy provides information about the management of household waste and fly-tipped waste by Southampton City Council 'the council'. It sets out requirements around the presentation of household waste for collection and information about the council's powers to prevent and respond to fly-tipping.

Scope

Definitions

Controlled waste –

means household, industrial, or commercial waste.

Household waste –

means waste from a domestic property as defined by section 75(5) of the Environmental Protection Act 1990 and Schedule 1 of the Controlled Waste (England and Wales) Regulations 2012, or such other amending legislation as may from time to time come into force.

Occupier –

means a person/ persons or organisation who lives in or uses property and / or land, either legally as the owner or tenant, or illegally as a squatter.

Dry recyclable waste –

means household waste that is glass, metals, plastics, paper, or card (including cardboard). The council does not collect all types of dry recyclable waste; for a full list of materials accepted in blue-lidded recycling bins, see sections 10(b) and 13(b) below.

General waste –

means household waste, except:

- dry recyclable waste of the types collected by the council through its non-chargeable collection of dry recyclable waste.
- any article of waste exceeding 25kg in weight;
- garden waste;
- dead domestic pets;
- waste oil or grease;
- asbestos; and,
- clinical waste and offensive waste.

Fly-tipping –

means the illegal disposal of household, industrial, commercial or other 'controlled' waste. Fly-tipping is not the same as littering.

Littering –

means waste that is improperly discarded in a place where the public have rights of access and includes materials often associated with eating, drinking and smoking, including the discarded ends of cigarettes and discarded chewing gum, although this can also refer to other small waste items.

Container –

means wheeled bins, sacks and boxes provided by the council to store waste and recyclables.

Activities

Collection of household waste

As a Waste Collection Authority, the council is required by law to arrange for the collection of household waste in its area, subject to certain exceptions and provided the waste is presented in accordance with requirements set out in this policy. No charge will be made by the council for household collections, except in cases where the law provides that a charge may be made, and the council has decided to recover a reasonable charge for the collection of the waste.

Provision of Household Waste and Recycling Centres

The council is required by law to provide places for residents to deposit their household waste. The Southampton Household Waste Recycling Centre (“HWRC”), also known as the “tip/dump” is located at the following address:

Southampton HWRC
City Depot & Recycling Park,
First Avenue,
Southampton SO15 0LJ

Area

This policy applies to the city of Southampton.

Applicable law and guidance/codes of practice

The following sets out the main legal duties and powers in relation to the management of household waste and fly-tipping:

- The Environmental Protection Act 1990.
- The Controlled Waste (England and Wales) Regulations 2012.

Legislation remains under review and this policy will be updated with new legislative requirements as they come into effect. This policy has also been written with reference to the current Defra Code of Practice on Litter and Refuse.

The ‘Waste Hierarchy’

The waste hierarchy ranks decisions made about waste every day by households, businesses, and waste authorities according to what is best for the environment.



The principles of the waste hierarchy underpin this policy and other measures the council is undertaking in the area of waste to support residents to protect Southampton's environment.

THE POLICY

Part 1: Non-chargeable collection of general waste

Standard service for low-rise residential properties (kerbside collections)

1. Frequency

The council will provide a fortnightly collection service of general waste, on alternate weeks to household recycling.

2. Container type and allocation

The council will issue low-rise residential properties in the city with one 240-litre capacity wheeled bin for general waste. Bins issued for general waste have a green lid.

Properties that have insufficient storage space for a bin will be issued with black sacks that are delivered twice a year by the council and must only be presented for collection on the designated collection day. Occupiers who believe their property is not suitable for wheeled bins (due to space, access, steps etc.) should go online and complete a 'changing your bin form' at www.southampton.gov.uk/changeyourbin.

3. Presentation of general waste bins by occupiers for collection

Occupiers are required to meet the following requirements when presenting bins for collection. Contravention by the occupier of the following requirements will result in the loss of the right to the free collection of household waste by the council until the requirements are met. Failure to meet the policy's requirements may result in action(s) by the council as set out in Part 4 of this policy.

a. Position and time

Occupiers must place bins at the edge of their property before 6:30am on their designated collection day. Occupiers can find their designated collection day by visiting the council's [bin collection calendar \(southampton.gov.uk\)](http://southampton.gov.uk) or by calling 023 8083 3005.

b. Substances/materials allowed in general waste bins

The following substances/materials are permitted in general waste bins: plastic packaging (except bottles) and film, polystyrene packaging, cartons, food waste, vacuum cleaner contents, cat, dog, or other types of pet litter, nappies, cold ash and disposable barbecues (allow to cool before depositing), broken glass, mirrors and crockery (wrapped safely with no exposed sharp edges).

c. Substances/materials not allowed in general waste bins

The following substances/materials are not permitted in general waste bins: garden waste, bricks, building waste, rubble or soil, wood, furniture or carpets, electrical items, engine oil, paint or other chemicals, batteries (including car batteries), or any other hazardous waste.

d. Return of bin to property following collection

Bins left on pavements can cause obstructions to pedestrians. Occupiers must return bins to their property by the end of the day (11.59pm) on collection day, unless advised otherwise by the council. To report a bin that is repeatedly left out on the footpath after collection day, visit [Bins left out on pavements \(southampton.gov.uk\)](http://southampton.gov.uk) or call 023 8083 3005.

4. Additional premises which may be eligible for household waste collection

The Controlled Waste (England and Wales) Regulations 2012 sets out the types of additional premises which are eligible for non-chargeable household waste collection. These include places of worship, residential hostels, charity shops, caravan and mobile home sites. The council may charge in some circumstances for collections from these premises. Further detail is provided in paragraph 18 of this policy.

Standard service for residential properties (e.g. flats) with communal bin areas.

5. Frequency

The council will determine the frequency of bin collections to properties with communal bin areas according to the number of properties served by the communal bin area, and the size of those properties.

6. Provision of 'communal' general waste bins by the council

The council will provide bins of appropriate size and number to each block individually. The council may provide wheeled bins or 'bulk' waste bins. In determining what is appropriate, the council will consider the specifications of the block, including the location, accessibility and size of its communal bin area.

7. Presentation of bins by occupiers for collection

Contravention of the following requirements will result in the loss of the right to the free collection of household waste by the council until the requirements are met. Failure to meet the policy's requirements may result in action(s) by the council as set out in Part 4 of this policy.

a. Position and time

Responsibility for the transfer of bins to and from the collection point will be determined between the council and the developers from the initial stages of planning the development. Further information for developers is set out in the council's [Residential Design Guide](#). Occupiers can find their designated collection day by visiting the [bin collection calendar \(southampton.gov.uk\)](#) or by calling 023 8083 3005.

b. Substances/materials allowed in communal general waste bins

The following substances/materials are allowed in communal general waste bins: plastic packaging (except bottles) and film, polystyrene packaging, cartons, food waste, vacuum cleaner contents, cat, dog, or other types of pet litter, nappies, cold ash and disposable barbecues (allow to cool before depositing), broken glass, mirrors and crockery.

c. Substances/materials not allowed in communal general waste bins

The following substances/materials are not allowed in communal general waste bins (and should instead be disposed of at the HWRC): garden waste, bricks, building waste, rubble or soil, wood furniture or carpets, electrical items, engine oil, paint or other chemicals, batteries (including car batteries), or any other hazardous waste.

Part 2: Non-chargeable collection of dry recyclable waste

Standard service for low-rise properties (kerbside collections).

8. Frequency

The council will provide a fortnightly collection service for dry recyclable waste on alternate weeks to the collection of general waste.

9. Container type and allocation

The council will issue low-rise properties in the city with:

- a 240-litre capacity wheeled bin for mixed dry recyclable waste (bins issued for mixed dry recyclable waste have a blue lid); and,
- a 40-litre plastic box for recycling glass bottles and glass jars.

Properties that have insufficient storage space for a bin will be issued with clear sacks that are delivered twice a year by the council. Sacks must only be presented for collection on the designated collection day. Occupiers who believe their property is not suitable for wheeled bins (due to space, access, steps etc.) should go online and complete a 'changing your bin form' at www.southampton.gov.uk/changeyourbin.

10. Presentation for collection

Occupiers are required to meet the following requirements when presenting their waste containers for collection. Contravention by the occupier of the following requirements will result in the loss of the right to the free collection of household waste by the council. Failure to meet the policy's requirements may result in action(s) by the council as set out in Part 4 of this policy.

a. Position and time

Occupiers must place containers at the edge of their property before 6:30am on their designated collection day. Glass is collected on the same day as mixed dry recyclable waste. Glass recycling boxes should be placed in a visible place at the front edge of the property. Occupiers can find their designated collection day by visiting the council's [bin collection calendar \(southampton.gov.uk\)](http://www.southampton.gov.uk/bin-collection-calendar) or by calling 023 8083 3005.

b. Substances/materials allowed in dry recycling bins

The following substances/materials are allowed in mixed dry recyclable waste bins (blue-lidded bin): paper (excluding shredded paper, gift wrap, wet or soiled paper, tissues, paper towels or photographs), cardboard (must be clean and dry, with no food waste on the cardboard and packing tape from cardboard boxes must be removed first), magazines, catalogues and junk mail, plastic bottles (must be rinsed, cap or lid replaced loosely, and excess air squeezed out gently. Trigger sprays must be removed), tins and cans (including metal, biscuit, and sweet tins), empty aerosols.

c. Substances/materials not allowed in dry recycling bins

The following substances/materials are not allowed in mixed dry recyclable waste bins: materials/substances allowed in general waste bins as set out in paragraph 3(b) above, glass, plastic or polystyrene packaging, plastic carrier bags and black sacks, Tetra Paks, food waste, textiles and shoes. Textiles and shoes can be reused or recycled via local charity shops or taken to one of the many 'textile banks' around the city.

d. Substances/materials allowed in glass recycling boxes

The council will collect glass bottles and glass jars only. Occupiers must rinse these and remove lids, corks and tops and place these in the general waste bin. Glass bottles and jars should be placed straight in the glass recycling box (not in carrier bags).

e. Substances/materials not allowed in glass recycling boxes

Glass kitchenware or homeware, such as Pyrex ovenware cannot be recycled. Broken or chipped Pyrex should be disposed of carefully in the occupier's general waste bin.

Broken glass, mirrors or panes cannot be put into the glass bin or recycling blue-lidded recycling bin and presents a hazard to the council’s recycling handlers. These items should be wrapped to prevent any sharp edges from being exposed and placed into the green-lidded general waste bin or taken to the HWRC.

Additionally, drinking glasses, ceramics i.e. crockery, and vases are not to be placed in glass recycling boxes and instead should be placed into the green-lidded general waste bin or taken to the HWRC.

To dispose of lightbulbs, please see the below guidance:

Light bulbs (energy efficient and fluorescent tubes)	Household Waste and Recycling Centre	These may contain hazardous waste that cannot be placed in your general waste bin
Light bulbs (halogen)	Green-lidded general waste bin	N/A
Light bulbs (LED)	Household Waste and Recycling Centre	LED light bulbs should be placed in the small electrical appliance container

f. Return of bins to property following collection

Occupiers must return containers to their property by the end of the day (11.59pm) on collection day. Containers left on pavements are a nuisance and endanger pedestrians. To report a container that is repeatedly left out on the footpath after collection day, visit [Bins left out on pavements \(southampton.gov.uk\)](#) or call 023 8083 3005.

Standard service for properties (e.g. flats) with communal bin areas.

11. Frequency

The council will determine the frequency of bin collections to properties with communal bin areas according to the number of properties served by the communal bin area, and the size of those properties.

12. Provision of ‘communal’ mixed dry recyclable waste bins and glass bins by the council

The council will provide bins of appropriate size and number to each block individually. The council may provide wheeled bins or ‘bulk’ waste bins. In determining what is appropriate, the council will take into account the specifications of the block, including the location and size of its communal bin area.

13. Presentation of bins by occupiers for collection

Occupiers are required to meet the following requirements when presenting their waste bins for collection. Contravention by the occupier of the following requirements will result in the loss of the right to the free collection of household waste by the council. Failure to meet the policy's requirements may result in action(s) by the council as set out in Part 4 of this policy.

a. Position and time

Responsibility for the transfer of bins to and from the collection point should be determined by the council and developers from the initial stages of planning the development. Further information for developers is set out in the council's [Residential Design Guide](#).

When disposing of their waste, occupiers of properties with communal bin areas must ensure that the bin area remain accessible and tidy.

Occupiers can find their designated collection day by visiting the [bin collection calendar \(southampton.gov.uk\)](#) or by calling 023 8083 3005.

b. Substances/materials allowed in communal mixed dry recyclable waste bins

The following substances/materials are allowed in communal mixed dry recyclable waste bins (blue-lidded bin): paper (excluding shredded paper, gift wrap, wet or soiled paper, tissues, paper towels or photographs, cardboard (packing tape from cardboard boxes must be removed first), magazines, catalogues and junk mail, plastic bottles, (must be rinsed, cap or lid replaced loosely, and excess air squeezed out gently. Trigger sprays must be removed), tins and cans including metal, biscuit, and sweet tins, empty aerosols.

c. Substances/materials not allowed in communal mixed dry recyclable waste bins

The following substances/materials are not allowed in communal mixed dry recyclable waste bins: materials/substances permitted in general waste bins pursuant to paragraph 3(b) above, glass, plastic or polystyrene packaging, plastic carrier bags and black sacks, Tetra Paks, food waste, textiles and shoes. Textiles and shoes can be reused or recycled via local charity shops or taken to one of the many 'textile banks' around the city.

d. Substances/materials allowed in communal glass bins

The council will collect glass bottles and glass jars only. Occupiers must rinse these and remove lids, corks and tops and place these in the general waste bin. Glass bottles and jars should be placed straight in the bin (not in carrier bags).

e. Substances/materials not allowed in communal glass bins

Glass kitchenware or homeware e.g. Pyrex, or drinking glasses, light bulbs or fluorescent tubes, broken glass, mirrors, or glass panes must not be placed in the glass recycling bin. These items should be placed in the general waste bin or taken to the HWRC.

Part 3: Chargeable collection of household waste

Collections the council will arrange for collection of free of charge

14. Clinical waste

Occupiers must arrange a clinical waste collection through their doctor's surgery or healthcare centre. Collections will begin after the doctor's surgery or health care centre have made a referral to the council. Occupiers should contact their surgery or healthcare centre for this service.

a. Sharps or needle collection

The council will provide a sharps box for the disposal of syringes and needles.

b. Other clinical waste

The council will provide an orange bag for other clinical waste. Clinical waste is used medical dressings, used sanitary products and other waste from a person who is suffering from an infectious disease. Occupiers must ensure all waste is double bagged and placed inside the orange clinical waste bags provided, bags are not overfilled and weigh no more than 9kg, bags are tied securely, any fluid in colostomy and urine bags is flushed down the toilet and not put into the bags, bags only contain clinical waste. Do not place syringes or sharp objects in the bag. The council may not be able to collect clinical waste if it is not presented properly or contains the wrong items.

15. Additional capacity for carers

The council will provide support to carers that require extra capacity for the specific needs of those they care for, separate to clinical waste, as set out in the Care Act 2014. Carers who require additional capacity for those they care for must visit [Change your bin size \(southampton.gov.uk\)](https://www.southampton.gov.uk/change-your-bin-size).

Collections arranged on request on payment of a charge

16. Oversize ('Bulky') waste

Bulky waste is household waste that either exceeds 25kg in weight or does not fit in the general waste or recycling bin provided by the council. This includes items such as mattresses, sofas and fridges.

The council provides a collection service for bulky waste, which can be booked via the council's website [Book a bulky waste collection \(southampton.gov.uk\)](https://www.southampton.gov.uk/book-a-bulky-waste-collection). There are some items we are unable to collect, these can either be taken to the HWRC or disposed of by a commercial waste contractor. Full details can be found on the council website at [Bulky Waste \(southampton.gov.uk\)](https://www.southampton.gov.uk/bulky-waste).

The council recommends that bulky waste in good condition can be donated to charity shops for re-sale. Visit [Other ways to dispose of bulky waste \(southampton.gov.uk\)](https://www.southampton.gov.uk/other-ways-to-dispose-of-bulky-waste) to find out more.

17. Garden waste

The council will provide a fortnightly household garden waste collection service to occupiers who sign up to receive this service and pay the associated charge. Garden waste must not be placed into any other waste container other than the one provided by the council. The council will remove the bin if the annual or half year charge is not paid. To sign up for this service, visit [Garden waste collection \(southampton.gov.uk\)](https://www.southampton.gov.uk/garden-waste-collection).

18. Other household waste

For other chargeable household waste as set out in Schedule 1 of the Controlled Waste (England and Wales) Regulations 2012, the council may collect this for a charge or provide guidance on arranging their collection with a third party who will charge for the service. Any contract for collection and disposal of waste will be between the householder and the third party. The council accepts no responsibility for collections undertaken by third parties. Occupiers requiring this support must contact 023 8083 3005.

Part 4: Consequences of failure by occupiers to present containers in accordance with this policy

19. Incorrect position or time for low-rise residential properties (kerbside collections)

Containers that are not in the correct position (at the edge of the property) for collection on the designated collection day will not be collected. Occupiers must present their containers for collection by 6:30 am on the designated day or the council may not be able to collect the waste. Occupiers can find their designated collection day by visiting the [bin collection calendar \(southampton.gov.uk\)](https://www.southampton.gov.uk/bin-collection-calendar) or by calling 023 8083 3005.

20. Containers 'contaminated' with materials not allowed by this policy

Occupiers must place the correct materials in each container, as set out in Part 1 and Part 2 of this policy. Containers that do not have the correct materials placed inside will not be collected, and the council will take the following action:

- inform occupiers why the container has not been collected via a tag/hanger on the container
- the council may also take action in line with its [Enforcement Policy](#)
- garden waste bins may be removed

Contamination found in communal bins will be dealt with through the building's managing agent, landlord or housing manager.

21. Containers left on pavements

The council understands that there may be circumstances when occupiers are unable to put their container away promptly. However, if a container is repeatedly left out following collection then the council may take action in line with its [Enforcement Policy](#).

22. Overweight/overfilled bins

Bins that are considered too heavy to be moved safely by the collection crew or to be lifted safely by the collection vehicle lift mechanism will not be emptied and the council will take the following action:

- inform occupiers why the bin has not been collected via a tag/hanger on the bin.
- the council may also take action in line with its [Enforcement Policy](#).

Occupiers must ensure bins are not overfilled and the lid can close. The council may take action in line with its [Enforcement Policy](#) against occupiers that repeatedly present overfilled bins or residual side waste for collection.

The HWRC provides a disposal point for heavier items.

23. Use of non-standard bins

The council will not collect general waste, recycling and glass that is not presented in the containers provided by or meeting the exact specification set by the council.

24. Missed bins

Occupiers can report missed bins provided they have complied with the terms set out in this policy. Reports must be made within one working day of the designated collection date. Occupiers must wait until after 4pm

on the designated collection date before reporting. To report a missed bin, visit [Report a missed bin collection \(southampton.gov.uk\)](https://www.southampton.gov.uk) or call 023 8083 3005.

25. Side waste

a. Definition of side waste

Side waste is waste or any other items placed beside or on top of bins. This waste can become blown around by the wind, littering the surrounding area, and has the potential to attract rodents, pests and other wildlife. This incurs a cost to the council or other residents to clear up the waste.

b. Residual and recyclable side waste

The council will not collect side waste. Crews may record incidences of side waste (using photographic evidence) and will notify the customer as to why the waste has not been collected using a tag on the bin. Excess general waste that does not fit in the bin can be disposed of at the HWRC.

Part 5: Bin and glass box requests

26. Replacement

Occupiers are responsible for keeping bins and containers safe.

a. Lost/damaged household bins

If an occupier loses or damages their bins or glass box they must pay a charge for the council to provide and deliver a new container. To find the current prices of each sized bin or box, and to order a new bin or box, visit [Lost, damaged or stray bins \(southampton.gov.uk\)](https://www.southampton.gov.uk) or call 023 8083 3005. The cost of each bin or glass box is an administrative charge and is non-refundable. Replacement bins or glass boxes will be delivered by the council within 7 days of receipt of payment, subject to availability.

If a bin or glass box has been damaged by general wear and tear, the council will replace it free of charge. Wear and tear is defined as deterioration due to age and normal use.

The council will replace bins or glass boxes that are crushed or damaged by a collection vehicle or lost in a collection vehicle free of charge. The council will notify the occupier if a bin or glass box has been damaged on a collection via a tag/hanger on the front door. Replacement bins or glass boxes will be delivered within two working days, subject to availability.

Occupiers who believe their bin or glass box has been damaged whilst on a collection and have not received a notification can report this online at [Bins - Report a bin as lost, damaged or stray | Southampton City Council](https://www.southampton.gov.uk).

To reduce the risk of bins getting lost or stolen, the council advises occupiers to number their bins by using stickers that show the house numbers. Do not permanently mark or paint the bins as they cannot be recycled at end of life.

b. Lost/damaged communal bins in flats and HMOs

Damage to communal bins will be dealt with through the building's managing agent or housing manager.

27. Removal

a. Stray bins

Stray bins (bins that are not in their intended or expected place) can be reported to the council online at [Lost, damaged or stray bins \(southampton.gov.uk\)](https://www.southampton.gov.uk), and the council will organise the collection of the bin.

To ensure that stray bins are returned to the correct household, occupiers should number their bins to make them more identifiable by using stickers that show the house numbers. Do not permanently mark or paint the bins as they cannot be recycled at end of life.

b. Excess bins

If an occupier is identified as having more bins than should be necessary in line with the policy, the council will contact the occupier to assess need. The council will remove excess capacity if the assessment demonstrates there is more capacity than is required, or residents are not maximising their recycling.

c. Moving house (low-rise residential)

Occupiers who have excess or reduced bin capacity must inform the council when moving house.

28. Additional capacity

Occupiers can request additional general waste capacity by visiting [Change your bin size \(southampton.gov.uk\)](https://www.southampton.gov.uk). The council may use a waste diary which requires occupiers to record the rubbish that is placed in their general waste bin over a two-week period to assess occupiers' needs for additional capacity.

Upon requesting additional capacity, occupiers should be aware that in some cases the council may visit to:

- confirm the recycling waste collection service is being fully used
- provide information and assistance on the options available for waste reduction, reuse, and recycling where appropriate
- provide an opportunity to discuss the reasons why they need additional capacity
- provide evidence that there is room to store an additional recycling bin/container on their property. Additional capacity can only be provided for occupiers when requested if there is space to safely store the containers within the property boundary.

Additional capacity is often required on a temporary basis. Therefore, approved additional capacity requests will be reviewed regularly to assess need.

The waste diary process will not be used to assess the need for additional capacity for occupiers of HMOs and flat blocks.

When requesting additional recycling capacity, occupiers will not be required to complete a waste diary.

29. Reduction

If occupiers require a smaller general waste bin (140 litre capacity) visit [Change your bin size \(southampton.gov.uk\)](https://www.southampton.gov.uk) or call 023 8083 3005. Requests will normally be processed within 7 working days, subject to availability.

30. New developments

Waste storage areas must be sited and designed to enable residents and collection crews to access waste containers conveniently and safely. Further information for developers is set out in the council's [Residential Design Guide](#).

Developers are required to meet the cost of providing bins to new residential units and must contact the council at least three months in advance of occupation to request a detailed specification for the bin requirements for the sites. Bins are to be allocated to specific property sites and must not be moved between developers' properties. Bins that do not meet the council's specification will not be collected, and developers that fail to meet their obligations may be subject to action as set out in Part 6 of this policy and in line with the council's [Enforcement Policy](#).

Developers must inform the council of any property that is unable to house the standard waste capacity for each household. Where the council decides there is no space available to store a wheeled bin within the premises the council will, on a six-monthly cycle, deliver black sacks for general waste and clear sacks for recycling.

Further details can be found at [Bin information for developers \(southampton.gov.uk\)](https://www.southampton.gov.uk).

31. Assisted collections

Assisted collections are provided to occupiers who have difficulties moving their containers to the pre-arranged required collection point for health, medical or disability related reasons. To be eligible for assisted collections there must be no-one in the property over 16 years old able to present containers/sacks for collection. The council will assess applications on a case-by-case basis. Occupiers who require an assisted collection should either complete an application online at [Get help putting your bins out \(southampton.gov.uk\)](https://www.southampton.gov.uk) or call 023 8083 3005.

Occupiers must ensure their bins are safely presented and easily accessible to the bin crews. Gates should be unlocked and in good working condition to allow access. Dogs should be secured elsewhere to allow staff to safely access the property.

Every assisted collection will be reviewed regularly. Occupiers must inform the council if they no longer require an assisted collection.

Part 6: Household Waste Enforcement action

32. In the event the council consider enforcement to be appropriate it will follow the following process:

a. Stage One

Occupiers will receive a letter or verbal warning to remind them of how they must present their waste for collection, or a notice under section 46 of the Environmental Protection Act 1990, which sets out how general waste and recycling should be presented for collection. If the occupier contacts the council within 14 days and offers a reasonable excuse for the infringement, that the council accepts, then no further action will be taken. If no reasonable excuse is offered by the occupier, or if the excuse is not accepted by the council, then the case moves to Stage Two.

b. Stage Two

A written warning will be issued to the occupier stating that formal action may be initiated if the failure to comply with the presentation of the household waste continues or recurs. The warning remains in force for a year.

c. Stage Three

Continued failure to comply with the collection requirements set out in this policy may result in a notice of intent being served. This states that a Fixed Penalty Notice (FPN) will be issued and the reasons why. The recipient has the right to make representations on the proposed issue of an FPN and if none are made that are considered valid by the council within 28 days, an FPN will be issued.

d. Stage Four

If the Fixed Penalty is paid then no further enforcement action will be taken in relation to the infringement. Failure to pay the FPN can result in it becoming a civil debt and payment pursued through the County Court. If an offence has been committed by operators in the waste management industry, repeat offenders, those responsible for large-scale fly-tipping, or the fly-tipping of hazardous waste, the legislation does not allow the use of FPNs and the council may prosecute instead.

Part 7: Fly-tipping

33. Fly-tipping on council land

The council will remove and dispose of all fly-tipped waste if it is on relevant land, highways that fall under the council's responsibility, or in water on council land. Relevant land is where all of the following apply:

- It is open to the air on at least one side
- It is under the council's direct control
- It is publicly accessible (with or without payment)

The council will refer all incidents of fly-tipping to the Environment Agency that are more than 20 tonnes, containing a large amount of asbestos or potentially hazardous waste, or possibly linked to organized criminal activity.

The council will aim to clear fly-tipping on relevant land within five working days of a report. Reports of fly-tipped waste must be made via the council's website at [Fly-tipping \(southampton.gov.uk\)](https://www.southampton.gov.uk) or by calling 023 8083 3005.

34. Fly-tipping on private land

Private land is land owned by an individual or a corporation. It is the responsibility of the landowner to arrange the removal and disposal of fly-tipping from private land.

Where the landowner does not comply with this responsibility, the council may take the following action:

- serve and enforce a notice requiring the occupier of the land to remove the fly-tipped waste and restore the land within no less than 21 days. It is an offence not to comply with a notice
- enter the land and clear it, and recover reasonable costs by way of civil debt
- issue a notice to landowners requiring land or buildings to be cleaned up if its condition adversely affects the amenity of the area
- remove from land open to the air or on a highway anything (other than a motor vehicle) that has been abandoned. If the land is occupied, the council must give notice of their intention to remove it. The council may recover costs from the person leaving the refuse or a person knowingly permitting it by civil debt
- serve a notice requiring an owner to remove accumulated waste to keep land free from rats and mice. The council may recover costs by way of civil debt
- serve an abatement notice on an occupier requiring them to stop causing a nuisance. Failure to comply with a notice can result in a fine of up to £5,000, with a further fine of up to £500 for each day on which the offence continues after conviction. Statutory nuisance can include odours, accumulations or deposits that "must be or be likely to become, prejudicial to people's health or interfere with a person's legitimate use and enjoyment of land".

If a landowner reports fly-tipped waste on their land the council may carry out an investigation. Further detail is set out in section 37 and Part 6 of this policy.

35. Fly tipping on unadopted highways

Unadopted highway is highway that the council is not responsible for maintaining. Fly tipping on unadopted highway is the responsibility of the 'frontagers' (the owner or occupier of premises that fronts a road, footway or footpath) of that area to remove. The council may in certain circumstances assist with the removal and disposal operation but must recover any additional costs incurred.

The council is committed to working with communities who wish to keep unadopted highways and alleyways clear and help them to apply for community funds if appropriate. The Fly-tipping Action Plan is to be finalised alongside this Policy.

Where the frontagers do not comply with this responsibility, the council may take the following action:

- sweep and cleanse any court, yard or passage which is used in common by the occupants of two or more buildings and which is not regularly swept and kept clean to the satisfaction of the authority. The council may recover reasonable expenses from the occupiers of the buildings by way of civil debt
- remove from land open to the air or on a highway any thing (other than a motor vehicle) that has been abandoned. If the land is occupied, the council must give notice of their intention to remove it. Costs can be recovered from the person leaving the refuse or a person knowingly permitting it by civil debt.

36. Householder responsibilities

The duty of care set out under section 34(2A) of the Environmental Protection Act 1990 requires householders to take all reasonable measures available to them in the circumstances to ensure that they only transfer household waste produced on their property to an authorised person. The council may issue a Fixed Penalty Notice when a householder appears to have failed to comply with their duty of care, and seek to prosecute in the most serious cases. Householders can check for free whether a waste carrier is licensed at the following website [Waste carriers, brokers and dealers \(data.gov.uk\)](https://data.gov.uk).

37. Information on how to report fly-tipping

Fly-tipping must be reported via the council's website at [Fly-tipping \(southampton.gov.uk\)](https://southampton.gov.uk) or by calling 023 8083 3005.

38. Investigations

The council may investigate cases of fly-tipping on relevant land or water.

Where a perpetrator is identified the council may choose to pursue enforcement action, in line with delegated powers and the Council's [Enforcement Policy](#).

The council may seize a vehicle, trailer or mobile plant (vehicle generally used in construction work) suspected of being involved in waste crime.

The council can request information to assist with fly-tipping investigations under section 108 of the Environment Act 1995 (as amended) or under the Local Government (Miscellaneous Provisions) Act. Failure to supply the information is an offence.

Where sufficient evidence is available to support a prosecution, the council may seek an outcome through the courts.

Part 8: Litter

The council is responsible for the clearance of litter and refuse from 'relevant land'. The council must also ensure that any 'relevant highway' it is responsible for is kept clear of litter and refuse.

It is an offence to drop litter under section 87 of the Environmental Protection Act 1990. Anyone caught dropping litter may be fined up to £2,500.

The council may take appropriate enforcement action, including but not limited to, the issue of formal Notices where there is litter or refuse and this is detrimental to the amenity of the area. It is an offence not to comply with a formal Notice, and if the land is not cleared, or is not cleared satisfactorily, the council can enter the land, clear it, and recover the costs by way of civil debt.

Where the council provides and maintains bins for refuse or litter in streets or public places, it must arrange for them to be regularly emptied and cleaned frequently to ensure that no bin (or its contents) becomes a nuisance or gives reasonable ground for complaint.

Part 9: Governance and complaints

Officers are authorised to enforce regulations in accordance with the council's Scheme of Delegation. The Executive Director for Place is responsible for the implementation of this policy. The policy will be reviewed periodically.

39. What to do if you are unhappy with the council's waste collection service.

If you are unhappy with the council's waste collection service you can make a complaint via the website at [How to make a complaint \(southampton.gov.uk\)](https://www.southampton.gov.uk), or call 023 8083 3005.

[END]

This page is intentionally left blank

BRIEFING PAPER

SUBJECT: ENHANCED BUS PARTNERSHIP
DATE: 9 MARCH 2023
RECIPIENT: OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

THIS IS NOT A DECISION PAPER

SUMMARY:

1. This report outlines the progress that has been made in developing a Southampton Enhanced (Bus) Partnership (EP) between the City Council and local bus operators in line with the National Bus Strategy. This includes an update on statutory consultation that has been undertaken with local bus operators and stakeholders.
2. The report also sets out next steps to formally establish the EP in accordance with the governance arrangements set out in the draft EP Scheme, and to finalise and legally 'make' the EP Agreement in consultation with the Director - Governance & HR and the Executive Director for Place. The reports also sets out the next steps in creating the EP, including proposals to hold the first Enhanced Partnership Board meeting in April 2023.

BACKGROUND and BRIEFING DETAILS:

National Bus Strategy

3. In March 2021 the Department for Transport (DfT) published the National Bus Strategy (NBS) 'Bus Back Better' as its long-term strategy for buses in England outside London. It aims to support economic recovery from Covid, meeting carbon emission targets and increase investment in buses to London standards - making buses an attractive alternative to the car. It sets out Government's vision to improve local bus services through greater local leadership, to reverse the recent shift in journeys away from public transport and encourage passengers back to the bus.
4. To deliver the NBS ambitions, the DfT recommended that LTAs should develop and adopt a long-term vision for buses to be known as a Bus Service Improvement Plan (BSIP). Following this the DfT recommended that an EP or Franchising Agreement be established to support delivery via improved collaboration with bus operators. In June 2021, Cabinet decided that Southampton should pursue the development of an EP and prepare a BSIP. The BSIP would be assessed by DfT and used to allocate a proportion of the £3bn available for buses.
5. In October 2021, Cabinet adopted the Southampton BSIP. This had been developed in partnership with bus operators and followed engagement with local stakeholders and residents. The BSIP sets out the long-term vision for buses in Southampton to 2030 based around nine ambitions.

BRIEFING PAPER

6. In March 2022, the DfT announced the successful LTAs who would receive a share of the funding. Unfortunately, Southampton was not successful in being allocated any funding. Feedback from the DfT and the no-funding award from the DfT has informed the updated BSIP which in turn has fed into the development of the EP. The key aims of the bid were to deliver an ambitious proposal of transport investment to sustainably connect people from where they live to the City Centre, places of work, education and leisure, aiming to increase the number of people cycling, walking and using public transport, reduce congestion, improve air quality, and place Southampton at the forefront of economic competitiveness and productivity.
7. The BSIP is a live document that is reviewed annually to ensure it remains up-to-date. The first review took place in Autumn 2022 and updated BSIP republished in January 2023. Having an up-to-date BSIP enables the Council to access future funding for buses such as capital projects, revenue support etc.

Enhanced Partnership Agreement

8. Following the approval of the BSIP and subsequent no-funding announcement, officers have worked with local bus operators to develop the Enhanced Partnership.
9. The EP Agreement consists of two sections – the ‘Plan’ and the ‘Scheme’ (Annex 1), which sets out the detail on how the vision and objectives will be achieved.
 - The EP Plan - This is the BSIP (latest 2022 version).
 - The EP Scheme - The Scheme sets out obligations, both individual and joint, for the Council and bus operators. It sets out the geographical coverage, commencement date, obligations for the Council, bus operators, and those shared jointly, the governance arrangements, and reporting. The obligations can be varied through a bespoke mechanism that is set out in the EP Plan & Scheme in Annex 1.
10. The Scheme obligations for the Council are summarised as:
 - Facilities – which seek to maintain the existing bus infrastructure such as bus lanes, bus priority, bus stops, bus shelters and real-time information displays, and implementing new facilities subject to funding.
 - Measures – bus lane enforcement, ticketing (such as Breeze being delivered via the Solent Future Transport Zone), journey planning, marketing, registration, concessionary fares, roadwork coordination, supported services, and responding to planning applications.
 - With the no-funding the facilities and measures identified are no or low cost activities that are funded via existing external funding detailed in the Medium Term Financial Strategy including, but not limited to, Local Transport Plan (LTP), Transforming Cities (TCF) and Solent Future Transport Zone.
 - Obligations on bus operators include commitments on maintaining and growing the bus network, vehicle standards including need to maintain a minimum of Euro VI compliant vehicles operating in Southampton, driver training, bus priority, reinvestment, ticketing and data requests.

BRIEFING PAPER

11. To support this, it is proposed that the EP Board identifies a three-year rolling programme, which will be reviewed annually to reflect agreed Council and operator budgets – including any new external funding.

Consultation & Engagement

12. The contents of the EP have emerged from the BSIP which had stakeholder and public engagement in Summer 2021. Consultation on the EP is required to follow a process set out by the DfT.

13. Throughout the development of the EP, the Council has engaged with bus operators to get their input on the contents. This was followed by an operator objection period, which took place in December 2022 and resulted in 'no objection' from Go South Coast and First Bus. No other operators formally responded to the consultation.

14. The formal stakeholder consultation, which took place between 16 January and 15 February 2023, included engagement with:

- Bus users via Bus Users UK
- Bus and Rail Operators
- The Competition and Markets Authority (CMA)
- Hampshire Constabulary
- Hampshire County Council
- The Traffic Commissioner
- Transport Focus.

15. The formal stakeholder consultation resulted in responses from Transport Focus and an acknowledgement from the CMA.

16. Response Summary:

- Transport Focus provided a detailed response, including suggested improvements to the draft bus passenger charter for Hampshire and Southampton.
- CMA – Ensure that the EP meets competition law through a Competition Test.

Governance

17. The EP Scheme sets out the Governance arrangements for the operation of the EP. The delivery of the EP Plan and Scheme will be overseen by 3 levels of governance. This creates new Partnership Board between the Council and bus operators. The scheme sets out the levels of governance and the mechanism for making variations to the EP Scheme or making new EP Schemes. The governance arrangements are set out as part of the draft document in Annex 1.

18. Enhanced Partnership Board, the key oversight body for the EP that make decisions on relevant EP development policies, programmes and schemes, and then makes recommendations to the Council for formal changes to the EP or LTP policies. It is proposed that the Board is chaired by the Cabinet Member for Transport and District Regeneration supported by the Executive Director Place and Head of Transport and Planning. The Board will also be attended by two Managing Directors or Senior Managers

BRIEFING PAPER

from local bus operators making up at least 20% the Southampton's bus network and a representative from a smaller operator or South Hampshire Bus Operators Association (SHBOA). Decisions made by officers representing the Council on the Board will be in accordance with the Policy Framework and agreed Council budgets set annually. Decisions made by officers at the EP Board will be subject to normal scrutiny procedures. Decisions made at the EP Board may also be subject to bus operator decision making processes.

19. Enhanced Partnership Forum – An advisory and engagement group that provides external insight, constructive challenge and makes recommendations to the EP Board and Working Group. It is proposed that the Forum is chaired by the Head of Transport and Planning and attended by wider stakeholders.
20. Enhanced Partnership Working Group(s) with members from each of the organisations represented on the EP Board have the day-to-day operational responsibility for the running of the EP. They will be responsible for meeting the EP Scheme obligations, developing the policies, and implementing the facilities and measures set out in an agreed work programme. This will include any 'Task & Finish' Groups on specific items/projects. Other representatives may also be invited to attend these groups where they can provide specific expertise.
21. The draft Terms of Reference for each of these groups is in Annex 2. These will be finalised in consultation with the Director - Governance & HR and the Executive Director for Place and agreed at the first EP Board meeting.

Variations

22. The EP Agreement is a legal document that sets out a series of obligations for the Council and bus operators. When necessary, for example because of funding opportunities, it may need to be adapted. Within the governance arrangements a bespoke mechanism is set out to vary or remove an element, or all, of the EP.

Next Steps

23. Before the EP can come into operation it needs to be legally 'made', following consultation with the Director - Governance and HR. This will include the preparation of a Notice of Intent that will enable bus operators to have a final opportunity to object to the proposals. Once 'made' the EP Agreement will be published on the Council website and shared with the DfT.
24. Following this process the first EP Board meeting is expected to take place in late April 2023. This meeting will focus on agreeing the draft Terms of Reference (set out in Annex 2) and agreeing the priorities for the next three years in line with the Council's Medium Term Financial Strategy and the Policy Framework.

RESOURCE/POLICY/FINANCIAL/LEGAL IMPLICATIONS:

25. The Connected Southampton Transport Strategy 2040 (LTP4) will continue to set out the Policy Framework. The EP will be integral to developing and delivering the aspirations of

BRIEFING PAPER

the Connected Southampton Transport Strategy and the Bus Service Improvements Plan (the EP Plan).

26. The development and delivery of the EP are largely being met through existing officer roles. In addition to existing officer resource, it is proposed that a new FTE post is advertised in the summer and will lead on the delivery of the EP. This post will be funded through the £171,000 DfT bus revenue grant. Activities that the proposed EP lead would undertake could not be undertaken by an existing officer as these are over and above business as usual activities and therefore existing officer capacity is not sufficient and additional resource is required.
27. The Department for Transport made £3 billion available to support the delivery of BSIPs. The Council submitted a bid for £170 million to deliver the ambitions set out in Southampton's BSIP. Southampton, like many other LTAs, did not receive any funding to deliver the BSIP ambitions. Having an EP and BSIP is a requirement in accessing future Government funding for transport. This funding includes the annual Local Transport Plan (LTP) settlement (currently capital funding of £2.14M for Integrated Transport and £2.13M for Highways Maintenance) in 2023/24. Therefore, the EP and BSIP remain important policy tools that will assist with future funding rounds and, particularly those focused on bus and local transport schemes.
28. The measures set out in the draft EP Scheme do not have any additional new financial 'ask' of the Council. They are no/low cost measures that are already being delivered, such as maintaining bus lanes or having a concessionary fare scheme, or those delivered via existing external capital funding sources such as TCF or Solent FTZ.
29. The Council will remain responsible for setting and agreeing the annual Council budget linked to the EP and BSIP, including budgets for public transport, as set out in the Medium Term Financial Strategy approved by Council in February 2023.
30. The proposed EP 'Scheme' will be delivered using confirmed funding, including Transforming Cities, Local Transport Plan, Bus Service Operator Grant, Future Transport Zone, Section 106 contributions and may be supported through local revenue, such as income from the bus shelter contract and bus lane enforcement. Some measures included in the 'Scheme' can also be delivered at little or no cost other than through officer time such governance, communication and promotion.
31. The 'Scheme' will also be supported by financial and/or in-kind contributions from local bus operators.
32. All relevant financial procedures will be followed to approve the use of these resources as and when these are required.
33. Southampton, as an authority who were not awarded BSIP funding, have received a £171,000 Enhanced Partnership Officer Grant from the DfT. The purpose of the EP Officer grant is to support the development and delivery of the EP and BSIP. This grant is proposed to be used to fund a new 'Enhanced Partnership Officer' position within the Transport Policy and Sustainable Transport team. Activities that should be undertaken by the EP role could not be undertaken by an existing officer as these are over and above

BRIEFING PAPER

business as usual activities and therefore existing officer capacity is not sufficient and additional resource is required. This role is expected to be recruited in the Summer.

34. This is in addition to a DfT Capability & Capacity Grant of £221,000 which supported the development of the BSIP and EP via a temporary resource, which will be in place until 30th April 2023. The grant also partially funds an existing officer role until 31st August 2024. A short-term underspend has been realised through using this funding to partially fund an existing officer role.
35. The Council will continue to seek new funding opportunities, in collaboration with members of the EP, to deliver the aims of the EP Plan and Scheme.
36. The decision to 'make' the EP Agreement does not create any additional/new budgetary pressures or requirement and therefore does not affect Essential Spend criteria. The EP will be integral to developing and delivering the aspirations of the Connected Southampton Transport Strategy (LTP4) and the Bus Service Improvements Plan, which will continue to set out the Policy Framework.
37. An EP agreement is entered into pursuant to section 9 of the Bus Services Act 2017, which amended the Transport Act 2000 by inserting relevant sections (S138A-138S) relating to EPs.
38. The EP is a legal agreement containing both individual and joint obligations on the Council and local Bus Operators.
39. The Competitions and Market Authority have been consulted, as a statutory consultee, on the draft EP as required by Part 1, Schedule 10 of the Transport Act 2000.
40. A competition test has also been undertaken in the development of the EP Agreement and has concluded that it is unlikely to have significant adverse impacts on the bus market.
41. An Equalities and Safety Impact Assessment (ESIA) has been undertaken on the EP proposals and is attached as Annex 3. The overall EP proposals are expected to have a positive impact on people with protected characteristics and community safety, including improved bus access and facilities for all bus users both on-board vehicles and at bus stops.
42. As part of the EP, people will have the opportunity to review and comment on the development of proposals through the EP Forum and newly formed Accessibility Forum. Discussions through these Forums will help inform the completion of more detailed ESIA's, which will be undertaken as part of the design process.

OPTIONS and TIMESCALES:

Do-Nothing

43. An Enhanced Partnership is a formal mechanism for collaboration between the Council and local bus operators. The Enhanced Partnership 'Plan' (the Bus Service Improvement Plan - BSIP) and 'Scheme(s)' are key policy tools that enable the Council to unlock funding from Central Government for buses and local transport schemes. Not having an

BRIEFING PAPER

Enhanced Partnership in place could mean that Southampton is unable to unlock future funding and therefore, is unable to deliver the ambitions set out in the BSIP and the overarching Connected Southampton Transport Strategy (LTP4).

44. This approach is not recommended as not having an Enhanced Partnership in place could therefore damage the Council's reputation and relationship with bus operators and Central Government at a time of significant change to the bus network.

Franchising

45. Franchising bus services was considered and not recommended at Cabinet in June 2021. This was due to the need for the Council to take on greater powers and control of local buses, including setting standards, timetables, fares, networks etc. Franchising currently is only within the remit of Mayoral Combined Authorities and for Southampton would require the approval of the Secretary of State. Franchising typically takes longer to achieve, requiring additional resource, and would still require an EP to be in place beforehand.

Enhanced Partnership

46. The National Bus Strategy set out a recommendation for Local Transport Authorities (LTA) to establish either an Enhanced Partnership or Franchising Agreement. It was agreed at Cabinet in June 2021 that Southampton City Council would pursue an Enhanced Partnership. This was followed by the publication of Southampton Bus Service Improvement Plan (BSIP) which sets out the ambition for buses in Southampton.
47. The draft Enhanced Partnership 'Plan' and 'Scheme' have been developed in accordance with guidance published by the Department for Transport and with the Transport Act 2000 and subsequent amendments. Approval to establish the Enhanced Partnership and to legally 'make' the EP Plan and Scheme, and for it to commence from 17th April, will be sought from Cabinet in March 2023.
48. The Council's representatives on the Enhanced Partnership Board will require authority to determine relevant matters recommended by the Board, including variations to the Enhanced Partnership 'Plan' and 'Scheme'. Decisions will be subject to remaining wholly within Council budgets and the Policy Framework.

RISK MANAGEMENT IMPLICATIONS

49. The key risks, which will be monitored through the EP Board, include:
- Legal - Obligations are placed upon the Council and Bus Operators by the EP Plan and/or Scheme which will require joint decisions to be made. This will be managed through the Governance process set out in the EP.
 - Funding – The Council's request for BSIP funding was unsuccessful. Obligations will therefore need to be met through existing funding streams until additional funding has been secured to support increased delivery.
 - Staff Resources – The EP will need to be managed carefully by both the Council and Bus Operators who will be using officer resources to support the Enhanced Partnership. The DfT has provided some funding to increase capacity to support the development and delivery of the Enhanced Partnership, but bus operator

BRIEFING PAPER

resources may be diverted in the short-term to support significant network changes within Southampton.

Appendices/Supporting Information:

Annex 1 – The Draft Southampton Enhanced Partnership Plan and Scheme

Annex 2 – Draft Enhanced Partnership Board Terms of Reference

Annex 3 – Equality and Safety Impacts Assessment

Further Information Available From:	Name:	Emma Baker – Strategic Transport Planner
	Tel:	023 8083 3948
	E-mail:	Emma.Baker@southampton.gov.uk

DRAFT for APPROVAL

**NATIONAL BUS STRATEGY
ENHANCED PARTNERSHIP PLAN AND
SCHEME**

The Southampton City

**Enhanced Bus Partnership
Agreement**

**In pursuit of Section 138 of the
Transport Act 2000**

Effective 1st XXXXX 2023

Contents

Competition Test	3
Part 1 – Enhanced Partnership Plan (2023-2030)	4
Section 1 – Overview	4
1.1 Geographical Area Covered & Characteristics	4
1.2 BSIP Coverage	11
1.3 Why Southampton is choosing an Enhanced Partnership	12
1.4 Duration and Policy Alignment	13
Section 3 - Current bus offer to passengers	16
3.1 Overview of Buses in Southampton	16
3.1.1 Bus Patronage	16
3.1.2 Bus Journeys Per Head	18
3.1.3 Bus Punctuality	18
3.1.4 Passenger Views	20
3.2 Southampton’s Bus Market Profile	22
3.2.1 Southampton’s Bus Network	22
3.2.2 Bus Services	23
3.2.3 Bus Operators	27
3.2.3 Bus Infrastructure	29
3.2.4 Fare & Ticketing Structures	32
3.2.5 Interchange	38
3.3 LTA Financial Support	39
3.3.1 Supported Services	39
3.3.2 Concessionary Fares and Travel	40
3.3.3 Funding	41
3.4 Other Factors Affecting Buses	41
3.4.1 Demographics	41
3.4.2 Cost of Bus V Car	42
3.4.3 Air Quality & Climate Change	42
3.5 Analysis of Bus Services Against BSIP Objectives	44
Section 4 - Headline targets	46
4.1 Journey Times	46
4.2 Reliability and Punctuality	47
4.3 Passenger Numbers	47
4.4 Passenger Satisfaction	48
Section 5 – Delivery	49
5.1 The Vision	49
5.2 The Ambitions	50
Ambition 1 – A bus network that is integrated, frequent and accessible for all	50

Ambition 2 - Buses are an attractive alternative – fast, reliable and attractive	50
Ambition 3 – Bus travel is affordable and achieves multi-operator access	50
Ambition 4 – Buses will be easy to understand and use	50
Ambition 5 - Buses are integrated with other modes and into the City	50
Ambition 6 – Buses support sustainable growth in the City and District Centres	50
Ambition 7 – Modern buses lead the way for the decarbonisation of transport	50
Ambition 8 – Passenger Input & Security	50
Ambition 9 – This is the First Step – the development of the integrated Southampton Mass Transit System	50
Part 2 - Enhanced Partnership Scheme	51
Section 1 – EP Scheme Content	51
Geographical Coverage	51
Commencement Date	52
Included and Exempted Services	52
Section 2 – Obligations on the Local Authority	53
Facilities	53
Measures.....	55
Section 3 – Obligations on the Bus Operators	57
Section 4 – Joint Obligations on Southampton City Council and Local Bus Operators	- 60 -
Section 5 - Governance Arrangements.....	61
1 Southampton Enhanced Partnership Board	61
2 Southampton Enhanced Partnership Board Membership	61
3 Meeting Arrangements.....	62
4 Meeting observers.....	62
4.1 Enhanced Partnership Working Group	63
4.2 Enhanced Partnership Forum	63
5 Enhanced Bus Partnership Annual Conference	64
6 Review of Enhanced Partnership Scheme	64
7 Bespoke Enhanced Partnership Scheme Variations	64
8 Revocation of an EP Scheme	65
9 Anti-Competitive Veto	65
10 Data Sharing	65
11 Real Time Data	65
12 Open Bus and Other Data.....	65
13 Devolved Bus Registrations	65
14 Reporting.....	65
15 Annexes and Appendices	68
Annex A1 – Bus Lanes, Bus Gates & Bus Only Streets	68
Annex A2 – Bus Lane CCTV Enforcement Locations	70
Annex A3 Rapid Bus Corridors	71

Annex A4 - Bus Priority at Traffic Signal Junctions	73
Annex B Bus Stop Infrastructure.....	74
Annex B1 – Bus Stop Specification	74
Annex B2 – Superstop Locations.....	76
Annex C- Real Time Information Screens	76
Annex D – Supported Bus Services.....	78
Annex E – Solent Go & MaaS Products in Southampton	79

Competition Test

Southampton City Council has undertaken an assessment of the impacts of the Enhanced Bus Partnership Plan and Scheme in this document for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The authority believes it will or is likely to have some adverse effect on competition. However, the authority believes the EP Plan and Scheme(s) is justified because:

- The scheme aims to or will achieve one or more of the following:
 - ❖ Secure improvements in the quality of vehicles or facilities used for or in connection with the provision of local services to the benefit of users
 - ❖ Secure other improvements in local bus services of benefit to users
 - ❖ Reduce or limit the impacts of traffic congestion on bus services
 - ❖ Significantly contribute to improving air quality within the city, as required by HM Government.
- Its effect on competition is or is likely to be proportionate to the achievement of that purpose or any of those purposes.

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

Part 1 – Enhanced Partnership Plan (2023-2030)

The Southampton City Council Enhanced Partnership Plan for Buses is made in accordance with Section 138G(1) of the Transport Act 2000 By:

SOUTHAMPTON CITY COUNCIL

Section 1 – Overview

1.1 Geographical Area Covered & Characteristics

This Bus Service Improvement Plan (BSIP) sets out a high-level vision for buses in Southampton, that focuses on continuing to increase bus patronage through partnership, priority, inclusivity, integration, and affordability. It includes a road map towards achieving the vision and specific targets which will be supported through the establishment of an Enhanced Partnership in 2023.

This BSIP covers the Southampton City Council (SCC) Local Transport Area (LTA) as shown in Figure 1.1.



Figure 1.1 – The Southampton LTA area covered by this BSIP

Southampton is a dense urban unitary authority on England’s south coast with a population of 249,000 in 102,300 households over 51.8km² giving a population density of 4,992 people/km². It is a major employment, retail, healthcare, education and cultural centre. The city has a young population with a median age of 34yrs, compared to England median of 40yrs¹.

The built-up area crosses the boundary creating a contiguous urban area set on the coast which has shaped people’s journeys and the economic geography. This results in a significant amount of cross boundary journeys to and from Southampton. As Southampton doesn’t have 360° access, these journeys into the city are funnelled along a limited number of corridors and bridges.

¹ Census 2021 – [Population and household estimates England & Wales, ONS, 2022](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/conditionsandstates/populationandhouseholdestimatesenglandandwales)

Southampton forms part of a wider City Region with a workday population of 479,500. The Southampton City Region extends into Hampshire incorporating Totton, the Waterside (area of New Forest alongside Southampton Water), Chandler's Ford, Eastleigh, Hedge End and Hamble, shown in Figure 1.2.

The Hampshire BSIP² provides specifics of background, bus services and initiatives in the wider City Region. The complex interactions between Southampton and the wider City Region mean it is vital to acknowledge and collaborate on bus network improvements where there are significant cross-border interactions between neighbouring authorities and bus operators.

Recently, SCC has worked jointly with a range of stakeholders, including Hampshire County Council, bus operators, the University Hospital and the two universities, on the development and now delivery of the £57m Southampton Transforming Cities (TCF) Programme. This is aiming to deliver cross-boundary corridor-based bus and active travel improvements across the City Region, with completion expected in 2024.

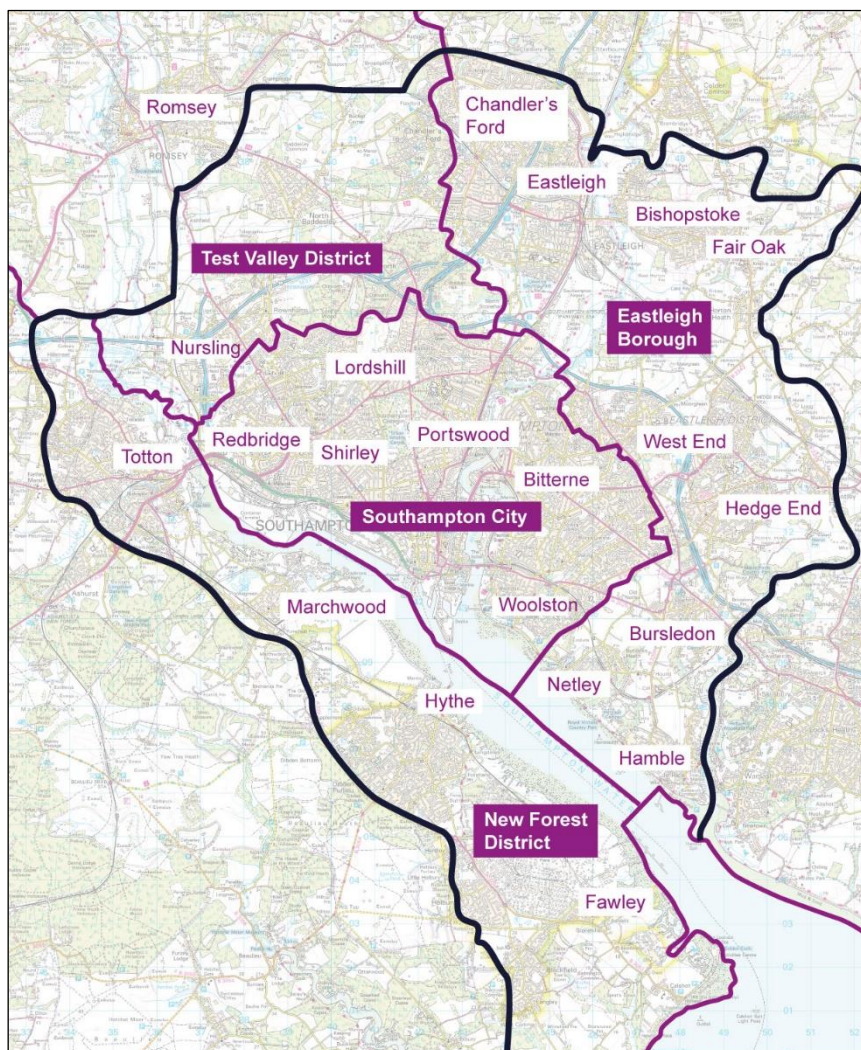


Figure 1.2 – Southampton City Region

SCC also works in very close partnership with Hampshire County Council (HCC) and with Isle of Wight and Portsmouth City Council LTAs on cross-Solent transport planning issues. Southampton's BSIP considers this wider Solent area and while there will be separate BSIPs for the individual Local Transport Authorities (LTAs), there are common themes and synergies between each of them to ensure consistency and integration across the Solent.

This is through the Solent Transport partnership, through this partnership joint Local Transport Plan policies have been developed and there has been a history of successfully funded projects across the Solent – Local Sustainable Transport Fund (LSTF), Better Bus Fund (BBF) and Future Transport Zone





² Hampshire County Council BSIP - [Hampshire-BSIP.pdf \(hants.gov.uk\)](https://www.hants.gov.uk/sites/default/files/2022-03/Hampshire-BSIP.pdf)

(FTZ). All of which have helped to put the Solent area at the forefront of innovation and investment in buses and people's bus journeys.

Economic Geography

The coastal geography has helped to shape Southampton's economy with the water providing the prosperity through the Port. But it also constrains the economy and how people move about.

The Rivers Itchen and Test form barriers to people's common journeys, which presents a significant barrier between the east and west of the city. The River Itchen is only crossed by six road bridges – one of which is the M27 and another a narrow listed structure, meaning there are only four suitable bridges for buses. The width of the River Test estuary has supported the development of the Port, but it means that travel from west of Southampton is funnelled across one bridge – A35 Redbridge Causeway.

 <p>The Port of Southampton is the UK's 3rd largest - employing 15,000 people. Part of Solent Freeport.</p> <p>Contributes £2.5 billion to UK economy, and welcomes 2m people on cruises annually Over 27.6mt of cargo in 4,074 vessel movements – 1.m containers and 570,000 vehicles, and 5m ferry passengers to the Isle of Wight</p>	 <p>Southampton Airport handled 263,000 passengers in 2021 flying to 23 destination in UK and Europe.</p> <p>Contributes £160m to UK economy.</p> <p>Linked to City Centre via U1 bus</p> <p>780,000 people use Southampton Airport Parkway station.</p>
 <p>University Hospitals Southampton NHS Trust provide health care services to 1.9m people, plus specialist services to 4m people</p> <p>Major centre for teaching & research.</p> <p>Staff of 13,000 treating around 160,000 inpatients, 650,000 outpatients annually.</p>	 <p>The Universities of Southampton and Solent provide 35,000 students and 8,000 employees.</p> <p>University of Southampton owns the UniLink bus brand</p>

Following the deindustrialisation of Southampton and its growth in the second half of the 20th Century, this has led to a dispersed residential and workplace geography. Post-war local authority housing estates were created in the City Centre or on the outskirts and further suburban development in Bitterne, and outside of Southampton. The development of the M3, M27 and M271 opened access to large tracts of new development primarily accessed by car. This has resulted in newer employment centres being out of the city as shown in Figure 1.3. In the City Centre there has been a growth in mixed use developments with the retail sector leading through the opening of West Quay, which has attracted up to 16m visitors a year.

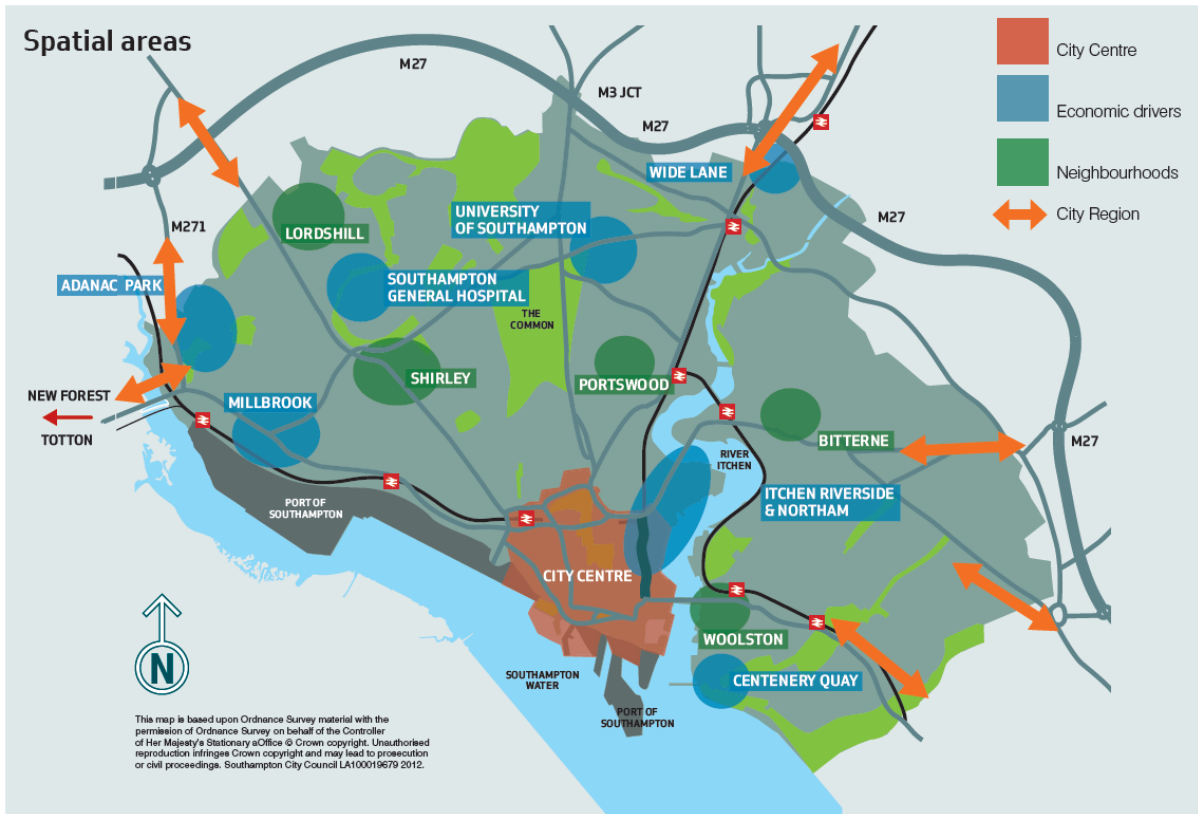


Figure 1.3 Points of Interest in Southampton City

Mode Share & Travel Patterns

In 2021, Southampton was above the England and South East averages for bus mode share for travel to work with 6.6%³ of those trips to work in Southampton being made by bus (Figure 1.5).

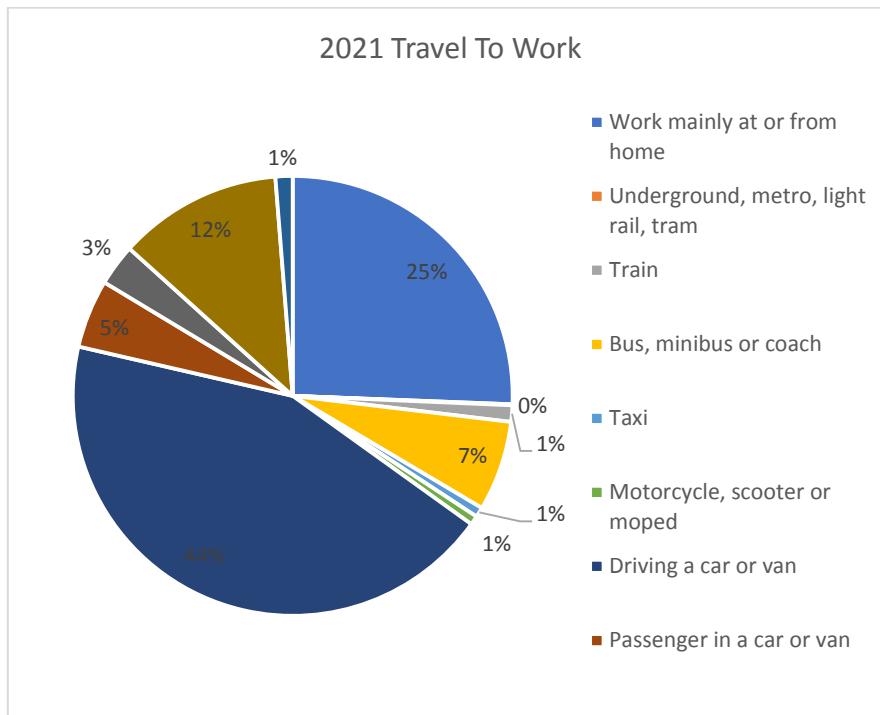


Figure 1.5 – Southampton Modal Split Travel to Work⁴

³ 2021 Census Method Travel to Work – this covers people travelling to work, pandemic related conditions may affect this

⁴ 2021 Census Travel to Work, for all responses, Census 2021 was at a time of change and restrictions

The mode share for bus compares to cities such as Bristol, Plymouth and Leicester, however, it is lower than cities such as Oxford, Brighton, Nottingham and Reading. The pandemic has altered travel patterns with a greater proportion of the workforce working from home resulting in bus travel being down compared to 2011.

Authority	Bus	Work from Home	Driving
Southampton	6.6%	25.6%	43.7%
Nottingham	11.8%	25.5%	38.9%
Leicester	7.0%	19.1%	43.4%
Bristol	6.1%	38.6%	33.1%
Portsmouth	5.1%	29.6%	47.9%
Brighton	7.1%	42.7%	25.1%
Plymouth	6.3%	21.2%	51.2%
Oxford	8.9%	38.8%	23.4%
Reading	7.4%	39.3%	31.4%
Exeter	4.8%	30.6%	37.2%

Table 1.1 – Method of Travel to Work⁵

Of those travelling to work in 2021 (i.e. those not working from home/furloughed), 80% of people were travelling less than 10km to work. 27% would be less than 2km and 33% between 2km and 5km – distances covered by bus travel.

Southampton has strong cross boundary travel flows as shown, with as many people living in the city and travelling out for work, as coming into the city for work. Based on transport modelling undertaken with the Solent Sub-Regional Transport Model, the strongest travel flows are between Southampton and Eastleigh – with 24,000 2-way flows daily⁶ – 7% of those journeys are by bus. With 60% of commuting trips less than 3 miles, there is scope for a greater proportion of these journeys to be made by bus and sustainable modes rather than by car.

Each morning in 2019 over 25,600 people travelled into the City Centre on all corridors and through Southampton Central Station. 56% of people travelled in a car, 18% by bus, 3% by active modes, 10% by motorcycle, ferry and rail, and 13% walking⁷.

The Covid pandemic has impacted on bus travel and modal split in Southampton, with 16,100 people coming into the City Centre in the AM peak in 2021. Bus usage dropped considerably with buses carrying 60% of their pre-Covid patronage levels in Autumn 2020, this by November 2022 this had recovered to 91% of pre-Covid.

The impact is shown in Table 1.2. Of the main corridors, buses carry the most people on the Shirley Road corridor (59%) and a high proportion across the Itchen Bridge.

	All People		In Vehicles		By Bus		By Active Travel	
	2019	2021	2019	2021	2019	2021	2019	2021
Mountbatten Way	4,918	3,324	99%	100%	>1%	0%	>1%	0%
Shirley Road	3,322	1,687	37%	56%	55%	30%	8%	16%
The Avenue	2,906	2,512	75%	81%	19%	15%	6%	4%
Bevois Valley	1,250	1,599	79%	85%	19%	13%	2%	1%
Northam Bridge	5,102	3,722	84%	66%	15%	15%	>1%	3%
Itchen Bridge	3,517	3,275	66%	83%	30%	30%	4%	1%
Total (including other corridors)	28,219	16,119	70%	81%	18%	17%	3%	3%

Table 1.2 – Person Modal Split on main corridors into Southampton City Centre 2019 & 2021⁸

Future Growth

Southampton has some bold ambitions for future sustainable economic growth as set out in Figure 1.6⁹. This is expected to be met by investment totalling £3 billion by 2026.

⁵ 2021 Census Method of Travel to Work

⁶ 2011 Census Travel to Work origin & destination

⁷ 2019 & 2021 SCC AM Peak Modal Split Surveys

⁸ 2021 SCC Modal Split Traffic Counts

⁹ Connected Southampton 2040 Transport Strategy

Southampton is set to grow

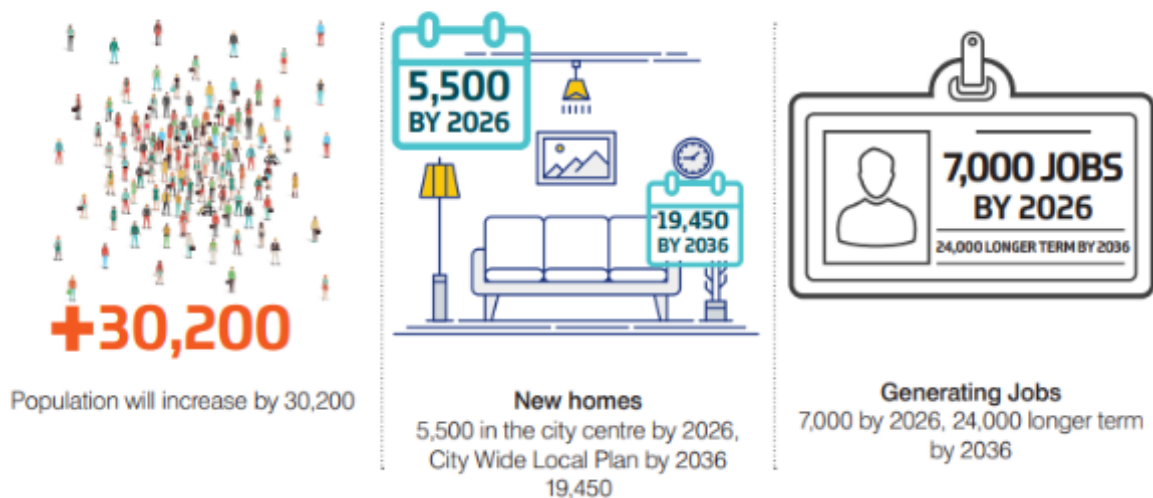


Figure 1.6 – Forecasted growth in population, homes and jobs (Connected Southampton 2040)

In addition to the forecasted housing and job growth within the city, a further 23,000 homes are planned for delivery across the wider City Region.

The Port of Southampton is planning to double its throughput by 2035 and could be handling 3.46m people on cruises, over 3m containers, 1.8m vehicle exports, and 2.6m tonnes of bulk cargo.

When combined, this growth could see an additional 74,000 people trips being made – 11% more than 2019 levels. To keep traffic levels at the same as today almost 40,000 of the additional trips will need to be made by public transport – primarily bus.

Deprivation

Southampton is one of the most deprived cities in the South East – with pockets of deprivation in it. 11% of the city’s population live in the top decile of the most deprived areas of England. People living in these areas, which are either close to the City Centre or are located on the edge, have lower levels of car ownership. These areas also have higher levels of bus travel to work and reliance on buses for other journeys. Car ownership across Southampton is lower than average, with 30% of households in the city not having access to a car – this rises to 51% in Bevois ward close to the City Centre. These are shown in Tables 1.3 and 1.4 and on Figure 1.7.

IMD Southampton	2020	Households Not Owning a Car	Method of Travel to Work			
			Walk	Cycle	Bus	Car
10% most deprived		42%	15%	4%	14%	54%
10% least deprived		16%	16%	7%	5%	54%

Table 1.3 – Method of travel to work and car ownership, Southampton, 2011 Census

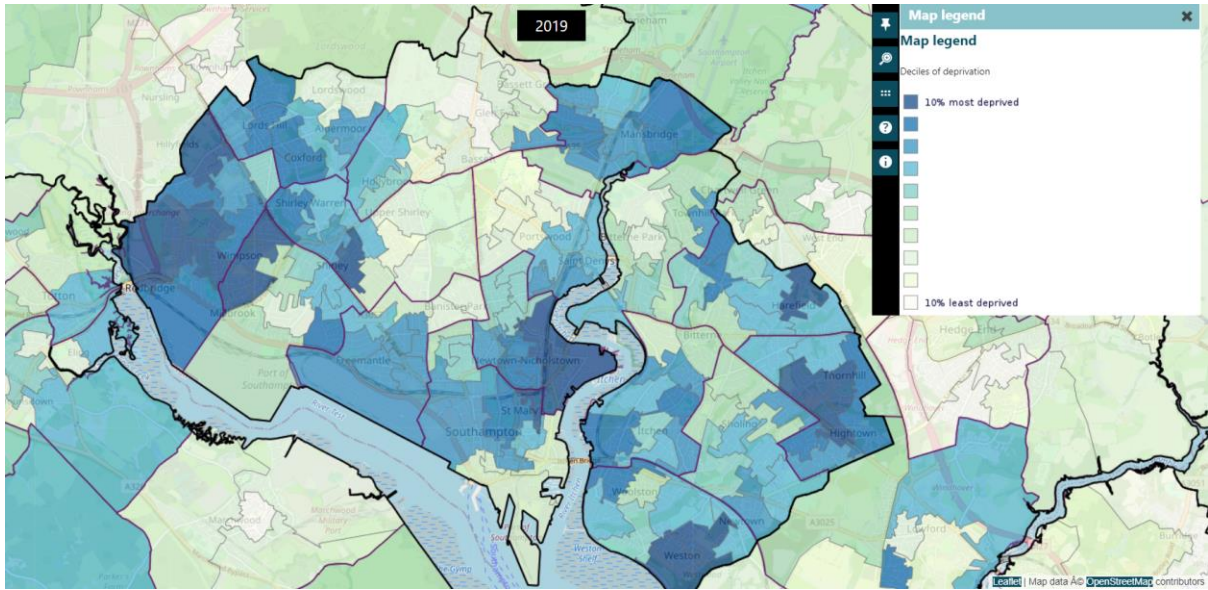


Figure 1.7 – Levels of Deprivation in Southampton

Car Ownership Levels in Southampton		Ward	No Cars in Household	1 Car or Van	2+ Cars or Vans
		Bargate	43.6%	43.1%	13.2%
		Bassett	21.6%	43.5%	34.8%
		Bevois	44.5%	39.9%	15.5%
		Bitterne	33.5%	43.1%	23.4%
		Bitterne Park	19.5%	47.4%	33.1%
		Coxford	24.2%	47.6%	28.2%
		Freemantle	29.7%	48.8%	21.5%
		Harefield	25.9%	44.2%	29.9%
		Millbrook	29.3%	45.0%	25.6%
		Peartree	23.5%	44.7%	31.8%
		Portswood	32.0%	43.7%	24.3%
		Redbridge	32.3%	44.2%	23.5%
		Shirley	26.6%	45.3%	28.1%
		Sholing	18.8%	45.7%	35.5%
		Swaythling	32.6%	43.3%	24.1%
	Woolston	29.5%	45.2%	25.4%	

Table 1.4 Car Ownership Levels by Ward and MSA in Southampton (2011 Census)

1.2 BSIP Coverage

This BSIP focuses on Southampton LTA geography (Figure 1.1) and interaction with cross-boundary routes, including those that extend to Portsmouth, Hampshire, and Wiltshire. Individual BSIPs have also been published for Hampshire, Isle of Wight and Portsmouth that make up with wider Solent area.

Appendix 1 sets out the common BSIP ambitions across the collective Solent area, in recognition of the important role that cross-boundary bus services play in connecting residential areas to employment areas and key services (such as hospitals, transport hubs, education etc).

This collaborative approach reflects how we work in partnership across the Solent area to tackle strategic transport and planning challenges and to maximise opportunities. This includes liaison with bus operators and other stakeholders to improve the quality, reliability and attractiveness of bus services that operate across boundaries.

Whilst Solent authorities work closely together, they each have different characteristics, including the geography, levels of deprivation and car ownership and bus use per head of population.

Southampton is one of sixteen Local Transport Authorities that is a member of Transport for the South East – a Sub-National Transport Body. The TfSE Transport Strategy and Strategic Investment Plan set out the long-term vision up to 2050 for the South-East. To support the delivery of this Sub-National vision, TfSE are developing a technical work programme that complements BSIP development and delivery of its Member Authorities and the Solent ambition.

1.3 Why Southampton is choosing an Enhanced Partnership

The whole of Southampton LTA geography (shown previously in Figure 1.1) will be covered by an Enhanced Partnership (EP).

SCC has a long history of effective voluntary partnership working with bus operators in Southampton. A voluntary Quality Bus Partnership (QBP) was developed in 2012 between SCC, Go South Coast and First Southampton. This approach has worked well for Southampton delivering sustained improvements for bus users and bus patronage growth over more than a decade.

In this time, SCC has delivered investment in bus priority, quality bus stop infrastructure, including Real Time Information screens at bus stops, bus lane camera enforcement and, in partnership with Hampshire, has utilised government funding to provide Contactless Ticket Machines for all major operators in Hampshire. This investment has levered in private sector funding from bus operators for new fleets of vehicles, wi-fi on buses, and next stop announcements.

The following initiatives are examples that have been delivered within Southampton, which have helped to improve the quality and the attractiveness of local bus services and will be built upon through the BSIP and EP:

- Working with operators and HCC on the Southampton Transforming Cities Fund (TCF) funded measures currently being delivered between Totton and Marchwood and in Eastleigh in the City Region;
- Working with Solent Transport on developing and delivering the Solent Future Transport Zone (FTZ) projects in Southampton that support buses and reducing congestion - including Breeze Mobility-as-a-Service app, a public e-mobility hire scheme with scooters and bikes, first and last mile macro and micro freight consolidation, and developing a digital Demand Responsive Transport (DDRT) trial scheme in Southampton;
- Measures by SCC and bus operators starting with Better Bus Area Fund, Local Sustainable Transport Fund (LSTF) and other funding to provide a consistent bus offer and to improve the product such as early adoption of payment by contactless card, WiFi and 'next stop' displays and announcements on all buses (available since 2013);
- Through the Solent Transport partnership implementation of the first multi-modal/ multi-operator smartcard Solent Go outside of an ITA in 2012;
- Investment by bus operators to provide a consistent high quality bus service (through heavy investment in their bus fleets – reducing the average age of vehicles in Southampton to 2½ years) and initiatives to improve the bus offer such as good value urban zone weekly tickets targeted towards commuters;
- Heavy investment by operators in ultra-low carbon Euro VI diesel buses – both new vehicles and retrofits to existing bus fleets supported by DfT/ DEFRA Clean Bus Technology Fund); and
- Maintaining service levels on commercial and supported bus services.

For Southampton, the most appropriate route would be for the Enhanced Partnership approach. The existing QBP and the TCF programme along with the years of partnership working and investment by operators provides a strong foundation from which to develop the EP.

Franchising, while available to SCC or HCC via DfT approval, would not achieve many of the objectives without significant resources from the Council. Franchising can take 3-4 years to develop, and this would not meet the Government's requirement to move swiftly to support public transport and ensure recovery from Covid. The bus network in Southampton has grown based on competition and has led to some sections having perceptions of over supply while other areas of the city are under served. EPs would allow SCC to work with HCC on cross-boundary routes reflecting the way people travel to and

from Southampton as part of the wider City Region. This would be backed up by policies within the LTP, Local Plan and other Council documents.

1.4 Duration and Policy Alignment

The Southampton BSIP is a live document covering the period up until 2030. It will be reviewed annually to report progress against deliverables (of which is this is the 2022 update), ensure that there is an updated delivery and funding plan and that the ambition for buses in Southampton remains.

Reviewing the plan in this manner will mean it is agile and provides an opportunity to reflect any changes in local, regional or national policy or ambition. This will be carried out jointly between SCC, the bus operators, Solent Transport, and HCC – to incorporate TCF, FTZ and cross-boundary services and activities.

Updates to the BSIP will be agreed in consultation with the relevant Cabinet Member and engagement undertaken with stakeholders set out in Section 5 – Stakeholder Engagement & Governance.

The Southampton BSIP forms part of a suite of transport policies for Southampton and sits beneath Southampton’s current long-term transport strategy – **Connected Southampton 2040 (LTP4)**¹⁰ adopted in 2019. The BSIP will sit alongside Southampton’s ten-year Cycling Strategy and other documents.

Connected Southampton 2040 sets out an ambition for buses to support Southampton as a successful and connected city with a zero-emission transport system that improves people’s health and quality of life and the city’s environment.

Buses form part of the **Southampton Mass Transit System (SMTS)** – which is designed to support Southampton in the future through a world-class public transport system that is integrated, innovative, inclusive and zero-emission.

The SMTS is a multi-modal multi-layered integrated public transport system that is not defined by one specific mode, but by what it is – a combination of several separate public transport elements and mobility. The ambition for the SMTS is to transform the public transport experience across Southampton and the wider area through this integrated, inclusive and integrated system that puts people first.

The elements of the SMTS are shown in Figure 1.8.

The backbone consists of metro-level heavy rail services in and around Southampton, a Mass Rapid Transit (MRT) network between the rail, and buses providing an important links for everyone to the City Centre, District Centres, Hospital, Port, Airport and Universities, and for Park & Ride from edge of city to City Centre or other destinations. The network and infrastructure will be supported by a back office system focused on MaaS.

Making bus travel more attractive and increasing the number of bus trips will help address challenges set out in wider Council strategies, including the Green City Plan, the Clean Air Strategy and the supporting Air Quality Action Plan, highlighted in Section 3.

¹⁰ [Connected Southampton 2040 Transport Strategy](#)

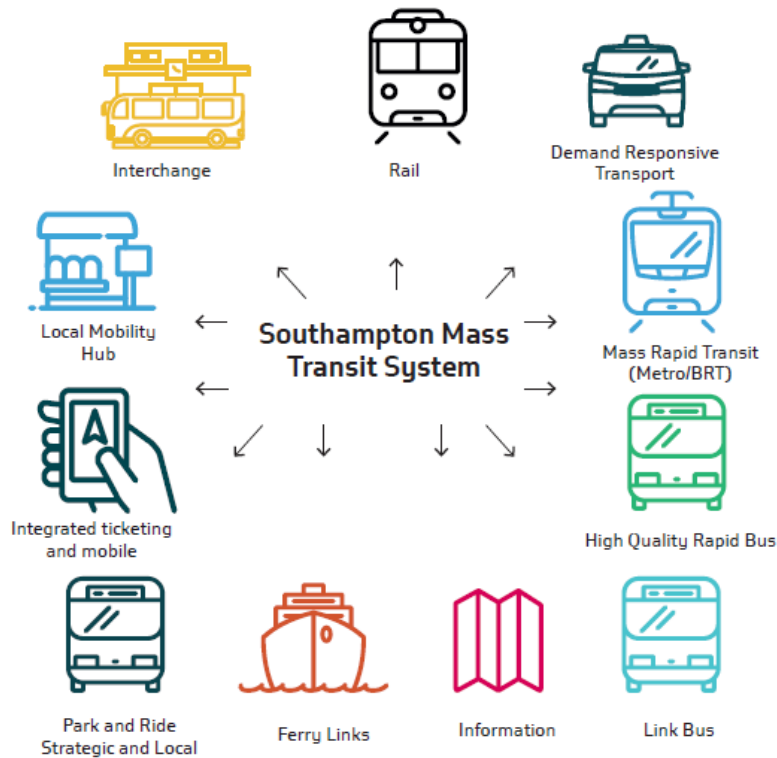


Figure 1.8 – Elements of the Southampton Mass Transit System

The bus element of the SMTS will be realised through:

- **Rapid Bus** – high frequency and high capacity bus corridors that follow the main arterial and radial routes from the City Centre to the neighbourhoods and to towns beyond in Hampshire. Bus services on these corridors could be limited stop for commuter or inter-regional journeys to provide similar end-to-end journey times as cars. These corridors are looked at holistically with data to identify pinchpoint or locations where journey times can be increased to attract people from their cars;
- **Link Buses** – provide accessible ‘feeder’ bus services that provide services away from the main corridors and feed onto the main Rapid Bus or MRT corridors complementing those services to create ‘turn-up-and-go’ frequencies;
- **Park & Ride** – strategic and local Park & Ride sites at the edge of Southampton or in locations that encourage modal shift to City Centre and other trip generators; and
- **Demand Responsive Transport** – encompassing bespoke door-to-door transport services, including digital options that provide affordable, accessible and flexible services.

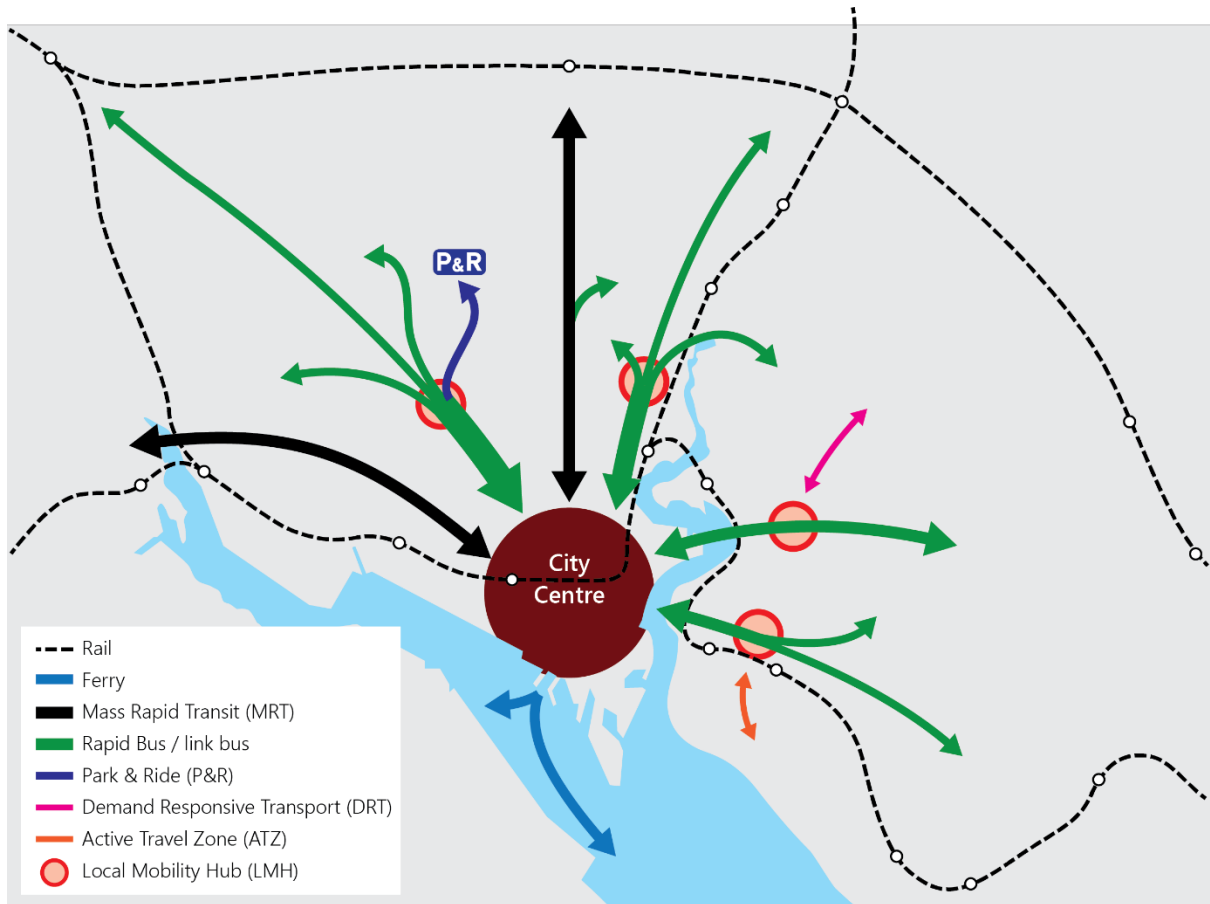


Figure 1.9 – The Southampton Mass Transit System

The SMTS and rail improvements are being investigated separately as part of a Solent approach. These include improving local rail services, integration with other modes at stations, and ticket integration through MaaS.

Section 3 - Current bus offer to passengers

This section provides an analysis and data of how the current bus network compares to the BSIP aims and objectives set out in the subsequent sections.

3.1 Overview of Buses in Southampton

Bus patronage and usage in Southampton are well above the England average and Southampton is seen as an area that has bucked the national trends of declining levels of bus mileage, patronage and use per head.

Bus passengers contribute over £275m to the Southampton economy, when they reach their destination such as the City Centre¹¹. As well as travelling to work or school, bus users make retail and leisure trips - spending on average £30 per retail trip and £26 per leisure trip¹². Bus is the dominant public transport mode and provide connections to the City Centre, District and Local Centres, health care, education facilities and across the wider City Region.

Southampton residents and workforce made 20.7m journeys in 2019/20¹ this decreased to 7.37m in 2020/21 and increased to 14.54m in 2021/22. Bus passenger numbers increasing by 9% over the decade from 2009. Southampton was the 7th highest for bus journeys made per head of population – with 80.5 in 2019/20¹ and 29.3 in 2020/21.

In 2019/20 there were 5 million older person and disabled concessionary passenger journeys, accounting for 23% of all journeys, with 77% being made by fare-paying passengers – compared to 72% for the South East as a whole. Students are a significant market for Southampton with the UniLink services that provide access to the University of Southampton's campuses from areas where students live.

There are two major bus operators in Southampton – First Group (operating as CityRed and Solent) and GoSouth Coast (operating Bluestar, UniLink, QuayConnect and Salisbury Reds brands) and consist of 95% of the bus market, and a smaller operator Xelabus.

This section looks at Southampton's bus network and the services provided by the operators.

3.1.1 Bus Patronage

Figure 3.1 shows the total number of bus journeys made in Southampton over the past decade. Between 20011/12 and 2019/20 levels of bus journeys increased by 9.1% from 18.2m journeys to 20.3m. This was contrary to the national picture where across England there has been a decline in number of bus journeys by 12%.

¹¹ Southampton LTP3

¹² PTEG Value of Urban Bus Report 2013

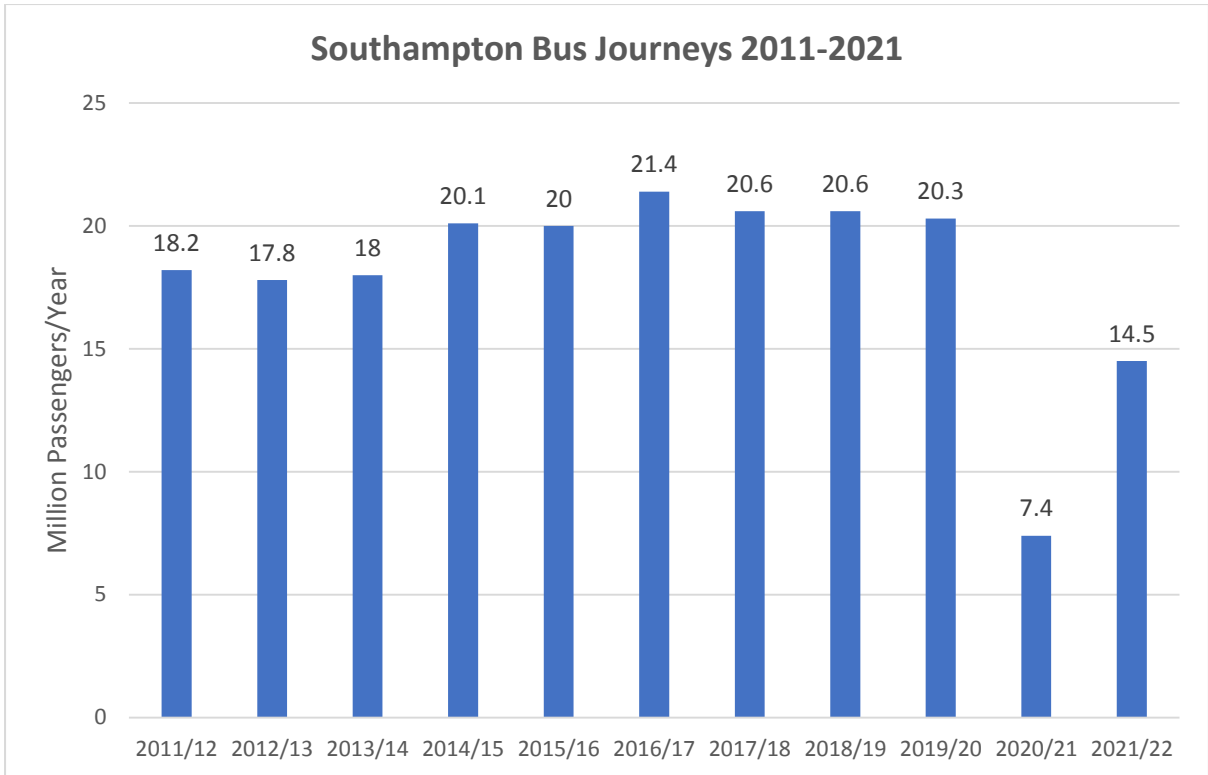


Figure 3.1 – Total Number of Bus Journeys in Southampton 2011/12-2021/22¹³

With the Covid-19 pandemic from March 2020 and various national restrictions, lockdowns and travel advice to avoid public transport saw the number of bus journeys decrease dramatically. During the first lockdown in 2020 passenger numbers were 70-80% compared to same period in 2019. In 2020/21 a total of 7.4m bus journeys made in Southampton – 63.5% decrease from 2019/20. This recovered in 2021/22 to 14.5m bus journeys made.

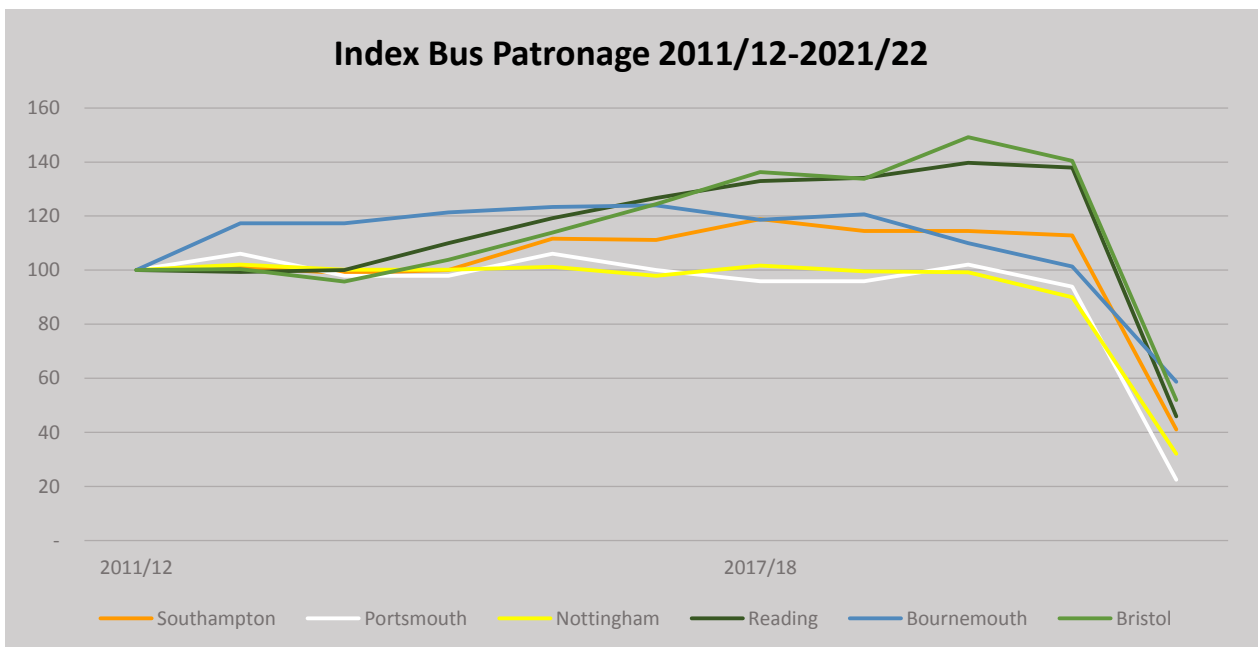


Figure 3.2 – Index Bus Patronage Southampton and other cities 2011/12-2021/22¹⁴

¹³ Bus Operator Submissions, 2011/12-2021/22

¹⁴ DfT Bus Statistics BUS0109, November 2022

Southampton has seen a steady recovery in 2022, whereby as if November 2022 patronage had increased to around 92% of pre-pandemic levels.

As Southampton continues to recover from the pandemic the BSIP and EP are part of the approach to positively rebuild patronage and use of public transport. This will help to ensure that buses are supported long-term and that they can provide a service to the people living, working, and visiting Southampton.

3.1.2 Bus Journeys Per Head

Southampton has a strong level of bus journeys made each year by Southampton residents, shown in Figure 3.3. In 2019/20, the number of bus journeys per head of population was the 7th highest in England (outside of London) at 80.5, and strong for a non-ITA or single municipal bus operator area (e.g. Reading).

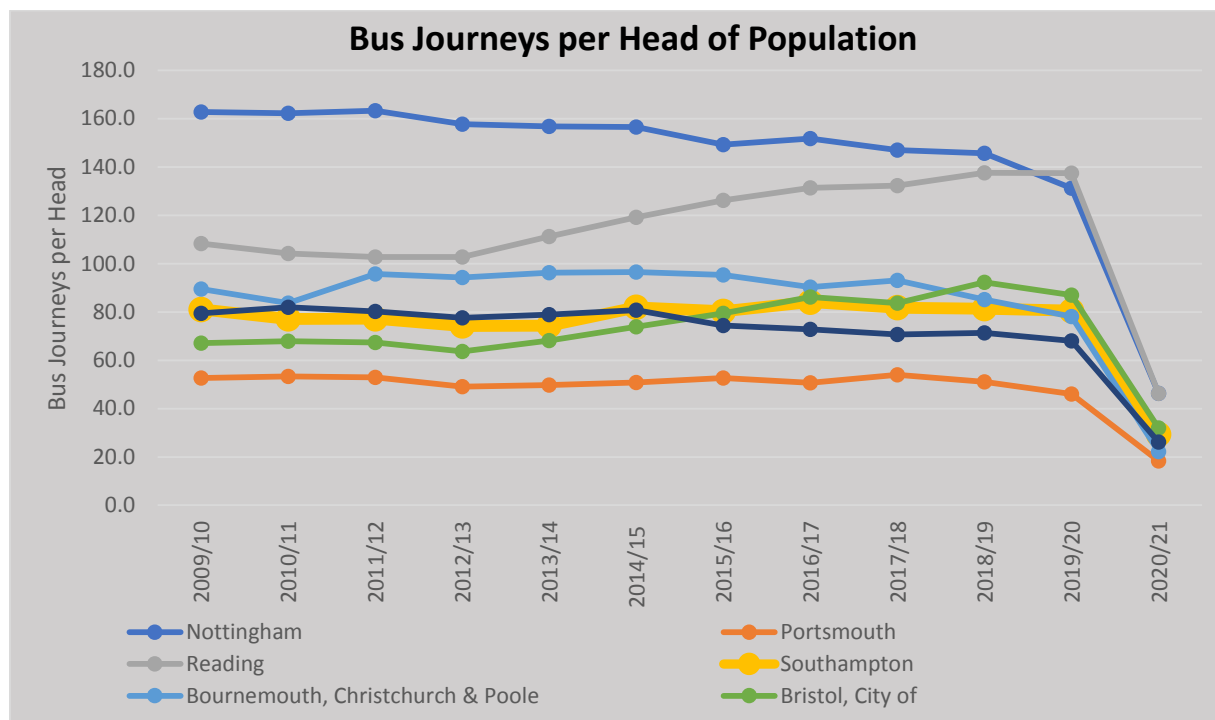


Figure 3.3 – Comparison of Southampton Bus Journeys Per Head with other LTAs15

The trend in Southampton shows that bus journeys were stable in 2019/20 and were not in decline compared to the other cities. In fact, Southampton was one of the few places where the number of bus journeys made was either increasing or at a stable level.

Despite the drop in bus travel during 2020/21, which saw bus journeys per head of population drop to 29.3, this was still the seventh highest in England outside of London as Southampton did not see such a significant drop compared to Nottingham and Reading.

3.1.3 Bus Punctuality

Bus Data

In the period 2005 to 2017 annual average bus punctuality in Southampton averaged between 71% and 81% for buses turning up on time (Figure 3.4). In 2021 and 2022 annual average bus punctuality was 71.46% (2021) and 73.95% (2022)¹⁶. On time is calculated as 1 minute early and 5 minutes later than the scheduled time at a bus stop. Compared to other cities (Figure 2.5) Southampton performs slightly worse with a lower average punctuality.

Within Southampton, average bus speeds in the city are around 10.2mph, with some buses averaging as little as 8mph at peak times (Table 3.1). This has not changed recently and this affects the punctuality of services.

¹⁵ DfT Bus Statistics BUS0110, March 2021

¹⁶ DfT Bus Open Data, Southampton, November 2022

Corridor (inbound only)	Average Speed (mph)
Western (from Totton)	17
Shirley	9
The Avenue	12
Portswood	9
St Denys Road	7
Bitterne	12
City Centre (Central Stn-Itchen Bridge)	8
City Centre North-South	8
City Centre East-West	10

Table 3.1 Average Daily Bus Journey Times selected corridors Oct 22¹⁷

Bus services are mixing with general traffic on the main corridors into the City Centre and this adds to the congestion. It can particularly affect cross-city bus services, with one cross-city service between eastern and western Southampton needing to add 9 minutes to its timetable since 2011 due to congestion on roads, bridges and in the City Centre. In the AM peak, by the time a bus has terminated in the City Centre it can have deviated from its scheduled running time by up to 8¾ minutes.

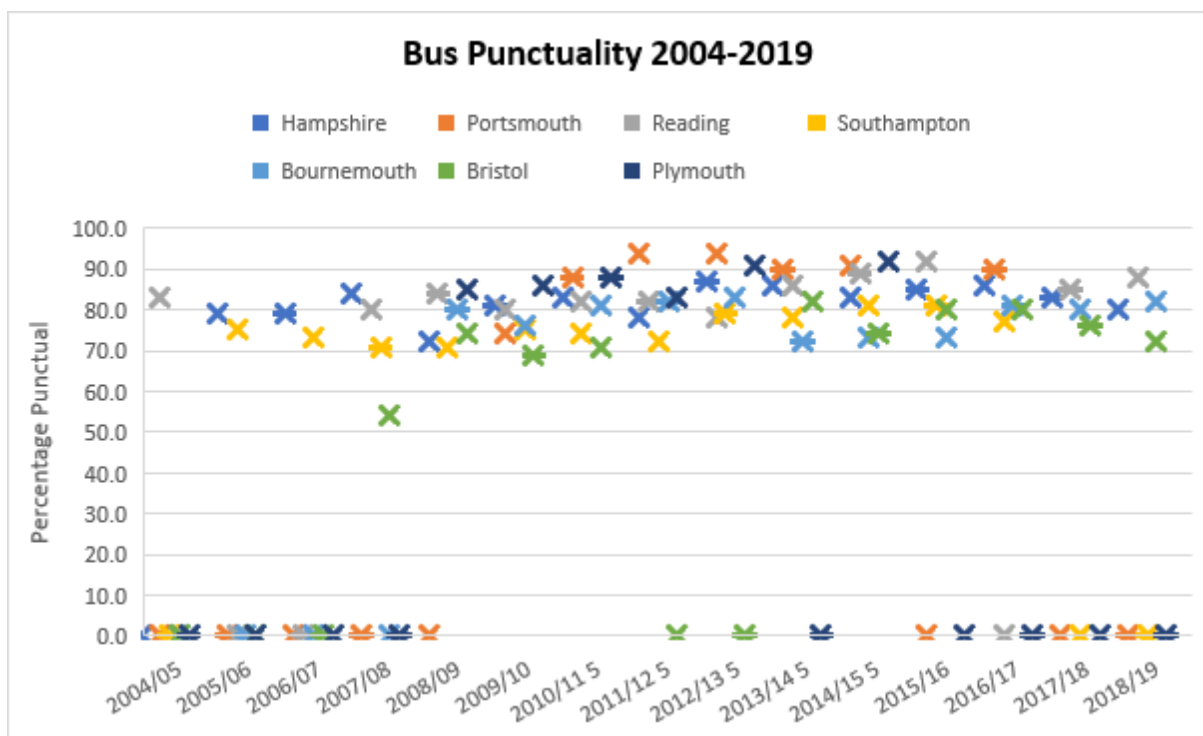


Figure 3.4 Bus Punctuality Comparison¹⁸

Looking at individual services and types of service for 2020/21, bus services had an average punctuality of 89.05%. The lowest performing service is an inter urban that has a small proportion of its journey within Southampton. High frequency services perform well with a small differential between the best and worst punctual. The level of punctuality for cross city services varies considerably as these are most affected by the bridges and travelling through the City Centre. Delays in one part of the city has a consequence for reliability on the whole route.

Service	Average	High	Low
High Frequency (6+bph)	89.44	90.87	87.71
Inter Urban	88.74	92.16	77.5
Cross City	88.72	90.8	80.13
All	89.05	99.0	77.5

Table 3.2 Average Percentage Bus Punctuality 2020-21

¹⁷ DfT Bus Open Data, Bus Speeds, November 2022

¹⁸ DfT Bus Punctuality Statistics

Some bus corridors see a large differential between peak and off-peak services, one service can see a 30 minute differential on a heavily congested 1.3km section of route. The example in Figure 3.5 shows Shirley Road and the percentage difference in average vehicle speed between day and night time. The section from A35 to Central Station sees daytime speeds at least 40-60% of the night time, the section through Shirley District Centre sees speeds only making 20% of their night time equivalent.

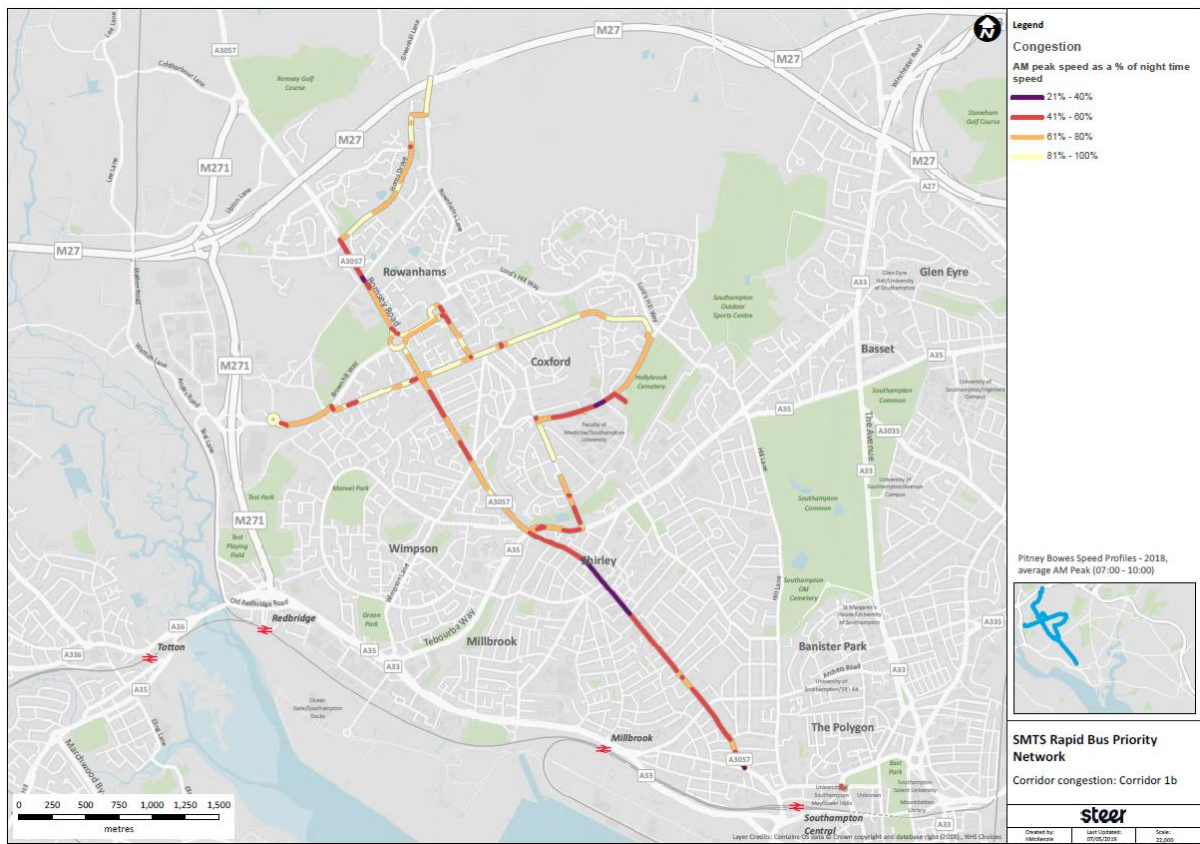


Figure 3.5 Example of Impact of Traffic Conditions on Speeds and Buses – Shirley Road

3.1.4 Passenger Views

The views of passengers and non-users are important to understand the user experience and what they consider to be the most important issues for them. We have looked at national surveys – Transport Focus and National Highways Transport Surveys to inform this BSIP. Additionally, SCC has carried out an online public perception survey on buses and what people wanted for buses in Southampton specifically.

Transport Focus Bus Passenger Survey (2019)

Both the main operators participate in the bi-annual Transport Focus Bus Passenger Survey. The latest available version is 2019. Summary of the results for Southampton specific operators is in Table 3.3.

	England	Bluestar	First
Overall	89%	89%	89%
Journey Times	85%	89%	85%
Punctuality	74%	80%	78%
Value for Money	66%	72%	54%
Customer Service	76%	83%	80%
Cleanliness	79%	89%	87%
Space	87%	89%	89%

Table 3.3 – Summary of Passenger/Public Satisfaction¹⁹

¹⁹ Transport Focus 2019 Bus Passenger Survey – England, Bluestar and First South Coast (includes Portsmouth)

The results of these surveys show that satisfaction with punctuality and the value for money nature of bus travel is low. While Southampton is above the England average this indicates that there is still requirement to improve the levels of satisfaction.

Areas that the BSIP will need to consider are journey times, punctuality, and the value for money of travelling by bus.

Southampton Bus Survey (2021)

To inform the development of the BSIP, SCC carried out an online BSIP engagement survey received over 2,200 responses – 88% of whom were residents in the city. 10% stating they visited the city for work/leisure. 58% of respondents identified as female, with 40% identifying as male. The survey acted as a useful first step in detailing to current and potential future passengers the BSIP and EP process and the desire to understand their views on how to improve bus services in the city.

It was also useful in gaining understanding of changing travel patterns since the start of the Covid-19 pandemic, 20% of survey respondents stated they were likely to use the bus for fewer journeys than before the pandemic. Conversely, 13% of respondents said they were likely to use the bus for more journeys, with 55% stating their bus travel would remain the same as pre-pandemic.

The survey explored why some respondents chose to use the car over using the bus for certain journeys. The most common reasons given were that it was significantly quicker to use the car than the bus (38%) and buses not going to the places they wanted to travel to (37%).

Crucially, the survey focussed on what improvements to bus services would encourage people to use buses for more journeys in the city. 72% of respondents stated they would consider using buses more if journey times on local bus services were made quicker, and 78% would use the bus more if bus routes served the areas of the city where they currently don't. There were several other performance points of note. A proportion of respondents answered they would use buses "A great deal & to some extent" (Figure 3.6) more by a particularly large margin in the following points:

- Multi-operator tickets and fare capping across operators (80% agreement),
- Safer waiting environment at bus stops (79%),
- Bus routes that serve areas of the city that they don't do currently (78%),
- Lower fares (74%), and
- Simplified fares (73%).

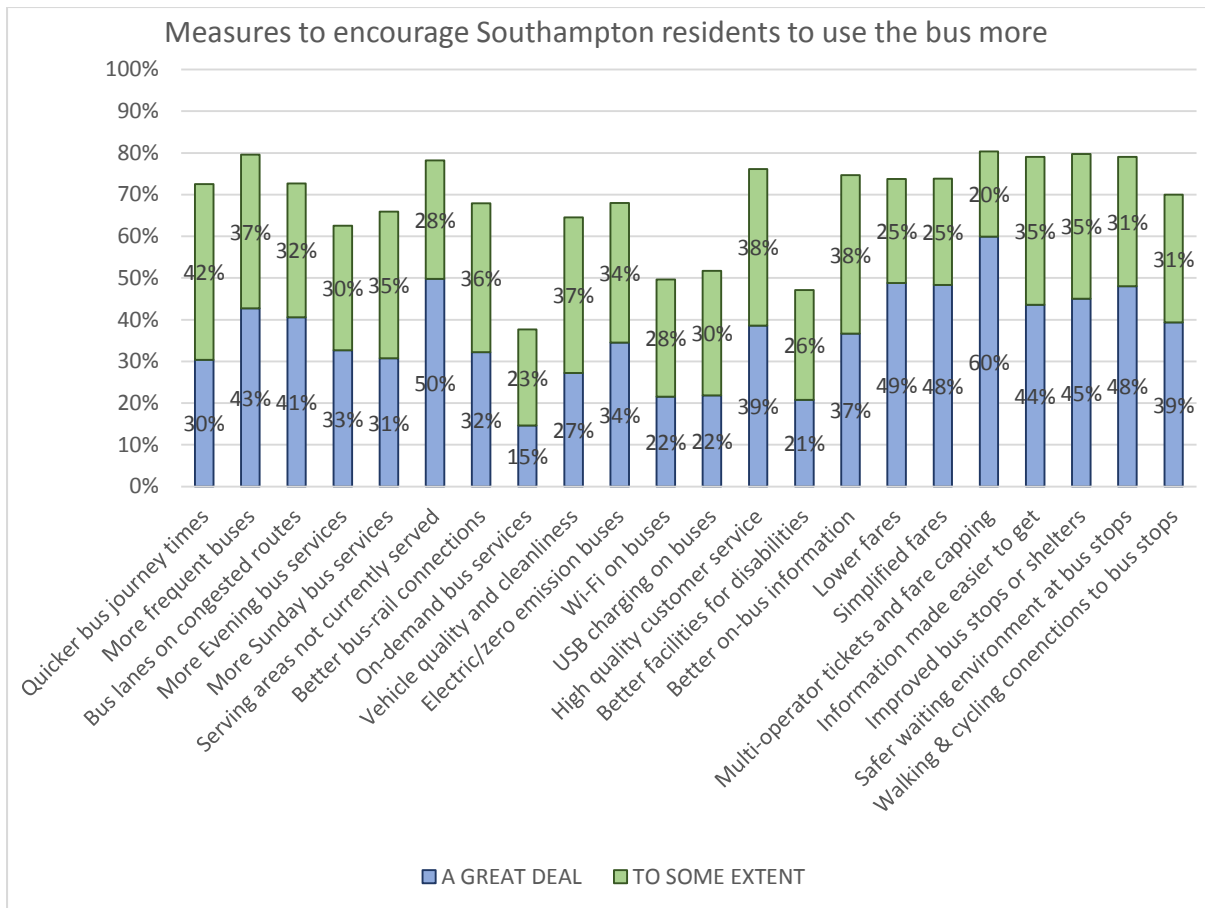


Figure 3.6 Agreement with measures to encourage greater bus use

There was also a degree of ambivalence to the point referring to availability of Wi-Fi on buses. Respondents did not feel particularly strongly about this point –answering ‘to some extent’, and also felt that these changes would not encourage them to use the bus very much. This is likely to reflect the growing availability and reliability of 4G / 5G coverage which users are likely to favour over connecting to a Wi-Fi provider.

A fuller breakdown of the survey results can be found in Appendix 3. As SCC continue to develop the EP with the bus operators, we will further engage with respondents to the survey and the wider public to meet the BSIP requirement to give bus passengers more of a voice in how services operate.

SCC are committed to working closely with the city’s bus operators to develop a Bus Passenger Charter. The charter outlines bus users’ rights to certain standards of service, including punctuality, vehicle cleanliness, proportion of services operated, information and redress. The charter will be published on the SCC website and will provide links to existing bus operator conditions of service and complaints procedures for passengers.

This survey is being repeated in Winter 2022/23 and results will be analysed and incorporated into any future BSIP updates.

3.2 Southampton’s Bus Market Profile

This section profiles Southampton’s bus market detailing the current bus network, how the bus operators work in Southampton, the state of the highway infrastructure – provision of bus lanes and bus stops, fares and ticketing, interchange and an analysis of how what this means for passengers and how it meets the BSIP objectives.

3.2.1 Southampton’s Bus Network

The current bus network in Southampton covers local intra-urban routes linking suburbs with District Centres then to the City Centre, and inter-urban routes that connects Southampton to surrounding towns and villages in Hampshire. This is shown in Figure 3.7.

The network is operated by two main bus operators – Go South Coast (GSC) and First Southampton. They operate 95% of all bus services in Southampton.

- GSC operate as Bluestar with 13 bus services operating inter and intra urban routes, and Salisbury Reds on 1 inter urban service;
- GSC are contracted by the University of Southampton to run the 4 UniLink services connecting the University to link to halls of residence, the University’s campuses, hospital and Airport,
- GSC also partner with Red Funnel to operate the QuayConnect service between Southampton Central Station and Town Quay for the Isle of Wight ferry,
- First operate as CityReds 8 services operating inter and intra urban routes on and 2 Solent inter urban services.

There is a smaller operator Xelabus who runs 8 services which are either contracted or supported services.

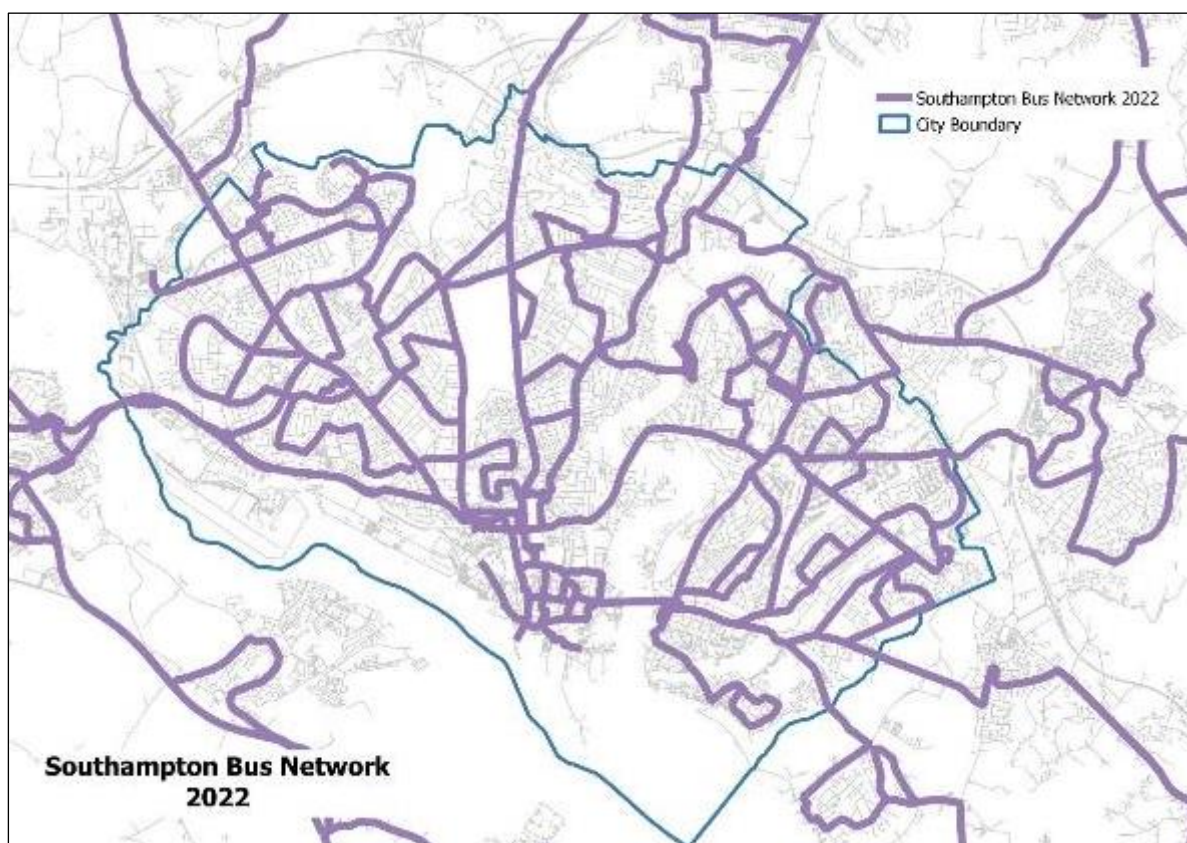


Figure 3.7 Southampton Bus Network (2022) SCC

Southampton’s network is based on a hub and spoke network centred on the City Centre. There are 38 bus services in Southampton, covering 3.5m miles per year – over 4 times to the Moon and back. 71% terminate in the City Centre, however there are four high frequency cross-city services enabling quicker connectivity. This has created a largely radial pattern with high volumes of buses on those corridors and very little linkage between them. This does mean people are funnelled into the City Centre to either continue their journey on the same service, change to another, or interchange with rail or ferry.

3.2.2 Bus Services

There are 36 public bus services in Southampton. Table 3.4 sets out the individual bus services in Southampton, destinations service and their frequency in 2022.

Most parts of Southampton benefit from frequent services to and from the city centre but there are also good services to places like the University Hospital Southampton, the universities, District Centres, and surrounding towns and villages in Hampshire. The District Centres of Shirley, Portswood, Woolston and Bitterne act as nodes for the bus network, with both local city routes and inter-urban routes serving these centres before branching off to serve suburbs or into the wider City Region. This means that

these centres are well served and support local people in accessing the goods and services there, maintaining them as thriving local hubs.

Frequencies change in the evening with most services decreasing their frequency from 1900. Some inter urban services stop operating from 1900 with most services stopping around 2230. After midnight only 1 service operates before ceasing around 0030.

There is a night time term time only service on the U1 service between the City Centre and University of Southampton campuses.

Weekday frequencies are maintained on a Saturday; however Sunday and Bank Holidays operations have a reduced level of service with some services not operating at all. Those not operating are the supported services or the longer-distance inter urban. Frequencies are reduced with 42 buses per hour in the City Centre compared to at least 90 during a weekday.

Service	Route	2022 Frequency (bus per hour)			Operator
		Mon-Sat	Evening	Sunday	
Quay Connect	Central Station-Town Quay	1	-	1	Bluestar
1	Southampton-Totton-Calmore	2	-	-	City Red
1	Southampton-Winchester	3	2	2	Bluestar
2	Southampton-Eastleigh	4	1	2	Bluestar
2	Weston-City Centre-Millbrook	6	3	4	City Red
3	Southampton-Hedge End-Eastleigh	1	Limited	6jnys	Bluestar
3	Thornhill-City Centre-Shirley-Lordshill	6	3	3	City Red
4	Southampton-Romsey	2	Limited	1	Bluestar
6	Southampton-Hamble	2	1	1	City Red
6	Southampton-Lymington	1	-	2hrly	Bluestar
7	City Centre-Townhill Park	4	2	3	City Red
7	Woolston-City Centre-Shirley-Lordshill	2	Limited	1	Bluestar
8	Southampton-Hythe & Calshot	1	Limited	4jnys	Bluestar
8	Hedge End-City Centre-Hospital	2	1	1	City Red
9	Southampton-Hythe & Fawley	2	1	2	Bluestar
9	City Centre-Sholing	1	-	-	City Red
11	Southampton-West Totton	3	Limited	1	Bluestar
12	Southampton-Calmore	3	1	1	Bluestar
13	City Centre-Harefield	1	-	-	City Red
16	City Centre-Townhill Park	4	1	2	Bluestar
17	Weston-City Centre-Adanac Park	6	2	4	Bluestar
18	Thornhill Park-City Centre-Millbrook	6	2	4	Bluestar
Hoppa 1	Bitterne-Midanbury	3/day (M, W, F)	-	-	Xelabus
Hoppa 2	Bitterne-Sholing	3/day (M, W, F)	-	-	Xelabus
Hoppa 3	Bitterne-Harefield	2/day (M, W, F)	-	-	Xelabus
U1	City Centre/NOC-University-Airport	6-7	3	4	UniLink
U2	City Centre-University	5	3	3	UniLink
U6	City Centre-University-UHS	4	1	1	UniLink
U9	Townhill Park-University-UHS	2/day	-	-	UniLink
X4	Eastleigh-Mansbridge-Hedge End	1	-	-	Xelabus
X4/X5	Southampton-Fareham-Portsmouth/Gosport	4	-	1	First Solent
X7	Southampton-Salisbury	1	-	-	Salisbury Reds
X10	Southampton-Bishop Waltham	6 per day	-	-	Xelabus
X11	City Centre-Shirley-Lordshill	6 per day	-	-	Xelabus

X12	City Centre-Shirley	4 per day (Tu & Th only)	-	-	Xelabus
X21	City Centre-Southampton Science Park	3/day	-	-	Xelabus

Table 3.4 – Bus Services in Southampton

The geography of Southampton means that there are a limited number of radial corridors for traffic and bus services to use. This also does not support reliable cross-city services as routes between east and west are funnelled across the River Itchen and no ability for routes to go to the south. There are only three suitable bridges (Itchen, Northam and Cobden) that buses can use.

This results in 5 cross-city bus services connecting Millbrook, the Hospital and Shirley with Bitterne and Woolston-Weston respectively. Combined with traffic using these crossings, congestion and its knock-on effect on bus reliability, there are no other cross-city bus services beyond these. For example, with no direct connections between Townhill Park and the Hospital or Woolston and the University a change needs to be made in the City Centre.

This radial nature of the bus network means that closer to the City Centre multiple services combine on certain road corridors creating very high frequency sections of bus network. These are generally from District Centres and generate a turn up and go service along main corridors while serving the main housing areas.

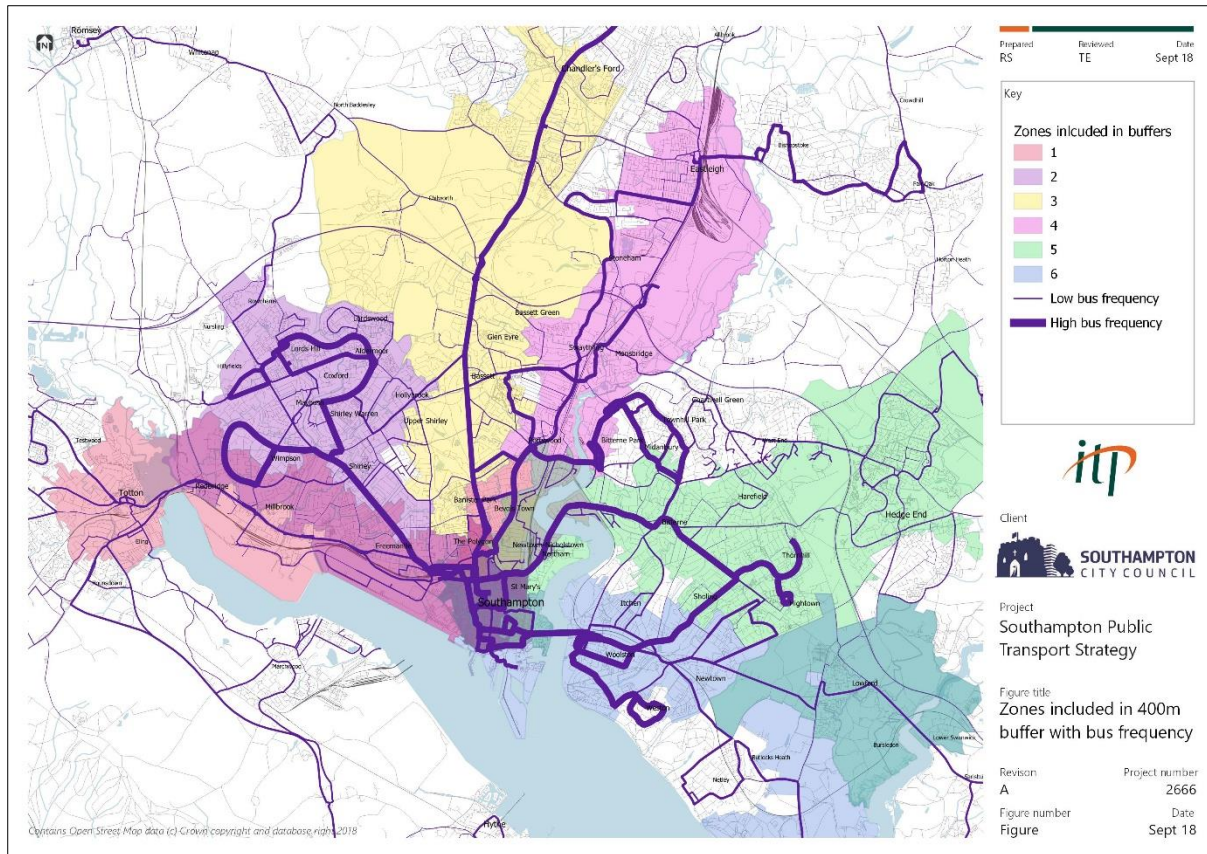
However, there are areas of Southampton that do not have such a good bus service, for example Harefield, parts of Sholing, north of Lordshill, Freemantle, and Upper Shirley. These have hourly or less frequencies.

The UniLink network is slightly different and is focused on the University of Southampton’s main Highfield campus with all services calling there. This reflects its primary role as a service for students and staff of the University, but services are open to all users.

Some minor network changes were made in October 2022 with service frequencies on routes changes, re-routing and interworking of services:

- X10 reduced from hourly to two-hourly,
- CR8 extended from City Centre to University Hospital Southampton – creating a cross-city service from Hedge End and Bitterne to the Hospital,
- CR1 interworked with CR9 and CR13 in the City Centre to create a through bus allowing passengers from Harefield, Bitterne & Sholing to connect to Central Station, and
- Service frequencies increasing on certain routes as part of recovery from pandemic.

Figure 3.8 shows that frequent services connect Southampton to Chandlers Ford, Eastleigh and Fair Oak. Areas such as Totton & Waterside, Hedge End and Romsey have lower levels of frequency. The bus network also serves further afield to Winchester, Fareham, Gosport, Salisbury and Portsmouth.



**Figure 3.8 - Frequency and accessibility of bus services across Southampton – thicker the line the more frequent
Low frequency = 1/bus hr, high = 30+/bus hr**

There are specifically branded services associated with specific routes or destinations. Quayconnect is a City Centre shuttle service between Southampton Central Station and Town Quay for the Isle of Wight RedJet passenger ferry from Cowes. This is timed to connect the half-hourly RedJet with the London Waterloo bound train and is contracted to GSC by Red Funnel.

Figure 3.9 shows the distribution of bus frequencies on the network in Southampton. The busiest road (outside of the city centre itself) is A3057 Shirley Road, which carries 66 buses per hour in the peak (two directions) between Romsey Road and Waterloo Road – accounting for 6.4% of all vehicles the road; one bus every 15 vehicles. South of Waterloo Road to Southampton Central Station this rises to 94 buses (both directions) with the addition of the services from Totton and the Waterside. Other notable roads for buses are the A3025 Itchen Toll Bridge (68 buses), A33 The Avenue (46 buses), Portswood Road-St Denys (44 buses), A3024 Northam Road (36 buses), and A33 Millbrook Road West (22 buses).

It also highlights the areas of Southampton with the lower levels of service between the corridors. For example, Harefield in eastern Southampton, where some parts are in top decile of most deprived areas in England, is served by 1 bus per hour that runs on a one-way loop. This means that those at the start of the loop have a longer journey to get to Bitterne and then the City Centre. There is also a considerable distance (1+ mile) to the higher frequency corridors or Bitterne District Centre.

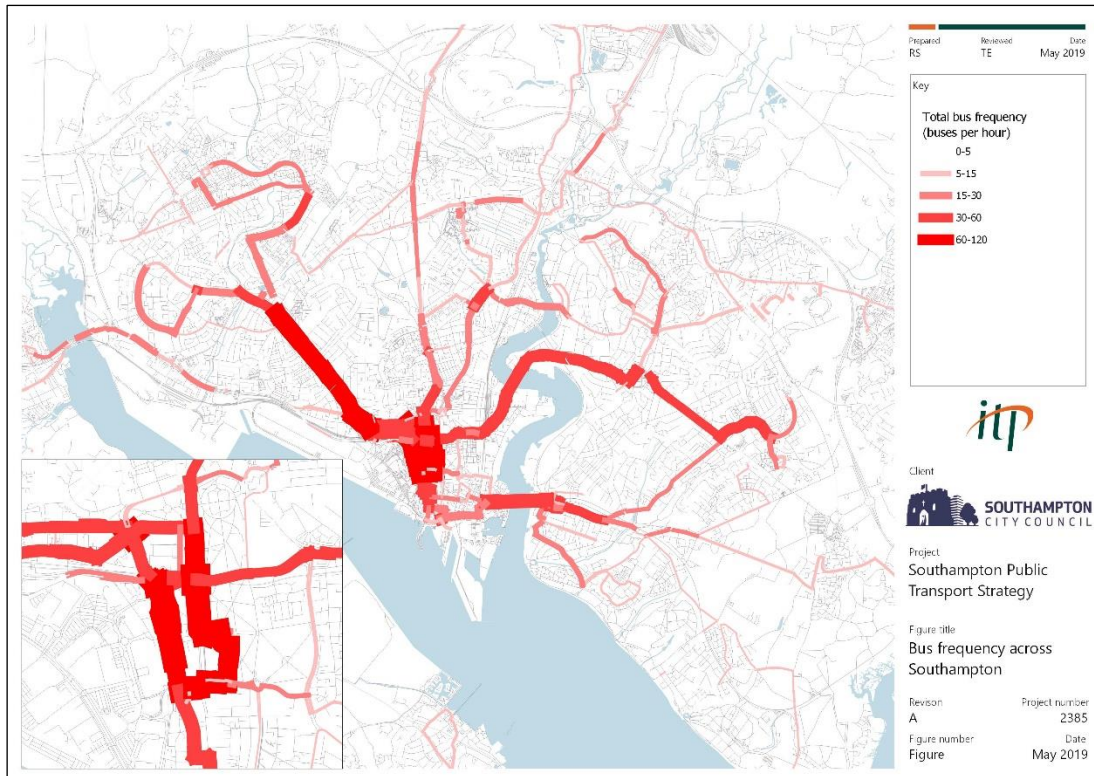


Figure 3.9: Bus service frequency by road link- thickness denotes service frequency (2019)

3.2.3 Bus Operators

This section summarises the operations of each bus operator covering services, destinations, and fleet. It sets out the market share for each operator based on annual patronage and bus services operated.

Go South Coast

Go South Coast (GSC) are the largest operator in Southampton carrying 71% of the annual patronage across 53% of the 36 bus routes. As set out in Section 2.2.2, they operate the Bluestar, UniLink, QuayConnect and Salisbury Red services.

They operate a network of services serving the suburbs of Southampton and beyond to several towns and urban areas outside of the city. This is shown in Figure 3.10.

- Bluestar – 12 intra and inter urbans services to Millbrook, Lordshill, Shirley, Portswood, Townhill Park, Bitterne, Thornhill Park, Weston and Woolston; and to Totton, the Waterside (Marchwood, Hythe, Fawley), Lymington, Chandlers Ford, Winchester, Romsey, Eastleigh and Hedge End;
- UniLink – 4 services to University of Southampton, University halls of residence, Southampton Airport, National Oceanography Centre, Portswood, Swaythling, and University Hospital Southampton – these are all open to students (via their halls fees) and the public;
- QuayConnect – 1 service between Southampton Central Station and Town Quay for the Isle of Wight RedJet service; and
- Salisbury Red – 1 service to Salisbury.



Figure 3.10 – GoSouth Coast Network Map – Southampton and wider area 2022

GoSouth Coast operate 160+ buses in a combination of single and double deck. Depots are in Totton and Eastleigh.

Total Bus	Total	Double Deck	Single Deck	Euro VI Retro	Euro VI	WiFi	USB	Next Stop
Bluestar	131	89	42	49	66	106	109	108
UniLink	32	32	0	0	32	32	32	32

Table 3.5 – Bus Fleet –Bluestar

CityRed (First Southampton)

CityRed, part of First Group, are the second largest operator in Southampton carrying around 28% of the annual patronage across 25% of the 36 bus routes. As set out in Section 2.2.2 First operate the CityRed and Solent brands in Southampton.

They operate a network of services serving the suburbs of Southampton and beyond to some towns and urban areas outside of the city. See network map in Figure 3.11.

- CityRed – 8 intra and inter urbans services to Millbrook, Lordshill, Shirley, Portswood, Townhill Park, Bitterne, Harefield, Thornhill Park, Sholing, Weston and Woolston; and to Totton, Hedge End, Netley and Hamble; and
- Solent – 2 inter urban services to Fareham, Gosport and Portsmouth.

Service changes in October 2022 extended the CR8 service from the City Centre to Hospital creating a cross-city service from Hedge End and Bitterne to Shirley and the Hospital.



Figure 3.11 CityRed & First Network Map Southampton

Following these changes one service has been temporarily supported by SCC (CR9 between Sholing and City Centre) and CR13 is partially supported by some early-morning term time only journeys.

Due to the pandemic, subsequent changes to travel patterns and the cost of living crisis, City Red has struggled to maintain and rebuild a sustainable network of routes. This will lead to the withdrawal of all bus services operated by First Bus within Southampton from February 2023. The Council will be working closely with other bus operators to explore opportunities to protect routes and to maintain current levels of service.

The First Solent X4/X5 services from Portsmouth, Fareham and Gosport will remain.

First Bus currently operate 66 buses, mostly single decker, from a purpose-built depot in Portswood area of Southampton.

Total Bus	Double Deck	Single Deck	Euro VI Retro	Euro VI	WiFi	USB	Next Stop
65	4	62	66	0	66	00	66

Table 3.6 – Bus Fleet – First CityRed & Solent

Xelabus

Xelabus are the smallest operator in Southampton with 22%, or 8 of the 36, of the bus services but carry less than 1% of the annual patronage. The majority of Xelabus services are either contracted to a third party such as Southampton Science Park or supported by SCC as socially necessary service.

The Xelabus network provides localised link bus services in some suburbs of Southampton (Upper Shirley, Bitterne, Lordshill and Freemantle) that are not served by commercial services. Xelabus also operates out of Southampton to Bishops Waltham and Eastleigh. Four are contracted from SCC to provide local services to Shirley and Bitterne District Centres on specific days. One is an inter urban service to Bishops Waltham and is partially commercial.

Xelabus are also contracted to provide school and college buses to higher education establishments in and around Southampton, such as Itchen College in Sholing and Barton Peveril in Eastleigh.

They operate mostly single decker buses from a depot in Eastleigh.

3.2.3 Bus Infrastructure

Southampton has a variety of bus infrastructure to support people accessing the bus, providing information and providing buses with priority as shown in Appendix 4.

- Bus lanes or bus only roads/gates, and priority at signals,
- Bus stops with raised kerbs, flags, information and shelters, and
- Real Time Information.

Bus Lanes and Bus Gate/Only Roads

In Southampton there is currently 2.99 miles of dedicated bus priority lanes either along main corridors into/out of the City Centre or providing bypasses to congested junctions. The bus lanes and bus gates are shown in Figure 3.12.

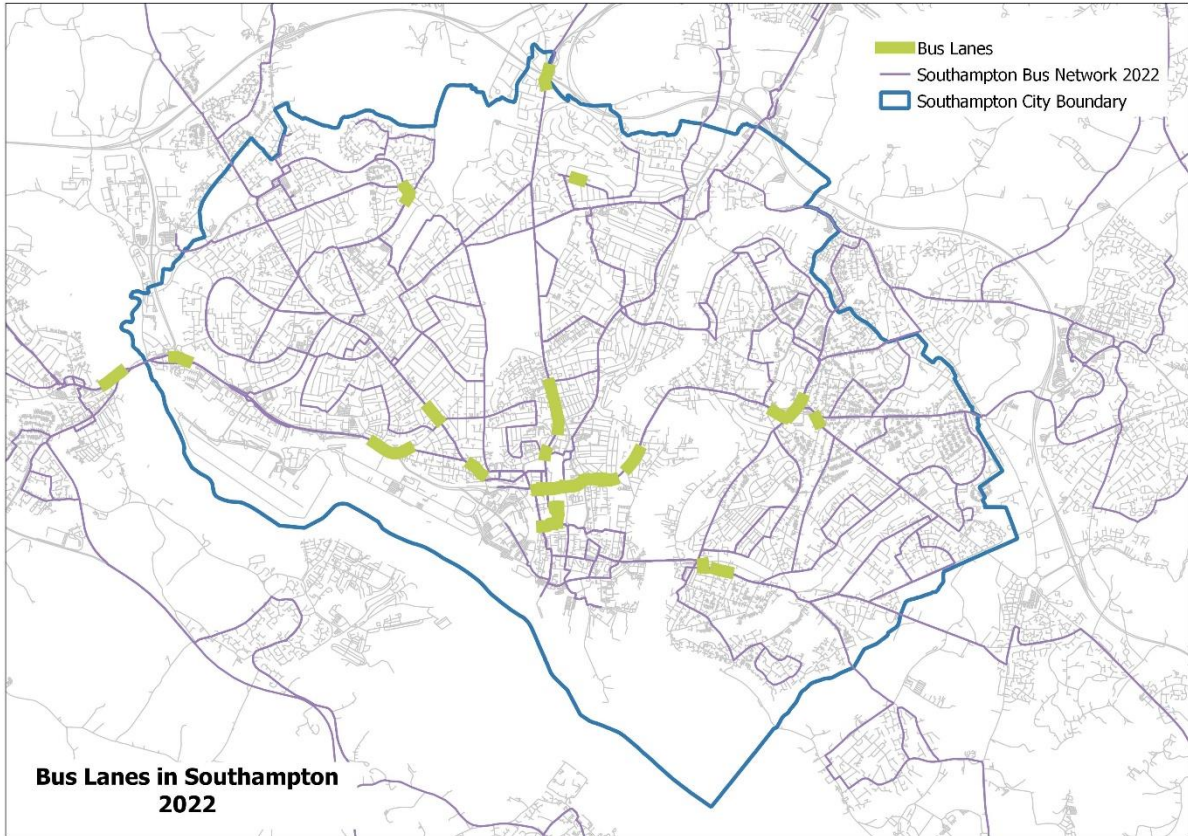


Figure 3.12 – Bus Lanes in Southampton

Bus lanes operate 24 hours 7 days and permit access for cycles, scooters in the Voi trial, Southampton registered taxis, and other authorised vehicles.

There are sections of bus only road at Bargate Street in City Centre and Coopers Lane in Woolston. Additionally there are two sections of Pedestrian Zone road that are open to buses on Above Bar Street, one section operates 0800-1800 only.

Four bus lanes in Southampton have camera enforcement to reinforce the restrictions ensuring that buses retain the benefits of the bus lane.

There are 11 bus or restricted sections of road (some shared with cycles, taxis and permit holders), mainly situated around the retail and cultural core of the City Centre.

Two new sections of bus priority have been completed in 2021/22:

- Coxford Road/Lordshill Way Bus Lane, and
- Violet Road (Cantell School) School Street Bus Gate (operates 0800-0915 & 1415-1545 Monday-Friday only).

Further sections are proposed through TCF on Millbrook Road West, Portswood Road and in the City Centre, subject to the outcome of consultation.

Traffic Signal Bus Priority

There are 38 traffic signal junctions that have active Traffic Signal Bus Priority. These are located mainly on the Shirley Road and Bursledon-Bitterne Road corridors. The priority system uses Automatic Vehicle Location (AVL) – vehicle locators on board the buses that interact with the main Urban Traffic Control (UTC) system.

In 2021/22 Traffic Signal Bus Priority has been installed and activated at three junctions on The Avenue corridor. Thomas Lewis Way and St Denys Road junction was activated in Autumn 2022.

A further 17 junctions have bus priority installed but not yet commissioned.

26 junctions have been identified for traffic signal bus priority through TCF along Portswood, St Denys Road corridors and in the City Centre.

Bus Stops

There are 974 bus stops in Southampton with provision at the bus stop varying from a simple flag and pole to shelters with real-time information, raised kerbs, seating and lighting.

- 66% (650) of bus stops have accessible raised kerbs,
- 43% (410) of bus stops have shelters.

SCC uses the Transport for London (TfL) guidance for bus stop design which is considered over and above national guidance. A local Southampton 'Basis of Design' has been developed for bus stops to set out a minimum standard of provision at bus stops.

A trial of green bee-friendly roofs was implemented in 2021 at a small number of bus stops, including at Southampton Central Station. The ambition is to roll these out to other stops such as Albion Place, Shirley and Portswood.

SCC has an ongoing programme of renewing and upgrading bus stops to include accessible kerbs, lighting, security, and new high quality, high spec shelters that include information panels.

Bus shelters are provided through a contract with ClearChannel.



Figure 3.13 – Green roof bus stop at Southampton Central Station

Real Time Passenger Information (RTPI)

Real Time Passenger Information provides live bus travel information at 229 bus stops – these are 3-line displays.

In 2020 an initial trial of 6 new 'TFT' displays were introduced, with further phases to upgrade all RTI screens.



Figure 3.14 – Newer TFT-style RTI Screens Southampton City Centre

Eight key interchange points have information totems (in the City Centre, Southampton Central Station and at the University's Highfield campus). Additionally, real time departure displays are in major buildings/employment hubs such as the Civic Centre, University Hospital and Town Quay.

Bus operators provide data in an electronic format that can be automatically uploaded to the system and feed GPS locations of buses to the system through their on-bus ticket machines.

3.2.4 Fare & Ticketing Structures

The price point for a bus journey is a contributing factor in people's decision making around how they will travel.

Fares

Fares on commercial bus services are set and determined by the bus operator.

Fares in Southampton are competitive when compared to other cities, as shown in Table 3.12, and Southampton has some of the cheapest day and weekly fares in the UK. The history of competition and innovation between the main operators, along with an overarching multi-modal ticket offer has resulted in cheaper fares and supported patronage growth.

Fares are done on a zonal system and are broadly similar between operators and SolentGo but there can be significant price differences between Southampton zones and zones in Hampshire.

The network zones for CityRed and Bluestar is shown in Figure 3.15.

All operators offer child fares at 60-65% of the adult fare. These are available for those aged 5-15. At 16 the fare increases to the full adult fare. This can be a significant increase for those either still in education or not in employment.

Fare Type	Description	Fare	Single	Return	Daily	Weekly	Group*
Bluestar & UniLink							
Southampton City	Routes wholly within Southampton boundary	Adult	£2.50	£3.80	£3.50	£8.50-10.00	£8.00
		Child	£1.70	£2.00	£2.80	£10.00	-
Southampton Zone	Bounded by M271 & M27 but includes Airport	Adult			£4.00	£16.00-17.00	£8.00
		Child			£3.20		-
Southampton Plus	Zone plus Totton, Hedge End, Eastleigh & Chandlers Ford	Adult			£6.60	£19.50-21.50	£17.00
		Child	£2.00	£2.80	£5.20	£14.00	-
Network	Whole network including Winchester, Romsey, Waterside & Lymington	Adult			£9.00	£29.00	£24.50
		Child	£2.00	£3.40	£6.00	£16.50	-
Explorer		Adult			£10.00		
		Child			£6.70	£21.50	£27.00
First							
Southampton	Roughly bounded by administrative boundary	Adult	£2.00	£3.00	£3.50	£10.00	£8.00
		Child	£2.00	£2.00	£3.20		-
Southampton & Totton	Southampton plus Totton only	Adult			£5.50	£15.00-18.00	
		Child	N/A	N/A	N/A	N/A	
Southampton Plus	Southampton including West End, Netley, Hamble & Hedge End	Adult				£20.00	
		Child					
Hampshire	Across Hampshire (inc Fareham, Gosport & Portsmouth)	Adult			£7.80	£25.00-26.50	£16.00
		Child					
Xelabus							
Network	Southampton & Eastleigh	Adult			£8.00	£25.00	
		Child			£5.50	£18.50	
Solent Go Multi-Operator Multi-Modal							
Southampton Zone	Southampton and bounded by M27-M271	Adult			£5.00	£20.00	
Solent Zone	Solent area	Adult			£8.00	£30.00	

Table 3.7 – Comparison of fare zones and adult, child and group ticket offers, 2022

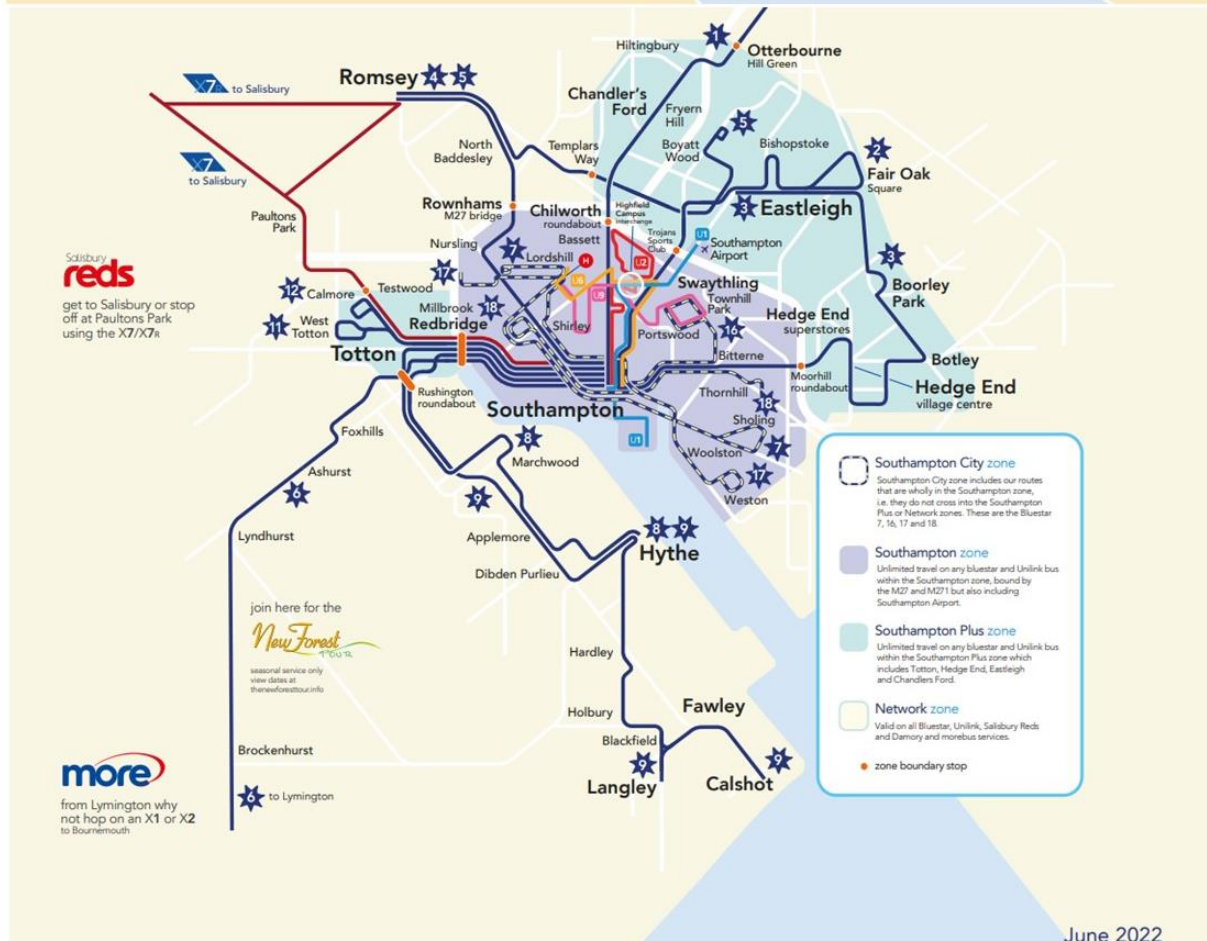


Figure 3.15 – CityRed and Bluestar Fare Zone & Network Maps

There is a perception that fares are high, this is often from people who don't use the bus. A SCC Survey indicated that 35% of respondents, both bus and non-bus users, were satisfied and very satisfied with the cost of travelling by bus, and 33% were dissatisfied and very dissatisfied. Among bus users there is high levels of satisfaction with the value for money of buses – Bluestar at 72%²⁰. 41% of those satisfied with the value for money feel that the cost of the bus against other modes of transport is good.

Comparable fares are among the cheapest in the UK. The weekly ticket offer is second cheapest on offer – Guildford was lowest at £7, and the daily tickets are on average 49% lower than the South East and 35% lower than the England averages²¹.

As part of their university halls fees, first year students at the University of Southampton get travel on all UniLink services included. All University students and staff get reduced price bus travel via the app.

Tickets

Operators offer a range of ticket types:

- Adult and child single and returns,
- Day, multi-day and multi-trip,
- Group
- Period – weekly, monthly or quarterly.

Group travel is offered for up to 5 people travelling together at the same time and to the same place. This can provide good value for families and friends but is not a well-known ticket option.

For those travelling to college there are some products available that provide discounted college bus travel on public buses. Bluestar, UniLink and Xelabus provide offers ticket options for academic terms and years. These operate aged 16-19 and cover travel to further education colleges.

Payment Methods

All buses offer contactless payments via card and mobile(m)-ticket. M-tickets have increased in usage and are available via the individual operators apps and websites. There is a variety of products on sale – direct debit, daily, weekly and monthly. These are at a discount to the turn up fares.

All operators in 2020/21 started to offer 'Tap & Cap' or 'Tap On, Tap Off' (TOTO) fares. These are capped at the day rate for the ticket and permit multiple journeys on and off an operator's buses. These tickets are not yet available cross-operator.

Through TCF all Southampton buses have been equipped with readers that will enable full TOTO.

Solent Go - Multi-Operator Ticket

Solent Go is a range of multi-modal multi-operator tickets and fare products, and at its launch in 2013 was the first offer outside of an Integrated Transport Authority (ITA). It succeeded the Solent Travelcard, launched in 2004, which was a paper ticket covering a single Solent region zone – including all of Portsmouth, Southampton and the parts of Hampshire between and around them.

With funding through the Local Sustainable Transport Fund (LSTF) Solent Travelcard was expanded and converted into SolentGo. The initiative was expanded to offer smartcard ticketing, additional travel zones and product durations, and included several ferry operators.

Solent Go currently covers the mainland part of the Solent region of Southampton, Portsmouth and Hampshire and the zone boundaries are shown in Figure 3.16.

²⁰ Transport Focus National Bus Survey 2019

²¹ [TAS Partnership National Fares Survey 2019](#)

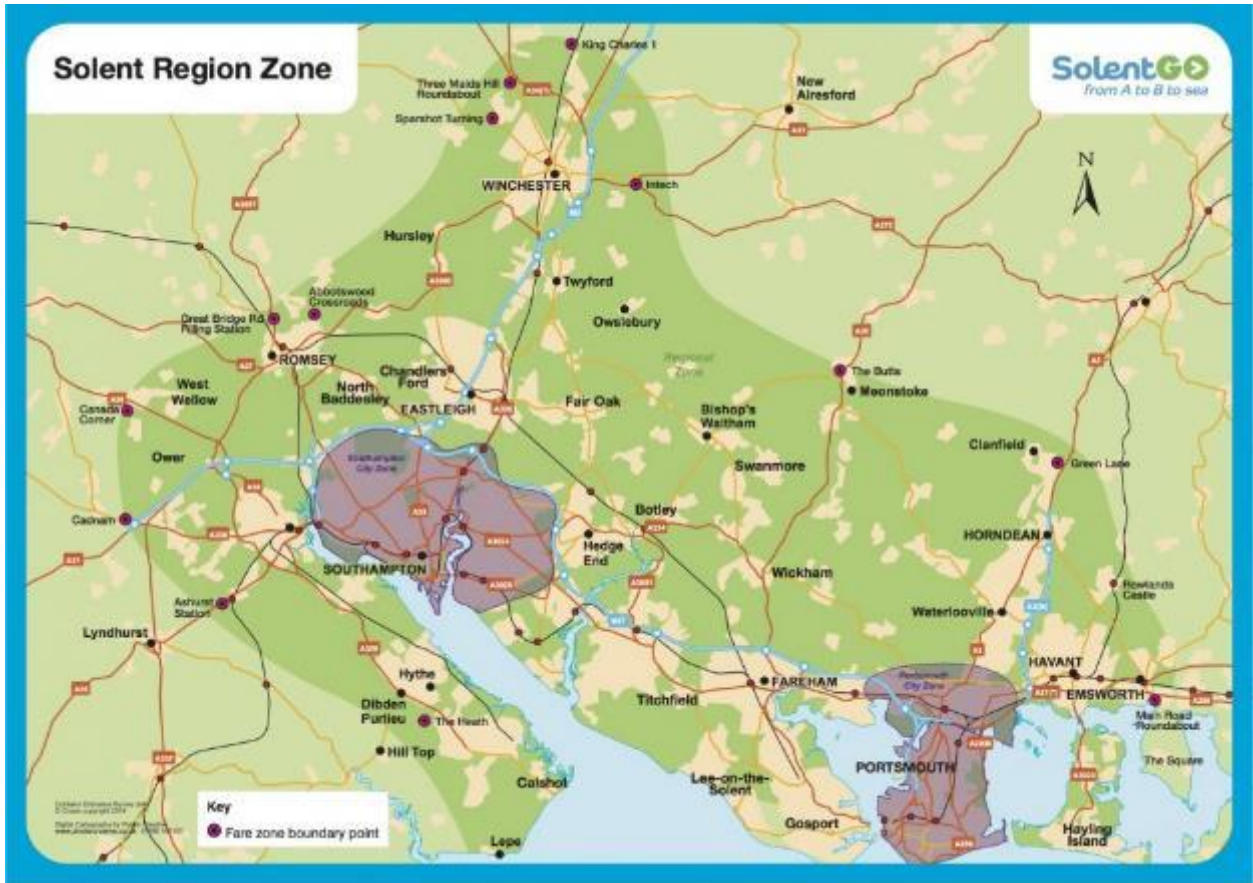


Figure 3.16 – SolentGo Fare Zone Boundaries

Bus products can be used on all operators' buses within the zone it is valid. Ferry products can only be used on Gosport and Hythe Ferries (previously available on cross-Solent routes by Hovertravel, Red Funnel and Wightlink but this was withdrawn in 2018 due to low usage).

Tickets can be purchased and used via several media options:

- As a paper ticket brought from the bus driver,
- Via an ITSO smartcard – brought via SolentGo website and credit is loaded to card via on-bus ticket readers and card readers at Gosport & Hythe ferry terminals,
- SolentGo app (Android only) to add products to smartcards,
- Bus operator travel offices, and
- Bus operators' own apps (FirstBus, Bluestar and Stagecoach).

Not all tickets are available via all ticketing methods, some tickets are only available as smartcard products.

There is currently no interoperability with the rail network – as part of the 2018 South Western Rail Franchise it was intended that Solent Go was integrated and has not been so yet. This has contributed to it having a much reduced or limited take up on bus – there is a higher take up on the Gosport Ferry.

There is no child fare available on Solent Go.

The fare and ticket structure is shown in Table 3.8.

Product family	Zone	Duration	Price	Ticketing methods		
				Paper	Smartcard	Bus Operators' apps
Bus tickets	Solent Region Zone	1 day	£8	Y	Y	Y
		5 non-consecutive days (Carnet)	£39	N	Y	Y(1)
		7 consecutive days (weekly)	£30	Y	Y	Y
		28 consecutive days (monthly)	£100	N	Y	Y (2)
		13 consecutive weeks (quarterly)	£280	N	Y	N
	Southampton City Zone	1 day	£5	Y	Y	Y
		5 non-consecutive days (Carnet)	£22.50	N	Y	Y(1)
		7 consecutive days (weekly)	£20	Y	Y	Y
		28 consecutive days (monthly)	£65	N	Y	Y(2)
		13 consecutive weeks (quarterly)	£185	N	Y	N
	Portsmouth City Zone	1 day	£5	Y	Y	Y
		5 non-consecutive days (Carnet)	£22.50	N	Y	Y(1)
		7 consecutive days (weekly)	£20	Y	Y	Y
		28 consecutive days (monthly)	£65	N	Y	N
		13 consecutive weeks (quarterly)	£185	N	Y	N
Ferry products	Gosport Ferry	2 Trip carnet	£4.30	N	Y	N
		14 Trip carnet	£26.40	N	Y	N
		56 Trip carnet	£104	N	Y	N
	Hythe Ferry	2 Trip carnet	£8	N	Y	N
		14 Trip carnet	£44	N	Y	N
		56 Trip carnet	£157	N	Y	N

Table 3.8 – Solent Go Ticket & Products

(1) Carnet tickets not available on the Stagecoach app currently

(2) Southampton City and Solent Region Zones 28-day m-tickets only available via Bluestar/UniLink app

The launch of SolentGo was accompanied by a significant marketing and promotion campaign, however in recent years marketing of SolentGo has been lower key. While bus operators provide information on their websites about SolentGo its profile remains low.

Research undertaken by SCC in 2019 found that 81% of polled (n=681) were not aware of SolentGo. Of public transport users' awareness increased to 28%. This low awareness, limited promotion and a 'premium' pricing compared to single operator products has led to low usage. Of those polled 1% were current users of SolentGo and 4% had ever used it.

Pre-Covid, there were approximately 3,000 active SolentGo cards, plus an unknown number of registered but inactive cards. In 2019/20 it was estimated that around 144,000 journeys were made with SolentGo – representing less than 1% of overall number of bus journeys in Solent.

Table 3.9 shows how sales of all Solent Go products (Southampton, Portsmouth and Solent zones) have been increasing in each year with sales in 2019/20, until early 2020, above that of previous years. It should be noted that as a proportion of the total sales for bus and ferry travel this is a small percentage.

Sales of the Southampton City Zone have been low and this may be due to the lower average bus fares in Southampton compared to Portsmouth.

Year	Solent Region Zone	Portsmouth Zone	Southampton Zone	Total
2017/18	8,898	238	166	9,302
2018/19	9,851	698	468	11,017
2019/20	10,715	1,186	751	12,652
2020/21	4,746	633	361	5,740
2021/22	6,873	1,136	125	8,134

Table 3.9 – Sales of Solent Go products 2017/18-2021/22

Through the Solent Future Transport Zone (FTZ) there will be enhancements to Solent Go, including integrating it with Breeze - the UK's first multi-city Mobility-as-a-Service (MaaS) app.

The FTZ will develop new SolentGo multi-operator ticketing products, with the first carnets introduced in 2021.

SolentGo will be integrated with the Breeze app to allow for journey planning, payment and ticketing across multiple modes of travel and transport operators in one app.

Following extensive development in 2021 and 2022 Breeze launched to the public in October 2022 initially focused on micromobility. A fully functional version including rail and all buses in the Solent will go live in early 2023.

3.2.5 Interchange

The bus network is centred on the City Centre but there is no one single point such as a bus station for interchange between bus services.

The routing of the buses through the City Centre is complex as buses arrived from different corridors and each individual bus service follows a slightly different routing around the City Centre. This has a knock on effect on bus reliability and crowding in certain areas of the City centre. Buses are also affected by vehicles accessing car parks, service areas, loading and concentrations of people acceding the bus at busy stops.

The network has developed from a historic pattern developed as the City Centre was developed in the post-war period and in response to more recent retail developments. The disjointed approach to the City Centre routing leads to additional mileage for bus operations and confusion for attracting new bus users who won't be familiar with the network.

Services call at a series of bus stops located in clusters as shown in Figure 3.17.

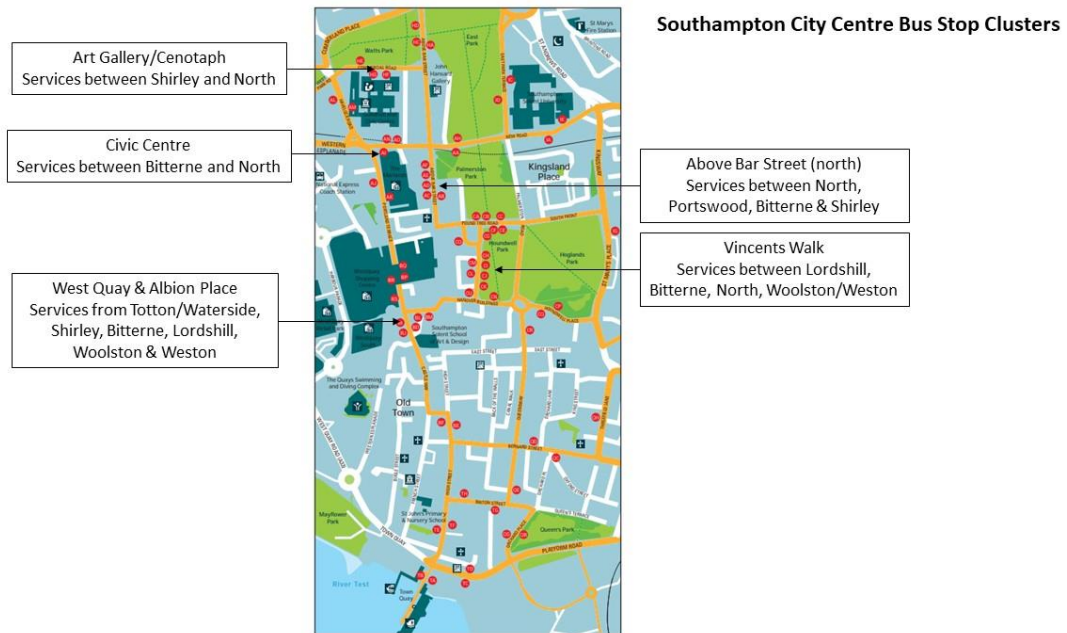


Figure 3.17 - Location of City Centre Bus Stops

The busiest clusters are Above Bar Street (south), Vincent’s Walk, West Quay & Albion Place) and Civic Centre Road. Many of the stops are used for pick up and set down but stops in areas Albion Place and Vincents Walk are the key locations for terminating and layover of buses – these locations are primarily divided between Bluestar and First services.

23 services terminate in the City Centre with up to 57 buses per hour terminating, with an additional 27 crossing the City Centre.

Southampton Central Station is the other main interchange location, only the QuayConnect service terminates there on the south side of the station, along with services to the University and Airport which call there. On the north side buses from Totton & Waterside, Shirley-Romsey and the University call at a relatively modern interchange - upgraded with additional capacity in 2015 as part of Station Quarter North public realm project. These cater for most services at the station. The south side has 3 stops and is proposed to be upgraded as part of the TCF Programme by 2024.

There is a separate Coach Station on Western Esplanade approx. 350m east of Central Station but there is no interchange with local bus services.

The University’s main Highfield Campus is the hub for the UniLink services and has interchange with National Express coach services.

3.3 LTA Financial Support

3.3.1 Supported Services

Of the bus services in Southampton pre-pandemic, 90% are operated at a commercial level. The level of funding from SCC to support services has reduced by 96% since 2009.

The impact of Covid has seen a reduction in the number of bus miles done with services reducing frequency or hours of operation. This dropped to less than 40% of pre-pandemic mileage, and as of October 2022 buses in Southampton were operating at least 95% of their pre-pandemic levels of mileage.

As the network recovers SCC and the bus operators carried out a post-Covid Bus Network Review to identify the commercial stability and sustainability of the network. This was to identify services that would be at risk at the end of Bus Recovery Grant (BRG) funding. From this SCC is supporting additional bus journeys to ensure continued connectivity while patronage continues to recover.

SCC currently financially supports five services wholly and these are operated by Xelabus and First. SCC also partially supports one service operated by First.

These services provide socially necessary services connecting people in areas often not served by commercial services with local shopping and health care centres on certain days of the week.

The supported services are in Table 3.10.

Service	Route	Journeys Supported	Annual Subsidy	%age Subsidised	Weekly Mileage (km)	Annual Mileage (km)
X11	City Centre-General Hospital-Lordshill	6 Journeys/Day Mon-Fri	£98,000	100	5,767	299,894
X12	City Centre-Shirley	4 Journeys/Day Tuesday & Thursday	£35,000	100	69.12	3594.2
Hoppa1	Midanbury-Bitterne	3 Journeys/Day (Mon, Wed & Fri)		100	40.5	2106.0
Hoppa2	Sholing-Bitterne	3 Journeys/Day (Mon, Wed & Fri)		100	73.4	3818.8
Hoppa3	Thornhill-Bitterne	1 Journey/Day (Mon, Wed & Fri)		100	43.59	2266.6
CityRed9	City Centre-Sholing	All Mon-Sat	£56,000	100	1,428	74,256
CityRed13	City Centre-Harefield	2x AM Journeys Mon-Fri Term Time	£5,000		106	3,922
			£194,000		7,527.61	389,857.6

Table 3.10 – Southampton Supported Services 2022

3.3.2 Concessionary Fares and Travel

In 2019/20, there were 5m elderly and disabled concessionary passenger journeys made in Southampton. This accounted for 24% of all journeys. The remaining three-quarters of journeys were made by fare paying passengers, this is compared to 72% for the South East. Whilst the overall patronage has grown in recent years, the number of elderly and disabled concessionary passenger journeys has decreased by 1.6% since 2011/12.

Just over 26,000 older and disabled people passes were issued in Southampton in 2021/22²², with older passes accounting for 88% of all passes issued. In 2020/21 there were 3.405m concessionary fare journeys made, with on average 131 journey made per pass. The proportion of eligible people taking up the pass in Southampton is lower than the South East average at 71%.

As Figure 3.18 shows, the proportion of concessionary fare travel out of overall bus journeys in Southampton is lower than Hampshire and comparable places. This reflects the different nature of the areas.

The Concessionary Fare scheme starts at 0900 to 0030 for Southampton residents and 0930 to 2300 for those non-Southampton residents. This is a local enhancement to the national scheme.

SCC has an annual budget for Concessionary Fares of approximately £4.64m.

The 2022/23 scheme follows DfT guidance based on the DfT's February 2022 Alternative Recovery Strategy to transition from paying on pre-Covid levels to paying on actual concessionary fares carried. This has enabled investment in trials of new fare offers such as a £1 Evening Fare and lower priced Group Fare offer introduced in partnership with the bus operators. However, both SCC and bus operators need to remain agile to ongoing changes to travel patterns and the potential need to review the current methodology if services become at risk.

²² DfT Concessionary Fare BUS0822

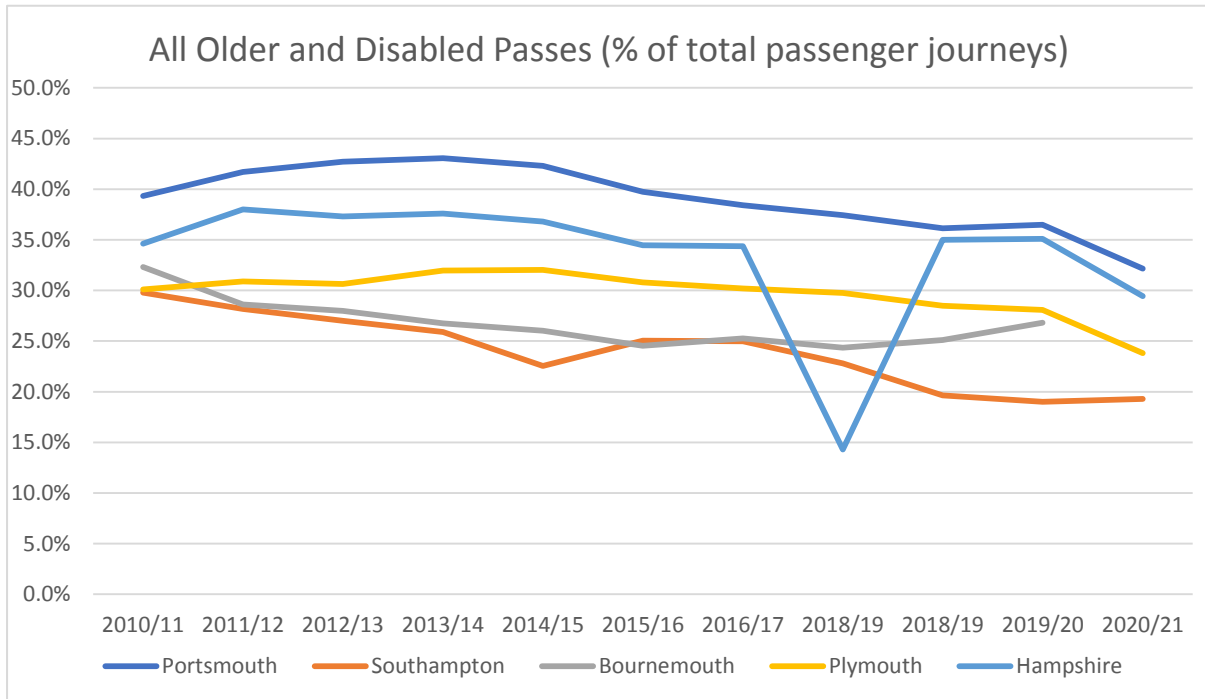


Figure 3.18 – Comparison of Concessionary Travel as proportion of all bus journeys^{23,24}

3.3.3 Funding

SCC receives £75,112 of Bus Service Operations Grant (BSOG) annually. This goes towards the provision of the Supported Services set out in Section 2.3.1. The funding is ringfenced for service provision and the provision of infrastructure associated with those services.

Additionally during 2022/22 SCC received £307,900 funding through the Bus Recovery Grant and Local Transport Fund from DfT. This is being used to support socially-necessary and marginal bus services as set out in Section 3.3.1.

3.4 Other Factors Affecting Buses

3.4.1 Demographics

Southampton’s resident population is 249,000²⁵, this has increased by 22.1% from 204,000²⁶ in 1991.

Southampton also has a relatively young population, with 10.5% of the population being aged 20-24 (30-34 year olds make up the biggest proportion nationally at 7%)²⁷. In 2021, 17.3% of the resident population was aged between 15 and 24 years (compared to 11.7% nationally). This is largely due to Southampton having over 40,000 students at its two universities – making up around 18% of the population.

The population is expected to increase to 270,000 in the early 2040s – 8% higher than now. The greatest increase will be in the 60+ category and this will affect future demand for concessionary bus passes and timings of bus services.

Southampton has 9,300 people claiming out of work benefits and 5.6% of 16-17yr olds are classified as Not in Education, Training or Employment (NEETs). Around 500 young people in Southampton are Young Carers.

²³ DfT BUS0113 Older & Disabled concessionary passenger journeys on local bus services 2020/21

²⁴ Bournemouth is up to 2018/19 before merger into BCP Council

²⁵ 2021 Census Outputs

²⁶ ONS Mid-Year Population Estimates 1991-2017

²⁷ 2021 ONS Census Population & Household Estimates

3.4.2 Cost of Bus V Car

In Southampton City Centre there are over 16,450 publicly available car parking spaces spread across on and off-street locations. These are operated by SCC and private operators such as NCP, Ikea or West Quay. Table 3.11 shows the split between the publicly owned car parks, publicly accessible privately owned, and the number of on-street parking spaces.

Ownership	Spaces	Percentage of Spaces	All Day Parking Charge
SCC Off-Street Car Parks	5,143	31%	£5-8
Private Publicly Accessible Car Parks	9,660	59%	£5-10 (WestQuay)
On-Street Parking	1,647	10%	N/A
Total	16,450		

Table 3.11 – Car Parking in Southampton

A comparison of daily parking, daily and weekly bus fares shows that Southampton does provides the cheapest parking, daily and weekly bus fares (Table 3.12). Parking in most cities tends to be more expensive than the day rate for bus travel, however if there are multiple people travelling by bus the total cost can exceed the day parking rate.

Area	Daily		Weekly		Parking
	Mobile/TOTO	On Bus	Mobile	On Bus	Daily
Southampton	£3.50	£3.50	£10.00	£10.00	£5-8
Portsmouth		£4.70	£17.00	£18.00	£10-12
Solent Go	£5.00	N/A	£20.00	N/A	N/A
Brighton & Hove	£5.00	£5.50	£22.75	N/A	£23
Reading	£4.30	£4.50	£17.00	-	£10-14
Bristol	£6.00	£6.00	£23.50	£23.50	£13.50
Plymouth	£5.00	£5.00	£20.00	£20.00	£5-12
Bournemouth	£4.30	£4.50	£16.00	£20.00	£5-20
Nottingham	£4.70	£4.70	£20.00	£20.00	£16
South East ²⁸		£5.23	£18.74	£18.74	

Table 3.12 – Comparison of daily and weekly fares²⁹

The quantum and cost of parking is inexpensive in Southampton and an acting as an attractor to car-based trips into the City Centre for work or shopping. The presence of a large number of private publicly accessible car parks is a legacy of development over the past 20 years. The long-term approach in the LTP is to develop a 'Parking Ring' of car parks close to or on the Ring Road with good walking links into the City Centre allowing car parks in the centre to be relocated.

Parking standards for new development are provided in a Supplementary Planning Document (SPD). In high accessibility areas (on or within 400m of a high frequency bus route) and the City Centre the level of parking provision is reduced. This is to reduce parking demand and encourage use of sustainable and active travel.

3.4.3 Air Quality & Climate Change

Southampton experiences high levels of air pollution in certain parts of the city. The pollutants of greatest concern in the city are Nitrogen Dioxide (NO₂) and Particulate Matter (PM). 6.3% of deaths in the city are contributed to by concentrations of PM2.5, higher than the average Southeast region value of 6.0%³⁰. The majority of NO₂ comes from road transport while PM is mostly from domestic fuel burning and industry.

²⁸ TAS Partnership 2019 National Fares Survey - [30281-REP-TAS-National-Fares-Survey-2019.pdf \(taspartnership.co.uk\)](#) TAS Partnership 2019 National Fares Survey - [30281-REP-TAS-National-Fares-Survey-2019.pdf \(taspartnership.co.uk\)](#)

²⁹ Source – operator websites and local authority websites for parking – 2021 prices

³⁰ [Public health profiles - OHID \(phe.org.uk\)](#)

SCC were one of the first five local authorities required by central government to assess whether a charging Clean Air Zone was required to achieve compliance with the annual air quality limit for Nitrogen Dioxide (NO₂). While a charging zone was not found to be necessary, central government issued The Council with a Ministerial Direction to deliver a Local NO₂ Plan – a programme of non-charging measure which aimed to help mitigate the risk of non-compliance, largely by using incentives and disincentives to improve technology in taxi, bus, and freight sectors.

Early measures under The Local NO₂ Plan included the Clean Bus Retrofit Scheme which effectively secured Euro VI compliance across Southampton’s operational buses. The Council continue to work closely with the Joint Air Quality Unit to ensure that The Plan has ensured compliance with the limit value.

Analysis shows that Greenhouse Gases (GHG) in Southampton has decreased by 50% since 2005 largely as a combination of increasingly decarbonised electricity, economic change, and gradual adoption of more efficient buildings, vehicles and businesses. With full decarbonisation and other factors Southampton’s baseline of GHG emissions will fall by a further 26% by 2050. Currently, 29% of Southampton’s emissions come from the transport sector, by 2050 is its predicted to be 33% without intervention.

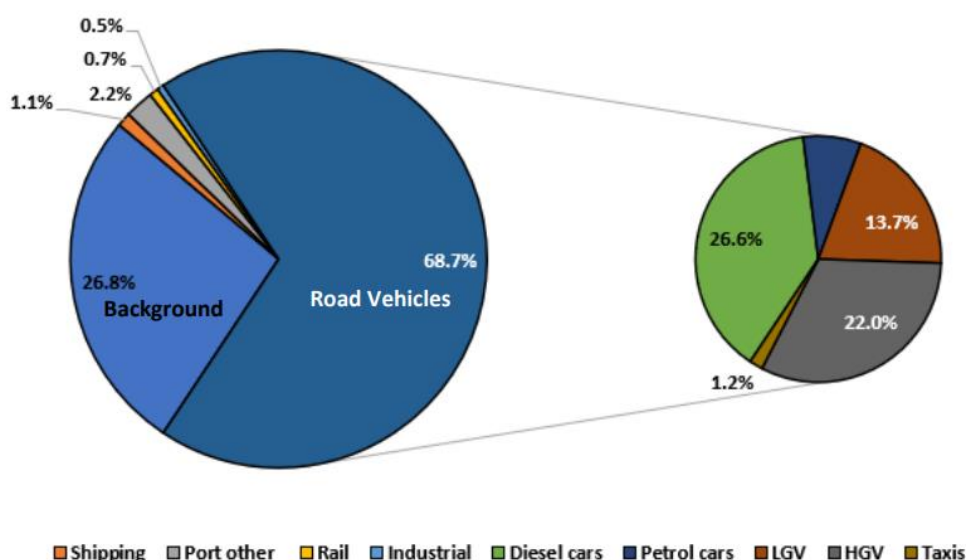


Figure 3.19 NOx contribution by source (average of all sites where source apportionment took place)

In addition, the Council has declared 10 Air Quality Management Areas through the Local Air Quality Management Framework for exceedances of the annual average air quality objective for Nitrogen Dioxide. While The Council have been able to monitor steady improvements in air quality in the city since air quality management began, The Council are committed to realising continued improvement in the city’s air quality. As such, an update to The Council’s Air Quality Action Plan is due to be adopted in 2023.

The Plan will set out the Council’s approach to managing air quality over the next five years and includes a commitment to bus priority and adherence to Euro VI standards in the recognition that a consistent, timely, easy to use and clean bus service is a key way to reduce private vehicle dependency and improve air quality.

Further decarbonisation of the transport sector with more walking and cycling, enhanced public transport, electric and more fuel efficient vehicles will reduce the proportion of GHG emissions. Options include zero emission electric buses with a decarbonised source to tank approach.

3.5 Analysis of Bus Services Against BSIP Objectives

This section provides an analysis for how Southampton’s bus network and services are performing against the BSIP and National Bus Strategy aspirations.

Aspect of bus service provision	Strengths	Weaknesses
Bus (network)	<ul style="list-style-type: none"> • A strong core bus network of frequent and direct services connecting city centres to majority of suburban areas • Radial bus network means main corridors have good frequency – ‘turn up and go’ frequencies • Sustained growth in bus patronage on flagship interurban and high frequency urban bus routes • High user journey satisfaction – 89% • A modern and attractive bus fleet with RTI, Audio-Visual displays, contactless payments and WiFi and charging points • Low emission and young (2.5yrs average) fleet compared to other cities and entirely Euro VI 	<ul style="list-style-type: none"> • Bus network predominantly operates on shared road space. Congestion at peak times, especially on key road corridors to/from centres of main towns, leads to reduced punctuality and journey time reliability, and increased journey times • Very high frequencies on Shirley and Itchen Bridge corridors potentially giving an imbalance to areas with little or no service • Pockets of ‘bus deserts’ in certain areas of city – Lordswood, Upper Shirley, Harefield due to lack of bus services (as these are not commercially viable to operate) or poor penetration of services • Limited service frequency to some suburban areas e.g. Hedge End, Romsey • Few cross-city services that don’t require interchange in City Centre – e.g. Bitterne to Hospital, Woolston to University, and no ‘orbital’ service • Accessibility from the east is impacted by geography and severance of the River Itchen and railway means bottlenecks impact reliability • Limited investment in the highway network for bus priority lanes • Terminal points are poorly lit with poor road surfacing
Bus Network (operators)	<ul style="list-style-type: none"> • Strong competition on some routes have led to low weekly fares • Strong operator brands and recognition with users • Smaller operators active and engaged 	<ul style="list-style-type: none"> • Some duplicated route numbers across different bus operators’ bus services – that may cause confusion for customers. • Reduction in support for less viable bus services
Bus Network (development)	<ul style="list-style-type: none"> • Ongoing evolution and development of the network, reacting to need • Aspiration for a Southampton Mass Transit System and integration with rail 	<ul style="list-style-type: none"> • Locations of new development have not been chosen with ease of serving by bus in mind, making it difficult to serve well with commercially viable bus services • Where no pump-priming funding is available to reduce financial risks, operators are reluctant or unwilling to take commercial risks to serve new development or to increase service frequencies where passenger numbers will take time to build up to cover the operating costs • Getting the network to integrate into the City as it grow with new development
Bus Network (City Centre)	<ul style="list-style-type: none"> • Well served City Centre, with all bus routes terminating or passing through • Elements of bus priority and bus lanes leading to City Centre – Northam Road and Shirley Road • Bus travel is worth £275m to the economy 	<ul style="list-style-type: none"> • No single focal point in the City Centre with complex and varied routing for buses • Limited interchange at Central Station for services from the east • Constrained, shared road space, radial in nature • Limited capacity/space for terminating services to layover

Page 87

Bus Network (Park & Ride)	<ul style="list-style-type: none"> • Park & Ride has been identified through TCF as incremental approach starting at weekends/ major events in partnership with the NHS Trust 	<ul style="list-style-type: none"> • No public P&R provision is currently available to serve journeys into Southampton city centre • Hospital (staff only) P&R bus services are operated under contract and so are not currently integrated with local bus services • Public P&R needs to compete with relatively low car parking tariffs and high supply
Socially necessary DRT & Community Transport provision	<ul style="list-style-type: none"> • Active and supported community transport services, including community minibus, dial-a-ride and voluntary car share schemes • Good supply of taxis and private hire vehicles in main urban areas, including taxi ranks at larger rail stations 	<ul style="list-style-type: none"> • Scope and supply of service limited by funding constraints • Lack of integration of community transport provision with hospital transport services and special educational needs transport
Bus-Bus, Bus-Rail & Bus-Ferry Interchange	<ul style="list-style-type: none"> • All public transport modes accessible from City Centre • Legible bus network branding and distinctive flags, shelters and maps • In main towns, rail stations are key points of interchange, connecting the train network to the local bus network with good waiting facilities • Multi-modal interchange opportunities at University, Airport, and ferry terminal at Town Quay • Opportunity for further integration with cycling, micromobility, rail and walking 	<ul style="list-style-type: none"> • Interchange in some town centres is spread out - with some public transport modes requiring a walk (e.g. between railway station and nearby bus routes). • Limited high-quality interchange hubs, with facilities, apart from at some bus stations and key rail stations
Fares, ticketing and Multi-operator & multi-modal	<ul style="list-style-type: none"> • Overall fares are cheaper than average but perception among non-users that they are higher • Existing Solent Go multi-operator, multi-modal ticket covering South Hampshire, Southampton and Portsmouth – offers three ticket zones and carnet ticket products • Involvement in Project Coral • Tap On, Tap Off/Capped Fares has been introduced • Solent Future Transport Zone and Mobility as a Service 	<ul style="list-style-type: none"> • Interoperability and acceptance of bus tickets between operators • Limited uptake of Solent Go ticket which is offered at a premium • Child fares increases at 16 to full adult
Partnership and Investment	<ul style="list-style-type: none"> • Good partnership working, showcased by very effective voluntary partnerships between operators and local authorities and successful bids to Central Government • Sustained spend from SCC on infrastructure • Proactive commitment from key employers and institutions showcased by the success of the Unilink bus network • Sustained investment and development of the network from operators 	<ul style="list-style-type: none"> • Covid-19 pandemic has resulted in decline in passenger numbers, which are likely to take time to recover to pre-pandemic levels. This reduction in revenue will affect ability to invest in fleet replacement and decarbonisation. • Changes in political administrations and sufficient internal resource to be a strong & intelligent client

Section 4 - Headline targets

This section considers the existing information and data presented in Section 3, and outlines targets for improvement, along with clear objectives, theory of change and how they will be measured. These are summarised here and set out the ambition and targets for buses in Southampton, the City Region, and specific corridors in the city.

The performance of these targets will be reported annual via website <https://transport.southampton.gov.uk/connected-southampton-2040/bus-service-improvement-plan/>.

4.1 Journey Times

A variety of targeted measures are proposed to reduce bus journey times compared to the car in Southampton to achieve the ambitions of the BSIP. This target is aligned with both the LTP target S10 (journey times by public transport) but also 2 TCF targets.

The outputs that help to achieve this are:

- Bus Priority measures
 - More bus lanes and bus gates/exemptions that help to improve reliability and journey times – in Southampton and working with Hampshire on priority for sections outside of Southampton used by cross-boundary services,
 - Traffic Signal Bus Priority across Southampton to improve traffic and bus flows,
 - A protocol that provides the methodology for traffic signal bus priority,
 - Whole route priority along a corridor for high-frequency routes, and
 - Bus stop layout design to enable quick bus access and egress.
- Ticketing
 - Tap On Tap Off – to speed up boarding by reducing dwell time
 - Breeze App – to speed up boarding by reducing dwell time
- Complementary Measures
 - Increased bus lane and other moving traffic offence enforcement,
 - Parking or loading restrictions to reduce obstructions
 - Roadwork management
 - Parking policy and charges for parking
 - Working with schools, communities and businesses.

Target 1 – Journey Time Reduction

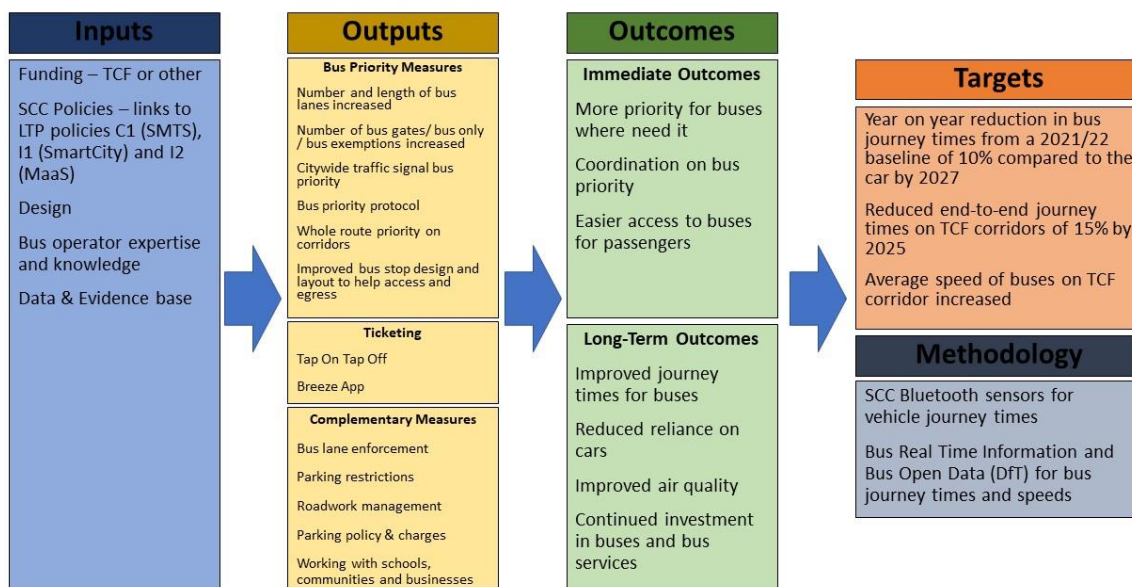


Figure 4.1 – Target 1 – Journey Times Theory of Change

BSIP1 – Journey Time Target

From a 2019 baseline, if delivery of measures set out in Section 5 are funded and implemented, our targets for journey times are:

- Year-on-year reduction in bus journey times from a 2021/22 baseline of 10% compared to the car by 2027,
- Average speed of buses on TCF corridors increased:
 - Western (Millbrook Road West & Mountbatten Way),
 - Northern (The Avenue),
 - Portswood,
 - St Denys Road, and
 - Portsmouth Road.

4.2 Reliability and Punctuality

This target is aligned with LTP target S10 (Public Transport Journey Times) and TCF targets on reliability improvements on TCF corridors.

This is to increase the reliability of buses in Southampton using scheduled operating measures to identify have reliable and punctual bus services are.

The measures in 4.1 on journey times will also support the achievement of this target as improve journey times will allow for improved reliability by reducing the variance in times passengers experience.

Data will come from the Real Time Passenger system and DfT Bus Open Source data for selected services.

We will be using the Traffic Commissioners definition of on-time for bus services, of buses that arrive no more than 1 minute early or 5 minutes late.

BSIP2 - Reliability and Punctuality

From a 2019 baseline, by 2025:

- Improve bus punctuality so that 95% of bus services operating to time

4.3 Passenger Numbers

The BSIP aims to get more people to travel by bus in Southampton. This has the benefits of reducing congestion, increasing people's opportunities and their quality of life through better access to service, employment, education, leisure and healthcare for all, improve air quality and help to support sustainable economic growth.

This target aligns with the LTP target S6 to increase public transport patronage levels. This will be important as bus patronage recovers from the Covid pandemic, and when it reaches pre-pandemic levels can look to continue the growth trajectory

Data will be collected from monthly returns from bus operators of patronage to generate a single aggregate figure for Southampton.

BSIP3 - Passenger Numbers

From a 2019 baseline, by 2025:

- Continue to grow annual bus patronage in Southampton and by 8% in the City Region as travel recovers from the Covid pandemic.
- When patronage in Southampton reaches pre-pandemic levels look to reach 25m journeys within 5 years.
- Increase the number of bus journeys per head of population by x% by 2027
- Increase the number of Concessionary Fare travellers by 10% by March 2025 reversing the decline in these travellers.
- Increase the people mode share travelling by bus into the City Centre Increase the people mode share travelling by bus into the City Centre from 2019 baseline from 18% to 25%.

4.4 Passenger Satisfaction

This aligns with our LTP target E3 on affordability and satisfaction with public transport in Southampton.

As outlined in Section 3.1.4 the primary sources for passenger satisfaction scores are the Transport Focus Bus Passenger Survey and the National Highways and Transport Survey for bus users and non-users.

BSIP4 – Passenger Satisfaction

Increase bus passenger satisfaction across Southampton from a 2019 baseline, by 2025:

- Increase bus passenger satisfaction across Southampton
- Improve levels of satisfaction with bus fares from 52% to 55%
- Improve levels of satisfaction with disabled people using buses by 5% to 70%

Section 5 – Delivery

5.1 The Vision

This section will set out how Southampton City Council, local bus operators and stakeholders will work together to deliver an improved bus offer for people living, working and visiting Southampton. Doing this is to achieve growth in the number of people using the bus, making it a viable alternative to the car, and supporting how people move around Southampton as it grows into the future.

As Southampton's economy recovers from the Covid pandemic we have the ambition that buses will play a vital role in getting Southampton moving. There have been some fundamental changes in how people get around, the times of day that they travel, and why they travel.

Buses have always played an important part in Southampton's transport mix and they will continue to do so contributing significantly to the local economy. As the economy re-builds we need buses to recover to where they were before the pandemic and then grow so they are a viable and attractive alternative to the car.

As we look to a future and our commitment to be net zero carbon by 2050³¹ we need to support decarbonisation of all transport including buses.

Buses are important for people to get around particularly if they don't have access to a car all the time. They provide connections to work, education, retail, leisure and to see friends and family. They are important for quality of life and well-being, improving air quality and reducing congestion – all of which improve pride in a place.

There is an opportunity, bearing in mind the recent successful history of joint working in Southampton, to strengthen this partnership further. This collaboration will develop both the infrastructure and the bus services provided during the BSIP period.

A shared overall vision has been developed for the BSIP:

Buses are an attractive choice where the bus network is built on reliability, carbon-neutral, integration, value for money, inclusivity & partnership to keep Southampton moving, to meet its needs now and in future

The BSIP will set out the approach the partnership will take and form the basis for the commitments in the Enhanced Partnership Plan and Schemes.

³¹ SCC Corporate Plan 2021

5.2 The Ambitions

This section sets out the shared ambitions for buses in Southampton between SCC, local bus operators and stakeholders.

The measures we are proposing to carry out for each Ambition, subject to funding, are listed below and full details can be found in the current Bus Service Improvement Plan.

Ambition 1 – A bus network that is integrated, frequent and accessible for all

Ambition 2 - Buses are an attractive alternative – fast, reliable and attractive

Ambition 3 – Bus travel is affordable and achieves multi-operator access

Ambition 4 – Buses will be easy to understand and use

Ambition 5 - Buses are integrated with other modes and into the City

Ambition 6 – Buses support sustainable growth in the City and District Centres

Ambition 7 – Modern buses lead the way for the decarbonisation of transport

Ambition 8 – Passenger Input & Security

Ambition 9 – This is the First Step – the development of the integrated Southampton Mass Transit System

Part 2 - Enhanced Partnership Scheme

The Southampton Enhanced Partnership Schemes for Buses are made in accordance with Section 138G(1) of the Transport Act 2000 by:

SOUTHAMPTON CITY COUNCIL

This document fulfils the statutory requirements for an Enhanced Partnership Scheme in accordance with statutory requirements in Section 138 of the 2000 Act.

The Scheme Document sets out:

Section 1 – EP Scheme Content

Section 2 – Obligations on the Local Authority

Section 3 – Obligations on the Bus Operators

Section 4 – Joint Obligations

Section 5 – Governance Arrangements

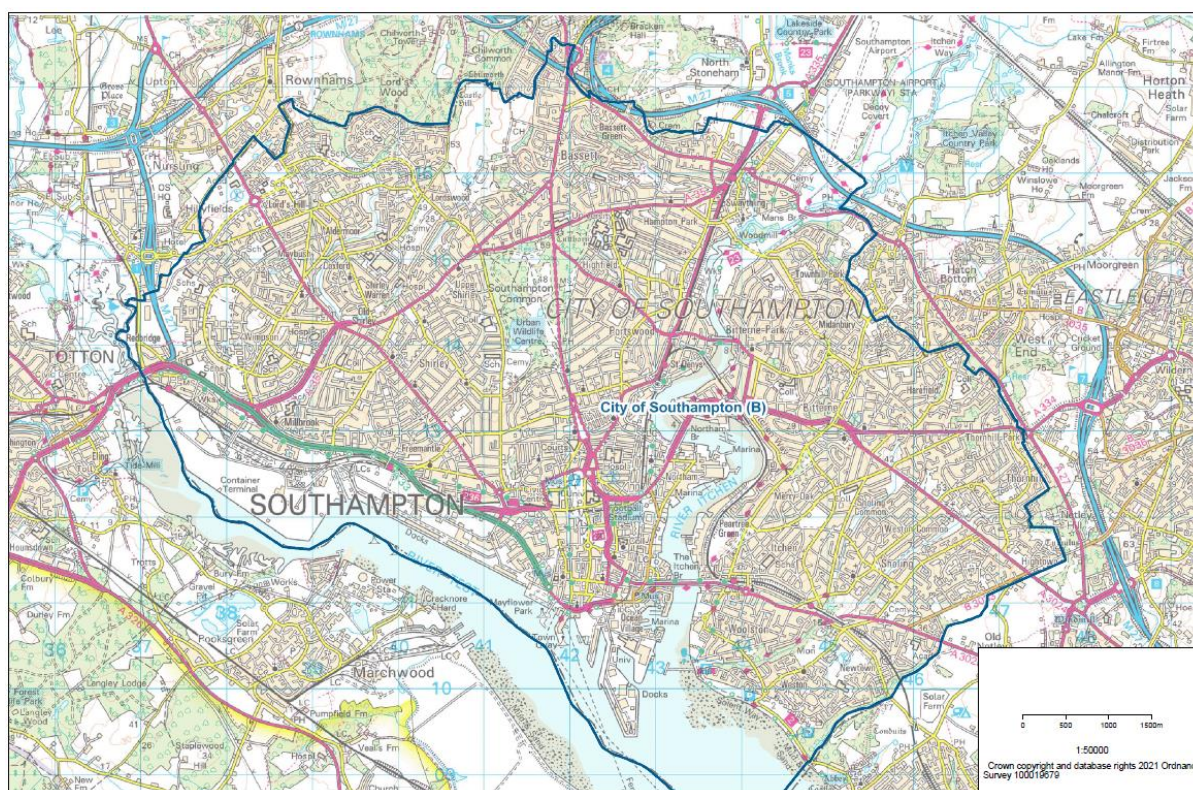
The Enhanced Partnership Schemes can only be put in place if an associated Enhanced Partnership Plan has been made. Therefore, this document should be considered alongside the associated Enhanced Partnership Plan.

The Enhanced Partnership Schemes have been jointly developed by Southampton City Council and those bus operators that provide local bus services in the Enhanced Partnership scheme area. It sets out obligations and requirements on both the Local Transport Authority and operators of local services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated Enhanced Partnership Plan.

Section 1 – EP Scheme Content

Geographical Coverage

The Enhanced Partnership Schemes will support the improvement of all local bus services operating in the following Local Transport Authority (LTA) – Southampton City Council area within the black boundary line as shown on Map 1.



Map 1 Enhanced Partnership Scheme Area

This Enhanced Partnership Scheme covers the complete Southampton City Council Local Transport Authority area.

Commencement Date

The Enhanced Partnership Plan and Enhanced Partnership Initial Scheme is made on [date of making the Enhanced Partnership Plan & Scheme]. The Plan will have no end date but will be reviewed every five years, as a minimum, from the commencement date.

The Enhanced Partnership Schemes will have no specific end date but will be reviewed by Southampton City Council annually.

Included and Exempted Services

All Local Bus Services operating partly or wholly within the Enhanced Partnership area shown on Map 1 are included in the Enhanced Partnership, with the exceptions of the classes of bus services noted below. Individual services may from time to time be exempted by agreement with the Partnership and the Operator

Exempted Classes Registered Local Bus Services provided exclusively for schoolchildren

Registered Local Bus Services operating as a 'works contract' and only available to a closed group of employees

The following services as agreed between the Operator and the City Council:

Section 2 – Obligations on the Local Authority

Southampton City Council (“the Council”) as the Local Transport Authority for Southampton, currently provides and maintains a wide range of facilities to assist the ease of movement of buses, to provide infrastructure at bus stops, to provide information for passengers, and a wider traffic management role. The Council commits to maintaining these facilities and where funding is available increase and improve them.

Facilities

Bus Lanes	<p>The Council will provide and maintain the existing Bus Lanes in Southampton shown in Annex A1.</p> <p>Any operator running local bus services along any part of the corridor that would be subject to a new bus lane, modification or withdrawal of an existing Bus Lane will be able to get involved in developing the proposals through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed to public consultation and the traffic Order stage.</p>	SCC
Rapid Bus Corridor(s)	<p>Rapid Bus Corridors are radial routes to the City Centre served by several of bus routes, which combine to provide a high level of service, where journey times are reduced by giving buses priority over other traffic at congested locations.</p> <p>The Council, subject to funding, will develop a programme of corridor and specific project improvements aimed at making bus services reliable along the proposed Rapid Bus Corridors shown in Annex A3</p> <p>The Western & Portswood corridors are currently being delivered through Transforming Cities funding</p>	SCC
Bus Only Streets & Gates	<p>The Council will provide and maintain the Bus Only Streets & Bus Gates shown in Annex A1.</p> <p>Any operator running local bus services that would be subject to a new bus only street, Bus Gate or traffic exemption applying to buses, including modification or withdrawal will be able to get involved in developing the proposals through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed to public consultation and the traffic Order stage.</p>	SCC
Restricted Streets and Manoeuvres	<p>Any operator running local bus services that would be subject to a new traffic restrictions, including modification or withdrawal, will be able to get involved in developing the proposals through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed to public consultation and the Traffic Order stage.</p>	SCC
Traffic Signal Bus Priority	<p>The Council will provide, maintain and operate existing bus priority equipment at signalised junctions and commission junctions where bus priority equipment has been installed but is not yet operational by xxxxx, as set out in Annex A4.</p> <p>Subject to funding, the Council will develop a programme and roll-out of future bus priority equipment at congestion hot spot signalised junctions.</p> <p>The Council will ensure that the Urban Traffic Control system is maintained and operational.</p>	

	<p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed.</p>	
Bus Stops	<p>The Council will continue to invest in upgrades and maintenance of bus stop infrastructure to the unified Legible Bus & Basis of Design standards set out in Annex B1. New bus stops will be provided to this specification and over time existing bus stops will be upgraded through a rolling programme of improvements agreed annually.</p> <p>The Council will audit all existing bus stops for safety, security, facilities, passenger and vehicle accessibility by 31st March 2024</p> <p>Where bus stops are within a resurfacing, safety or enhancement scheme, they will be audited at the start of scheme development and upgraded to the appropriate standard layout as part of that scheme.</p>	SCC
	<p>The Council will develop a hierarchy of bus stops. Standard layouts for each category of bus stop will be agreed with local bus operators will be able to get involved in developing the proposals through the Working Group meetings. Any proposals will be approved by the Partnership Board before they are adopted.</p>	SCC
	<p>The Council will provide a quantity of temporary bus stop flags for temporary use or where new or adjusted bus services commence. Bus operators will not put up their own branded bus stop infrastructure but make use of the 'spares'. This is to ensure consistency of bus stop infrastructure.</p>	SCC Bus Operators
Real Time Passenger Information System	<p>The Council will provide, maintain and operate the RTPI central system with a target availability of 98% or better (measured over a rolling 28 day period). The Council will maintain existing screens identified in Annex C, and new screens in a fit-for-purpose state and replace screens when they stop working.</p> <p>The Council, subject to funding, will expand the roll-out of new RTPI at bus stops across Southampton in parallel with the bus stop Basis of Design and programme. This will be linked to any subsequent programmes of improvements along corridors.</p> <p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed.</p>	SCC
Information	<p>The Council will fund and publish a Public Transport Map for the Southampton travel to work area, updated with each routing change and available online and as posters at selected bus stops and interchanges.</p> <p>A printed version will be produced once a year. The printed map will be distributed through a network of outlets including Bus Operators, Council buildings and a range of other selected outlets</p>	
	<p>The Council will review and enhance the Legible Bus branding for bus stop information – maps, flags and timetables. This will aim to bring bus information together to provide a standard applicable to all bus stops and interchanges through the Basis of Design. As part of this the Council will develop an at-stop/interchange map and investigate use of innovative</p>	SCC

	ways of displaying timetables such as bespoke and integrated stop displays, e-ink or similar.	
--	---	--

Facilities can be added or removed from the lists in Annex A-C respectively using the bespoke variation mechanism, detailed in Section 5, under the powers of Transport Act 2000 Section 138E.

Measures

Bus Lane Enforcement	<p>The Council will, where appropriate, use the discretionary powers granted in the Traffic Management Act 2004 to continue to enforce the current locations enforced by CCTV cameras shown in Annex A2.</p> <p>The Council will continue to monitor and evolve the number of locations and increase based on evidence.</p> <p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed to public consultation and the Traffic Order stage.</p>	SCC
Moving Traffic Violations	<p>The Council will, where appropriate, use the discretionary power granted in the Traffic Management Act 2004 to investigate an evidence based feasibility of enforcing further moving traffic violations on bus routes with CCTV equipment by end of 2023.</p> <p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed to public consultation and the Traffic Order stage.</p>	SCC
Ticketing	The Council will, subject to funding, support bus operators with innovative ticketing offers and technology facilities, such as Breeze, that help provide the infrastructure for multi-modal, multi-service ticket acceptance.	SCC
Journey Planning/ One Stop Bus Information	The Council will work with Solent Transport to implement innovative products described elsewhere in this document. Solent Transport will review their programme annually through the Enhanced Partnership Scheme.	SCC
	The Council will continue to maintain and develop the My Journey Southampton website as the sustainable travel website for Southampton and Breeze as the app for bus information that can be drawn on as a single source of bus service information in the Southampton area.	SCC
	The Council will seek to continue Independent Travel Training with adults and young people who would benefit from support in living independent lives. The Council will work with disability groups in the city to make the bus a less intimidating experience for all disabled users.	SCC
	The Council will work with partners in the Southampton Work Place Travel Plan Network to promote bus and bus travel to more workplaces.	SCC
Bus Registrations	The Council will review draft registrations and engage with bus operators during the 28 day pre-notification period and process all bus service registrations within the timescales set out by the Traffic Commissioners.	SCC

SOUTHAMPTON ENHANCED PARTNERSHIP

	Where the Council requests short notice changes in the public interest, letters of support will be provided to accompany these applications.	
Roadworks and Events	In co-operation with the bus operators, the Council will establish a mechanism to minimise disruption to local bus services from both planned and emergency roadworks. This will include liaison with bus operators to ensure that the co-ordination of works across the network minimises disruption, as well as setting out the processes and procedures for the provision and management of streetworks permits in the Enhanced Partnership Scheme area.	SCC BBLP
	In co-operation with the bus operators, the Council will establish processes to maximise and promote access to events and activities by public transport whilst minimising disruption to local bus services	
	The Council will work with bus operators on a standard notification period and quarterly network management planning meetings.	SCC
Concessionary Fares	The Council will have regard to Guidance issued by the Department for Transport on reimbursing bus operators and assessing passengers' eligibility for concessionary travel.	SCC
	The Council will maintain the local enhancement to the English National Concessionary Travel Scheme (ENCTS) to provide a 0900 start and 0030 finish for Southampton City residents. Non-Southampton City residents will be entitled to concessionary bus travel on bus services from 0930 to 2300 Monday-Friday. Bus Operators will be able to get involved in developing proposals for additional enhancements to the ENCTS such as disabled travel or other innovative operations through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed.	SCC
Bus Network	The Council will use its powers under the 1985 Transport Act to maintain socially necessary bus services to at least their 2023 levels in respect of days of operation, first and last bus times and approximate frequency until at least 31 st March 2024. A current list of supported socially necessary Bus Services is shown in Annex D.	SCC
Planning Applications	When responding to planning applications for new developments in Southampton, the Council will promote strong multi-modal sustainable transport accessibility, incorporating public transport into the development. The Council will encourage developers to engage with bus operators at an early stage of the planning process, seek to secure any financial contributions towards infrastructure and services, and a robust Travel Plan that promotes public transport.	SCC

Measures can be added or removed from the lists in Annex D-E respectively using the bespoke variation mechanism, detailed in Section 5, under the powers of Transport Act 2000 Section 138E.

Section 3 – Obligations on the Bus Operators

Bus Services	Bus operators commit to run all services in Southampton registered with the Traffic Commissioner in line with Traffic Commissioner guidance on local bus services – except for under exceptional circumstances such as industrial action, fuel availability or force majeure.	Bus Operators
	Bus operators operating tendered services by Southampton City Council will commit to run these in line with the relevant service specification and in accordance with the terms and conditions.	Bus Operators
Training	Bus operators commit to ensuring that all their drivers undertake minimum level of training required to keep their Driver Certificate of Professional Competence.	Bus Operators
Vehicle Standards	Bus operators will ensure that all buses and support vehicles operating in Southampton are at least Euro VI compliant or Zero Emission vehicles, and that no lower Euro rated vehicles operate in Southampton after [insert EP start date]. This will contribute to achieving the statutory Air Quality improvement targets set for the Southampton area.	Bus Operators
	Bus Operators will provide, maintain and operate contactless ticket machines and 'tap on tap off' equipment, on all buses operating in Southampton, and that no buses without these facilities will operate in Southampton after [insert EP start date]. Operators agree to implement a policy of allowing complimentary travel if the contactless or 'tap on tap off' equipment isn't working and the customer has no alternative means of payment.	
	Bus Operators will provide, maintain and operate next stop audio visual announcements on all buses operating in Southampton, and that no buses without these facilities will operate in Southampton after [insert EP start date].	Bus Operators
	Where bus operators provide WiFi and USB charging points on their buses, they will commit to ensure that these are operational and kept in good working order.	Bus Operators
	Bus operators will operate buses to meet the disability requirements outlined in the Public Service Vehicle Accessibility Regulations 2000 and Equalities Act 2010.	Bus Operators
Automatic Vehicle Location & Bus Priority	Bus Operators will provide, maintain and operate suitable Automatic Vehicle Location and Bus Priority Equipment (e.g. enabled ticket machines) on all buses operating in Southampton. With a target of 98% or better operation, measured as correct information received by the AVL/Bus Priority system on a service by service basis per 28 day period.	Bus Operators
Information	Bus operators will ensure that network maps and timetables they produce include information on alternative and complementary services provided by other bus operators, and other modes, in order to highlight the journey opportunities across Southampton.	Bus Operators

	Bus operators will draw on a single source of journey planning information for bus information – My Journey Southampton – for all bus and multi-modal journeys.	Bus Operators
Reinvestment	Bus operators will commit to reinvesting any operational cost savings from any agreed new bus priority provided in the future, such as TCF, into the delivery of improvements outlined in the BSIP.	Bus Operators
Timetable Change Dates	<p>Bus Operators of qualifying bus services will agree to a standardisation of the date changes for local bus services to two timetable change dates per year. These will be co-ordinated as much as possible with neighbouring LTAs and the dates will be agreed by the Partnership Scheme Board at least 12 months in advance and published by LTAs and operators. Dates of operation will be published for each school day local bus service/journey and included in publicity.</p> <p>Exceptions, where permitted by the registration, will be allowed for services where it is beneficial to customers to make changes away from these dates such as at school/college/University request or coordination with ferry, air or rail services. These variations will be publicised and implemented with at least one month's prior notification.</p> <p>Emergency variations and those resulting from roadworks or unforeseen issues are exempted from this requirement.</p>	Bus Operators
Bus Registrations	Operators will ensure that any new local bus service they register uses a unique route number that is not in use elsewhere in the Partnership area.	Bus Operators
	Where an operator proposes to withdraw or partly withdraw a local bus service, they will provide stop by stop patronage and income data for the affected journeys, in a format to be agreed by the Partnership. Operators agree that the required 28 day pre-notification registration period will not begin until adequate information has been provided to the City Council.	
Ticketing	Bus Operators will participate in ticketing schemes agreed between Solent Transport and SHBOA, including supporting the implementation of the Solent FTZ projects identified elsewhere in this document	Bus Operators
	Bus Operators will provide a range of ticket and payment options including cash, contactless, tap on-tap off & m-tickets, to ensure that everyone can use the bus and get good value for their journey.	Bus Operators
	Bus Operators will work towards integrated multi-operator ticketing offers that compliment MaaS and Solent Go ticketing products. With implementation to be achieved within 2 years of the start of the Partnership.	Bus Operators
	Bus Operators will impartially promote the full range of tickets available on their services and ensure that drivers and sales staff offer customers the cheapest and most appropriate option to meet the needs of their customers that day, gained through a dialogue at point of sale.	Bus Operators

Data Requests	Bus operators will respond to data requests by Southampton City Council in a timely manner where this may be required to fulfil the obligations of the EP Scheme, including for development, monitoring and evaluation purposes. Such data will be used in accordance with an over-arching Non-Disclosure Agreement in place with each operator.	Bus Operators SCC
---------------	--	----------------------

DRAFT

Other Agreements

Bus operators agree to the requirements of the following existing agreements, where not superseded, that form part of the Southampton EP Scheme:

- Southampton Quality Bus Partnership.

As the EP Scheme evolves route and corridor specific scheme agreements may be developed, which will similarly be incorporated into this EP.

Section 4 – Joint Obligations on Southampton City Council and Local Bus Operators

Southampton City Council and local bus operators that have agreed to accept Solent Go products will, through the Solent Transport partnership, offer the range of Solent Go ticketing products within the ticket zones of Southampton and South Hampshire set out in Annex E

The Partnership will produce and maintain a Southampton Bus Passengers Charter for all bus services operating in Southampton in association with Hampshire County Council by December 2022. The Charter, will initially be jointly developed with Hampshire County Council and once the Southampton Enhanced Bus Partnership is established, will be managed by the EP Working Group, setting out specified standards of service, covering punctuality, vehicle cleanliness, proportion of services operated, information and a system for redress.

Southampton City Council, Bus Operators along with other providers will work together on joint marketing and promotional activities that promote the bus as a mode of transport for getting around Southampton. This will use the My Journey website and the various communications channels available.

Rapid Bus Corridor feasibility studies will be undertaken by the City Council to identify facilities, areas or corridors where investment by the City Council could help the overall performance of the bus services operating on routes serving those areas or corridors.

Development work will be undertaken on the Northam Rail Bridge Replacement scheme which will include bus priority measures, once funding becomes available, to develop the business case for Major Road Network (MRN) funding for this scheme.

Through these feasibility and development studies the City Council and Bus Operators will work closely to develop business cases that will assist them with an investment decision – including working together to design the scope of works and activities for such studies.

The bus priority facilities identified by the bus priority feasibility studies and reciprocal Operator investments through Bus Operator Requirements will be agreed on a case-by-case basis – principally journey time savings (for the avoidance of doubt this relates to those Corridor studies shown in the Schemes). The EP Board will annually review the portfolio of identified schemes in order to undertake a ranking process for future schemes to inform the Partnership's prioritisation for scheme delivery.

Once the package of investment (both bus priority Facilities and reciprocal Requirements) is agreed between City Council and the Bus Operators providing services on that route or corridor, an Enhanced Partnership Scheme Variation will be enacted as per signed by the parties concerned. This agreement, once signed, will represent a statutory variation of the relevant Enhanced Partnership scheme under s.138E of the 2000 Act.

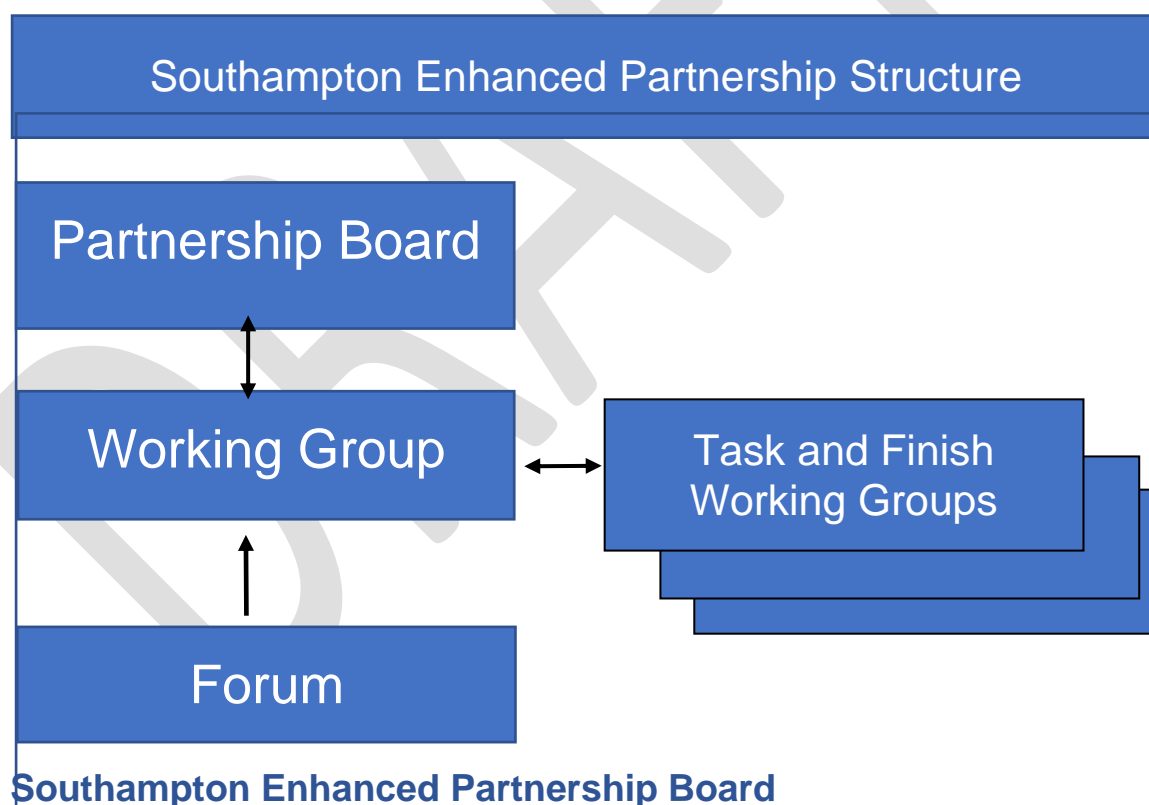
Section 5 - Governance Arrangements

The governance arrangement for Southampton Enhanced Bus Scheme will be governed by two primary bodies with a third providing input:

The Enhanced Partnership Board – established by the Enhanced Partnership with the mandate to take decisions using the Enhanced Partnership Scheme Variation mechanism (section 7) on issues put to them by the Partnership Working Group, and other issues identified as being relevant to partnership delivery.

The Enhanced Partnership Working Group– in which all Qualifying Bus Operators and other passenger transport funders & providers will be entitled to participate and be invited, although attendance by individual Operators is voluntary. The Working Group will consider and where appropriate, develop proposals to be considered by the Enhanced Partnership Board. The Working Group may establish Task & Finish Working Groups to advise and provide recommendations to the Working Group on particular topics or Schemes and projects, e.g. Corridor Improvement Projects

The Enhanced Partnership Forum – including wider stakeholders to contribute to the monitoring of progress towards EP Plan targets and through the Working Group, input into annual reviews/updates of this document, receive progress updates on delivery of EP Scheme facilities and measures and act as formal consultees for future content, arrangements or variation and revocation of scheme.



1 Southampton Enhanced Partnership Board

2 Southampton Enhanced Partnership Board Membership

The Enhanced Partnership Board (EP Board) will be the decision-making body of the Southampton Enhanced Bus Partnership, acting within its Terms of Reference. This will oversee the delivery of the EP and Schemes.

Certain decisions of the EP Board may constitute Enhanced Partnership Scheme Variations pursuant to section 7 of this agreement if the requirements are met.

Membership of the EP Board consist of equal numbers of Bus Operator and City Council representatives, as follows:

SOUTHAMPTON ENHANCED PARTNERSHIP

- Southampton City Council Cabinet Member for Transport & District Regeneration, one vote,
- Executive Director for Place, Southampton City Council, one vote.
- Head of Transport and Planning, Southampton City Council, one vote.
- Managing Director or nominated representatives of Bus Operators that provide 20% or more of total commercial local bus mileage operated within the City (measured on 1st March each year) and elected in March annually, two votes.
- A representative of other Bus Operators providing local bus services within the City or a representative of SHBOA and elected in March annually, one vote.

Bus Operator Partnership Board Members shall be nominated annually at the Working Group prior to the end of March. Where there are more nominations than voting positions available, elections shall be held in accordance with the process in section 1.2

The Council's Enhanced Partnership Lead will attend on a non-voting basis, for advisory and administrative purposes.

The EP Board will oversee work on delivery of the EP Scheme(s) and monitor and review progress of delivery of facilities and measures.

Scheme Board meetings will require a quorum of three representatives, with a minimum of one operator and one City Council representative.

Representatives may, nominate an alternate or deputy from the same category, to participate with voting rights.

Decisions will be made on a simple majority of all members of the Partnership Board present and entitled to vote, with the Southampton City Council Cabinet Member representative having the casting vote in the event of there being no majority. Representatives present but not exercising their vote will be deemed to be votes in favour of the proposal.

The EP Board can agree to add new members to the Board, with or without voting rights, if considered appropriate and will be agreed so on a simple majority vote basis, with the Southampton City Council Cabinet Member representative having the casting vote in the event of there being no majority. Changes to Job titles can be recorded as an administrative matter by noting at the meeting and referencing in the minutes,

3 Meeting Arrangements

The EP Board meetings will meet quarterly either virtually or in person as agreed by the EP Board Members and be managed by Southampton City Council officers who will be responsible for notifying attendees, circulating papers, and for convening additional non-scheduled meetings, for example, to deal with urgent issues. In person meetings will usually be held alternately between Southampton City Council offices and bus operators' offices.

All agendas and meeting papers will be circulated electronically to all Board members no less than one week in advance of each meeting date, and draft minutes circulated no more than two weeks after each meeting. Notifications will be by email. Copies of the minutes will also be distributed to all Working Group members prior to the next Working Group meeting so any issues or concerns can be discussed.

Partnership Board meeting draft minutes will be approved at the next Partnership Board meeting.

All members of the Partnership Board are therefore required to provide a single point of contact through which relevant information can be disseminated.

4 Meeting observers

Any Working Group or Forum member will be able to attend the Partnership Board meetings as observers by giving at least one working day prior notification to the City Council but will not have the right to vote.

Observers may be invited to make comments or ask questions of the Partnership Board at the Chair's discretion or be invited to defer these until the next Working Group meeting.

4.1 Enhanced Partnership Working Group

The Enhanced Partnership Working Group will provide opportunities for discussing issues and considering and developing proposals of all kinds affecting the Southampton bus network including bus services. The Working Group will also consider matters referred to it by the Partnership Board and the Enhanced Partnership Forum. The Working Group will measure progress towards EP Plan targets and undertake reviews of the document, deliver the EP Scheme facilities and measures.

The EP Working Group will have membership consisting of representatives of the City Council, Local Bus service Operators and bus service funders. The EP Working Group will make day-to-day decisions to deliver the agreed Enhanced Partnership Plan and Scheme.

In addition, from time-to-time other external organisations, including but not limited to, the LEP, TfSE, SCC and neighbouring Local Planning Authorities may be invited to join the Working Group on an advisory basis for fixed periods to provide specialist expertise.

The EP Working Group will develop the format and questions for annual bus user perception survey, produce and maintain the Southampton Bus Customer Charter, and work on updates to the BSIP and any variations to the EP Scheme.

Prior to the end of March each year, the Working Group will nominate the three Operator representatives to serve on the Partnership Board for the next financial year. Secret ballots of all members of the Working Group present and entitled to vote (on a one operator/operating group, one vote basis) will be held for each candidate and category, the candidate with the least votes dropping out until candidate have at least 50% of the votes, with the Southampton City Council representative having the casting vote in the event of there being no majority. For the inaugural Partnership Board, nominations will be sought by the City Council, if there are more candidates in any category than voting representative positions, a ballot will be organised prior to the first Partnership Board Meeting.

Where appropriate, the Working Group will make recommendations to the Partnership Board on either a unanimous or qualified basis.

EP Working Group(s) will meet at least quarterly, usually 4 weeks before the Partnership Board meetings and at other times as required. Meetings will be held either virtually or in-person and will be managed by Southampton City Council. Where in-person these will either be held at the City Council Offices or a bus operators' office. Meeting length will vary according to agenda content but ordinarily expected to be one to two hours.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous Partnership Board) will be circulated electronically via email by the City Council no less than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Working Group meeting.

The Working Group may establish Task and Finish or theme Working Groups. This includes Task & Finish Groups to oversee larger or area/corridor specific projects, and may be joint with Hampshire County Council, for example infrastructure improvements on a particular corridor, in this case some bus operators may choose not to be a member if it is not of relevant to them.

4.2 Enhanced Partnership Forum

Membership of the EP Forum will be open to:

- Representative(s) from Southampton City Council,
- Representative(s) from all bus operators who operate local bus services in Southampton
- Representative(s) from University of Southampton (as owner of UniLink),
- Representative(s) from local passenger train, ferry and express coach operators,
- Representative(s) from Solent LEP and Solent Transport,
- Representative(s) from Southampton City Council and neighbouring Local Planning Authorities,
- Representative(s) from Southampton Bus Users Forum (once established),
- Representative(s) from Southampton Youth Council, and
- Representative(s) from Hampshire Police.

The EP Forum will review membership, at least annually and other groups/ stakeholders can be invited to join or attend the Forum, this could include business groups and other public service providers.

The Forum will meet at least twice per year, either virtually or in-person, as agreed by the EP Forum members. The EP Forum will be managed by officers at Southampton City Council.

The Forum may make representations to the Working Group, who will review and develop proposals for consideration by the Partnership Board where appropriate. Any votes taken on representations will be on a simple majority basis, based on those attending a meeting where an issue is considered. The Southampton City Council representative having the casting vote in the event of there being no majority.

5 Enhanced Bus Partnership Annual Conference

From time to time (no more than once per financial year) a wider conference of all relevant parties, including representatives of organisations such as bus user and specialist representative groups, businesses, TfSE and the Local Enterprise Partnership, in addition to Working Group members, will be invited to receive monitoring reports, review and discuss the progress of, and future opportunities for, the Enhanced Partnership.

A summary of monitoring measures for all elements of the Enhanced Partnership Scheme will be reported by the EP Working Group(s) to the Partnership Annual Conference towards the end of each financial year.

If the Partnership Annual Conference considers that any elements of any EP Scheme are not meeting the defined outcomes of the relevant EP Scheme, recommendations can be made to the EP Working Group for action to address them. The EP Working Group must consider these recommendations and report to the Partnership Board.

6 Review of Enhanced Partnership Scheme

Once the EP Scheme is made, progress in its delivery be reviewed by the Working Group every six months following publication of data on progress towards targets, as required by the Southampton BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP. Southampton City Council will initiate each review.

The EP Board can also decide to review specific elements of schemes on an ad-hoc basis. Board members should contact Southampton City Council using the email address xxxxx@southampton.gov.uk explaining what the issue is and its urgency. The Council will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary Board members to gather more quickly.

7 Bespoke Enhanced Partnership Scheme Variations

Bespoke arrangements for varying or revoking the EP Scheme will be used and will apply to the whole EP Scheme. These arrangements will use the powers of s138E of the Transport Act 2000.

The bespoke arrangements include a mechanism by which local bus operators can object to any proposed variations in line with the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

Consideration will be given to potential EP Scheme variations highlighted either by the Council, one of the organisations on the Working Group, or by an operator of a local bus service. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the Southampton BSIP, EP Plan and current local and national transport policies. Such requests should be made in writing and submitted to xxxxx@southampton.gov.uk. Southampton City Council will forward all requests onto all EP Working Group members within 10 working days of receipt.

On receipt of a request for a variation, Southampton City Council will convene the EP Working Group, giving 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation has support of all or a majority of the bus operator representatives present and if Southampton City Council also agrees, then the proposal will be forwarded for consideration by the Partnership Board within 15 working days as either a unanimous or qualified EP Scheme Variation proposal.

EP Working Group members who are absent or not expressing a view at the meeting (either in person or in writing) will be deemed to be abstaining from the decision.

The EP Board will consider the proposed variation and if it is agreed by all bus operator representatives present, and if Southampton City Council also agrees, then Southampton City Council will publish the revised EP Scheme on its website.

8 Revocation of an EP Scheme

If Southampton City Council or another member of the EP believes it is necessary to revoke the EP Scheme, a EP Working Group meeting will be convened and follow the same process as outlined above in relation to variations to the EP Scheme. Any final decision to revoke the EP Scheme will rest with the EP Board.

If at any point in the future, any area covered by the EP Scheme is included in a bus franchising scheme, the relevant requirements set out in the EP Scheme document will cease to apply to areas covered by the franchising scheme, in line with the arrangements set out in the franchising scheme.

9 Anti-Competitive Veto

If a Qualifying Bus Service Operator has a concern that a Partnership Board vote, has or will create an anti-competitive situation, such that:

- The decision will unduly benefit one company's commercial interest or significantly harm competitors,
- That a group of Operators have voted in a co-ordinated manner to mutual benefit on a sustained basis,
- There has been discrimination between Operators,
- That actual or potential competition, entry to new services or by new Operators has been inhibited, or
- That innovation in the public interest has been inhibited.

The Operator should make known their concerns in writing to the City Council's Enhanced Bus Partnership Lead. The City Council will then review the circumstances and the Operator's representations. The City Council may then, in exceptional circumstances, exercise a veto over Partnership Board decisions which it may reasonably believe or suspect as having anti-competitive implications or being otherwise significantly against the public interest. The veto will become effective immediately and the vetoed item will be referred back to the next Working Group for resolution and subsequently discussed at the next Partnership Board meeting.

10 Data Sharing

11 Real Time Data

Operators will ensure that buses operating qualifying local bus services provide real time location and bus priority data to the Council's systems.

12 Open Bus and Other Data

In addition to the Open Bus Data, operators will make service operation and reliability data available to the City Council as required for research and studies with appropriate Data Sharing Agreements in an agreed and specific manner where this aids the development of the EP Plan.

13 Devolved Bus Registrations

The City Council reserves the right to apply for devolved registration powers if they believe such powers are necessary to raise standards or deliver aspects of the Enhanced Partnership. If the Enhanced Partnership introduces one or more 'route requirements' then it is a requirement of the 2017 Act that the Local Transport Authority also takes on the Bus Service Registration function.

14 Reporting

Progress on the implementation of the Enhanced Partnership and projects relating to the delivery of the BSIP's ambitions will be reported at each quarterly Enhanced Partnership meeting. These will include reporting on progress, financials and risk assessment. These will take the form of BI reports working closely with SCC's Project Management Office.

High level summary of the data collection towards the targets will be collected and reported to the Board as part of the standard reporting procedure.

SCC will publish a data summary report every six months to show progress against the BSIP targets. This will enable the tracking of progress against a baseline position and 2025 target. As the targets have monitoring dates of either Spring or Autumn, to ensure that results are received and analysed, and report approved, progress reports will be published in June and December each year.

DRAFT

Annual Reporting	Six Monthly Reporting
BSIP1 Journey Times & Bus Speeds BSIP4 Satisfaction with local bus services, bus fares, ease of disabled access BSIP5 Annual Bus trips per Head, Concessionary Fares, City Centre People Mode Share Progress against the BSIP Ambitions and Enhanced Partnership requirements	BSIP2 Bus Reliability BSIP 3 Bus Patronage

The reports will be published on the Connecting Southampton website - <https://transport.southampton.gov.uk/connected-southampton-2040/bus-service-improvement-plan/>

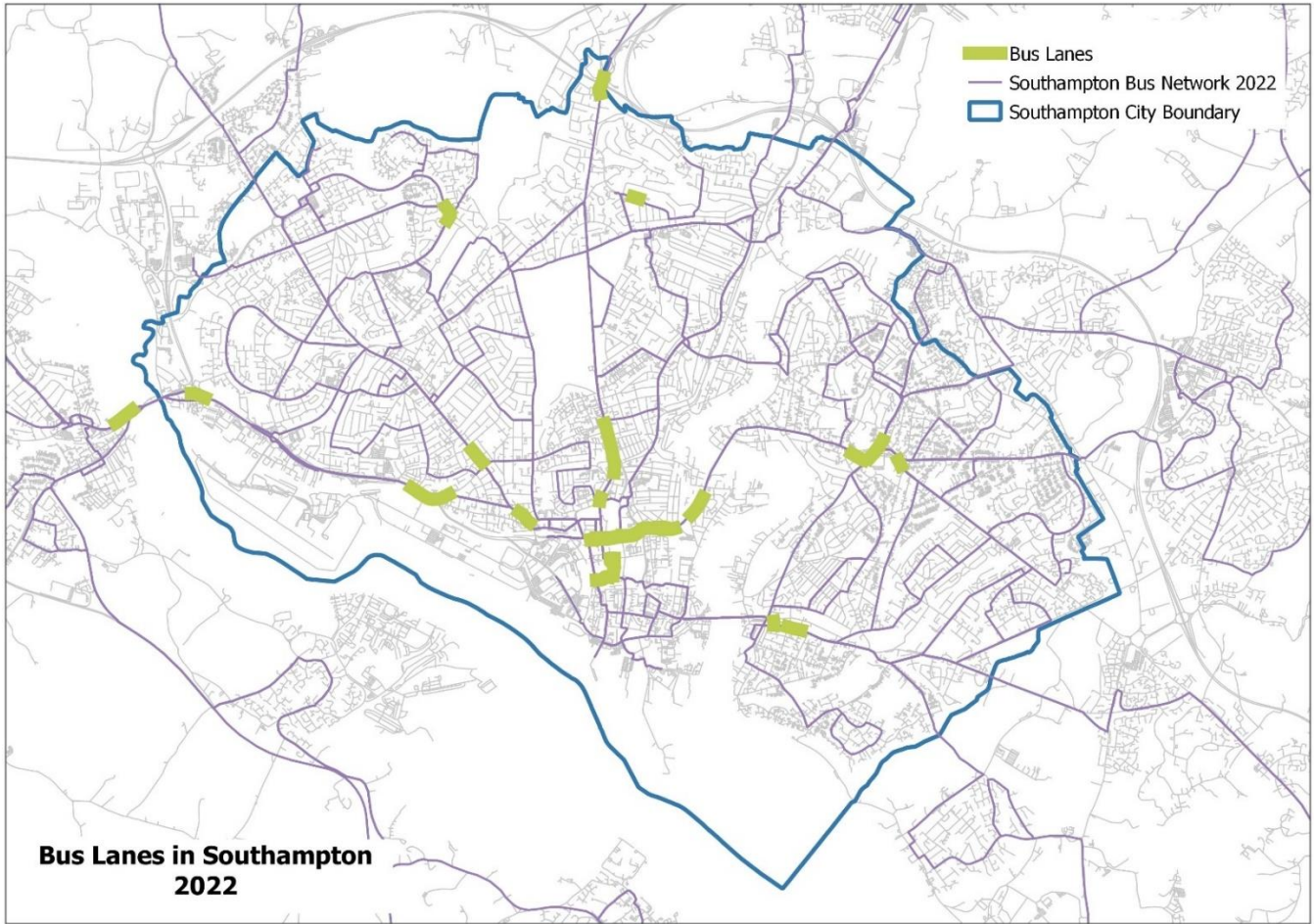
DRAFT

15 Annexes and Appendices

Annex A1 – Bus Lanes, Bus Gates & Bus Only Streets

Bus Lanes within the Southampton City Council area as of December 2022 are shown in Green on the map below

Other bus priority features are included in the table below

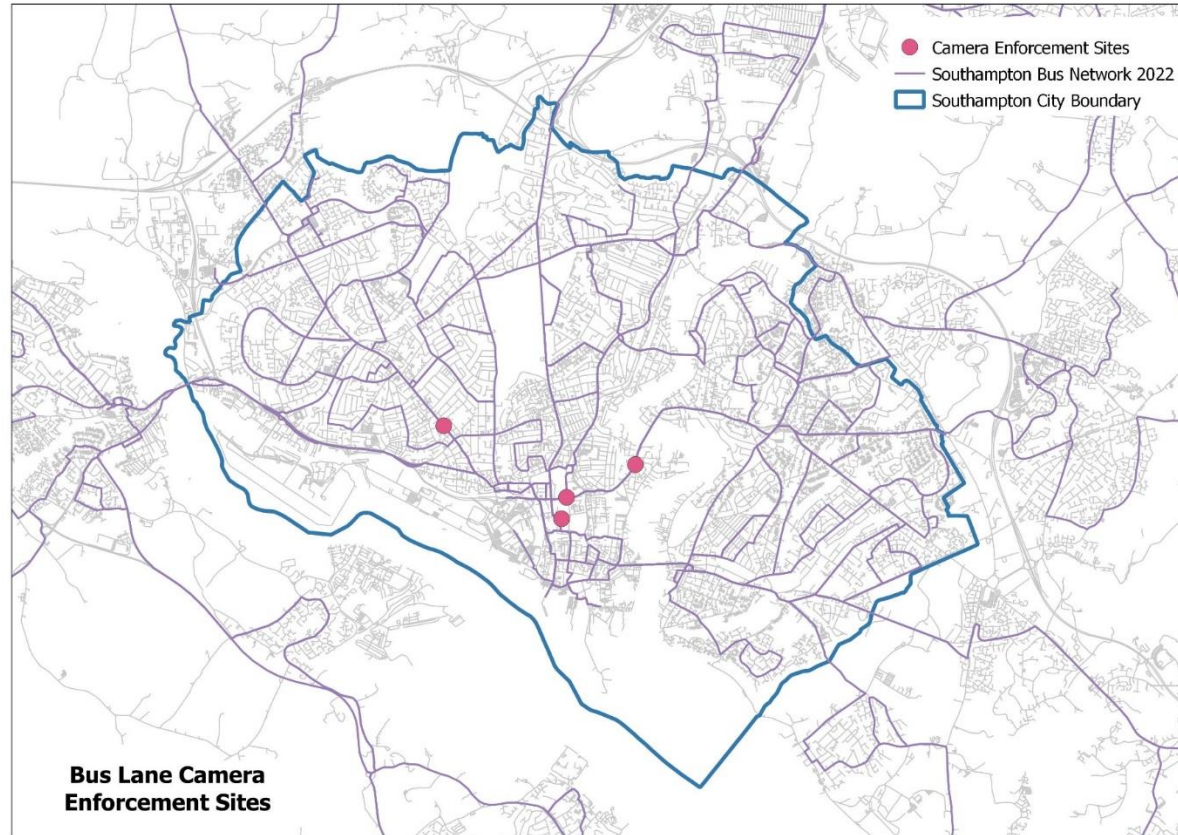


SOUTHAMPTON ENHANCED PARTNERSHIP

Road	Priority Type	From	To	Length (m)	Operation
Redbridge Road	Bus Lane	Old Redbridge Road	Redbridge Roundabout	125	24hr
Paynes Road	Bus Lane	Waterloo Road	Millbrook Road West	412	24hr
Coxford Road-Lordshill Way	Bus Lane	Aldermoor Road	Aldermoor Close (opp)	171	24hr
Shirley Road	Bus Lane	Malmsbury Road	Howard Road	175	24hr
Shirley Road	Bus Lane	Tintern Grove	Commercial Road	165	24hr
The Avenue	Bus Lane	London Road	Banister Road	567	24hr
Chilworth Roundabout	Bus Lane	Bassett Avenue	M27 Overbridge	193	24hr
London Road	Bus Lane	Carlton Crescent	The Avenue	153	24hr
London Road	Bus Lane	o/s Giddy Bridge PH	Brunswick Place	39	24hr
Civic Centre Road	Bus Lane	West Marlands Road	Above Bar Street	55	24hr
Civic Centre Road	Bus Lane	Above Bar Street	Portland Terrace	86	24hr
New Road	Bus Lane	Park Walk	East Park Terrace	112	24hr
New Road	Bus Lane	Palmerston Road	Above Bar Street	193	24hr
New Road	Bus Lane	East Park Terrace	St Andrews Road	171	24hr
New Road	Bus Lane	St Andrews Road	Palmerston Road	184	24hr
Northam Road	Bus Lane	Brintons Road	Northam Rail Bridge	53	24hr
Northam Road	Bus Lane	Northam Rail Bridge	Old Northam Road	113	24hr
Northam Road	Bus Lane	Old Northam Road	Kingsway	103	24hr
Northam Road	Bus Lane	Princes Street	Britannia Road	231	24hr
Bitterne Road (Lances Hill)	Bus Lane	West End Road	Bitterne Road West	143	24hr
West End Road	Bus Lane	Maybray King Way EB Off	Bitterne Road (Lances Hill)	200	24hr
Maybray King Way	Bus Lane	Burseldon Road	Bitterne Road East	68	24hr
Portsmouth Road	Bus Lane	Enfield Grove	Manor Road South	151	24hr
Bargate Street	Bus Only Road	Portland Terrace	York Walk	153	24hr
Coopers Lane	Bus Only Road	Itchen Bridge	Portsmouth Road	46	24hr
Above Bar Street	Pedestrian Zone except buses	Commercial Road	Civic Centre Road	197	24hr
Above Bar Street	Pedestrian Zone except buses	Civic Centre Road	Sussex Walk	282	0800-1800
Vincent's Walk	Bus Gate	Vincent's Walk	Vincent's Walk	85	24hr
Violet Road	Bus Gate	Copperfield Road	Primrose Road	171	0800-0930 & 1415-1545 Mon-Fri

Annex A2 – Bus Lane CCTV Enforcement Locations

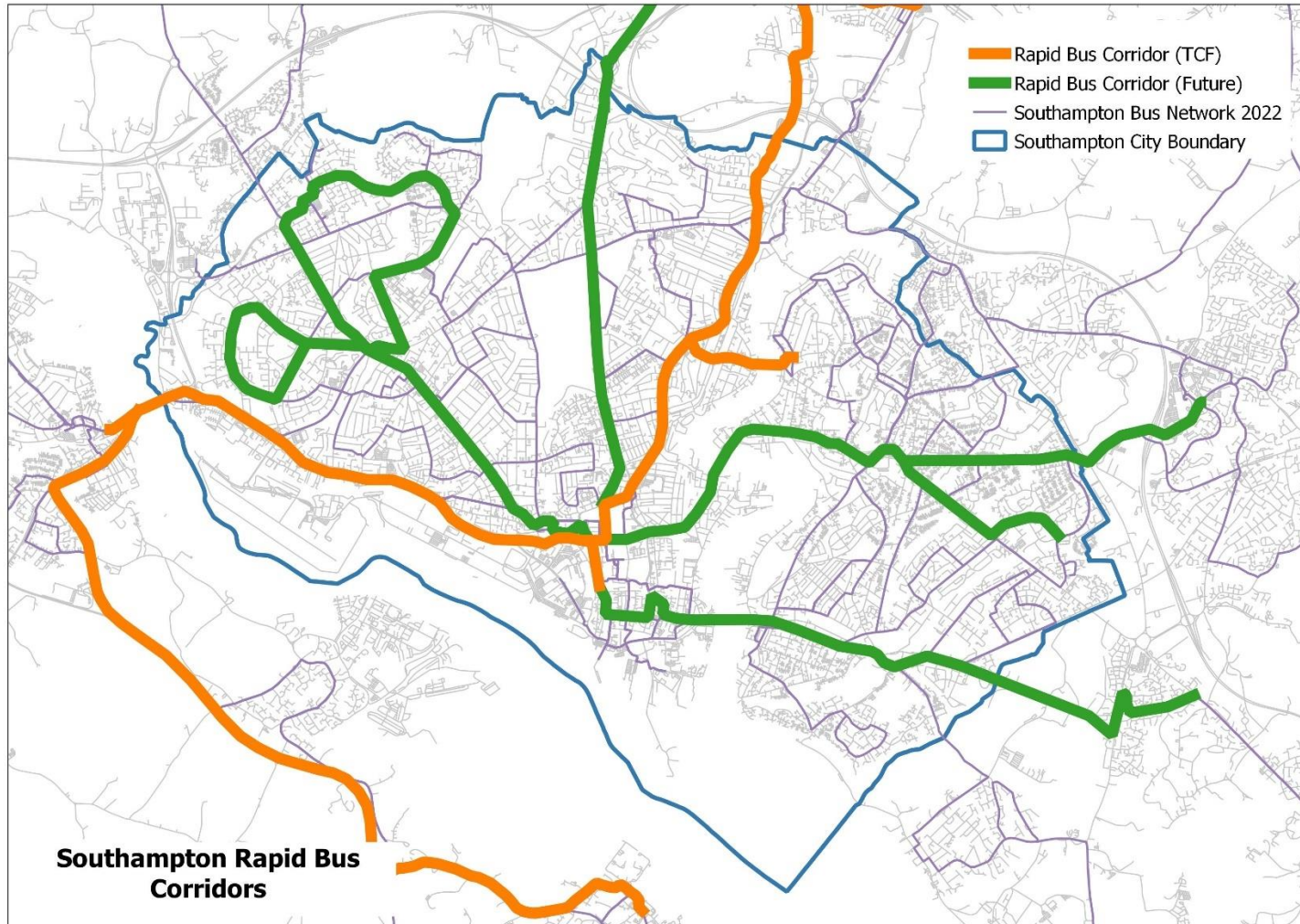
Bus Lanes within the Southampton City Council area as of January 2023 are shown in Pink on the map below



Road	Type	Location	Operation
Shirley Road	Bus Lane	o/s St Mark's School	24hr
New Road	Bus Lane	East Park Terrace	24hr
Northam Road	Bus Lane	Princes Street	24hr
Vincents Walk	Bus Gate	Vincents Walk	24hr

Annex A3 Rapid Bus Corridors

Proposed Rapid Bus Corridors within the Southampton City Council area as of January 2023 are shown in Orange & Green on the map below



Southampton Rapid Bus Corridors

- Rapid Bus Corridor (TCF)
- Rapid Bus Corridor (Future)
- Southampton Bus Network 2022
- Southampton City Boundary

Corridor	Places Connected	Status
----------	------------------	--------

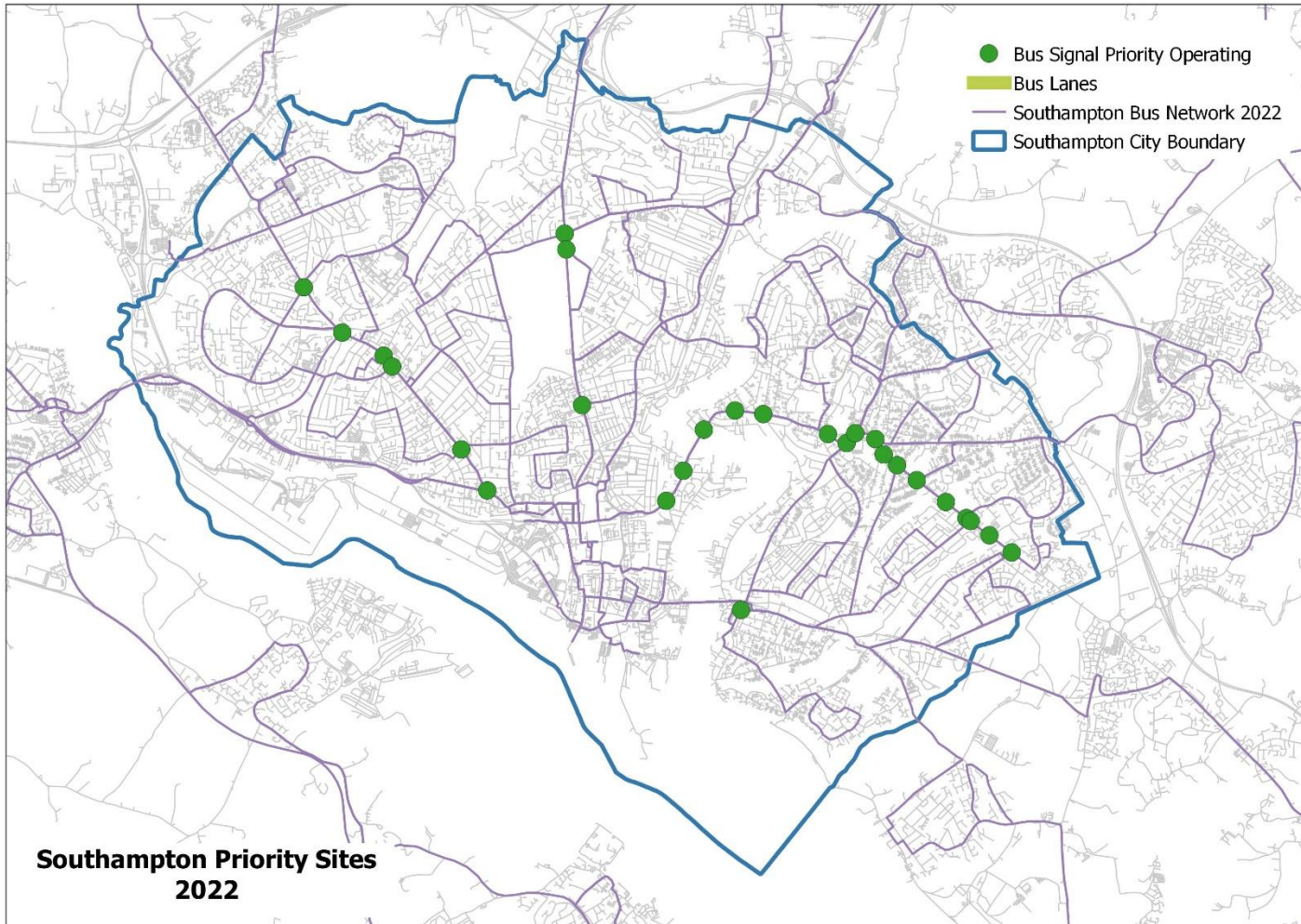
SOUTHAMPTON ENHANCED PARTNERSHIP

Western	City Centre, Totton & Waterside	Transforming Cities programme
Shirley	City Centre, Shirley, Lordshill & Redbridge	Future bidding
Northern	City Centre, University, Chandlers Ford	Future bidding
Portswood	City Centre, Portswood, St Denys, Bitterne Park, Eastleigh	Transforming Cities programme
Bitterne-Thornhill	City Centre, Bitterne, Thornhill	Future bidding
Bitterne-Hedge End	City Centre, Bitterne, Harefield, Hedge End	Future bidding
Woolston	City Centre, Woolston, Hamble	Future bidding

DRAFT

Annex A4 - Bus Priority at Traffic Signal Junctions

Junctions with Bus Priority enabled Traffic Signals within the Southampton City Council area as of December 2022 are shown as Green dots on the map below.



Road	Junction
Romsey Road	Wimpson Lane

Romsey Road	Tebourba Way
Shirley Road	Anglesea Road
Shirley Road	Park Street
Shirley Road	Howards Road
Shirley Road	Waterloo Road
The Avenue	Burgess Road
The Avenue	Highfield Lane
The Avenue	Lodge Road
Portsmouth Road	Victoria Road
Bursledon Road	Orpen Road
Bursledon Road	Gavan Street
Bursledon Road	Kathleen Road
Bursledon Road	Hinkler Road
Bursledon Road	North East Road
Bursledon Road	Upper Deacon Road
Bursledon Road	Bath Road
Bursledon Road	Whites Road
Bursledon Road	Bitterne Road East
West End Road	Maybray King Way EB Slip
West End Road	Maybray King Way WB Slip
Bitterne Road West	Lances Hill
Bitterne Road West	Bullar Road
Bitterne Road West	Rampart Road
Bitterne Road West	Centurion Industrial Park
Northam Road	Princes Street
Northam Road	Britannia Road

Annex B Bus Stop Infrastructure

Annex B1 – Bus Stop Specification

Requirement	SuperStop	Enhanced Stop (with shelter)	Standard Stop
-------------	-----------	------------------------------	---------------

SOUTHAMPTON ENHANCED PARTNERSHIP

Southampton City Branded Bus Shelter	4-Bay (5–7m long) Fully Enclosed with seats	3-Bay (4–5m long) Enclosed or Cantilever with seat	N/A
PV Panels or 'green roof'	Y	Y	N/A
Legible Bus Stop Flag with location name	Integrated	Integrated	Freestanding pole with flag
Timetable Information	x2 panels in shelter including timetables and network map	x2 panels in shelter including timetables and network map	x1 or 2 timetable frames
Lighting & Security	Integrated Street lighting CCTV	Integrated in shelter Street lighting CCTV where available	Street Lighting
Real Time Information	TFT screen with audio announcements via 'T' loop and customer push button Virtual departure display QR code vinyl	TFT screen Virtual departure display QR code vinyl	Virtual departure display QR code vinyl
Bus Stop Clearway	24/7 bus stop clearway with cage markings* Bus stop clearway sign affixed to bus shelter	24/7 bus stop clearway with cage markings * Bus stop clearway sign affixed to bus shelter	24/7 bus stop clearway with cage markings* Bus stop clearway plate attached to bus stop pole
* Cage markings – min 37m (13m approach, 15m straightening & 9m exit) – add 19m for every additional expected simultaneous arrival			
Raised 'Access' Kerb	12m plus transition Not in a layby	12m plus transition Not in a layby (unless terminal stop)	
Other	Additional Seating adjacent Clear and level access routes	Clear and level access routes Litter bin	

	Litter bin Cycle Parking Linked to Local Mobility Hub		
--	---	--	--

Annex B2 – Superstop Locations

Proposed Superstop Locations (as part of TCF projects)

- Millbrook Road West at Regents Park Road eastbound
- Portswood Broadway north and southbound
- Swaythling High Road north and southbound
- Bitterne Park Triangle at Cobden Bridge westbound

Coopers Lane (Woolston) north and southbound

Annex C- Real Time Information Screens

Work in Progress as list is being refined.

A complete list will be included in the final document.

Street	Landmark	Direction of Travel	Shelter, Flag Totem Infoscreen
Above Bar Street	Stop 1 (AC)	N	S
Above Bar Street	Stop 2 (AD)	N	S
Above Bar Street	Stop 4 (AF)	N	S
Above Bar Street	(Totem Location)	All	T
Winn Road	Albany Park Court	E	S
Winn Road	Albany Park Court	W	F

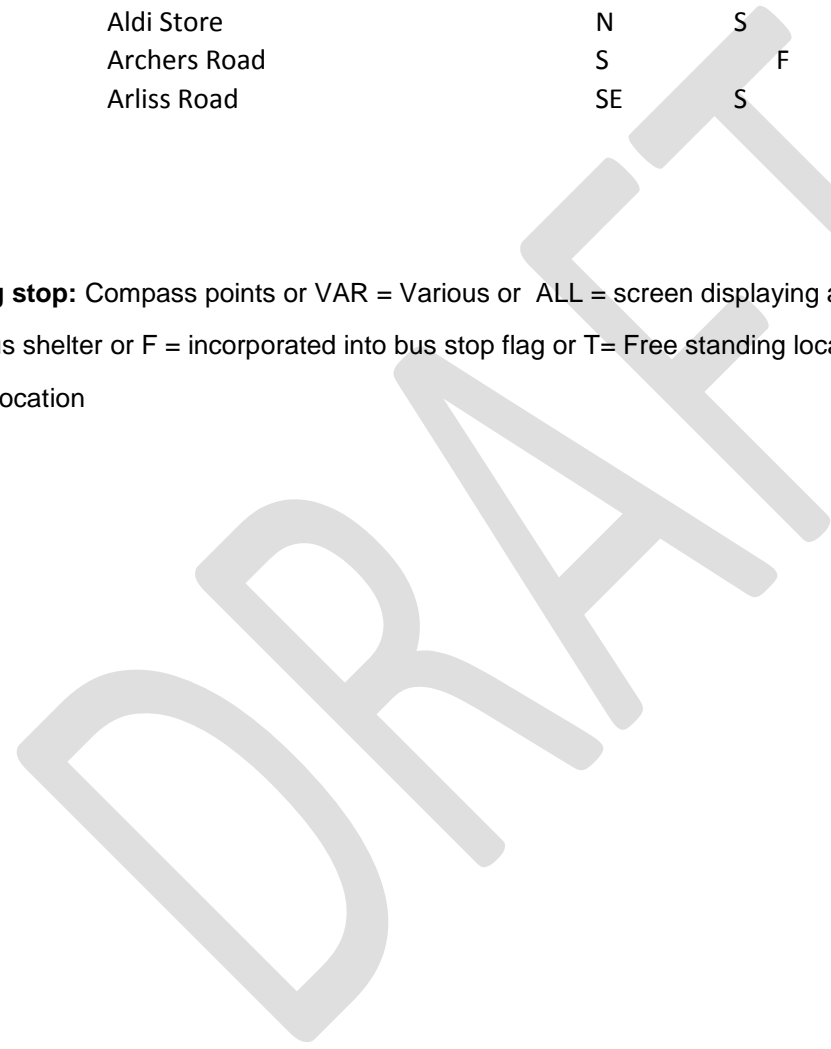
SOUTHAMPTON ENHANCED PARTNERSHIP

Lords Hill Way	Aldermoor Shops	SE	S
Lords Hill Way	Aldermoor Shops	W	S
Bevois Valley Road	Aldi Store	N	S
The Avenue	Archers Road	S	F
Romsey Road	Arliss Road	SE	S

Key:

Direction of Travel on leaving stop: Compass points or VAR = Various or ALL = screen displaying all departures in the locality

Screen type: S = Screen in bus shelter or F = incorporated into bus stop flag or T= Free standing location based Screen or I =screen in building or offsite location



Annex D – Supported Bus Services

Bus services supported by Southampton City Council as of 1st January 2023.

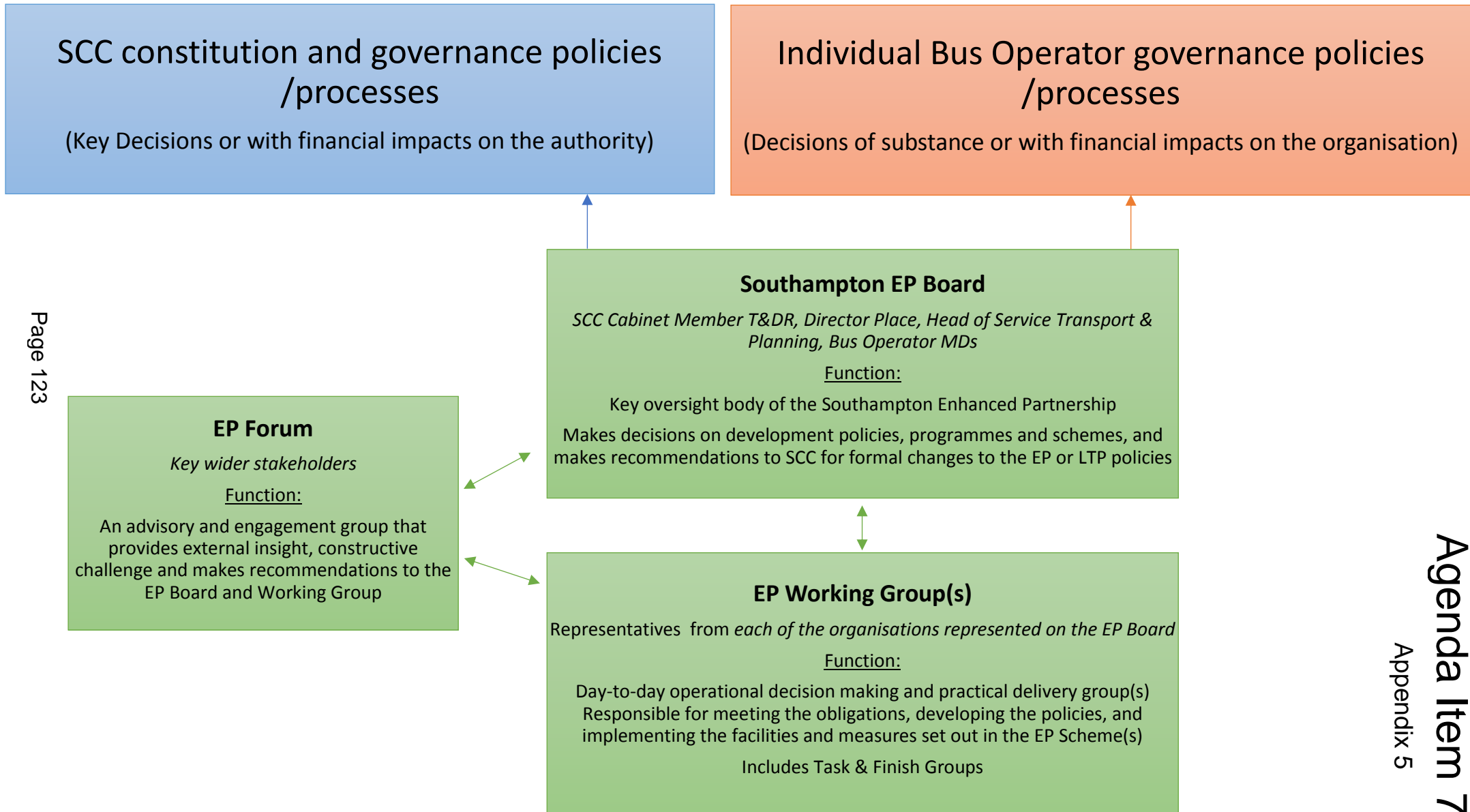
Service	Route	Journeys Supported	%age Subsidised	Weekly operation(km)	Annual operation (km)
X11	City Centre- General Hospital- Lordshill	6 Journeys/Day Mon-Fri	100	5,767	299,894
X12	City Centre- Shirley	4 Journeys/Day Tuesday & Thursday	100	69	3594
Hoppa1	Midanbury- Bitterne	3 Journeys/Day (Mon, Wed & Fri)	100	40	2106
Hoppa2	Sholing-Bitterne	3 Journeys/Day (Mon, Wed & Fri)	100	73	3818
Hoppa3	Thornhill- Bitterne	1 Journey/Day (Mon, Wed & Fri)	100	43	2266
9	City Centre- Sholing	All Mon-Sat	100	1,428	74,256
13	City Centre- Harefield	2x AM Journeys Mon-Fri Term Time	TBC	106	3,922
				7,527	389,857

Annex E – Solent Go & MaaS Products in Southampton

Product	Brief Description
Solent Go – 1 day ticket in Solent Region & 2x City Zones	Unlimited daily travel on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 7 day ticket in Solent Region & 2x City Zones	Unlimited weekly travel on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 28 day ticket in Solent Region & 2x City Zones	Unlimited travel for 28 consecutive days on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 90 day ticket in Solent Region & 2x City Zones	Unlimited travel for 90 consecutive days on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 5 day carnet ('saver5') tickets in Solent Region & 2x City Zones	Pack of 5 day tickets for travel on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go local ferry products	Multi-journey Smartcard carnet tickets on Gosport & Hythe ferries (2, 14 and 56 trip packs) are part of the Solent Go range (these are not combined bus & ferry tickets but are standalone ferry tickets).
Solent Go smart ticketing infrastructure and partnerships	Solent Go jointly managed by SHBOA, Solent Transport, and the LTAs. A legal agreement covers participation in the scheme and how it is managed/ implemented. Some physical infrastructure exists to enable current Solent Go smartcard systems, including card validators on ferries. Solent Go project (2011/12) also originally funded ticketer / other smart card capable ticket machines on buses. Plus web-based infrastructure including website and Unicard fulfilment website.

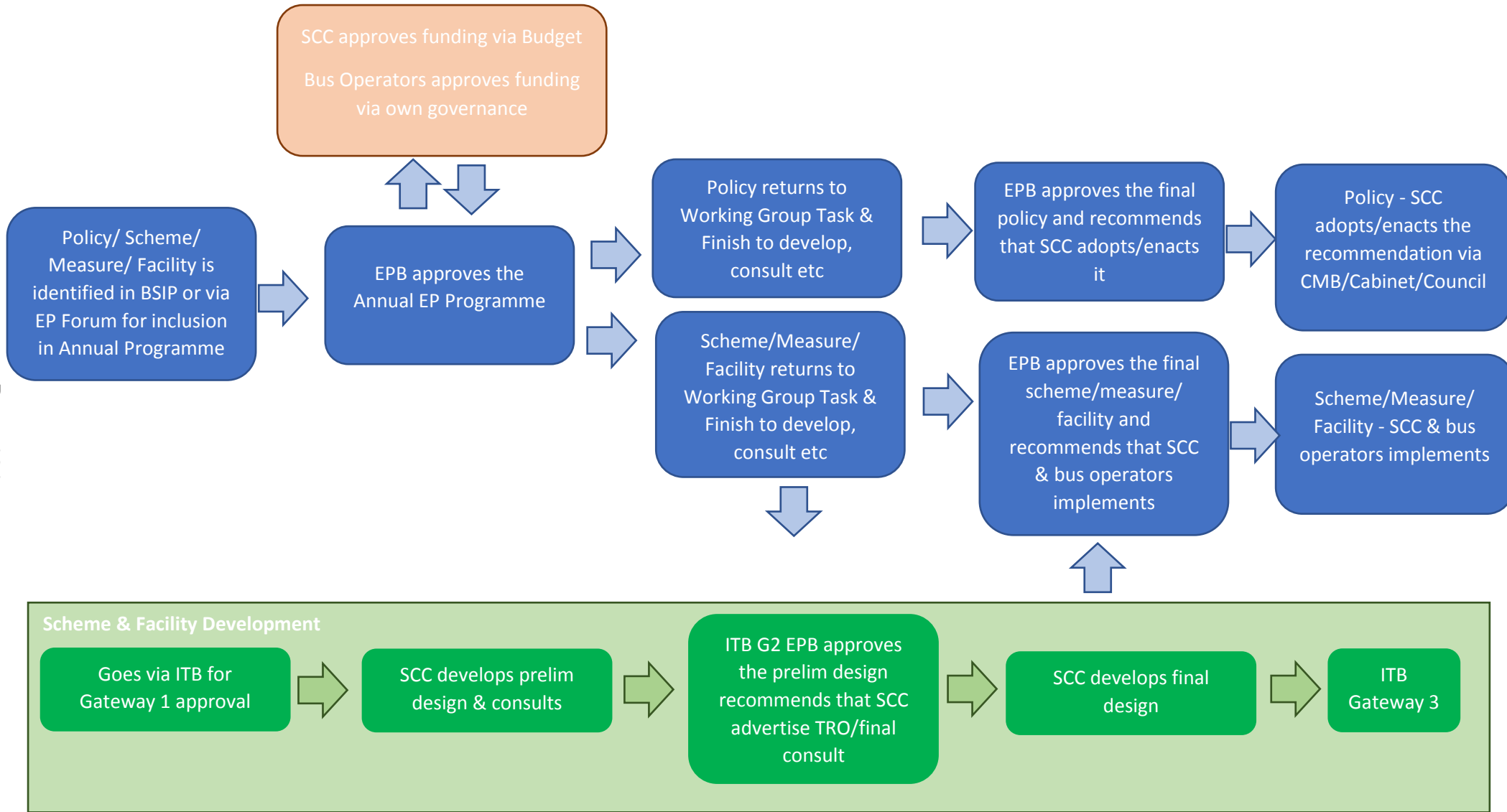
Southampton Enhanced Partnership Terms of Reference

Governance chart:



Southampton Enhanced Partnership Terms of Reference

Page 124



Southampton Enhanced Partnership Terms of Reference

Name:	The Southampton Enhanced Partnership Board (EP Board)	The Southampton Enhanced Partnership Forum (EP Forum)	The Southampton Enhanced Partnership Working Group(s) (EP Working Group(s))
Summary:	The EP Board will be the key oversight body of the Southampton Enhanced Partnership.	An advisory and engagement group that provides external insight, constructive challenge and makes recommendations to the EP Board.	Provide opportunities for discussing issues and considering and developing proposals of all kinds affecting the Southampton bus network including bus services. Task & Finish Groups are set up to carry out specific areas of work. Responsible for meeting the obligations, and implementing the facilities and measures set out in the EP Scheme(s).
Membership:	<ul style="list-style-type: none"> • Southampton City Council Cabinet Member for Transport and District Regeneration • Executive Director for Place, Southampton City Council • Head of Service Transport & Planning, Southampton City Council • Two Managing Director or senior representatives from operators making up 20% or more of local bus services operated within the city, and will be reviewed annually (each March). Initially this will be the Go South Coast Managing Director • The Managing Director of one other bus company representing the remaining bus operators or a South Hampshire Bus Operators 	<ul style="list-style-type: none"> • Officer representative(s) from Southampton City Council • Representative(s) from all bus operators who operate local bus services in Southampton • Representative from University of Southampton (as owner of UniLink) • Representative(s) from local passenger train, express coach, and ferry operators • Representative(s) from Solent Local Enterprise Partnership and Solent Transport • Representative(s) from neighbouring authorities who provide funding towards the cost of supported local bus services • Representative(s) from the Southampton Bus Users and 	<ul style="list-style-type: none"> • Officer representatives from each of the organisations represented on the EP Board and University of Southampton (as owner of UniLink Services). • In addition, from time-to-time other external organisations, including but not limited to, the LEP, TfSE, HCC and neighbouring Local Transport & Planning Authorities may be invited to join the Working Group on an advisory basis for fixed periods to provide specialist expertise.

Southampton Enhanced Partnership Terms of Reference

	<p>Association (SHBOA). Initially this could be the Managing Director of First Solent or Xelabus, or a SHBOA representative.</p>	<p>Accessibility Forums (once established)</p> <ul style="list-style-type: none"> • Representative(s) from local young peoples' forums/Child Friendly City • Representative(s) from Workplace Travel Plan network (max 2) • Representative(s) from Hampshire Police 	
Chair:	Southampton City Council Cabinet Member for Transport and District Regeneration	Officer representative from Southampton City Council	Officer representative from Southampton City Council
Purpose:	<p>To have a delivery overview of all the Enhanced Partnership projects that form part of the work programme arising from the Southampton EP Plan to ensure:</p> <ul style="list-style-type: none"> • successful delivery of EP Schemes to time, cost and quality • provide detailed technical project direction and scrutiny on interventions • collaboration across the strategy • transparency • resolution of any issues escalated by the EP Working Group or EP Forum. <p>The EP Board is also responsible for providing a clear strategic direction, support, confirm priorities and deal with any conflicts impacting the delivery of Southampton EP Plan measures and policies for example in new development and planning</p>	<p>To engage with key stakeholders and provide an overview and update on progress being made with the EP work programme and other plans affecting local bus and community transport services to ensure:</p> <ul style="list-style-type: none"> • engagement and collaboration with key stakeholders across the programme • information sharing • promotion of schemes • transparency • sharing best practice • quality and inclusivity through constructive challenge 	<p>To work together to deliver EP Schemes on the ground including monitoring progress and outcomes.</p> <p>The Working Group may establish Task and Finish or theme Working Groups. This includes Task & Finish Groups to oversee larger or area/corridor specific projects, and may be joint with Hampshire County Council, for example infrastructure improvements on a particular corridor, in this case some bus operators may choose not to be a member if it is not of relevant to them.</p>

Southampton Enhanced Partnership Terms of Reference

	<p>proposals. Make recommendations to Southampton City Council, drawing on the Southampton Bus Service Improvement Plan regarding any proposed changes to the EP Plan and/or Scheme.</p>		
Role:	<ul style="list-style-type: none"> • Monitor the progress of the Enhanced Partnership in delivering the EP Plan • Review proposals brought to it by the Working Group in respect of Facilities, Measures and Requirements, and any accompanying evidence, and to be responsible for prioritising interventions for Facilities, Measures and Requirements proposed by Working Group against available funding as required • Monitor the effectiveness of implemented Schemes in achieving the EP Plan objectives • Vote on whether to proceed with making recommendations to Southampton City Council to implement such as change and, if deemed appropriate, recommend that Southampton City Council, applies its normal statutory powers as required to deliver any such change, amend the EP Plan and/or Scheme as appropriate 	<ul style="list-style-type: none"> • Contribute to the monitoring of progress towards EP Plan targets • input into annual reviews/ updates of EP Scheme(s) and EP Plan • provide oversight of progress with delivery of EP Scheme facilities and measures • act as formal consultees to the future content and arrangements for the variation and revocation of the EP Scheme. • ensure collaboration, synergies and a shared direction is maintained • determine stakeholder and engagement priorities • identify partnership-wide engagement opportunities • support the promotion of bus travel and associated initiatives • provide input into any other related matter as appropriate. 	<ul style="list-style-type: none"> • Measure progress towards EP Plan Programme • Undertake reviews of the BSIP and EP documents • Deliver the EP Scheme Facilities, Measures and Requirements • Action requests from the EP Board • Develop proposals for future schemes and variations • Discuss and develop programmes of preparatory work (feasibility studies, business case preparation, design, public consultations, impact assessments etc) for bus interventions that may be taken forward as Scheme variations or new Schemes. This will be undertaken in accordance with officer delegations and within agreed budget envelopes. • To carry out the monitoring and evaluation of the BSIP and EP Plan and Schemes and report every six months line with the BSIP • To develop an Annual Bus User perception survey • To develop and maintain the Southampton Bus Charter

Southampton Enhanced Partnership Terms of Reference

	<ul style="list-style-type: none"> • Liaise with the Working Group and review proposals brought to it by the Working Group for changes to the EP Plan and/or Scheme to provide direction as required, and if content initiate the required process to make such changes; • Review, discuss and agree priorities for delivery of interventions to achieve the EP Plan through an Annual Programme • Liaise with Southampton City Council, and others, regarding potential bids to external bodies for funding and ensure as far as possible that such bids reflect the priorities of the EP Plan and Scheme • Liaise with the EP Forum and Working Group on the forward work programme; • Liaise with Southampton City Council to respond to Government or other funding opportunities that may arise for delivery of bus service improvement interventions • Have the power to make recommendations to Southampton City Council and request such recommendations are formally considered by Southampton City Council to 		<ul style="list-style-type: none"> • To work on annual reporting updates on the BSIP • Providing timely updates to the EP Board • Provide input into any other related matter as appropriate.
--	---	--	--

Southampton Enhanced Partnership Terms of Reference

	<p>implement any changes that may necessitate the variation to the EP Plan and Scheme or to adopt/change policies</p> <ul style="list-style-type: none"> • Champion the aspirations of the EP with local and regional stakeholders, national groups and Government • Provide input into any other related matter as appropriate. 		
Authority – Decisions	<p>The Executive Director for Place will have delegated authority to agree decisions, following consultation with the Cabinet Member, within the scope of the EP and variations to it on behalf of the EP Board. The Council will give regard to the decisions recommended by the EP Board. However, decisions on policy changes, and public investment in bus services and infrastructure will continue to be made through City Council decision making processes. Decisions on private sector investment in the bus network would be made by the relevant bus company using their own corporate decision making processes.</p>	<p>The EP Forum does not have any formal decision-making powers because the role is primarily to influence and provide input into decisions.</p>	<p>The EP Working group(s) will have the ability to make operational level decisions (subject to normal City Council decision making processes) in order to deliver work on the ground as required by the EP Scheme.</p>
Authority – Approval	<ul style="list-style-type: none"> • The Board must consider the recommendations of the EP Forum and EP Working Group and provide feedback on whether recommendations are adopted, amended, or rejected. 	N/A	N/A

Southampton Enhanced Partnership Terms of Reference

	<ul style="list-style-type: none"> Where rejected, the Board must give reasons for rejection. The Executive Director Place will be granted delegated authority to make variations to the EP in consultation with the Cabinet member and EP Board. 		
Authority – Recommendations	<ul style="list-style-type: none"> The EP Board will be able to make recommendations to each of the board member organisations for investment in the bus network. Recommendations can be made to the EP working group for new schemes or variations to be developed or considered. 	<ul style="list-style-type: none"> The Forum will be able to make recommendations to the EP Board and the EP Working Group. Proposed EP Scheme variations will be considered by the forum and if agreed by all bus operator representatives present, and Southampton City Council, will be put forward for consideration by the EP Board. 	<ul style="list-style-type: none"> The EP Working Group(s) will provide progress updates and make recommendations on higher level decisions to the EP Board. The EP Working Group(s) will also consider proposed variations to the EP Scheme. Where appropriate these will be reported to the EP Board.
Review of membership:	<ul style="list-style-type: none"> The EP Board can agree to add new members to the Board if considered appropriate. This will be done so on a simple majority basis, with the Southampton City Council representative having the casting vote in the event of there being no majority. Changes to the SCC Cabinet Member will need to be agreed through executive appointments through a Cabinet decision. 	<ul style="list-style-type: none"> The EP Forum will review membership, at least annually and provision will be made to invite guests to attend specific meetings when it is considered appropriate. Membership of the Forum can be modified using a bespoke variation mechanism. 	<ul style="list-style-type: none"> The EP Working Group may invite guests to join meetings from time to time as appropriate. For example to provide expert advice or to support joint working across borders.
Quorum:	An EP Board meeting will require a quorum of three representatives, with a minimum of two operator and one Council representative present.	There is no quorum requirement.	There is no quorum requirement, but working groups should be made up of operator and Council representatives, and other stakeholders as required.

Southampton Enhanced Partnership Terms of Reference

<p>Voting:</p>	<p>Decisions will be made on a simple majority of all members of the EP Board present. Each member will be entitled to one vote with the Southampton City Council Cabinet Member representative having the casting vote in the event of there being no majority. In the event that Members are unable to attend, they can delegate their voting rights to another attendee by notifying the Chair in advance of the meeting.</p>	<p>Any votes taken on representations will be on a simple majority basis, based on those attending a meeting where an issue is considered. The Southampton City Council representative having the casting vote in the event of there being no majority. No formal objection process is proposed.</p>	<p>Working Group representatives can make recommendations to the EP Board can be on a unanimous or qualified basis.</p>
<p>Meeting arrangements:</p>	<ul style="list-style-type: none"> • The EP Board will meet quarterly either virtually or in person as agreed by the EP Board Members and be managed by officers of Southampton City Council who will be responsible for notifying attendees, circulating papers and for convening additional non-scheduled meetings, for example, to deal with urgent issues. • In person meeting will usually be held alternatively between Southampton City Council offices and bus operators' offices • All information will be circulated electronically and notification will be by email. • EP Board draft minutes will be approved at the next EP Board meeting. 	<ul style="list-style-type: none"> • The Forum will meet at least twice per year either virtually or in person as agreed by the EP Forum Members. • The EP Forum will be managed by officers of Southampton City Council who will be responsible for notifying attendees, circulating papers and for convening additional non-scheduled meetings, for example, to deal with urgent issues. • All information will be circulated electronically and notification will be by email. 	<ul style="list-style-type: none"> • The EP Working Group(s) will quarterly, usually 4 weeks before the EP Board meetings, and at other times as required and will be managed by Southampton City Council. • Separate Task & Finish Groups may be set up for larger or area specific projects for example infrastructure improvements on a particular bus corridor.

Southampton Enhanced Partnership Terms of Reference

Reporting:	Summary notes recording actions will be taken and made available on the City Council website.	Summary notes recording actions will be taken and made available on the City Council website.	N/A
Resources and Budget:	The Board is responsible for agreeing proposals on how any funding should be spent subject to final approval via the City Council and the relevant bus companies' own decision making processes.	N/A	The working group must operate within the budgets set by the Board.
Treatment of Disputes:	In the event of a dispute, the Chair should endeavour to find a resolution that will benefit the majority of members.	In the event of a dispute, the Chair should endeavour to find a resolution that will benefit the majority of members.	In the event of a dispute, the Chair should endeavour to find a resolution that will benefit the majority of members.
Review:	The EP Board will oversee a review of the EP Plan annually, monitor progress with the delivery of the EP Scheme every six months and can review specific elements of the scheme on an ad-hoc basis. The Executive Director for Place will be granted delegated authority to make variations to the EP Agreement following consultation with the Cabinet Member and the EP Board.	Once the EP Scheme is made, progress in its delivery will be reviewed by the EP Forum every six months following publication of data on progress towards targets, as required by the Southampton EP Plan – this will ensure any necessary action is taken to deliver the targets set out in the EP Plan. Southampton City Council will initiate each review. The EP Forum can also decide to review specific elements of the scheme on an ad-hoc basis. The results of both formal and ad hoc reviews will be considered by the EP Board.	The EP Working Group will be responsible for gathering and preparing the relevant data and information to support the EP Forum and Board with the annual EP Plan review, six monthly EP Scheme progress review and any other ad hoc reviews on specific elements of the scheme as appropriate.



Equality and Safety Impact Assessment

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

Name or Brief Description of Proposal	Southampton Bus Partnership
Brief Service Profile (including number of customers)	
This ESIA supports the report to approve the creation of the Southampton Enhanced Bus Partnership and the EP Plan and Scheme.	
Summary of Impact and Issues	
<p>The National Bus Strategy sets out the objective to achieve modal shift to bus by providing exceptional service and reliability along with comfort and accessibility. An assessment was made of legislation available for bus partnerships from the Bus Services Act 2017, including the two legislative options of Enhanced Partnership and Franchising. In June 2021 Cabinet approved the approach to develop an Enhanced Partnership with local bus operators to improve bus services and grow patronage in Southampton.</p> <p>The BSIP, adopted in October 2021 and updated in Autumn 2022, sets out the local ambition, approach and objectives for buses in Southampton. Prepared jointly with the bus operators it sets out a vision that buses are a mode of choice built on reliability, green, inclusivity and partnership. With supporting ambitions that cover the bus network, journey times, making bus travel affordable, making buses easy to understand, integration, City centre, decarbonisation, passenger input and developing a Mass Transit System.</p> <p>Cabinet approval has now been sought to finalise the EP Scheme and Plan and to establish the EP Board, which will oversee the delivery of the EP. To support this recommendation an initial Equality Impact has been undertaken. This highlights that a full assessment is not required as there are no equality implications specifically in relation to the proposals in the report.</p>	
Potential Positive Impacts	
<p>The EP outlines the ambition to introduce measures that are likely to help promote equality of opportunity for a number of protected groups – namely those who are more likely to be reliant on public transport and those who face increased barriers to using public transport.</p> <p>Measures include:</p> <ul style="list-style-type: none"> • Higher quality, accessible vehicles • Higher quality, RTI enabled stops/shelters, with raised boarding facilities • RTI/audio-visual information and free wi-fi on board 	

<ul style="list-style-type: none"> • Enhanced information provision on board and in stops/shelters • Faster services through the implementation of bus lane enforcement and bus priority • Cheaper and affordable ticket options for young people, families and groups • Zero emission buses • Capped fares so people get the best value fare and across all operators <p>The National Bus Strategy and current Connected Southampton 2040 highlights the important role that bus plays in addressing key strategic equality and inclusion challenges. Young people, BAME groups, disabled people and other protected groups, as well as lower socio-economic groups, are more likely to rely on the bus network to access education, employment and other opportunities. Affordable, accessible and well connected services are vital in ensuring these groups are not marginalised.</p> <p>People will have the opportunity to input into the development of schemes outlined in the EP through the Accessibility Forum and EP Forum as well as perception surveys and engagement events.</p>	
Responsible Service Manager	Wade Holmes, Integrated Transport Service Manager
Date	20/02/2023
Approved by Senior Manager	Pete Boustred, Head of Transport & Planning
Date	20/02/2023

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	<p>Bus services in Southampton carry a high proportion of elderly and younger passengers, so the development of a strategy for public transport that is more reliable and frequent services sought through Connected Southampton would help improve access to key facilities (retail, health and education). Total concessionary bus journeys in Southampton (including senior citizen and disability passes) across four bus operators October 2019-September 2020 totalled 2,120,000, and there are currently 26,200 senior citizen bus passes issued in Southampton.</p> <p>The EP outlines the ambition to develop a network that can support older people by helping them maintain living independent lives longer. This will be delivered through measures such as Demand Responsive Transport in areas that may not be commercially viable for traditional bus services to get people to major healthcare facilities such as Southampton General Hospital.</p> <p>Young people will also benefit from better bus access for employment and education – particularly for NEETs - and a potential wider</p>	Positive impacts

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	range of affordable bus ticketing options. They are more likely to use technology to access the bus and make use of more flexible tickets and pricing.	
Disability	<p>The EP also will help improve travel options for those without the use of a car, (for example those with visual impairments or mobility or learning restrictions) have difficulty accessing some destinations.</p> <p>Total concessionary bus journeys in Southampton (including senior citizen and disability passes) across all bus operators Apr 2017-Mar 2018 totalled 4,385,932. There are currently 2,717 disability bus passes issued in Southampton.</p> <p>Mobility as a Service – the use of a portal (typically an app but this would need to be designed so it did not exclude those without access), to access and pay for transport services such as shared and public transport as required, as an alternative to private car ownership – offers opportunities to deliver better dial-a-ride provision for those with mobility impairments.</p> <p>Planned improvements to the public transport network with investment in the quality of services and any bus priority measures investment will improve reliability of services, enabling improved independence and access to services for people with disabilities. More than 60% of bus stops in the city already have shelters and raised kerbs, and the BSIP has the ambition to make all bus stops compliant as funding allows. All buses have next stop audio visual announcements.</p> <p>Infrastructure and behaviour changes schemes all have to incorporate measures to make it easier and safer for people with all forms of disability to access transport and travel around.</p>	Positive impacts
Gender Re-assignment	Not applicable	N/A
Marriage and Civil Partnership	Not applicable	N/A
Pregnancy and Maternity	The EP will also support improvements at bus stops and more space inside buses will help those with buggies. This will provide level access from bus stops. Space inside of the bus can be	Positive impacts

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>shared with wheelchairs and operators can be encouraged to provide specific space for unfolded buggies.</p> <p>Buses provide an option for new parents who may not have access to a car.</p>	
Race	<p>Those from a BAME background are more likely to rely on the bus network to access education, employment and other opportunities. Affordable, accessible, and well-connected services are vital in ensuring these groups are not excluded and marginalised.</p>	N/A
Religion or Belief	Not applicable	N/A
Sex	Not applicable	N/A
Sexual Orientation	Not applicable	N/A
Community Safety	<p>The BSIP seeks to improve quality of bus information (via real time displays, e-ink, mobile phones and the web) and comprehensive campaigns. Increased information alongside ensuring that bus stops are located in places with good natural surveillance, which can improve feelings of personal security particularly after dark. Research for the DfT from 2004 indicated that around 50% of women and young people felt unsafe waiting at a bus stop after dark. All bus stops will be audited and funding is being sought to improve access and safety – lighting, visibility, safe route to and from the stop, and CCTV.</p> <p>A link is proposed between the buses and the Citywatch centre so that images can be used for any traffic or anti-social behaviour issues.</p> <p>The delivery of wider transport and highway improvements such as high quality cycle infrastructure through the Southampton Cycle Network, Active Travel Zones, public realm enhancements and road safety schemes, will also help improve perceptions about safety.</p>	Positive impacts
Poverty	<p>Improvements to bus services will help those in lower income areas of the city, parts of Southampton being among the top decile in England for deprivation and can suffer indirectly from some of the negative impacts of transport such as emissions and lack of access to a private</p>	<p>Positive impacts</p> <p>To ensure that the measures don't impact negatively on a number of these groups it is</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>car. They are more likely to rely on public transport to get around to work or health choices.</p> <p>A third of all households in Southampton do not have access to a car, those parts of Southampton that have low levels of car ownership are in the poorer communities. These areas tend to have higher levels of commuting to work by bus and a greater reliance on bus for other trips (shops, leisure, education). 58% of people travelling on Shirley Road in the morning peak are doing so by bus.</p> <p>Proposed improvements to multi-modal ticketing and capped fares could offer benefits to people in low income areas, improving value for money of multi-leg journeys.</p> <p>Further roll out of cashless ticketing (contactless cards or m-tickets) may exclude individuals who rely on cash as a means of purchase. This can have an adverse impact on those who do not have access to a bank accounts (as small %) thus can't use debit/credit cards. Those from a low income background may not have enough funds in their bank accounts to reach a cap threshold, they will benefit from lower capped fares, but may rely on cash. Cash fares need to not penalise those who rely on cash.</p>	<p>important to ensure that ticketing options are broad, cash is still accepted, and pricing remains consistent and common.</p>
Health & Wellbeing	<p>The planned delivery of improved public transport networks will help offer an alternative to driving, which will reduce congestion and air pollution. This will be through reducing congestion but also decarbonisation of the bus fleet with electric, or other</p>	<p>Positive impacts</p>
Other Significant Impacts		<p>Consultation with local communities at the individual project design stage will identify the needs of individuals or groups with relevant Protected Characteristics as defined in the</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		Equalities Act 2010.

Agenda Item 8

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE		
DATE OF DECISION:	9 MARCH 2023		
REPORT OF:	SCRUTINY MANAGER		
<u>CONTACT DETAILS</u>			
Executive Director	Title	Chief Executive	
	Name:	Mike Harris	Tel: 023 8083 2882
	E-mail	Mike.harris@southampton.gov.uk	
Author:	Title	Scrutiny Manager	
	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail	Mark.pirnie@southampton.gov.uk	
STATEMENT OF CONFIDENTIALITY			
N/A			
BRIEF SUMMARY			
This item enables the Overview and Scrutiny Management Committee to monitor and track progress on recommendations made to the Executive at previous meetings.			
RECOMMENDATIONS:			
	(i)	That the Committee considers the responses from the Executive to recommendations from previous meetings and provides feedback.	
REASONS FOR REPORT RECOMMENDATIONS			
1.	To assist the Committee in assessing the impact and consequence of recommendations made at previous meetings.		
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED			
2.	None.		
DETAIL (Including consultation carried out)			
3.	Appendix 1 of the report sets out the recommendations made to the Executive at previous meetings of the Overview and Scrutiny Management Committee (OSMC). It also contains a summary of action taken by the Executive in response to the recommendations.		
4.	The progress status for each recommendation is indicated and if the OSMC confirms acceptance of the items marked as completed they will be removed from the list. In cases where action on the recommendation is outstanding or the Committee does not accept the matter has been adequately completed, it will be kept on the list and reported back to the next meeting. It will remain on the list until such time as the Committee accepts the recommendation as completed. Rejected recommendations will only be removed from the list after being reported to the OSMC.		

RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
5.	None.
<u>Property/Other</u>	
6.	None.
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
7.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.
<u>Other Legal Implications:</u>	
8.	None
RISK MANAGEMENT IMPLICATIONS	
9.	None.
POLICY FRAMEWORK IMPLICATIONS	
10.	None
KEY DECISION	No
WARDS/COMMUNITIES AFFECTED:	None directly as a result of this report
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Monitoring Scrutiny Recommendations – 9 March 2023
Documents In Members' Rooms	
1.	None
Equality Impact Assessment	
Do the implications/subject of the report require an Equality and Safety Impact Assessments (ESIA) to be carried out?	No
Data Protection Impact Assessment	
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	No
Other Background Documents Equality Impact Assessment and Other Background documents available for inspection at:	
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None

Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 9 March 2023

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
12/01/23	Safe City	Safe City Partnership Annual Review	1) That, to improve confidence in safe city partners, the Safe City Partnership (SCP) reflects on the importance of communicating positive actions and outcomes to the public.	Comms planning meeting set for 2 March 2023 with SCP partners comms reps.	Ongoing
			2) That Sector Sergeants within the Neighbourhood Policing Teams seek to develop effective relationships and lines of communication with Ward Councillors to ensure that the Constabulary are informed about issues and concerns impacting on the local community.	C/Insp Kennedy: All Sgts and Sector Insp were tasked to re-connect with Councillors. I am satisfied that this has been completed	Complete
			3) That consideration is given to refreshing and rebranding the Neighbourhood Watch Scheme in Southampton to reflect the technological opportunities that are now available.	C/Insp Kennedy: Needs a full review of its current status and options available to develop the product. This is not a priority at the moment.	Ongoing
			4) That, to raise its profile and public support, the connection between community groups, Councillors and Community Payback is enhanced.	No update from Probation	Ongoing
			5) That, to build on the strengths of the SCP, the Partnership reviews good practice from high performing comparable partnerships across England and Wales.	Research underway to identify top 3 CSP's in most similar family Group and top 3 in Hampshire for local comparisons (based on lowest all crime data/'000 population.	Ongoing
			6) That, to provide a more accurate insight into the effectiveness of the SCP, the next iteration of the annual report to scrutiny is more strengths based, providing a balanced narrative outlining	Safer Streets 4 promo video being planned with RCM media, that will be under the SCP banner	Ongoing

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
			positive outcomes alongside the published crime data.		
02/02/23	Transport & District Regeneration	Portswood Corridor Phase 1 Consultation	1) That the Cabinet Member and officers commit to ensuring that the next iteration of the Portswood Corridor consultation survey is worded in such a way that it is neutral and does not appear to favour the proposed schemes.	Proposed action accepted. All reasonable efforts will be made to ensure that questions included in the consultation for the second phase of consultation will aspire to be neutral. A review will be conducted by Council officers on these areas of concern and include the use of Council's Insights data team to conduct a final review prior to launching the next phase of consultation.	
			2) That further traffic counts are undertaken along the Portswood Corridor to monitor changes to travel habits and to improve understanding of the journeys that are being undertaken and traffic trends.	Proposed action accepted. Council officers shall undertake further traffic data collection prior to the next stage of consultation. These findings shall be reported on during the second phase of consultation.	
			3) That modelling for individual roads is undertaken to help develop understanding of the additional traffic that could be diverted to neighbouring residential streets as a result of the introduction of the proposed schemes.	Proposed Action accepted. Council officers shall undertake further traffic assessments based on data collection described in 2) above. This shall include an assessment of the impact on individual roads which shall include, but not limited to, Brookvale Road, Russell Place, Abbotts Way, Winn Road, Westridge Road and Belmont Road. These findings shall be reported on during the second phase of consultation.	
			4) That, reflecting concerns about the potential impact the closure of Thomas Lewis Way could have on the area if the proposed scheme is introduced, an emergency mitigation plan is developed that identifies the potential impact and models alternative routes to be followed to reduce the predicted impact.	Proposed action accepted. Council officers in consultation with the Traffic Management Team at Balfour Beatty and the emergency service fast response teams shall develop an emergency incident plan for A335 TLW to assess the impact of instances such as localised flooding or any incident that restricts access along the corridor.	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
			5) That bus journey time and trend data for Portswood is provided to the Committee and is available for the second phase of public consultation.	Proposed action accepted. Council officers will work through our bus partnership to ensure that this information is up to date and provided as part of the second phase of the public consultation.	
			6) That, for the second phase of public consultation, improvements are made to the clarity of the information about the proposed schemes to raise awareness of the actual proposals.	Proposed action accepted. Council officers will reassess all communication materials to ensure greater clarity on the content of the proposed schemes. These will be related to the public more effectively during the second phase of consultation.	
			7) That the second phase of public consultation includes a wider geographical area reflecting the potential impact of the proposals.	Propose action accepted. Council officers shall review the area which was previously covered for the first phase of consultation and expand where it is felt appropriate to do so.	
			8) That instead of procuring an independent assessment on the impact of the proposals on the prosperity of Portswood District Centre, traders are contacted individually, or through a Portswood Traders Association, and are asked about their views on the proposals.	Propose action not accepted. While it is accepted that there is great value and need for further engagement with local traders for the Portswood district centre it is proposed that this is done in addition to an independent Economic Impact Assessment which is to be conducted by a nationally leading consultant. Further business engagement is planned as part of the second phase of consultation and it is proposed that a Portswood District Centre Forum be set up by council officers in order to further engage with local businesses.	
			9) That, if the Cabinet Member agrees to the independent assessment on the impact of the proposals on the prosperity of Portswood District Centre, the Cabinet Member and officers commit to separately engaging directly with Portswood traders about the proposals.	Propose action accepted. See proposed action 8) above.	

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
08/02/23 Page 144			10) That the Cabinet Member and officers demonstrate how the proposals will impact on the city's net zero ambitions.	Proposed action accepted. Additional information shall be provided on how the Portswood corridor proposals will impact on the cities net zero ambitions.	
			11) That the Cabinet Member recognises the strength of feeling and opposition to the proposed closure of Portswood Broadway to through traffic and goes back to the drawing board and scraps plans to close the road to through traffic and instead comes back with alternative proposals for Portswood Broadway that will make the district centre greener and more attractive.	Proposed action not accepted. Additional information as recommended by this Committee should be gathered and analysed before any decision on the scheme is made. Alternative proposal have already been considered and the designs shall continue to develop based on feedback from the consultation and evidence led designing.	
08/02/23 Page 144	Finance & Change	Budget Proposals 2023/24	1) That more extensive public consultation is undertaken to inform the development of future Council budgets.	Cabinet will review the approach taken, so that proportionate resources are used to elicit a suitable scale and range of feedback that can inform the development of future budgets.	Complete