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1 June 2015

S U M M O N S

MEETING: Overview and Scrutiny Committee
DATE: Tuesday, 9 June 2015
TIME: 6.00 pm
PLACE: Committee Room 1 , Town Hall, Gosport
Democratic Services contact: Lisa Young

LINDA EDWARDS
BOROUGH SOLICITOR

MEMBERS OF THE BOARD

Councillor Beavis (Chairman)
Councillor Forder (Vice Chairman)

Councillor Allen	Councillor Gill
Councillor Mrs Batty	Councillor Hazel
Councillor Mrs Forder	Councillor Hylands
Councillor Foster-Reed	Councillor Scard
Councillor Geddes	Councillor Mrs Wright

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AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

All Members present are reminded to declare, at this point in the meeting or as soon as possible thereafter, any disclosable personal interest in any item(s) being considered at this meeting.

3. MINUTES

To confirm the Minutes of the Committee meeting held on 4 March 2015 and the extraordinary meeting of the committee held on the 17 March 2015 and the meeting held on 21 May. (attached).

4. REPORTS TO BE RECEIVED AND REVIEW OF MEMBERSHIP

- (i) EQUALITY & DIVERSITY ANNUAL REPORT
- (ii) INTERPRETATION SIGNAGE BOARDS – (VERBAL UPDATE)
- (iii) PUBLIC ACCESS TO FORT BROCKHURST – (VERBAL UPDATE)
- (iv) BUS SERVICES WORKING GROUP (UPDATE ATTACHED)

5. DEVELOPMENT OF A WORK PROGRAMME

A) REQUESTS FOR SCRUTINY

To consider any requests for scrutiny received by the Borough Solicitor. A copy of the Scrutiny Work Plan Prioritisation Aid is attached.

B) WORK PROGRAMME

To consider the work programme (attached) for the Committee and any suggestions from Members for issues to be scrutinised.

C) OTHER SUGGESTIONS FOR SCRUTINY

6. ANY OTHER BUSINESS

GOSPORT BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

9th June 2015

ITEM FOR DISCUSSION

TITLE: EQUALITY & DIVERSITY ANNUAL REPORT

AUTHOR: HEAD OF CORPORATE POLICY AND COMMUNITY SAFETY

1.0 PURPOSE:

To summarise the Council's approach to Equality & Diversity and report on progress of our corporate activities which ensure compliance to the Public Sector Equality Duty (PSED) under the Equality Act 2010.

2.0 BACKGROUND:

- 2.1 The Council adopted a Single Equality Scheme (SES) in 2011 to reflect its commitment to the new provisions of the Equality Act 2010. This three-year scheme and action plan was monitored by the Council's Equality & Diversity Steering Group (EDSG) which made an annual report to Council Management Team and to this Committee. This scheme expired at the end of March 2014 and a final progress report of the SES was presented to the Committee last year.
- 2.2 Rather than renew the SES which had become outdated and was no longer a legal requirement, the Council replaced it in 2014 with a Statement of Commitment to Equality & Diversity which more succinctly confirms the Council's commitment to the general and specific duties of the PSED under the Equality Act 2010.
- 2.3 The Statement of Commitment to Equality & Diversity remains in place and is attached as Appendix A. It is published on the Council's web site along with other Council equality information which demonstrates compliance to the specific duties for public authorities under the Equality Act.
- 2.4 The specific duties require public authorities to publish equality information about staff and the community at least annually and also to set and publish at least one measureable equality objective and

review this at least every four years.

- 2.5 This report summarises the Council's equalities infrastructure and provides an annual progress report on compliance to the specific duties of the PSED.

3.0 REPORT:

- 3.1 EDSG and Personnel annually review the equality information the Council already collects and publishes and considers what would present sufficient evidence of its adherence to the Equality Duty regarding employees and service users.
- 3.2 The latest guidance on the PSED issued by the Government Equalities Office in 2013 suggests public authorities can adopt a proportionate approach to the specific duties appropriate to the size, resources and capacity of the organisation if this is underlined with good equalities infrastructure.
- 3.3 Utilising information already collected should meet the minimum requirements and not impose additional resource or other data collection costs to the Council.
- 3.4 The Council's equality and diversity "infrastructure" includes:
- quarterly progress reports on local equality performance indicators and corporate equality objectives and actions;
 - guidance and resources from EDSG which share and develop corporate good practices across service units;
 - section and unit meetings where equal opportunities is a standard agenda item;
 - annual assessments by Section Heads for equality improvements to their services;
 - equality impact assessments completed on proposed new policies or strategies or when significant changes are proposed for existing ones;
 - information about equality and diversity resources published on our web site and on the Infonet;
 - mandatory equality and diversity training for new staff within three months and refresher training for all staff at least every three years;
 - staff and related employment information which is published to meet Government equality and transparency compliance;
 - internal hate incident/crime reporting protocol and guidance to address any harassment or victimisation of customers or staff by members of the public.
- 3.5 The three existing Corporate Equality Objectives and their milestones were reviewed by EDSG. All were completed or progressed during the past year.

EDSG recommended to CMT that two of the three existing Corporate Equality Objectives are kept for 2015. No additional corporate objectives were identified by Sections and Units when asked. A progress update on each of the objectives plus proposed new milestones for the two objectives retained for 2015 are attached as Appendix B.

4.0 CONCLUSION:

- 4.1 The corporate equality and diversity practices, data collected and published as described in Section 3, and Appendices A and B should provide a sufficient and proportionate response to the statutory requirements of the PSED. They also reflect the Council's continued commitment to maintaining robust equality and diversity practices for its customers and employees.

Supporting Information

Financial implications:	None
Legal implications:	None
Risk Assessment:	Compliance to the Public Sector Equality Duty of the Equality Act 2010 is a statutory requirement. Failure to comply could invite possible enforcement action from the EHRC or legal challenges from groups and individuals against the Council on equality grounds.
Background papers including previous reports:	Single Equality Scheme Annual Report 24 th June 2014 to the Overview & Scrutiny Committee
Enclosures/Appendices:	Appendix A: Statement of Commitment to Equality & Diversity 2015 Appendix B: Corporate Equality Objectives Assessment 2015
Contact name & tel. no.	Julie Petty, 023 9254 5381

Gosport Borough Council's Equality Objectives 2014-15 Annual Review

Background:

The Council's Equality Objectives support the three main aims of the Public Sector Equality Duty general duty. The general duty applies equally across Great Britain and commenced in April 2011. It requires public bodies to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups; and
- Foster good relations between people from different groups.

Part of the specific duty is to set at least one corporate equality objective which must be reviewed annually. The latest review of the Council's equality objectives, approved by Council Management in April 2015, is shown below.

Objective 1:

To improve the experience of our customers when contacting and visiting the Town Hall, ensuring safe access to the building and fair access to information and services provided by the Council.

Comment: The refurbishment of the Town Hall Main Reception area was completed in January 2011. The changes implemented were based on previous customer feedback and recommendations from the Gosport Access Group and Disability Forum which has advised the Council on access needs of disabled people for many years. Ongoing review and improvement of the Main Reception is coordinated by the Community and Customer Services team. Customer and staff feedback are collected and reviewed to ensure that the reception arrangements and general Town Hall arrangements meet customer needs.

Review findings:

All milestones set for this objective in 2012 and 2013 were met.

Milestone for 2014: Increase the number of services provided to the public at Main Reception to improve access to these services and reduce the need to contact Council services separately.

Status of milestone for 2014: Main reception staff handled additional payment services on behalf of Streetscene and set up a central point in Main Reception for GAIN information (Gosport Information and Advice Network).

Future: The ongoing review and improvements to the Main Reception area will continue to be coordinated by the Community and Customer Care team based on customer and staff feedback. There are established good practices in place and therefore it is not felt that this needs to be retained as a specific corporate equality objective in 2015-16.

Objective 2:

Improve the collection and use of equality monitoring information to inform service design and delivery to enhance equality of opportunity and understanding of needs of different groups.

Comment: The Equality and Diversity Steering Group (EDSG) is a corporate working group which co-ordinates the Council's equality and diversity work. In 2008 the Council adopted a corporate Equalities Monitoring Framework (EMF) which established a corporate understanding and approach to equalities, including guidance on monitoring protected characteristics and how monitoring should be applied in accordance with current equality legislation. Until 2014 all Section Heads completed an annual assessment of their section's compliance to the EMF. However, as this practice is well established, it was agreed that from 2015 only sections which have had significant changes to their roles and responsibilities would require a new assessment to understand the impact of such changes on their staff and customers.

Review findings:

Milestones 2014:

1. EDSG to assess the need for any Section to continue annual assessment of compliance to EMF where appropriate.
2. EDSG to check progress of service level equality objectives identified in 2013

Status of milestones for 2014

1. Section Heads were canvassed about any significant changes made or expected to their Section's role and responsibilities. Two sections were assessed as needing a new assessment of compliance to EMF. Both have been completed.
2. Seventeen Section level equality objectives were identified for 2013-14 and at end March 2015, 14 have been completed. The remaining three have been carried over for completion during 2015-16 (due to operational reason).

Future: Objective 2 will remain but the wording will be amended to 'all service areas of the Council will at least annually review the need for setting any new service level equality objectives and review progress towards any set previously as part of the Council's commitment to ensure good equality practices are embedded throughout its areas of operation. Section Heads will assess customer and staff feedback received, compliments and complaints received and

recommendations made following any equality impact assessments of policies and strategies or functions of their service in order to determine if any service level equality objectives are needed to ensure fairness in all of their Section's operations and practices'.

The same two milestones will be kept, but updated for 2015/16.

Objective 3:

Improve public awareness of domestic abuse (DA) and reduce the number of DA incidents while fostering better partnership working to help ensure local DA services are accessible and available to all who need them.

Comment: This is being achieved through data and information sharing with strategic partners to identify deprivation and disadvantage which can lead to inequality and coordinating local services and resources through effective partnership working. The Safer Community website is reviewed on a monthly basis and information in relation to Domestic Abuse services is updated accordingly. The Gosport Community Safety Partnership ensures that the information on the Safer Gosport website reflects any campaigns being undertaken nationally, by Hampshire Constabulary or led by the Hampshire Domestic Abuse Forum. High risk cases are referred to the Multi-Agency Risk Assessment Conference (MARAC) process. Medium and low risk incidents are managed locally by the Neighbourhood Police Teams and are monitored through the Partnership Action Group process. The Police are currently implementing training for Officers who will be trained to a higher level in Domestic Abuse investigations and will predominantly deal with medium and low risk victims.

2015 Review findings:

Milestones for 2014:

1. Participate in Annual White Ribbon Campaign to promote awareness of Domestic Abuse and collect feedback from members of the public - November 2014.
2. Monitor the source of referrals to the MARAC to ensure partner agencies are aware of and using MARAC for identified high-risk victims.
3. Collect annually the number of Domestic Violence offences recorded by the Police to assess level in comparison to previous years- end March 2013 and 2014.

Status of milestones for 2014:

1. Event was held at Tesco Alver Village in November 2014 involving agencies including GBC, Police, Fareham & Gosport Family Aid, Hampshire Fire and Rescue Service, and was supported by Tesco. The event was held to signpost Domestic Abuse services and engage with members of the public with what can be a highly emotive and difficult topic

to discuss. The footfall at the Tesco store is very high as well as being situated in a deprived area. However, in 2015, partners will hold the event at an alternative location to engage people from different parts of the Borough.

2. There were 252 cases discussed at Fareham & Gosport's MARAC during 2013/2014 (October to September), this compared to 3138 for the whole of Hampshire. Within Fareham & Gosport 75% of referrals came from the Police and 25% from partner agencies, this compared to 83% and 17% respectively for the whole of Hampshire.
3. There were 359 offences recorded for the 2013/2014 financial year. This is an increase of 19.6% (+59 offences) from the previous financial year (2012/2103). The 2014/2015 information is not yet available and it is uncertain if the Police will be able to provide comparable figures in future due to recording changes.

Future: Maintain this as a corporate equality objective with current milestones as domestic violence remains a significant concern in the Borough and the Council plays an important role with its partners to improve awareness and accessibility of local domestic abuse services to anyone who needs them.

GOSPORT BOROUGH COUNCIL'S

Commitment To Equality & Diversity

Gosport Borough Council is committed to equal opportunities for all.

If you need this document in large print, on tape, on CD, in Braille or in other languages, please ask.

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Revised March 2015

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COMMITMENT STATEMENT

Gosport Borough Council is committed to equal opportunities for all and recognises the value of diversity.

As both a service provider and employer, the Council aims to mainstream fairness and equality into every aspect of its services and employment practices and to remove barriers to ensure equal opportunity.

It aims to ensure that no person receives less favourable treatment on the basis of race, disability, sex, gender re-assignment, sexual orientation, age, religion or belief, marriage or civil partnership, pregnancy or maternity.

1.0 INTRODUCTION

Under the Equality Act 2010 ('the Act'), local authorities have a general duty to have due regard to the need to eliminate discrimination and harassment; advance equality of opportunity; and foster good relations between people who share a protected characteristic and those who do not. This is known as the Public Sector Equality Duty (PSED).

This general duty is supported by specific duties and, in summary, listed public authorities in England are required to: publish information to demonstrate compliance with the general duty, at least annually, and to prepare and publish one or more objectives, at least every four years to achieve any of the aims in the general equality duty. The information and objectives must be published in a manner that is accessible to the public.

2.0 PURPOSE

This Commitment sets out how the Council intends to meet its duties under the Act.

The Council had a Single Equality Scheme in effect from 1 April 2011 until 31 March 2014. This Statement of Commitment replaces the Single Equality Scheme and reflects the latest guidance of the Equality and Human Rights Commission and the Government's Equality Office on public sector compliance to the Act.

Compliance will be monitored by the Corporate Policy and Performance Section and progress reports will be provided to the Equality and Diversity Steering Group and to the Council Management Team.

3.0 SCOPE

This Commitment applies to all employees, workers, volunteers, self-

employed and placements and will be reflected in arrangements with contractors. Members of the Council are required to comply with the Code of Conduct which covers equalities issues and by following this Commitment Members will be able to demonstrate compliance.

4.0 WHAT IS COVERED UNDER THIS COMMITMENT

4.1 Public Sector Equality Duty

The Act created a new single PSED which covers the protected characteristics of age, disability, sex, race, religion and belief, sexual orientation, gender re-assignment, marriage and civil partnership and pregnancy and maternity.

Under the general duty public bodies must have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between different groups; and
- foster good relations between different groups.

The general duty is underpinned by a number of specific duties which provide a framework to help public bodies meet the general duty. Most public bodies such as local authorities must meet both the general duty and the specific duties.

5.0 DESIGNATION OF KEY RESPONSIBILITIES UNDER THIS COMMITMENT

Chief Executive

The Chief Executive is responsible for developing a leadership role in the Borough, promoting improved understanding of equality and diversity and ensuring this Commitment is implemented throughout Gosport Borough Council and regularly reviewed.

Council Management Team

Members of Council Management Team provide senior level support for equality and diversity and are responsible for ensuring adherence to this Commitment.

Section Heads

Section Heads have direct responsibility for the compliance of their service areas with this Commitment. They are required to provide an annual assessment of their section's service level equality objectives based on the results of customer feedback, consultations, equality impact assessments (EIAs) and the assessment of compliance to the Equality Monitoring Framework.

They must ensure staff understand and meet the responsibilities contained in this Commitment, that staff receive all necessary training and support, identifying any particular needs, and that the Council's policies and procedures are complied with.

Employees

All employees of the Council have a responsibility to understand this Commitment and comply with its provisions in their working practice. Employees should also seek information and advice from their managers or the Equality and Diversity Steering Group on any aspect that requires clarification.

Volunteers/work experience/contractors

Council volunteers, work experience staff or those contracted by the Council for specific services have a responsibility to act in a fair and appropriate manner, in accordance with this Commitment and all other Council policies and procedures.

Elected Members

Members engage with the wider Gosport community to better understand local needs and issues and to provide leadership and support for this Commitment. As representatives of the Council, they have a responsibility to support and promote equal opportunities and practices in all aspects of their civic responsibilities.

Personnel

The Personnel section is responsible for ensuring all employment procedures and processes including recruitment, retention and training comply with current equal opportunity in employment legislation.

It plays a key role in ensuring training needs are appropriately met and delivery mechanisms put in place with respect to equality and diversity issues in employment.

The production, review and updating of relevant equality and diversity in employment policies is the responsibility of the Personnel section.

Overview and Scrutiny Committee

An Annual Equality & Diversity Report is made to the Committee. It can also request reports or additional information on any aspect of this Commitment in order to assess corporate compliance and good practice.

Equality and Diversity Steering Group

This corporate group, known as EDSG, has representatives from every service unit and the Trade Union, Unison. It has overall responsibility for co-ordinating the Council's equality and diversity work. It provides a forum for

discussing equality issues and developing good equality practices across service units.

Learning and Development Group

This corporate group is responsible for identifying corporate training needs and developing appropriate responses.

6.0 MAINSTREAMING EQUALITIES AND MONITORING PROGRESS

Mainstreaming and monitoring of equality principles and practices throughout Council activities is achieved through a variety of means:

Partnerships and networks

Through active representation in many partnerships and networks, the Council seeks to improve its understanding of local issues and local needs. Engaging with other organisations through partnerships and networks provides valuable opportunities to share information and expertise to help identify and address community concerns.

The Council understands its role as part of the fabric of the local community rather than an entity outside of it. Regular consultation with and feedback from these partnerships, formal and informal networks, assists Council staff in assessing and monitoring services in relation to local equality issues and their impact on local people.

Personnel management and information systems

Personnel collects and monitors extensive information to ensure equality standards are maintained throughout the Council's employment processes. Profile information on the Council's workforce, including gender and ethnicity information, is routinely collected and monitored. The monitoring of its grading structure through the job evaluation scheme and Organisation Sub-Group, and commitment to a regular equal pay audit, helps to ensure that pay and grading are applied fairly and consistently across the organisation.

Personal review and training assessment processes provide the means for monitoring equality of opportunity in the development of the Council's workforce.

Personal reviews

Personal reviews provide an opportunity for managers to discuss with staff areas for performance improvement with respect to customer care, service delivery and any aspect of this Commitment. Each member of staff has his/her own personal training plan that is reviewed annually to help identify training needs and allocate training resources. Refresher training on the personal review process is offered regularly to managers; all managers new to the Council are provided with training before undertaking the process. A range of training is available to staff from internal and external sources.

Team meetings

Equal Opportunities – “Employment and Service Delivery Issues” is a corporate standard item on all team meeting agendas and acts as a vehicle for raising and discussing equalities issues identified within teams. Managers can seek further information or guidance from the Personnel Section, Equality and Diversity Steering Group, Council Management Team or the Corporate Policy and Community Safety Section to address issues raised.

Equality impact assessments

The Council has a corporate process for assessing the impact of its policies, strategies and functions on different groups. This equality impact assessment (EIA) process is undertaken at the development stage for proposed new policies, strategies and functions or whenever a significant change is being considered to existing ones.

This process has been revised to specifically analyse how Council policies, strategies and functions further the three aims of the general Equality Duty. An initial assessment is completed and then reviewed by a sub-group of the Equality and Diversity Steering Group. The review sub-group determines if the analysis and evidence provided are sufficient to reasonably assess the possible impact of the policy, strategy or function for each protected characteristic.

It can recommend gathering further evidence to assess impacts, recommend specific equality actions are undertaken to mitigate potential negative impacts on groups or to further the aims of the general duty, or recommend the policy, strategy or function be halted until a full assessment is undertaken. Actions from the assessment process form part of the Section Heads’ annual review of their service level equality objectives.

Equalities Monitoring Framework

This provides a corporate approach to equalities monitoring across Council service areas. It provides guidance to service areas for determining the type and degree of equalities monitoring to be applied. All section heads provide an initial assessment of compliance to the framework and update this annually if there have been significant changes to their section’s roles and responsibilities over the year. An annual assessment of service level equality objectives based on the results of customer feedback, consultations, EIAs and the assessment of compliance itself is also undertaken by section heads. Achievement or progress of service level equality objectives is monitored by EDSG. **Compliments and complaints**

Compliments and complaints received about services also help to identify the impact of good practices and any adverse impact of existing practices.

Gosport Borough Council responds to complaints from customers as quickly and as efficiently as possible and considers their suggestions for improvements. Its formal complaints procedure is detailed on the Council web

site and available in different formats from the Town Hall.

The Council Management Team can review summary reports on complaints received by the Council with a focus on any related to equality and diversity issues. These are then reported to the Equality and Diversity Steering Group for further review and recommendations for corporate actions to address them.

The comprehensive Equality and Diversity in Employment Policy ensures that all employees are aware of their responsibilities and the procedure which can be used for any complaints which may arise.

Procurement and funding relationships

The duty to promote equality applies to procurement. Where an external supplier carries out a function on the Council's behalf, the Council recognises it remains responsible for meeting the duty. All contracted services and functions are assessed for relevance to the general duty and undergo the EIA process.

Contractors which currently or intend to supply goods or services on behalf of the Council must provide evidence that they have systems in place to ensure equal access and treatment in their own employment practices and in the services they provide. The Council provides information to potential contractors on its equality commitments as part of its Invitation to Tender documentation and ensures these commitments are part of its Contractual Agreements.

Post-contract monitoring is undertaken to assess equality performance indicators, collate reports of any complaints from service users - including any related to harassment - and service audits to check on any problems in relation to the equalities in the specification.

Guides and toolkits

Current good equality practice is mainstreamed throughout the Council by the development of guidance notes and toolkits provided on the Council's Infonet and through induction packs to new members of staff.

Training

The Council delivers equality training to all staff through an Equality and Diversity e-learning programme. The training modules are updated as necessary to reflect new legislation and good practice and all employees are required to renew training every three years. New employees complete this training during their induction period. Training, awareness raising events and information are also delivered to staff.

**NOTES OF THE MEETING OF THE
BUS SERVICES WORKING GROUP
HELD AT 09.30 ON 25 NOVEMBER 2014**

Membership: Councillors Beavis (P), Farr (P) Forder (P) and Scard (P).

Also in attendance Mark Reddy – Managing Director First Bus

Officers: Lisa Young

David Duckett

1 Background

- 1.1 This was the fifth meeting of the Bus Services Working Group.
- 1.2 Marc Reddy, the Managing Director of First Bus in Berkshire, Dorset and Hampshire was invited to address the group.
- 1.3 David Duckett was invited to continue to provide support to the Group.
- 1.4 Members of the Group acknowledged that since the last meeting of the Group, Hampshire County Council had delivered their decision day in relation to Transportation and that this had an impact on the services provided to Lee on the Solent and Clayhall areas.

2 Discussion at the meeting

- 2.1 Marc Reddy gave the Group some background into the history of bus services in Gosport following the deregulation of buses in 1985.
- 2.2 The Group were advised that First Bus had operated from the area since 1997

The Group was advised that the most significant change to the network had occurred in 2012 with the introduction of the Bus Rapid Transport busway.

The Eclipse had proved to be very successful and overall, it had shown that people were prepared to walk slightly further to catch a more regular bus service. As a result of this, a redesign of the network was implemented in November 2012 with a simpler and easier to understand timetable.

- 2.3 Mr Reddy advised that there had been big growth on the Eclipse Services. 3.4 millions Passengers had travelled on the route and growth in passenger numbers had been 64% in the first year and 24% in the second year. The Group was also advised that 14% of the users of the Eclipse did so instead of travelling by car. It was acknowledged that this would not reduce traffic on the A32 by 14% but that the service had led to a reduction in congestion on the road and had shown that people were prepared to use the Eclipse as an alternative to taking their car.
- 2.4 The Group was advised that the BRT had won three national awards and a local award and was recognised nationally as a success and value for money.
- 2.5 Mr. Reddy advised that a number of new ticketing methods were being introduced; these included mobile ticketing to speed boarding and allow purchases to be made before travel. The SolentGo Card had been introduced to allow travel across Hampshire.
- 2.6 The Group was advised that there had been a change in bus operator grants, the relief received on fuel duty. This had decreased from 43.21p per mile to approximately 34p per mile.
- 2.7 The Group was advised that despite these cuts, in the Solent Business Unit, comprising Portsmouth, Waterlooville, Gosport and Fareham 89 new buses had been purchased, at a cost of £13,700,000 the average age of the fleet in the area was 4 years, below the government recommendation of 8 years. In addition, micro hybrid buses had also been introduced.
- 2.8 Free Wi-Fi was being added to buses to allow people to utilise the time spent travelling and 64 buses were undergoing refurbishment and it was hoped the next step in improvements would be the introduction of next stop audio announcements and screens. It was hoped that the improvements would make buses a more attractive option for passengers
- 2.9 Mr. Reddy also advised that the Solent Business Unit comprised 160 buses and 428 staff, a large proportion of which came from Gosport.

- 2.10 Mr. Reddy advised the group, that in relation to the concerns identified it was possible to catch the bus from Nobes Avenue to Tukes Avenue, but a change of buses would be needed from the 9 service and the 10 service. It was acknowledged that customers did not like to change buses, but also that the demand for the route was most frequently from those entitled to concessionary fares and there would be no financial disadvantage in changing buses. Mr. Reddy advised that if required a leaflet could be produced detailing how to get to from Nobes Avenue to Tukes Avenue by bus.
- 2.11 In relation to the number 11 service in Anglesey, it was advised that the service had initially been funded out of the developer's contributions from the Priddy's Hard Development. When this funding expired, Hampshire County Council had continued to wholly subsidise the service and the funding for it had subsequently been reduced.
- 2.12 Although not exclusively the case, it was often shown that the bus routes that were most successful were those situated in lower socio economic areas.
- 2.13 The Group was advised that it could be possible to reintroduce the Saturday service if the funding could be found, but that 56 days notice was required to amend a timetable, unless approval was given by the local authority and the traffic commissioner. The Group was advised that the predecessors to the Number 11 service, the 29/30 were always tendered and subsidised, even when Haslar was open.
- 2.14 In relation to the services for Lee-on-the-Solent, it was advised that amendments had been made as only 3% of those travelling on the previous 72 route travelled end to end, to make the service more attractive, a stop at Fareham Bus Station had been included.
- 2.15 It was recognised that a service to Marine Parade East had been withdrawn and that Councillors had expressed concern that elderly residents could not walk the 800metres stated. The Group was advised that a decision had been made to service Cherque Farm, as the demand for service there was greater.
- 2.16 It was reiterated to the Group that routes on which the bulk of passengers were concessionary fare holders were not profitable due to the lack of reimbursement received for concessionary fares travelled. The Barnett Formula had determined the rules with the introduction of concessionary fares and could not be amended.
- 2.17 It was acknowledged that should funding become available for the reintroduction and amendment of the 21 route to include Lee-on- the –

Solent, it would not be straightforward.

- 2.18 The Group was advised that in preparation for the decision day report Hampshire County inspectors would have been travelling on journeys to access the viability of them. Members reiterated that residents in Lee on the Solent had expressed feelings of isolation at the service provided.
- 2.19 Mr. Reddy addressed the Group in relation to the recent call for a direct service to QA Hospital. It was acknowledged that the route would be unreliable, would take longer to travel to the hospital and that more regular and reliable services were already in place. It was recognised that those that used buses to hospitals were not regular travelers on the route.
- 2.20 Mr. Reddy agreed that it was important for some continuity in the network now and it was hoped that this would be accompanied by growth, in relation to the number 10 route; it was advised that its continuation was borderline as it was not a well used route.
- 2.21 The Group was advised that there were already a number of travel options that encompassed the use of Gosport Ferry.
- 2.22 In conclusion, Mr. Reddy reiterated the success of the BRT and advised that he hoped that a form of bus station would remain in its current location should the waterfront area be redeveloped.

3 Conclusion

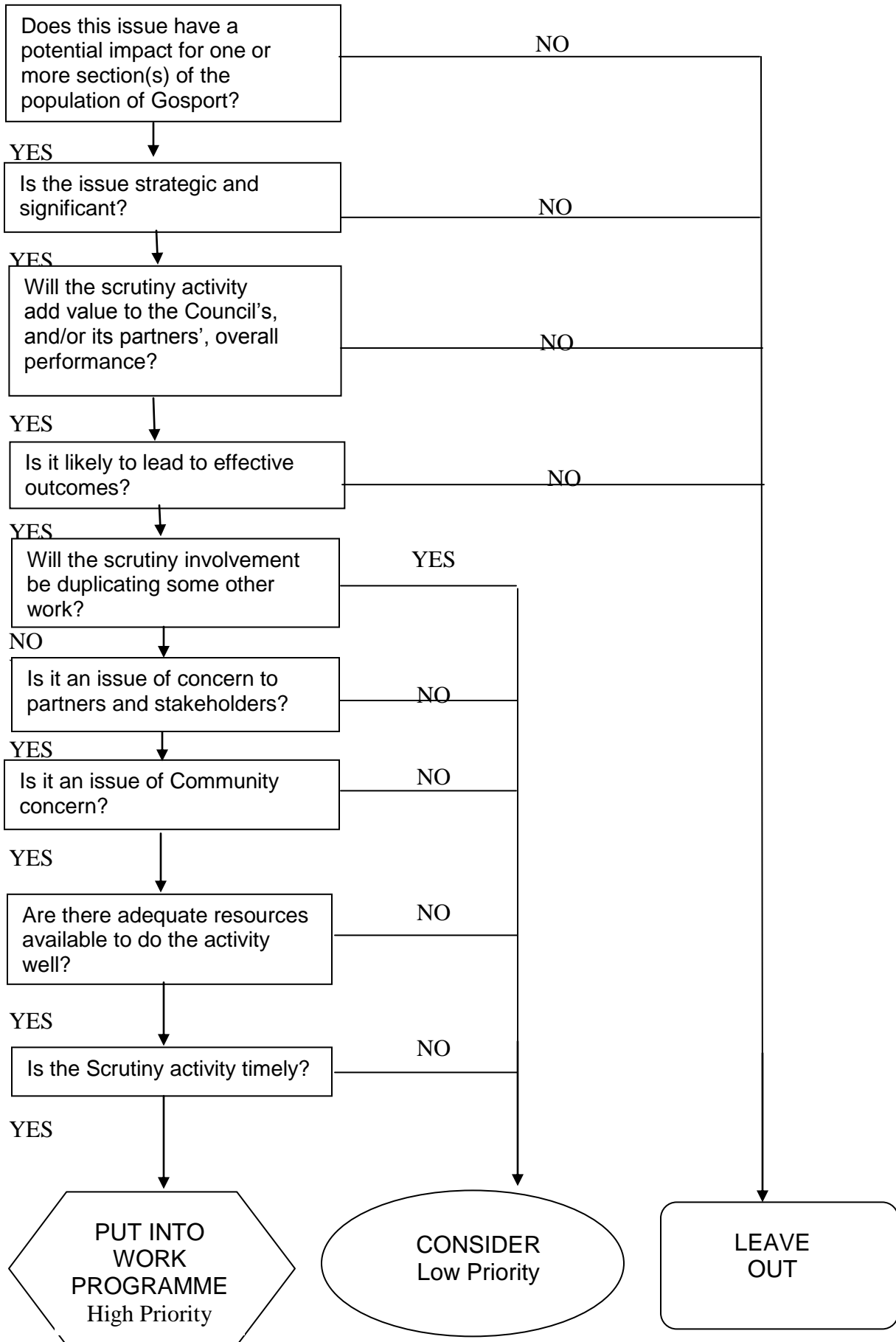
- 3.1 The Group welcomed Mr. Reddy's input to the Scrutiny.

It was agreed that a report be presented to the next meeting of the Overview and Scrutiny Committee.

4 Actions

- Councillor Forder to update Bus Services report and share with the group in preparation for distribution early the following week
- LY to collate documents and appendices for the report

Scrutiny Work Plan Prioritisation Aid



OVERVIEW AND SCRUTINY COMMITTEE: WORK PROGRAMME

Work Area	Lead Member/Officer	Date to be reported to Committee
Single Equality Bill	Julie Petty	Annually: June 2015
Chairman's Annual Report 2015/16	Chairman	Annually: Mar 2016
Grounds Maintenance Contract	Ian Lycett	Sept 2015
Work areas: <i>Review at each meeting</i>		