

Creating sustainable
Community Transport
 in North Yorkshire

 **The Futurebuilders bid**


Presented by
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 **The story**

- Once upon a time....



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 **Interplanetary transport**

- In Harrogate a beautiful Spa Town
- Centre for core services and wonderful shops
- Harrogate could be on another planet**

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 **Little Red Bus – joined-up provision**


- Community Transport developing since 1980s deregulation of buses
- Ad hoc responses to local needs & introduction of Community Care
- Transport Forum
 - Rural Transport Partnerships
 - Development funding
- Rural Bus Challenge
 - Closer links with North Yorkshire CC

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 **Little Red Bus – joined-up provision**

- Best Value
 - Local Strategic Partnership
 - Local Area Agreement
 - Compacts
- North Yorkshire Community Transport Strategy
- Social Enterprise

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 **Operational design**

- Range of services
 - Demand responsive transport
 - Group travel minibuses, volunteer car service, pool vehicles
- Umbrella: providing support
 - Information, advice, research, marketing administration, legal, training, transport manager
 - Pool drivers, schedulers, escorts trainers

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 **Operational design**

- Concessionary fares
- Full operator's licence
- **Contracted services for statutory agencies**




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 **HDCT contracts**


- Social Services
- Primary Care
- Schools
- Rural Bus Challenge
- Mental Health Services
- Care Homes
- Voluntary and Community Groups

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 **Areas of concern for HDCT**

- Social exclusion
 - Less public transport, especially in rural areas
 - Centralised services & access to health
- Demographic changes
- Environmental issues
 - Congestion
 - Climate change

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 **Areas of concern for HDCT**


- Lack of core infrastructure
 - Duplication of services & lack of communication
 - Lack of suitable vehicles
- Sustainability
 - Competition in the sector
- Poor image

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 **Futurebuilders & public sector concerns**


- Rising costs
- Quality of service
- Duplication
- Value for money
- What do people really want/need?
- How do they access us?
- Sustainability
- CT's questionable image

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 **Cutting through the mess**

- Different agencies, departments, budgets and people
- Historical arrangements: safety zone
- Decisions and responsibilities
- Trust, track record - TIME
- Risk & multi-tasking: it's very simple
- Share information, use the system and get in first


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Success factors: go for quality

- Strong leadership & political backing
- Good partnership
 - Simple to operate, understand and use
 - Effective planning, information, marketing - transparency, accountability
 - Information from & to users

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Success factors: go for quality

- Suits market niches?
- Better services, cut costs, overall budget benefits
- Strategic commissioning
- **Over 51% of income from statutory contracts**


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User benefits: building communities

- Healthier communities
 - Prevention and independence
- Modernisation
 - More efficient public services
- Build capacity
 - Cross-sector benefits
- Significantly improve people's lives
- Make more effective use of public £


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What next?

- Can we solve this alone ?
- Are we prepared to share ?
- Can we change our image?


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Where were we ?

- Demand & potential but lack of infrastructure

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The answer

- Partnership
- Investment
- Futurebuilders England

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The partnership dimension


- Local service delivery is best
- Single scheduling facility is essential
- Common standards assure quality
- Critical mass required for credibility

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The LRB Partnership

- HDCT
- Ryecat
- Bentham
- North Yorkshire County Council



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The Futurebuilders journey

- When did it start?
- How long did it take?
- How easy was the road?
- Did it hurt ?
- Was it worth it ?


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The Futurebuilders journey

- Commenced July 2004
- Check: do we fit?
- Stage 1
 - Outline & strategy
 - Identify stakeholders
 - Identify partners
 - Submit outline proposal October 2004
 - Confirm approval April 2006

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How easy was the road?

- Establishing partnerships – trust
- Establishing working partnership
- Not for everyone (yet)
- FB proposal initially - easy
- FB convincing CT - not so easy
- Complicated model

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October 2004 – April 2006

- 80 meetings
- 14 plans
- 1 investment advisor
- 2 consultants
- 1 development grant (£10,500)

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Was it worth it?

- Suspicion
- Hard work, change, maintain ethos
- New depots, IT, staff, & systems
- Credibility
- Confidence
- Expanded service opportunities
- Sustainability

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The beginning of the end

- ...and they all lived happily ever after



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Further information

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