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Monitoring Officer
Christopher Potter

County Hall, Newport, Isle of Wight PO30 1UD
Telephone (01983) 821000

Agenda

Name of meeting	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date	THURSDAY 21 OCTOBER 2021
Time	5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Members of the committee	Cllrs K Lucioni (Chairman), M Beston, A Garratt, J Lever, J Medland (Vice-Chairman), C Quirk and I Ward

Democratic Services Officer: Sarah MacDonald
democratic.services@iow.gov.uk

1. **Minutes** (Pages 5 - 10)

To confirm as a true record the Minutes of the meeting held on 8 July 2021.

2. **Declarations of Interest**

To invite Members to declare any interest they might have in the matters on the agenda.



Details of this and other Council committee meetings can be viewed on the Isle of Wight Council's Committee [website](#). This information may be available in alternative formats on request. Please note the meeting will be audio recorded and the recording will be placed on the website (except any part of the meeting from which the press and public are excluded). Young people are welcome to attend Council meetings however parents/carers should be aware that the public gallery is not a supervised area.

3. **Public Question Time - 15 Minutes Maximum**

Questions may be asked without notice but to guarantee a full reply at the meeting, a question must be put including the name and address of the questioner by delivery in writing or by electronic mail to Democratic Services at democratic.services@iow.gov.uk, no later than two clear working days before the start of the meeting. Therefore the deadline for written questions will be Monday 18 October 2021.

Members of the public are invited to make representations to the Committee regarding its workplan, either in writing at any time or at a meeting under this item.

4. **Progress on outcomes and recommendations from previous meetings**
(Pages 11 - 12)

The Chairman to give an update on progress with outcomes and recommendations from previous meetings.

5. **Performance and Budget**

To consider key performance and budget issues in respect of the service areas coming within the remit of the Committee, including:-

(a) Highways Performance Report (Pages 13 - 26)

(b) Waste Contract Performance (Pages 27 - 38)

6. **Average Speed Cameras - Motion from Full Council**

At Full Council on 15 September 2021 the following motion was agreed :-

“On 18th November 2020, Council asked the then Cabinet to explore the cost and feasibility of acquiring mobile average speed cameras for future use on the Island. On 24th February 2021, Council approved a budget for 2021/22, which included an allocation of £300,000 for purchasing these cameras.

Given that this capital allocation is for the current financial year, Council urges the Cabinet to proceed with the development of a business case to investigate these mobile average speed cameras, identifying the costs and effectiveness of the use of the cameras across the Island, taking advice from the Policy Committee for Regeneration and Transport. “

The Committee is therefore requested to formulate comments for submission to the Cabinet on the acquisition of mobile average speed cameras.

7. **Bus Service Improvement Plan** (Pages 39 - 124)

It was agreed at the July 2021 meeting that the Plan would be submitted to the Committee for any comment.

8. **Housing Strategy Action Plan** (Pages 125 - 130)

To consider progress with the action plan contained within the Housing Strategy as approved by Cabinet in October 2020.

9. **Regeneration Strategy Update**

To be advised of progress with key projects.

10. **Committee's Work Plan** (Pages 131 - 132)

To identify topics for inclusion in the committee's future workplan, including issues where it is believed that an informal briefing would be beneficial.

11. **Members' Question Time**

To guarantee a reply to a question, a question must be submitted in writing or by electronic mail to democratic.services@iow.gov.uk no later than 5pm on Tuesday 19 October 2021. A question may be asked at the meeting without prior notice but in these circumstances there is no guarantee that a full reply will be given at the meeting.

CHRISTOPHER POTTER
Monitoring Officer
Wednesday, 13 October 2021

Interests

If there is a matter on this agenda which may relate to an interest you or your partner or spouse has or one you have disclosed in your register of interests, you must declare your interest before the matter is discussed or when your interest becomes apparent. If the matter relates to an interest in your register of pecuniary interests then you must take no part in its consideration and you must leave the room for that item. Should you wish to participate as a member of the public to express your views where public speaking is allowed under the Council's normal procedures, then you will need to seek a dispensation to do so. Dispensations are considered by the Monitoring Officer following the submission of a written request. Dispensations may take up to 2 weeks to be granted.

Members are reminded that it is a requirement of the Code of Conduct that they should also keep their written Register of Interests up to date. Any changes to the interests recorded on that form should be made as soon as reasonably practicable, and within 28 days of the change. A change would be necessary if, for example, your employment changes, you move house or acquire any new property or land.

If you require more guidance on the Code of Conduct or are unsure whether you need to record an interest on the written register you should take advice from the Monitoring Officer – Christopher Potter on (01983) 821000, email chris.potter@iow.gov.uk, or Deputy Monitoring Officer - Justin Thorne on (01983) 821000, email justin.thorne@iow.gov.uk.

Notice of recording

Please note that all meetings that are open to the public and press may be filmed or recorded and/or commented on online by the council or any member of the public or press. However, this activity must not disrupt the meeting, and if it does you will be asked to stop and possibly to leave the meeting. This meeting may also be filmed for live and subsequent broadcast (except any part of the meeting from which the press and public are excluded).

If you wish to record, film or photograph the council meeting or if you believe that being filmed or recorded would pose a risk to the safety of you or others then please speak with the democratic services officer prior to that start of the meeting. Their contact details are on the agenda papers.

If the press and public are excluded for part of a meeting because confidential or exempt information is likely to be disclosed, there is no right to record that part of the meeting. All recording and filming equipment must be removed from the meeting room when the public and press are excluded.

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Minutes

Name of meeting	POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION
Date and Time	THURSDAY 8 JULY 2021 COMMENCING AT 5.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Present	Cllrs K Lucioni (Chairman), J Lever, J Medland, T Outlaw and C Quirk
Also Present (Non voting)	Cllrs J Bacon, M Beston, V Churchman, S Hastings, I Ward
Officers Present	Stewart Chandler, Ashley Curzon, Wendy Perera, Colin Rowland, Stewart Chandler, David Newton, Claire Shand and Paul Thistlewood

1. **Minutes**

RESOLVED:

THAT the minutes of the meeting held on 7 January 2021 be confirmed.

2. **Declarations of Interest**

The Chairman declared an interest in Item 5 (Ryde Transport Interchange) as she was the local Councillor for the area.

3. **Public Question Time - 15 Minutes Maximum**

There were no written questions received.

Cathy Foulkes of Ryde asked an oral question regarding the Ryde Interchange, and requested to know what had prevented earlier release of the consultation document, and what advice had been received regarding Highways cutting across public land.

The Director of Neighbourhoods advised that the questions would be covered in the presentation for that item.

As Ms Foulkes did not believe her question had been fully answered, a supplementary question was asked later in the meeting regarding public spaces within the scheme, which the Chairman advised would receive a written response.

4. **Bus Service Improvement Plan**

This was a government initiative with funding available to improve bus provision. The council would be required to enter into an enhanced partnership with local bus providers by March 2022. The first part of the process had been agreed by Cabinet in June. This report was an analysis of the current services and improvements that could be made, including investment in key corridors and bus priority measures. The scheme would integrate with the active travel initiative. The council would work with commercial operators with an aim to decarbonise the fleet. If the DfT believed the Improvement Plan was aspirational enough, it would invest, and this could reduce fares and improve the fleet.

Clarification was given that although the budget was transferred to Hampshire Council's commercial services, the IW council had a responsible officer who would ensure that the island's needs were taken into account.

Once funding had been agreed, extra capacity would be considered and further funding would be available for extra staff.

In response to a question from the committee as to whether there would be any subsidy for rural areas to ensure convenience, it was confirmed that there was up to £4 million available, however it was not known yet how much the IW would receive. There would be engagement with community bus operators.

It was hoped that all councillors would be involved, and the committee expressed the wish to volunteer for any pilot schemes.

The draft Bus Service and Improvement Plan would be published by the end of October 2021 and would be brought back to members of the committee for any comments prior to submission.

RESOLVED:

- a) The Committee supported establishing an Enhanced Partnership advising the Department for Transport of the Council's intention and publication of the required formal notice by the end of June 2021.
- b) The draft Bus Service Improvement Plan to be circulated to the Committee for comment before submission to the Department for Transport by 31 October 2021.

5. **Ryde Transport Interchange**

A bid had been made in 2018 as part of the Transforming Cities Fund with a package of improvements across Portsmouth, Southampton and the Isle of Wight. There was now £10 million available to the island, and the Ryde Interchange project could be done within that budget. Measures for improved walking, cycling and public transport were outlined.

Improvements to the train station area would be led by SW Rail and would be phased to minimise disruption. In the event that there was any delay, temporary toilets would be installed. Wightlink would be the lead for improvements to the Pier

Earlier consultation had not been carried out because the existing designs had not met the current needs and issues. The removal of the toilets and pier café would improve the view of the pier and was part of the bigger regeneration of Ryde. Where planning permission was required, it had been granted and the council had permitted development rights on the highway and adjacent land.

In response to questions clarification was given that the amount of pedestrian space would be almost doubled, with narrower crossings. Staff had been talking to local people for their views on how best to enhance the area.

The consultation would evaluate the advantages and disadvantages in relation to parking on the Esplanade. A feeder taxi rank on the landward side of the Esplanade would be in view of the pier. It was hoped to build out the pavements to enhance the 'café culture', but this would be looked at more closely as the consultation progressed. Some feedback had already been received.

The Committee felt it was important to listen to all comments and suggestions and to make clear to the local community that comments on all aspects of the scheme would be welcomed.

All responses to the consultation would be shared with the Committee.

RESOLVED :-

- a) That the council ensure that it is made clear to the local community that comments on all aspects of the Ryde Transport Interchange scheme are welcomed as part of the Public.
- b) The Director of Neighbourhoods agreed to circulate to the Committee the responses received to the consultation process.

6. **Digital Strategy**

An update was given on the progress with the implementation of the Digital Strategy. The Committee's attention was drawn in particular to the recent approval of ERDF funding of £1.4 million for Innovation Wight, a new business centre and support facility based at a council site in Cowes. It would support many businesses and it was hoped to be open in January 2022. Business advisors would also be situated at hubs across the island.

The Committee were also informed that the council were working with the IW College to undertake a skills audit which should be completed in September. Consideration was being given to setting up a coding school.

The Committee were asked to provide a steer on the next steps, particularly in the communications and stakeholder element of the strategy. The Committee would discuss this further and would advise the Cabinet Member as necessary.

RESOLVED :

- a) The committee noted the progress with the implementation of the Digital Island – Isle of Wight Digital Strategy.
- b) The committee would discuss further the next steps particularly in the communications and stakeholder engagement element of the strategy and advise the cabinet member accordingly.

7. Regeneration Strategy Update

An update on progress was given. The council continued to draw in funding for regeneration projects. Ryde and Newport were High Street Heritage Action Zones, and Cowes and Northwood had completed place plans. A bid had been submitted to the Levelling Up Fund for East Cowes for a broad range of activities, and the Committee would be informed of the outcome. Business cases were being built in readiness for any funding opportunities.

Concern was expressed as to whether there were enough staff to deliver all the projects. The staff were currently spread across different teams.

A list of current projects was requested and their current status, along with timescales for completion with realistic objectives. The Cabinet Member would bring this information to the next meeting in October, along with an update on further progress.

RESOLVED :

- a) Progress with the implementation of the strategy was noted.
- b) A more detailed report, as previously supplied to the Committee, showing the various elements of all the regeneration schemes should be made available for future meetings.
- c) The importance of town and parish councils place plans in the delivery of the regeneration strategy was highlighted.

8. Committee's Work Plan

The workplan had been produced by the previous Committee. The chairman suggested that the new Committee had an informal meeting in the next few weeks to discuss any key topics not already on the workplan for scrutiny over the next 1 – 2 years. It was recognised that affordable housing was desperately needed on the island and that the Committee should look at the production of relevant policies.

RESOLVED :

- a) The workplan should include an item looking at the delivery of the affordable housing strategy.
- b) An informal meeting of the committee to be held to discuss future workplan items for submission to the next meeting.

9. **Members' Question Time**

No Members' questions were received.

CHAIRMAN

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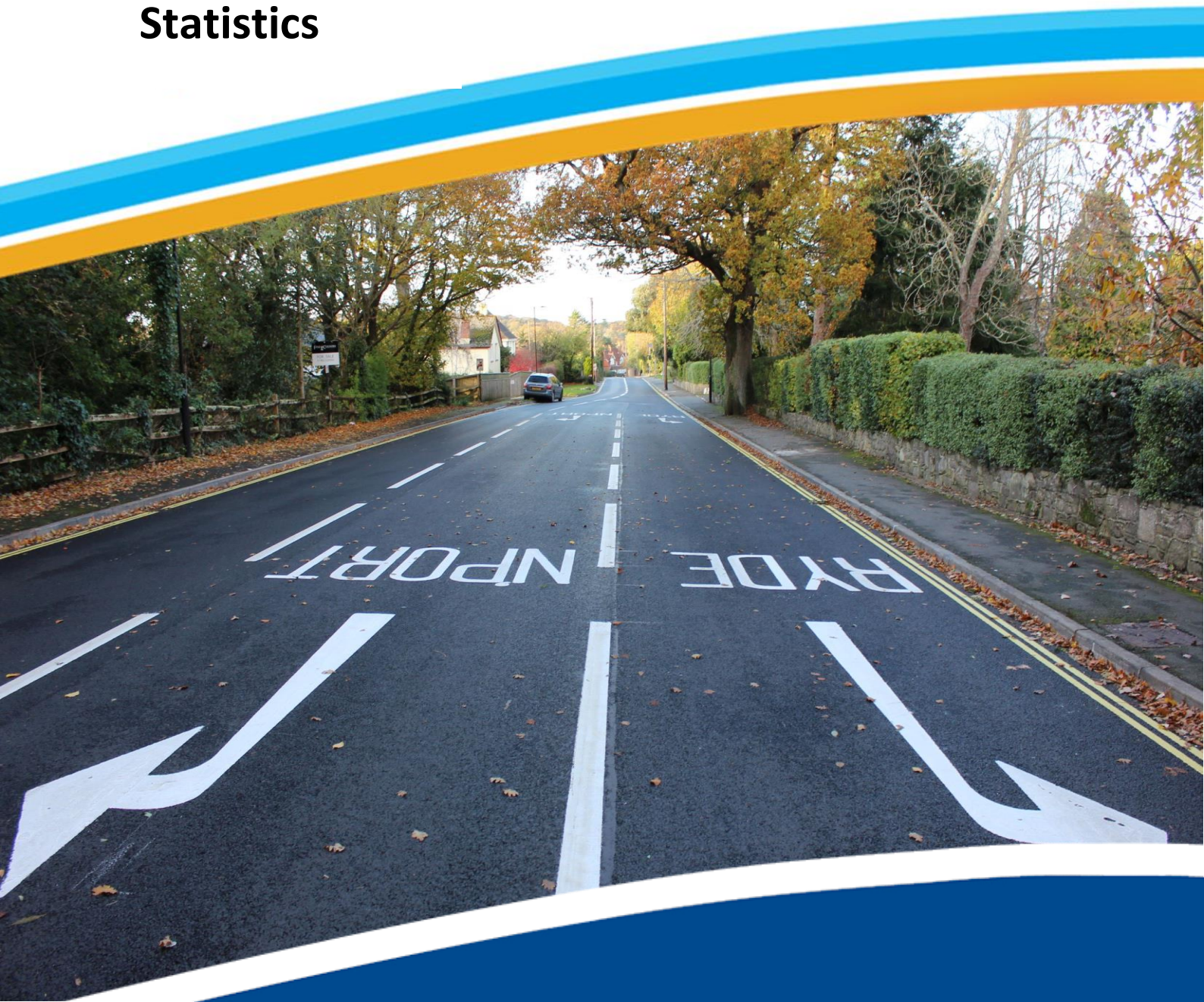
**POLICY AND SCRUTINY COMMITTEE FOR NEIGHBOURHOODS AND REGENERATION –
PROGRESS ON ACTIONS AND OUTCOMES 2021/22**

Date	Item	Actions	Comments
8 July 2021			
	<u>Bus Service Improvement Plan</u>	The draft Bus Service Improvement Plan to be circulated to the Committee for comment before submission to the Department for Transport by 31 October 2021.	The Improvement Plan is being submitted to the Cabinet on 14 October 2021.
	<u>Ryde Transport Interchange</u>	<p>a) That the council ensure that it is made clear to the local community that comments on all aspects of the Ryde Transport Interchange scheme are welcomed as part of the Public.</p> <p>b) The Director of Neighbourhoods agreed to circulate to the Committee the responses received to the consultation process.</p> <p>c) Officers would respond to Cathy Foulkes of Ryde in respect of a supplementary question she had relating to public spaces within the project.</p>	<p>This has been actioned by the Cabinet Member for Transport and infrastructure.</p> <p>The responses are included in the report to cabinet on 14 October 2021.</p> <p>Officers have responded.</p>
	<u>Digital Strategy</u>	The committee would discuss further the next steps particularly in the communications and stakeholder engagement element of the strategy and advise the cabinet member accordingly.	Members to decide how to proceed with this.
	<u>Regeneration Strategy</u>	A more detailed report, as previously supplied to the Committee, showing the various elements of all the regeneration schemes should be made available for future meetings.	The report to the 21 October 2021 will take i account of the Committee's comments.

	<u>Committee's Workplan</u>	<p>a) The workplan should include an item looking at the delivery of the housing strategy.</p> <p>b) An informal meeting of the committee to be held to discuss future workplan items for submission to the next meeting.</p>	<p>There is an item on the agenda for the 21 October 2021 meeting.</p> <p>This has been delayed to wait for the finalisation of the Corporate Plan. This will then enable identification of appropriate items for the workplan.</p>
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Isle of Wight PFI Service Performance Statistics



**Isle of Wight PFI Board Service Performance Statistics for period:
June 2021 – September 2021**

1. Core Investment Period (CIP)

- Work on various outstanding issues continued during this period.
- MS14A has been completed and approved by the Independent Certifier for network other than Structures as detailed below.
- Structures - although schemes progressed to completion for Milestone 14 (MS14) various issues were raised by the Authority and the IC and are being progressed as part of a Milestone 14 Extension Agreement to extend CIP for structures to March 2023.
- Various schemes for asset types have been included in a waiver list for MS14 agreed with the Authority, Skew footbridge and St Georges related assets are now complete.

Carriageway Rectification Programme

- The PID Project Group met weekly in August and September to agree treatments . The PID Steering Group met in August with programme and planning continuing with an expected start date on rectification works in November 2021.
- Remedial Design for base failure sites has been progressed with the Independent Certifier and a proposed Method Statement for works is under discussion.

Accessibility Works

- Key Routes and Sections of Routes now defined and endorsed by The Authority. The Key Routes and Type 1 Adjustments for 2020 and 2021 were agreed at the steering group meeting on 24th August 2021. Type 1 adjustments continued throughout August and September with an expected completion date of November when the agreed Type 2 adjustments will start with an expected completion date in March 2022. Type 1 and Type 2 Adjustments on key routes are still under discussion for 2022-2023.
- This programme of works has received some positive press over the last month.

Lifecycle Works /Major Maintenance

- Lifecycle works have been included in the Annual Programme, which was submitted to the Authority in January 2021 and was updated in June and due to be completed in October as part of the Carriageway and Footway Programme for 2020/21
- Investment continues as work has commenced on the 2021/22 programme of Major Maintenance for Carriageways (CW) and Footways (FW)
- Works were completed in July on the re-construction of York Avenue after agreement with IWC and Local Councilors for works on this Major Arterial route.
- The carriageway resurfacing programme continued throughout early September 2021, with one daytime resurfacing crew, apart from one car park that was undertaken at night. The crew demobilised from the Island on Friday 10th September 2021.

The tables below show the position as at November 2020 for Wight Carriageway Condition Indices (WCCI), Wight Footway Condition Indices (WFCI) and Wight Car Park Condition Indices (WCPCI)

WCCI	DISTRICTS	1	2	3	4	5	6
HIERARCHIES	1	17.69	17.10	17.80	18.24	18.10	18.43
	2		16.51	17.45	17.45	17.61	18.54
	3	17.21	16.97	17.13	17.16	17.37	18.08
	4	16.73	17.50	16.88	16.97	17.37	18.34
	4a	18.26	18.11	16.73	18.19	18.25	18.50

WCCI - No District/Hierarchy average may be less than, Hierarchy 1 -15.50 and Hierarchy 2 - 4a 15.00

The following table includes footway lengths in Districts 3, 4 and 5 that have not been treated as works are on hold awaiting Wightfibre works completion. In such cases a reset value for a footway length has been agreed.

WFCI	DISTRICTS	1	2	3	4	5	6
HIERARCHIES	1b	13.45	13.30	12.57	12.82	13.12	16.38
	4 & FW Links	15.04	13.48	13.04	12.90	12.50	14.91

WFCI – WFCI - No District/Hierarchy average may be less than 12.50

WCPCI	DISTRICTS	1	2	3	4	5	6
	Car Parks	19.64	16.27	16.84	18.93	18.12	18.48

WCPCI - No Car Park District/Hierarchy average may be less than 15.00

Core Investment Programme Update

Milestone 14 Structures not yet Certified, all other assets Certified at Milestone14A.

Complete

- 560.73 km of carriageway completed
- 293.13 km of footway completed
- Anti-skid programme complete
- Street lighting works completed at Milestone 6
- CCTV cameras completed at Milestone 7
- Illuminated signs and bollards – complete
- Traffic signals complete except those associated with the Newport schemes taking place.
- Structures Schemes - Complete
- Car Park meters completed at Milestone 7
- Safety fencing – vehicle and pedestrian barrier requirements complete
- Major drainage – complete
- Minor drainage – complete
- Geotechnical schemes – complete
- Leeson Road – complete
- Other Assets eg Signs and Bollards complete

Outstanding

- Structures –Bridges, Retaining Walls BCI and parapet requirements and are being progressed as part of a Milestone 14 Agreement.
- Various schemes for asset types have been included in a waiver list for MS14 that has been agreed with the Authority hence complete above excludes these schemes
- In addition other schemes (structures and geotechnical) are not being progressed as they are part of the savings programme.

Major Schemes

- **St Georges Way** scheme now complete.
- **Smallbrook Junction** scheme commenced on the 4th October. The project will last an estimated six months during which time the junction will be controlled by temporary traffic lights.
- **Ryde Interchange** design works complete and some amendments being undertaken.

Length of asset improved in Kilometres

Hierarchy	D1	D2	D3	D4	D5	D6	Total as at end July 2021
1	10.07	14.05	24.44	25.57	5.82	11.2	91.55
2	0	5.91	25.18	11.99	6.59	18.82	68.49
3	14.22	14.53	25.60	19.04	28.47	65.78	167.64
4	19.21	27.33	49.55	31.56	36.28	69.12	23.05
CW	49.30	61.82	124.77	88.16	77.16	164.92	560.73
FW	63.69	42.03	86.79	45.53	20.39	34.70	293.13

2. O&M

Covid 19 - Gangs across all activities continue working to measures implemented to assist compliance with cleanliness and distancing within Covid19 guidance when delivering works.

Street Cleansing - Street Cleansing sweeping and litter bin frequencies continued on summer schedules through the summer months.

Gully Cleansing - Gangs worked on scheduled cleaning during the month. Due to the extreme weather experienced the number of reactive jobs has increased. The winter monthly cleansing programme will commence in October through to March 2022.

Horticulture - . Amenity grass cutting gangs continue working on the fourth cut of the season and expect to commence the fifth cut of the season in October.

Weed treatment – Operatives continue to work on the annual weed programme, the warm and wet weather is providing increased growth patterns for weeds. There are now 10 operatives assigned to this full time, which compares to previous use of 3 quad bike sprayers for 3 visits per year.

- **Structures**

The Structures Team continue to work on surveys and inspections for the 2021/22 programme of works together with the assessment and planning of works for future years.

Works undertaken during this period include R1172 Marlborough Road Ventnor vegetation removal, R1174 Undercliff Drive Ventnor vegetation removal , R1217 and R1219 Moa Place Freshwater veg removal, B106 Yar Bridge bi-monthly service, R125 Westhill Road Shanklin vegetation removal, R171 Brook path Shanklin vegetation removal, B103 Hooke Hill bridge Freshwater vegetation removal, B105b Westhill Lane bridge Yarmouth vegetation removal.

Belgrave Road Ventnor – The Structures Team has continued to monitor and report on the site on a twice weekly basis. Twice weekly and monthly monitoring survey results are being reviewed; the most recent results indicate no significant ongoing movement and additional inspections will take place over the winter months if poor weather is forecasted or experienced. Twice weekly project meetings are taking place. Investigations have been completed, reports produced and issued to the Technical Approval Authority (TAA). Work commenced to strengthen one of the tier walls R946 on the 2nd August. Contractor has been appointed for works on failed wall with a Contract period of 52 weeks. Residents meetings and meetings with Ventnor Town Council have also been held periodically to keep stakeholders informed.

B230 Skew Footbridge: Major maintenance works have been completed following extensive dialogue with Network Rail and Islandline to coordinate works.

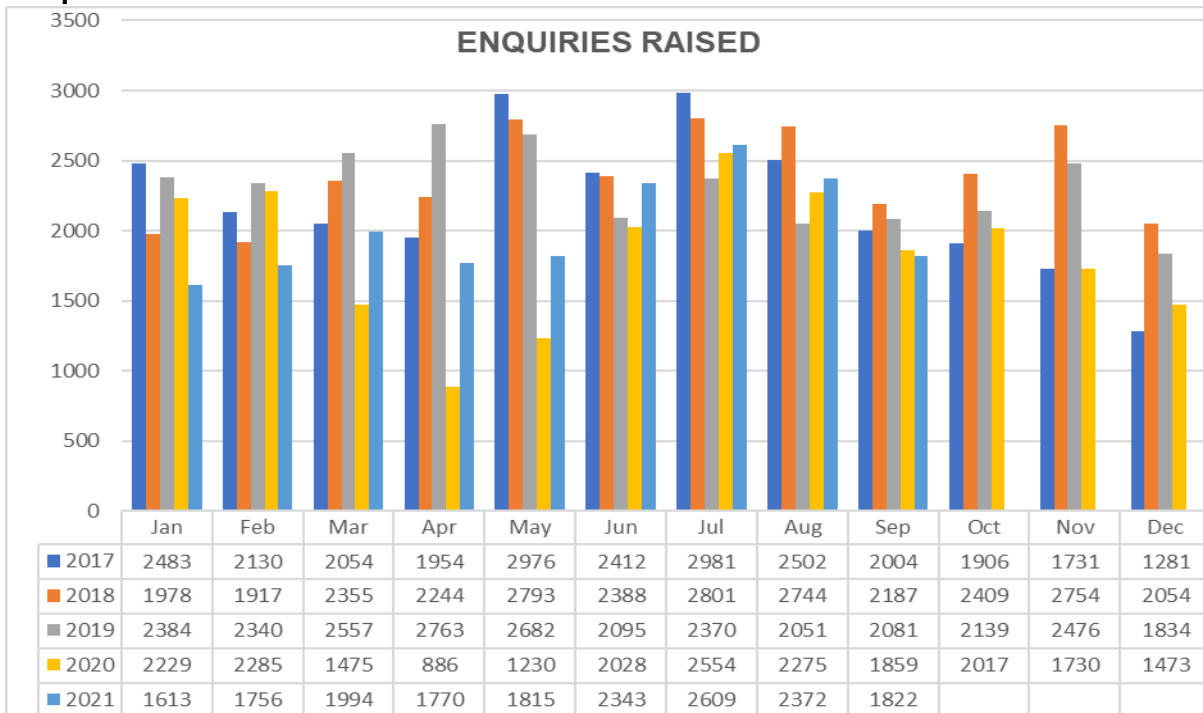
B231 Alresford Road footbridge: Works have been completed and the scheme deemed very successful by various parties.

3. Health Safety & Environmental

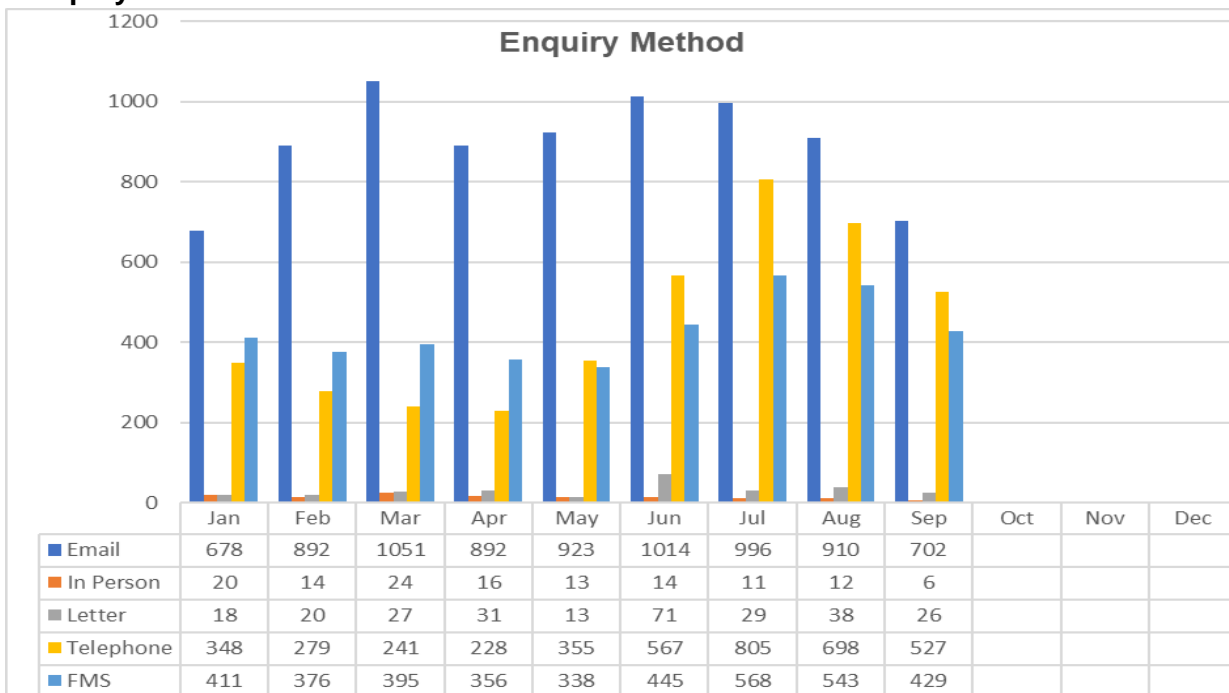
- Lost Time Injury Frequency Rate (LTIFR), there has been one Lost Time Injury in this period, the individual has returned to work. Detailed investigations have been undertaken for the incident and lessons learnt shared widely with operational teams with Toolbox Talks taking place in the business.
- 134 near misses recorded in period.
- 6 service strikes recorded in period.
- Island Road were awarded Gold in the Green Impact Awards for their work making their office, depots and work practice work for the environment.
- VINCI Environment Awards where Ringway Island Roads and VINCI Concessions won a first prize for the tar-bound recycling on the Island, the prize money has since been donated to 2 local charities that work with disadvantaged people in the areas of environment and horticulture.
- There was a VINCI Concessions Health and Safety week at the end of September 2021. The theme carried through the week was “HOME”, an acronym for; **H**ealth, **O**bstinate (behaviour that is risky), **M**ental Health, and **E**xpectations.

4. Communications

Enquiries Received

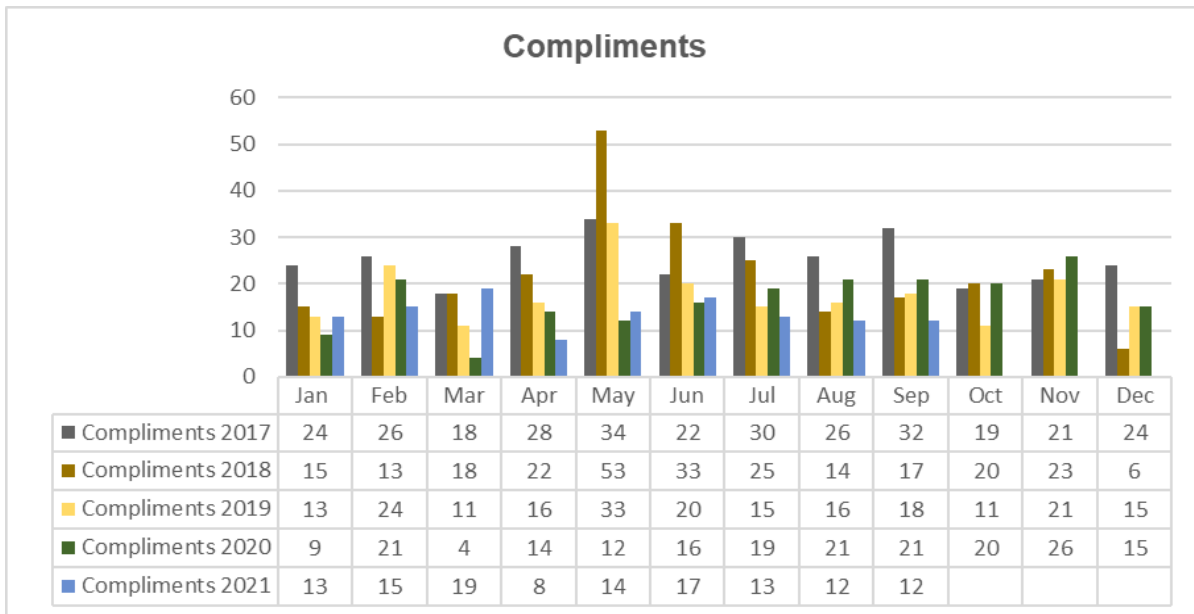


Enquiry Method

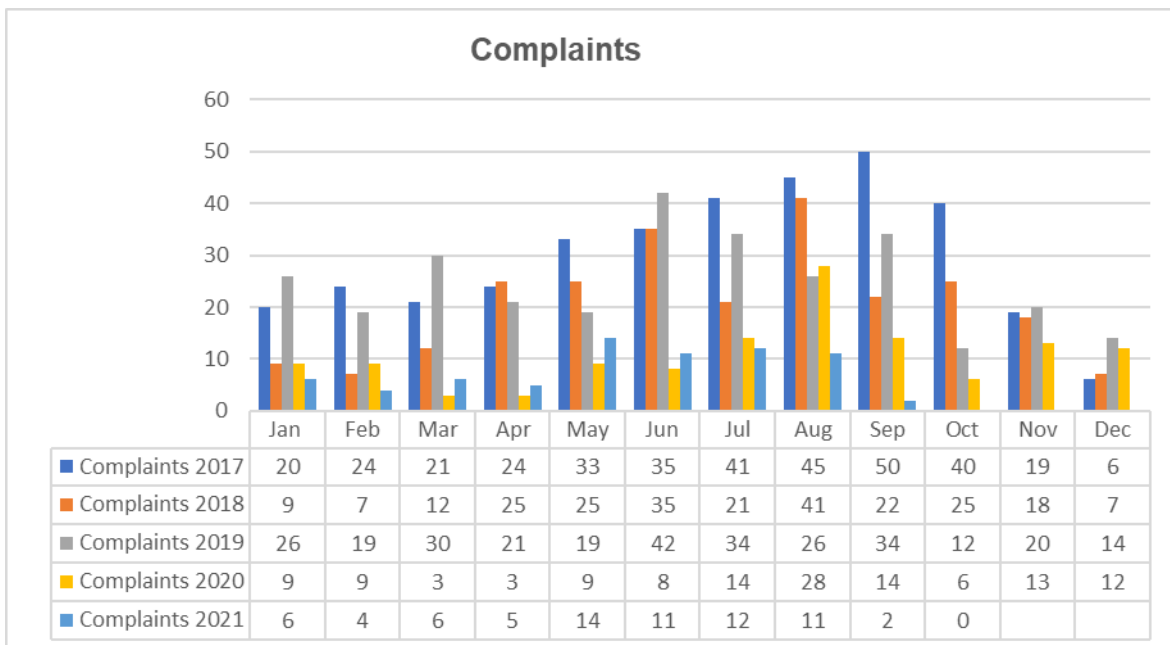


* FMS – Fix my Street

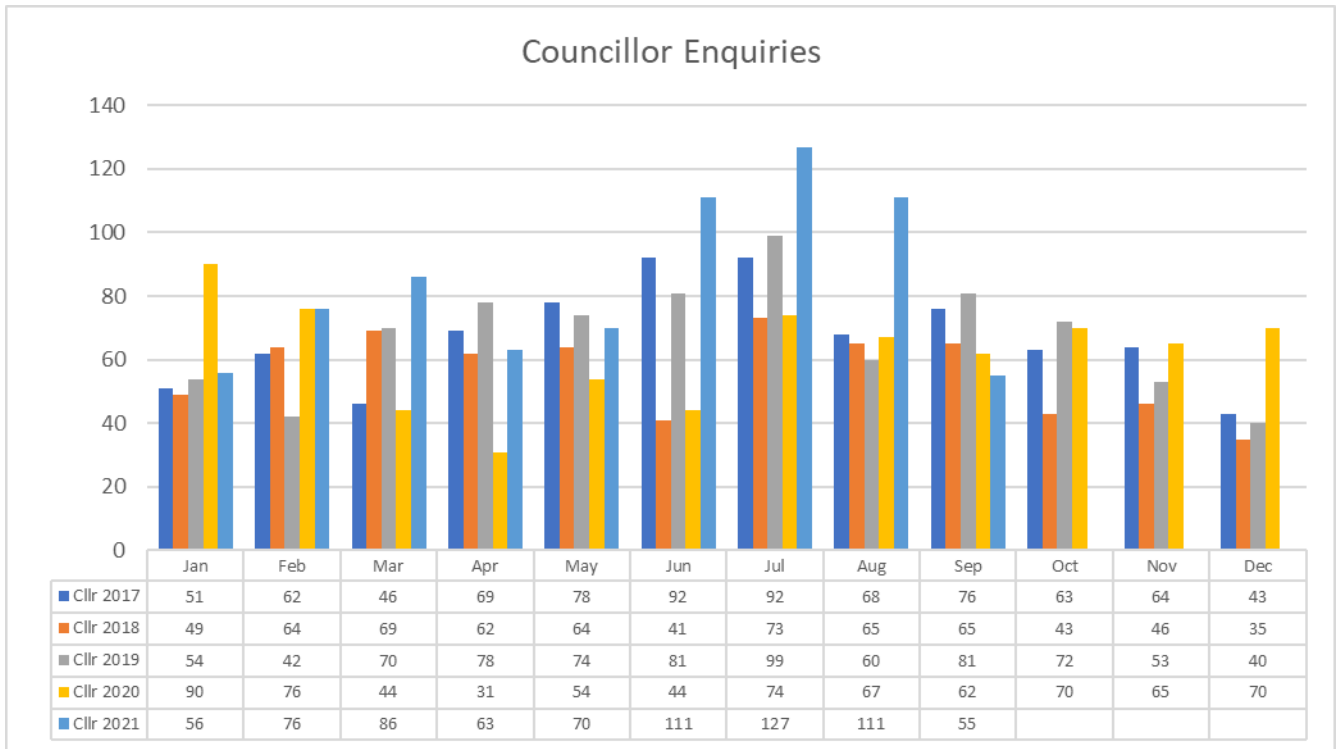
No of Compliments received



No of Complaints received and overview of complaint type



Councillor Enquiries



5. KPI data March 2021 – September 2021

The data below shows the last quarter in total and month on month in the last quarter.

Highways PFI Performance Report February 21 - Sept -21			Feb-May 21	Jun-21	Jul-21	Aug-21	Sep-21	Exception Reporting
1. Surveys and Inspections								
Highway Safety Inspections due in period			7516	1892	1795	1431	1795	
Highway Safety Inspections completed in period			8097	2178	1961	1996	1861	
2.CIP/Lifecycle Works /Major Maintenance Schemes								
High Friction Surfacing								
Number sent for certification			1	16	0	0	0	
Number certified			1	16	0	0	0	
Number self certified			0	0	0	5	1	Certified by IWC and IRSL jointly
Number non certified			0	0	0	0	0	
Carriageways								
Number sent for certification			0	5	13	0	0	
Number certified			0	5	13	0	0	
Number self certified			1	0	0	6	9	Certified by IWC and IRSL jointly
Number non certified			0	0	0	0	0	
Footways								
Number sent for certification			3	10	0	2	2	
Number certified			1	10	0	0	2	
Number self certified			18	7	0	4	4	Certified by IWC and IRSL jointly
Number non certified			0	0	0	0	0	
Safety Barrier								
Number sent for certification			0	0	2	1	1	2 Footbridges submitted in July and 1 resubmitted in August and Certified post snagging works complete.
Number certified			0	0	1	1	1	
Traffic Signals								
Number certified			0	0	0	1	0	

Enquiries Received								
3. Environment								
Cleansing Enquiries								
High	6.4.5.5a	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;	48	11	26	25	15	As part of the agreed saving programme the Standard has been revised: New PS 3 hours to 14 days.
Medium	6.4.5.5b	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;	235	41	80	56	33	As part of the agreed saving programme the Standard has been revised: New PS 4 hours to 14 days. <u>Weather conditions in July/August meant more enquiries being received.</u>
Low	6.4.5.5c	From the time at which the Service Provider became aware that the cleanliness standard is below that set out in Performance Standard 5 (Environment), the location shall be returned to the acceptable standard unless otherwise agreed with the Authority within the following timescales;	84	20	14	11	8	

4. Emergency and reactive response enquiries							
Category 1							
C/W Pot Holes Category 1 (2 hour response)	6.4.3.1.3	Attend at the site of the Category 1 Defect within two (2) hours of notification, or when the Relevant Authority releases the site for access to the Service Provider, for 95% of occurrences within each Month	149	41	57	37	6
Flytipping	6.4.5.4.1	Remove all tipped material within twenty-four (24) hours of the time at which the Service Provider became aware, or, should have become aware, of the Fly Tipping, unless otherwise agreed with the Authority.	299	63	63	79	67
Emergency Call Out	6.4.2.2	When notified of a Highway Emergency on or pertaining to the Project Network by the Authority, the Authority's Representative or the Police and deal with up to 300 instances per year (which shall be reduced each year of the Core investment Period by 10 instances to 230 instances).	43	22	17	21	11
5. Network Management							
Abandoned Vehicles		Reported on Project Network	206	66	59	62	67
		Removed	17	4	6	5	4
6. Contract Management and Customer Interface							
General Enquiries received			5866	2343	2609	2372	1822
Compliments		5 Day response	60	17	13	12	12
Complaints			22	11	12	11	2
Councillor Enquiries	10.4.16	Communications relating to the Project Network or this Contract received directly from Members of Parliament, Members of the European of Parliament, Members of the European or any councillor of the Authority, shall be dealt: Such communication shall be forwarded electronically within thirty (30) minutes of receipt of such communication to the Authority between 09:00 hours and 17:30 hours each weekday except on Christmas Day, Boxing Day and New Year's Day;	247	111	127	111	55
7. Health & Safety							
Lost Time incidents			1	0	0	0	0
Reports of incidents, diseases, dangerous occurrence regulations			1	0	0	0	0

There was 1 incident in this period and the operative has resumed duties

Definitions

Core Investment Period" or "CIP" means the period of time commencing on the Service Commencement Date and ending on the date on which a certificate of completion in respect of the final Milestone is issued.

"Milestone" means the period of time that the Core Investment Period is sub divided to measure the completion of the Core Investment Works;

"Milestone 14" means 84 Months after Service Commencement Date.

"Wight Condition Indices" or "WCI" means the value given to an asset as described in the Contract required to demonstrate compliance with the requirements of the Contract;

"Wight Car Park Condition Index" or WCPCI means the calculated value obtained from survey data which provides a graduated measure of the Off-Street Car Park condition for demonstrating compliance with the requirements of the Contract for each Off-Street Car Park.

"Wight Carriageway Condition Index" or "WCCI" means the calculated value from survey data that provides a graduated measure of the Carriageway condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis.

"Wight Footway Condition Index" or "WFCI" means the calculated value from survey data that provides a graduated measure of the Footway, Cycleway, Kerb, Drainage, Channel and Steps condition for demonstrating compliance with the requirements of the Contract per monitoring length or on a PFI District basis;

Waste Contract Performance 2021-2022 Q2 Performance Report

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1 Performance Monitoring

Performance of the contract is monitored through reporting by Amey and pro-active monitoring of the elements that make up the Client Management System (CMS), and by the Waste and Recycling Contract Management Team (WaR-CMT). The council in partnership with Amey has agreed a supplemental meeting prior to each Monthly Meeting to review payments and performance deductions.

2 Key Performance Indicators

The Waste Contract between the Isle of Wight Council and Amey set out within the Specification and Performance Management Framework the key performance indicators that will be reported to the service Director and Chief Executive (as appropriate) and Elected Members to measure the performance of the Contract throughout the Contract Period.

3 Waste Contract Performance

3.1 Performance against Target Rates:

Table 1: Performance against Target Rates

	Target 2021-22	Apr	May	June	July	Aug	Sep	Year to date total
Reduce and maintain residual (LACW) household waste per person (kg of general waste per annum)	<182.93 kg	15.63	15.99	18.36	16.94	85.57		85.57
Reuse of household waste	64.51	5.28	11.21	3.08	2.44	22.21		22.21
Recycling and composting target for all Contract Waste	55.00%	58.06	53.15	55.36	58.46	55.77		57.20
Percentage recycled, composted or reused of all schools' waste	N/A	20.89	22.39	26.54	26.75	21.69		24.14
Percentage recycled, composted or reused from all HWRC sites	85.00%	96.15	75.86	76.76	82.57	81.23		78.82
Diversion of all MSW from Landfill	90.00%	99.75	99.34	96.55	95.84	95.61		97.29
Percentage household waste recycled, composted or reused	N/A	57.02	50.74	53.66	55.74	52.65		53.96

The Household waste collection service commenced on 1 November 2015 following the same round routes as had been used by Island Waste Services (IWS), thereby minimising disruption.

Amey has delivered from day one, exception reporting on all collection services, although this was not live from day one and was updated at the end of each day.

Exception Reporting benefits the council by determining justified missed collection calls that the contractor must rectify and those instances where bins are not actually presented for collection by the resident. It also supports the reduction of contaminated loads being rejected from the material recovery facility.

This reporting has the potential to allow the council to analyse trends where particular areas are repeatedly creating an environmental nuisance by persistently incorrectly presenting their waste. This evidence will support any enforcement action that the council may wish to take in problem areas.

2. Waste Collected

3.1.1.1 The rise and fall of tonnages are affected by several expected variable factors such as:

- Seasonal – Population and tourism fluctuations – National Holidays – Growing Season
- Economic influence - As the national economy expands and contract so does the quantum of purchases made by the public directly affecting the arising of waste from packaging.
- Housing Growth – As new properties are completed and sold the number of properties collected from increases. The contract has factored growth modelling into all future forecasts.

Table 2: Tonnes of Waste and Recycling collected at each location

Location	Apr	May	June	July	Aug	Sep	Year to date total
Household Kerbside Collected	3550.7	3452.333	4200.741	4095.132	4326.616		19625.522
HWRC	1800.075	1516.001	1778.980	1800.075	1516.001		8755.131
Trade Waste Collections	53.210	71.303	99.278	96.796	127.427		448.015
Commercial CWRC	94.391	90.634	88.337	134.554	120.216		528.133
Third Party Waste	741.361	605.498	881.506	956.070	949.803		4134.237
TOTAL	6239.736	5735.770	7048.842	7119.898	7346.791		33491.038

3. Missed Collections Per 100,000

Missed collections are monitored on a monthly basis and a contractual tolerance of 0.03% of collection made being misused acts the monthly performance limit. All Justified Missed collections above this amount that are not rectified within 6 hours of the end of the collection round attract performance management measures. Reported missed collection are deemed Justified if the property does not have an exception reported against it for the specific collection day. (see Table 4)

Table 3: Missed Collections

	Apr	May	June	July	Aug	Sep
Justified Missed Collections	83	67	82	134	90	
Monthly Limit of missed collections (0.03% of property count)	118	113	119	119	119	
Actual Performance Per 100,000	26.29	17.79	25.86	42.26	22.71	
Number of Failed Collections (not collected within 6 hours of reporting)	0	0	0	15	0	

4. Exception Reporting

Exception reporting is the process by which the collection crews report an issue with collecting waste or recycling.

All collection crews operate using an in-cab system that requires each road to be marked as complete as collections are made. This data is available in a live environment for the WaR-CMT and Contact centre to answer live queries from residents. Within the in-cab system is a function for reporting reasons why waste or recycling may have not been collected, which is also reported in real time. The most common exception reported is 'not presented', this means that the crew found no waste or recycling at the kerbside for collection (see Table 4: Exception Reporting).

The in-cabs also let the crew know where each assisted collection and collection plus property is, and to ensure that they are not missed each property must be marked as complete before the road is marked complete.

Table 4: List of Exception Reports by Type

Collections made in period	Q1 2021-2022			Q2 2021-2022		
	Recycling Round	Refuse Round	Garden Round	Recycling Round	Refuse Round	Garden Round
CONTAMINATED	2053	192	2	1775	239	5
DAMAGED	1	2	0	2	5	2
EMPTY ON ARRIVAL	213	226	82	236	242	70
FOOD WASTE ONLY	163	735	0	154	710	1
FOOD WASTE-NOT PRESENTED	6024	7510	0	5623	6316	0
GATE LOCKED	36	2	4	4	1	3
INCORRECT WASTE TYPE	361	435	1	388	526	2
NO ACCESS	618	348	185	672	401	128
NO BINS AT COLLECTION POINT	210	216	220	169	169	153
NOT PRESENTED	21798	25311	13274	20287	23653	7937
ROAD BLOCKED	206	250	68	122	378	27
SIDE WASTE	0	639	34	36	773	38
SUSPECTED COMMERCIAL PROPERTY	53	3	0	87	127	0
SUSPECTED HOL LET PROPERTY	1	6	0	0	3	3
TOO HEAVY	0	4	0	0	11	0
UNJ - NO BIN/GULL SACK	2	0	5	0	0	10
UNJ - NO FOOD CADDY	6	3	0	5	2	0
UNJ - NOT PRESENTED AT KERBSIDE	0	3	18	4	6	4
UNJ - PRESENTED LOOSE	2	20	0	0	0	0

Issues that are apparent are the number of properties not presenting food waste, this indicates that in most instances' food waste is being placed within the general waste stream. This is supported by the findings of the recent composition study which found 22.5 per cent of waste placed in the general waste stream is food that could have been composted. Recycling marked as contaminated will be stickered and must be taken back on the resident's property and have the contaminants removed. This then must wait until the next collection cycle to be set out.

4 Service Requests

A list of service request types and numbers is at Appendix 1. Requests for replacement inserts and food caddies remain high, but the financial cost of replacements is to Amey not the authority.

HWRC bookings continue to increase as more slots are made available to residents, and they now have the facility to cancel or amend the vehicle registration via their iwight.com 'my account'. The booking system continues to be a success, both in terms of reducing queuing and ensuring a steady flow of traffic through the site and in customer satisfaction which has resulted in positive feedback.

5 Customer Services

	July	August	September
Calls to Contact Centre	5691	5046	4542
Enquiries logged on CRM	7254	6521	5828
Queries by e-mail	667	588	643
Calls passed to Amey	152	115	236
HWRC bookings – Afton	3545	4040	3219
HWRC bookings – Llynbottom	17182	18078	15787
GGW failed DD's	121	120	153

Calls passed to Amey are calls logged by the Contact Centre as a Message to service via CRM 'Waste enquiries – Amey'. These calls are monitored by the Waste Team to ensure that they are actioned appropriately.

CRM enquiries are logged across a number of Back Office services:

- Household waste & recycling,
- Business & commercial waste & recycling,
- Clinical waste,
- Green garden waste,
- Hazardous waste,
- Recycling centres,
- Waste education, and
- Waste site developments.

5.1 Compliments

5.1.1 Q2 2021-22 Compliments

During the quarter, 8 compliments were received by either compliment card or email. Key points:

- Appreciation of food campaign
- Thanks to the Collection Crews

5.2 Complaints

5.2.1 Q2 2021-22 Stage 1 Complaints

There were 35 Stage one complaints received during the July to September period of 2021, one of which were escalated to Stage 2. The main areas of complaint were:

- Missed collection (16)
- HWRC issues (7)

* It should be noted that some reports of not all waste being collected are due to residents not presenting correctly and are therefore not justified.

5.3 FOI Requests

5.3.1 Q2 2021-22

There were 7 FOI requests received during the July to September period of 2021; these related to:

- Fleet maintenance
- Percentage of HWRC waste recycled
- Bulky waste collections
- HGV driver shortage
- Missed collections
- Fleet
- Collections and receptacles

6 Health, Safety & Environmental Incidents

The council and Amey have a very robust partnership approach to minimising risk of injury or environmental harm in the operation of its services. The Waste industry is typically one of the more dangerous services in local government and staff welfare is paramount to us.

To continually improve the working environment and identify risks or working practices that may cause harm all staff are encouraged to report all near misses. Table 6 (below) sets out the number of reports made.

Table 5: Number of reported incidents

	Apr	May	June	July	Aug	Sep	Year to date total
Near Miss Reports	27	35	43	32	20		
RIDDOR Reportable Incidents	0	0	0	0	0		
Incidents that may have an environmental impact	0	0	0	0	0		

Quarter 1 2021-2022

Appendix 1: Service requests

April 2021

Request Type	Number of Requests
Holiday let Waste Collection and Disposal request	2
Empty Bring Bank	1
Quotable Bulky Collection	166
Re-use Bulky Collection	63
Request to Join Collection Plus Service	22
Property Damage	2
Vehicle Damage	1
Collect & Deliver Replacement Container	77
Deliver Replacement Container	264
Replace Stolen Container	366
Swap Damaged Container	602
Emergency Hit Squad	1
Renew Garden Service	2
Request to Join Garden Service	4
Garden Service Change of Address	1
HWRC Amend	78
HWRC Booking	14198
HWRC Cancel	871
Request for Asbestos Permit	25
Request for Charity Permit	21
Request for Commercial Waste Permit	211
Request for Plasterboard Permit	120
Remove Container	66
Request for Trade Waste Service	13
Assessment of Property	41
Grand Total	17218

May 2021

Request Type	May-21
Request to Join Assisted Service	31
HL Waste Collection and Disposal request	2
Empty Bring Bank	1
Quotable Bulky Collection	200
Re-use Bulky Collection	32
Request to Join Collection Plus Service	31
Property Damage	0
Vehicle Damage	1
Collect & Deliver Replacement Container	80
Deliver Replacement Container	197
Replace Stolen Container	392
Swap Damaged Container	520
Emergency Hit Squad	5
Renew Garden Service	144
Request to Join Garden Service	61
Garden Service Change of Address	4
HWRC Amend	71
HWRC Booking	16920
HWRC Cancel	569
Request for Asbestos Permit	32
Request for Charity Permit	20
Request for Commercial Waste Permit	249
Request for Plasterboard Permit	119
Remove Container	57
Request for Trade Waste Service	9
Assessment of Property	23
Grand Total	19770

June 2021

Request Type	Jun-21
Request to Join Assisted Service	1
Request to Leave Assisted Service	22
HL Waste Collection and Disposal request	4
Empty Bring Bank	0
Quotable Bulky Collection	178
Re-use Bulky Collection	44
Request to Join Collection Plus Service	25
Request to Leave Collection Plus Service	8
Property Damage	0
Vehicle Damage	0
Collect & Deliver Replacement Container	79
Deliver Replacement Container	243
Replace Stolen Container	354
Swap Damaged Container	498
Emergency Hit Squad	1
Renew Garden Service	28
Request to Join Garden Service	88
Garden Service Change of Address	1
HWRC Amend	97
HWRC Booking	19922
HWRC Cancel	1011
Request for Asbestos Permit	17
Request for Charity Permit	19
Request for Commercial Waste Permit	244
Request for Plasterboard Permit	142
Remove Container	66
Request for Trade Waste Service	18
Assessment of Property	41
Grand Total	23133

Quarter 2 2021-2022

Appendix 1: Service requests

July 2021

Request Type	Jul-21
Request to Join Assisted Service	34
Request to Leave Assisted Service	0
HL Waste Collection and Disposal request	1
Empty Bring Bank	1
Quotable Bulky Collection	183
Re-use Bulky Collection	24
Request to Join Collection Plus Service	43
Request to Leave Collection Plus Service	0
Property Damage	0
Vehicle Damage	0
Collect & Deliver Replacement Container	71
Deliver Replacement Container	248
Replace Stolen Container	401
Swap Damaged Container	500
Emergency Hit Squad	4
Renew Garden Service	0
Request to Join Garden Service	3
Garden Service Change of Address	0
HWRC Amend	120
HWRC Booking	21756
HWRC Cancel	963
Request for Asbestos Permit	25
Request for Charity Permit	28
Request for Commercial Waste Permit	261
Request for Plasterboard Permit	108
Remove Container	67
Request for Trade Waste Service	13
Assessment of Property	34
Grand Total	24888

August 2021

Request Type	Aug-21
Request to Join Assisted Service	30
Request to Leave Assisted Service	1
HL Waste Collection and Disposal request	1
Empty Bring Bank	1
Quotable Bulky Collection	188
Re-use Bulky Collection	22
Request to Join Collection Plus Service	31
Request to Leave Collection Plus Service	0
Property Damage	2
Vehicle Damage	0
Collect & Deliver Replacement Container	80
Deliver Replacement Container	237
Replace Stolen Container	379
Swap Damaged Container	467
Emergency Hit Squad	3
Renew Garden Service	0
Request to Join Garden Service	0
Garden Service Change of Address	0
HWRC Amend	123
HWRC Booking	23015
HWRC Cancel	987
Request for Asbestos Permit	20
Request for Charity Permit	22
Request for Commercial Waste Permit	257
Request for Plasterboard Permit	116
Remove Container	47
Request for Trade Waste Service	12
Assessment of Property	43
Grand Total	26084

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Purpose: For Decision

Cabinet report

Date **14 OCTOBER 2021**

Title **BUS SERVICE IMPROVEMENT PLAN**

Report of **CABINET MEMBER FOR HIGHWAYS PFI, TRANSPORT AND INFRASTRUCTURE**

EXECUTIVE SUMMARY

1. The purpose of this report is to set out details of a proposed Bus Service Improvement Plan (BSIP) for the Isle of Wight, as the first step towards development of an Enhanced Partnership (EP) with the local commercial bus operator, Southern Vectis. The Plan has been co-developed by the Isle of Wight council and Southern Vectis as the local commercial bus operator, as well as engaging closely with neighbouring Local Transport Authorities (LTA). The BSIP represents a collective series of ambitions for how bus services in Isle of Wight will be improved up to 2030 through co-ordinated investment, subject to securing newly available funding from central Government.

RECOMMENDATION

2. **Option 2:** That Cabinet approves the Isle of Wight Bus Service Improvement Plan (BSIP) as detailed within the report in line with 'Bus Back Better', the national bus strategy, in preparation of an Enhanced Partnership with local bus operators.
3. **Option 3:** That authority is granted to the Director of Neighbourhoods to make the necessary arrangements to formally submit the BSIP to the Government by the end of October 2021, so that it can be used to inform future funding allocations, and to undertake an annual review and minor updating of the BSIP every 12 months.

BACKGROUND

4. On 15 March 2021 the Government published 'Bus Back Better', England's first National Bus Strategy. It sets out the future of local bus services outside London and how they will be delivered through either formal partnership arrangements between local transport authorities and bus operators, or through franchising. £3billion is being made available to deliver the strategy. The National Bus Strategy and additional funding flowing from it, would contribute significantly to Isle of Wight Council's objectives of decarbonisation of transport and achieving carbon neutrality, with a shift to greener public transport. A single journey on public transport has approximately half the carbon impact of a car journey.

5. The strategy represents an opportunity for the Council to extend its existing partnership working arrangements with bus operators in order to enhance the quality and attractiveness of the bus network both for residents and visitors to the Island. The National Bus Strategy indicates that the level of funding to be received by Local Transport Authorities (LTAs) will reflect the level of local ambition demonstrated by the LTAs and their bus operators.
6. The strategy also set out the conditions which LTAs should adhere to, not only to access the national funding for enhancements; but to secure ongoing financial support for bus operations within in the authority area. The key milestones are:
 - 30 June 2021: commit to establishing Enhanced Partnerships under the Bus Services Act.
 - 31 October 2021: publish a local Bus Service Improvement Plan (BSIP) in line with the strategy requirements; and
 - April 2022: Have an Enhanced Partnership (EP) in place or be following the Franchising process.
7. At the meeting on 17 June 2021, the Council's Cabinet approved that a Statutory Notice should be issued stating the Council's intention to enter into Enhanced Partnerships with local commercial bus operator. As such the next stage to achieve, in line with above timeline, is the publication of a BSIP by 31 October 2021.
8. The BSIP sets out a high-level vision for improving local bus services and key interventions to deliver it, with the EP plan containing the detail of how these key interventions will be delivered.
9. Department for Transport (DfT) guidance for LTAs on preparation of BSIPs was published in May 2021. This states that within their BSIPs, LTAs need to cover:
 - future plans for provision of new bus priority measures within our main urban areas to enable buses to avoid delay at congestion hotspots;
 - targets for reduced bus journey times improved reliability, passenger growth and passenger satisfaction;
 - plans to make buses zero emission;
 - dealing with the under or over supply of buses on the network;
 - plans for fares and multi-operator ticketing;
 - addressing local air quality issues;
 - improving roadside bus infrastructure;
 - plans for expansion of Bus Rapid Transit networks;
 - steps being taken to produce a Bus Passenger Charter;
 - our network development plans (e.g. Key Corridors or Bus Rapid Transit or Mass Rapid Transit networks); and
 - plans for 'socially necessary' and new 'economically necessary' services.
10. The BSIP attached as Appendix 1 to this report, sets out the Council's and bus operator's shared high-level vision for the Island's bus network, including journey time

and reliability targets, and our plans to deliver them. It follows a template structure provided by the DfT

11. Section 2; of the BSIP summarises how the Southern Vectis bus network on the Island compares to the ten ambitions outlined in the DfT's May 2021 BSIP guidance. It describes the current levels of bus use and the main destinations bus passengers travel to. It outlines how buses are used and the key issues affecting bus services across the Island. Likewise, other factors that affect the use of local bus services including ageing population, car parking costs and availability.
12. Section 3; sets out a series of 'Headline' targets for reducing average bus journey times and for the percentage of bus services running on time. There are also countywide targets for passenger growth and customer satisfaction. The headline countywide targets are to:
 - Reduce average bus journey times by 5-10 percent across the Isle of Wight by 2025.
 - Improve bus journey time reliability with 90 percent of services operating on time (between 1 minute early and 5 minutes late) by 2025.
 - Increase frequency of bus links in rural areas to encourage 25 percent more bus journeys from rural locations by 2040. Working with Southern Vectis to identify areas for improvements.
 - Increase bus passenger satisfaction by 5 percent from a base of 92 percent (2019 – Southern Vectis survey results) by 2026/27
13. Section 4; sets out a high-level vision and a series of ten long-term commitments for how the Isle of Wight Council and Southern Vectis will work to improve the quality of local bus services on the Island. The key points are summarised below:
14. Section 5 - Reporting; this section shall set out the arrangements for publishing six-monthly performance against BSIP targets as well as the web address for the published location
15. Section 6 - Overview Table; this section shall summarise the key outputs of the BSIP and how it meets requirements set out in the Bus Back Better National Bus Strategy. The purpose of this section is to give readers, including passengers and the Department, an overview of the commitments in the BSIP which LTAs and operators will work towards to improve local bus services. LTAs should complete all sections of the template.

IWC and Southern Vectis have a shared vision for improving bus services on the Island:

16. "Within the Isle of Wight, both organisations recognise that local bus services are, and will remain to be, central to sustainable transport provision on the Island. The Bus Service Improvement Plan (BSIP) represents a once in a generation opportunity for the Isle of Wight Council to work in partnership with Southern Vectis, and other community operators, to shape local provision to meet the needs of Island residents and visitors into the future. Through partnership working and ongoing joint investment, the BSIP will enable passenger growth to meet the future needs of Island, whilst addressing emerging challenges including the reductions in greenhouse gases to achieve the Island's climate change objectives".

17. Our ten commitments – how we will achieve our vision
- (a) Commitment 1 - We commit to the delivery of intensive services and focussing investment on our bus network on the Island, ensuring that our bus routes and network serve this Island, and made easier to understand.
 - (b) Commitment 2 - Reducing journey times will not only increase the attractiveness of services and drive-up demand, but also improve efficiency and help to reduce costs. Therefore, we commit to investigating bus priority measures along key bus corridors, to speed up and improve reliability of bus services on well-used corridors.
 - (c) Commitment 3 - We will make ticket options easier to understand and improve the affordability of bus travel across the Island, but we will do this in a way that grows demand without undermining the viability of services. We commit to initiatives that will greatly simplify and reduce the complexity of tickets and fares (across all modes of public transport on the Island), developing tap-on tap-off capped fares as the centrepiece of a clear, ticketing strategy that provides bus customers with improved clarity on fares and better value for money.
 - (d) Commitment 4 - We will investigate options that will seek to improve the range of multi-operator bus/ferry/train ticketing for the Island, through liaison with the main transport providers for the Island.
 - (e) Commitment 5 - In extending the reach of bus services beyond current service patterns, we commit to ensuring that new early morning, evening and weekend services link in effectively to rail and ferry services and that mobility hubs are designed and located so as to encourage and enable easy onward travel by bus.
 - (f) Commitment 6 - We commit to ensuring that the local bus network continues to be presented as a single system that works well together, with clear passenger information.
 - (g) Commitment 7 - We commit to providing customers with a modern bus fleet with a high-quality on-bus environment that meets their needs and to working towards decarbonisation.
 - (h) Commitment 8 - We commit to working to meet and exceed the needs and expectations of bus passengers on the Island and give them a stronger voice.
 - (i) Commitment 9 - We commit to trialling innovative and value for money approaches to meeting the public transport travel needs of rural areas that cannot be viably served by conventional timetabled bus services.
 - (j) Commitment 10 - We commit to preparing plans and funding bids to secure investment to enable the longer-term transformation of networks through delivery of Bus Rapid Transit and other significant measures.
18. In addition to the above are proposals for improvements to the current bus network on the island raised by Southern Vectis which will be reviewed in partnership with the Isle of Wight Council's Highways and Transport leads (Appendix 2)

19. One of the priority schemes proposed by Southern Vectis are improvements to the Ryde Interchange as a key multimodal transport hub both for on Island and cross-Solent travel. It should therefore be noted that this proposal is due to be addressed within the current DfT funded improvement project for the Ryde Interchange, with works due to commence in early 2022 and completion by March 2023.

STRATEGIC CONTEXT

20. Creating an ambitious BSIP to fulfilling the above expectations and establishing an Enhanced Partnership with Local Bus Operators would have a positive impact on all four corporate priorities of the Council, as set out in the within the current [Corporate Plan](#) 2019-2022.
21. The Isle of Wight Council is currently developing a new Local Transport Plan (LTP 4) to reflect the significant changes related to transport since the current version was adopted in 2011, such as the need to tackle climate change, changes in national transport strategies and local housing/development needs. Although the LTP 4 is at an early stage of development, it is the intention that the BSIP seeks to address challenges already being identified and in turn the objectives of the LTP.
22. The BSIP will also be central to achieve the public transport related targets and objectives set within the recently adopted Climate and Environment Strategy for the Council to achieve its carbon net zero target date for the Island by 2040.

CONSULTATION

23. Between May and August 2021, regular meetings have been held with the local commercial bus operator as well as ongoing direct liaison between the team at Hampshire County Council and Go South Coast (Southern Vectis) on the drafting of the BSIP to ensure it truly reflects the partnership approach.
24. A workshop with bus operators and neighbouring LTAs was hosted by Hampshire County Council on 21 July to identify common ground and agree an appropriate level of ambition. Attendees agreed that central to being able to deliver the kind of year-on-year growth in bus passenger numbers that the DfT are seeking, is being able to offer bus passengers a quicker and more reliable bus service. Feedback from operators at the workshop, indicated that this would best be achieved through the delivery of widespread bus priority measures that are needed to improve bus journey times, punctuality and reliability. This has therefore been included as a key priority in the Isle of Wight BSIP.
25. Another key piece of feedback given by all the bus operators who attended the workshop was that in order for bus services to attract more passengers, it is very important to secure early political buy-in and support from Councillors for the principle of reallocating road space from general traffic to buses in locations on the highway network where traffic congestion is occurring, so that buses do not experience the same delays as other traffic. Speeding up journey times by bus would reduce operating costs and generate more revenue which in turn would allow operators to invest in more frequent services and new vehicles.
26. It was the intention that wider consultation would be undertaken with stakeholders during the development of the BSIP. However, the tight timescales set by the DfT has

meant that only initial correspondence has been had with the Isle of Wight Bus and Rail User Group. This feedback was included within the proposals raised by Southern Vectis for inclusion within the BSIP.

27. It is however the intention to re-establish regular meetings with the Isle of Wight Bus and Rail User Group, as well as other transport stakeholder groups.

SCRUTINY COMMITTEE

28. The previous Cabinet Report for the approval to publish the formal notice of intent and the BSIP process was discussed at the Policy and Scrutiny Committee for Neighbourhoods and Regeneration on Thursday, 8 July 2021.
29. Unfortunately, the schedule of the committee meeting dates and the tight timescales in which to produce the BSIP, means that the next opportunity to formally brief the committee is not until after the BSIP has been published.
30. Therefore, it was resolved to circulate a draft of the BSIP will have been shared with Councillors of the Policy and Scrutiny Committee for Neighbourhoods and Regeneration for comment prior to a final draft of the BSIP being submitted on 5 October.

FINANCIAL / BUDGET IMPLICATIONS

31. An Initial funding allocation of £100k capacity funding has been offered to all Local Transport Authorities, which the Isle of Wight Council has received. This funding is intended to ensure that Council has the sufficient resource to develop the BSIP and EP. To this end Hampshire County Council's Commercial Team have been commissioned to provide the necessary assistance.
32. Since the publication of the formal notice of intent an additional £50k of capacity funding has been allocated to the Isle of Wight Council to assist in resourcing the next stage of development of the BSIP and EP. This will hopefully ensure that we can continue to receive the necessary support from Hampshire County Council.
33. Consideration will also need to be made in respect of future staffing capacity, as such this will be reflected within the financial ask of the BSIP to ensure that there is sufficient staffing resource to manage the additional responsibilities regarding Public Transport and the management of the BSIP as a result of its adoption.
34. On commencement of the Enhanced Partnership, Local Transport Authorities (LTAs) will be able to access the £3bn funding being made available. The DfT have indicated that a proportion of the funding will be made available via an allocation basis to LTAs, whilst a further proportion is due to be made available via challenge fund against which LTAs can competitively bid. To this end it is a recommendation of the DfT that the BSIPs are ambitious as both funding routes will be based upon the levels of aspirations.

CARBON EMISSIONS

35. One of the key drivers for the National Bus Strategy are the national emissions and climate change targets, as the modal shift of the public from private car use to more sustainable modes of travel is crucial in achieving these targets.

36. Likewise, to achieve the merging local climate change strategy it essentially that there is a significant increase in the use of sustainable travel and bus travel is key to achieve this aim.
37. Further to this, the funding structure will incentivise investment in zero emission public transport services and networks, with such aspirations built into the BSIPs.
38. In respect of wider sustainability issues, it should be recognised that use of local bus services can:
 - Reduce congestion
 - Provide access to services (including health / education) for those without private transport
 - Prevent the need for car ownership
 - Allows visitors to arrive car-free
 - Link with other forms of public / active transport

LEGAL IMPLICATIONS

39. Following the publication of the BSIP the Isle of Wight Council will be required to enter an Enhanced Bus Partnership as per the Bus Services Act 2017 (which amends the Transport Act 2000).
40. The Department for Transport has produced a suite of guidance on the Bus Services Act, including, The Bus Services Act 2017: new powers and opportunities; Enhanced partnership creation; and Bus franchising creation.

EQUALITY AND DIVERSITY

41. The Council as a public body is required to meet its statutory obligations under the Equality Act 2010 to have due regard to eliminate unlawful discrimination, promote equal opportunities between people from different groups and to foster good relations between people who share a protected characteristic and people who do not share it. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
42. Under the Equality Act 2010 the Council is required to have due regard to its equality duties when making decisions, reviewing services, undertaking projects, developing and reviewing policies.
43. Due regard to the Council's responsibilities under the Equality Act 2010 has been given at the formative stage of this proposal. An equality impact assessment has been completed and attached to this report as Appendix 2.

OPTIONS

44. Option 1: Not to produce a Bus Service Improvement Plan
45. Option 2: That Cabinet approves the Isle of Wight Bus Service Improvement Plan (BSIP) as detailed within the report in line with 'Bus Back Better', the national bus strategy, in preparation of an Enhanced Partnership with local bus operators.

46. Option 3: That authority is granted to make the necessary arrangements to formally submit the BSIP to the Government by the end of October 2021, so that it can be used to inform future funding allocations, and to undertake an annual review and minor updating of the BSIP every 12 months.

RISK MANAGEMENT

47. The key risk continues to be the tight deadlines set by the Government and the availability of the support and/or existing experienced Council employees required to establish the strategic documents.
48. There are potentially financial and reputational implications for not meeting the deadlines, such as the withdraw of Covid Bus Services Support Grant to local operators, loss of capacity funding and the subsequent funding being made available via the DfT to LTAs to achieve BSIPs and enter an Enhanced Partnership
49. It should be noted that local authorities who do not agree to publish a BSIP for their LTA area by 31 October 2021 are highly likely to lose out on future funding opportunities arising from £3billion of “Bus Back Better” funding that has been earmarked for allocating to LTAs. The Government has stated that ambition within BSIPs ‘will be rewarded’. Part of this funding is anticipated to be awarded by formula linked to population and part through competitive bidding.
50. Additionally, it should be recognised that the adoption of the BSIP and EP will increase the responsibilities placed on the Isle of Wight Council going forwards.
51. To mitigate these risks, commission is being sought with Hampshire County Council’s Commercial services via the Joint Working Agreement to provide the necessary support to develop the BSIP and EP. Furthermore, the Client Team within Highways CMT has successfully recruited a Transport Planner and on their commencement in role will further assist in managing the demands set by government to meet the tight timescales.
52. Consideration has also been given in respect of the BSIP to include a request for capacity funding to secure a Public Transport Officer who will manage the responsibilities associated with the BSIP and EP once established.

EVALUATION

53. Option 1 is not recommended as local authorities who do not publish a BSIP for their LTA area by 31 October 2021 are highly likely to lose out on future funding opportunities arising from £3billion of “Bus Back Better” funding that has been earmarked for allocating to LTAs. The Government has stated that ambition within BSIPs ‘will be rewarded’. Part of this funding is anticipated to be awarded by formula linked to population and part through competitive bidding. For this reason, also both Options 2 and 3 are recommended.

APPENDICES ATTACHED

- Appendix 1 – Draft Bus Service Improvement Plan for the Isle of Wight
- Appendix 2 – Southern Vectis proposed local bus service network improvements
- Appendix 3 – Equality Impact Assessment

BACKGROUND PAPERS

1. Bus Back Better (National Bus Strategy)/ [Bus Back Better publishing.service.gov.uk](#)/March 2021
2. National Bus Strategy: Bus Service Improvement Plans/ [Bus service improvement plan - GOV.UK \(www.gov.uk\)](#)/May 2021
3. The Bus Services Act 2017: Enhanced Partnership Guidance [The bus services act 2017: enhanced partnerships \(publishing.service.gov.uk\)](#) /July 2021

Contact Point: Stewart Chandler, Highways and Transport Client Manager, ☎ 821000 Ext 8706 e-mail stewart.chandler@iow.gov.uk

COLIN ROWLAND
Director of Neighbourhoods

CLLR PHIL JORDAN
Cabinet Member for Highways PFI, Transport and Infrastructure

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BUS SERVICE IMPROVEMENT PLAN

October 2021



NATIONAL BUS STRATEGY BUS SERVICE IMPROVEMENT PLAN

ISLE OF WIGHT COUNCIL

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Executive Summary

The Government published its National Bus Strategy for England called '*Bus Back Better*' in March 2021. This strategy details the requirement for all Local Authorities to work with bus operators to create plans for improving their local bus services and encouraging more people to use them. The strategy comes with the promise of £3 billion in funding across England to support this.

Within the National Bus Strategy there is a requirement for all Local Authorities to produce a Bus Service Improvement Plan (BSIP), which is due in Oct 21. A BSIP should detail how Local Authorities propose to use their powers to improve services, followed by the production of an Enhanced Partnership (EP), due April 2022.

In response to the National Bus Strategy, Isle of Wight Council have produced this Bus Service Improvement Plan (BSIP) for the Isle of Wight, in collaboration with the main bus operator, Southern Vectis.

Aims & Objectives:

Given the short timeframe in which the Government has asked authorities to produce BSIPs they have stated that they will contain only high level 'outline' ambitions and are not taken as definitive or immutable commitments or statements of intent on the LTA's part. Their main purpose is to get everyone thinking about what questions need to be addressed in the area, to explore possible answers, and to provide an early basis for funding decisions in the autumn and winter 2021, in preparation for the financial year 2022/3 when transformational funding begins.

BSIPs should describe in outline how LTAs and operators in an area can achieve the overarching goal of the National Bus Strategy - to grow bus patronage: both to build it back after the Covid-19 pandemic and then to increase it and raise buses' mode share.

This BSIP sets out IWCs ambition for working in partnership with its major bus operator, Southern Vectis, as well as the train and ferry operators on the Island.

Section 1 – Overview

1.1 Geographical Area covered by this BSIP

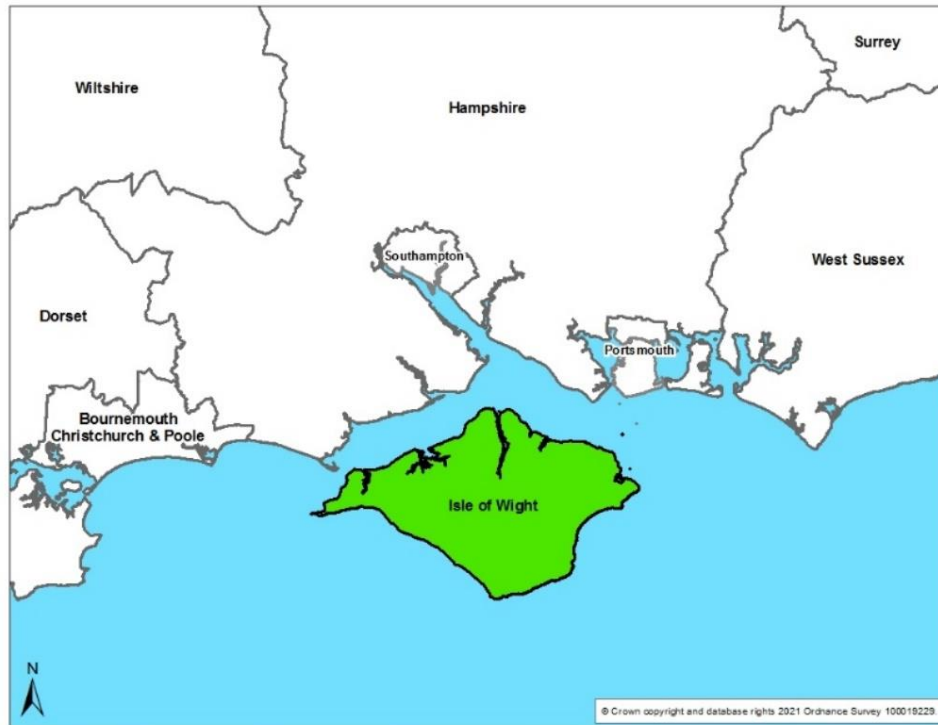


Figure 1 – Geographical area of the Isle of Wight BSIP

This Bus Service Improvement Plan (BSIP) covers the single Local Transport Authority (LTA) area of The Isle of Wight (herein referred to as ‘the Island.’), the geographical area of which is shown in green in **Figure 1**. The **Isle of Wight Council** (IWC) is a unitary authority local covering the whole of the Island.

The Island is an island county located between two and five miles off the coast of Southern England, from which it is separated by a stretch of sea known as The Solent. It is the largest and second-most populous island in England with a population of 141,538 residents.

The Island has a land area of 38,000 hectares. Slightly more than half of which, mainly in the west, is designated as the ‘Isle of Wight Area of Outstanding Natural Beauty’. The island has 258 km² of farmland, 52 km² of developed areas and 92 km of coastline. In June 2019 the whole island was designated a UNESCO Biosphere Reserve, recognising the sustainable relationships between its residents and the local environment.

The Island’s countryside offers a diverse range of natural environments, including rolling chalk downs, ancient woodlands, salt marshes, together with land dedicated to agricultural use. Distributed across the more rural parts of the Island are a number of small villages and hamlets.

There are approximately 800km of adopted highway maintained by IWC. There is no motorway and only a very limited distance of dual carriageway on the Island, with a large majority of the road network located across the more rural parts of the Island.

Urbanisation and greater population density occur in the main towns of Newport, Ryde and Cowes (East and West), with Sandown, Lake and Shanklin linking together down the east coast to form 'The Bay' area and almost meeting with Ventnor as the coastline sweeps towards the southernmost tip of the Island.

Tourism plays a vital role in supporting the Island's economy with the Isle of Wight boasting some of the most unique landscapes and attractions, in the UK. From picturesque harbours, natural bays and beaches, stunning coastline scenery and chimes, to world famous historic buildings and castles. The island offers a great number of well-established holiday parks, hotels, and unique places to stay.

The town of Cowes, located on the west bank of the estuary of the River Medina, to the north of the Island, has long been seen as a home for international yacht racing since 1815. It gives its name to the world's oldest regular regatta, known as 'Cowes Week', which occurs annually in the first week of August, attracting over 100,000 visitors each year.

The Island also hosts the Isle of Wight Festival. A large scale music festival which takes place at Seaclose Park, on the outskirts of Newport with up to 70,000 people attending this annual event.

Access to the Island's assets, events and attractions are supported by the Island's bus network, and the sole railway connection which runs for 13.7km between Ryde Pier Head and Shanklin, serving Smallbrook Junction, Brading, Sandown and Lake Stations. Southern Vectis, are the main bus operator on the Island, providing services across the majority of the Island, whilst the rail service is operated by Island Line. A number of other smaller local bus operators have provided services on the Island over the years, but none has developed or sustained a significant commercial market share, and Southern Vectis has remained the dominant and fully commercial provider of Island bus services to this day.

Currently there are a small number of community bus services in operation; FYT Bus, which operates exclusively within the West Wight. This is a charity run Community Bus project, run by volunteer drivers. Also Service 31 runs between Bonchurch and St. Lawrence via Ventnor. This operates as a local town service operated by Minibus Plus in partnership with Ventnor Town Council. Additionally, there are a small number of community bus services operated by the Community Bus Partnership, who utilise some Southern Vectis' vehicles fleet, between home to school lifts, to operate local community services, driven by volunteer drivers.

Access to the Island, across the Solent from the mainland, is provided via six main passenger and car ferry routes, along with a dedicated hovercraft link; the only commercial passenger hovercraft service in the world. **Figure 2** illustrates these routes across the Solent.

These routes consist of the following services and connections:

- **Portsmouth to Fishbourne** - This car and foot passenger service is operated by Wightlink and takes approximately 45 minutes.
- **Portsmouth to Ryde** - The "FastCat" catamaran foot passenger service, which runs from Portsmouth Harbour to Ryde Pierhead, is operated by Wightlink. This crossing takes approximately 22 minutes.
- **Southampton to East Cowes** - This service is run by Red Funnel and operates between Southampton and East Cowes, carrying both cars and foot passengers. This crossing takes up to 1 hour.
- **Southampton to Cowes** - The "Red Jet" offers a high speed foot passenger service for this route, also operated by Red Funnel running from Southampton Docks to Cowes, taking just under 25 minutes.

- **Lymington to Yarmouth** - The quickest vehicle ferry service runs from Lymington in the New Forest to Yarmouth in West Wight, which is operated by Wightlink. Taking 30 minutes.
- **Southsea (Portsmouth) to Ryde** - The Isle of Wight boasts the only foot passenger hovercraft service in the UK, which runs from Southsea in Portsmouth to Ryde Esplanade and is operated by Hovertravel. This crossing is also the fastest service to the Isle of Wight, taking just 10 minutes.

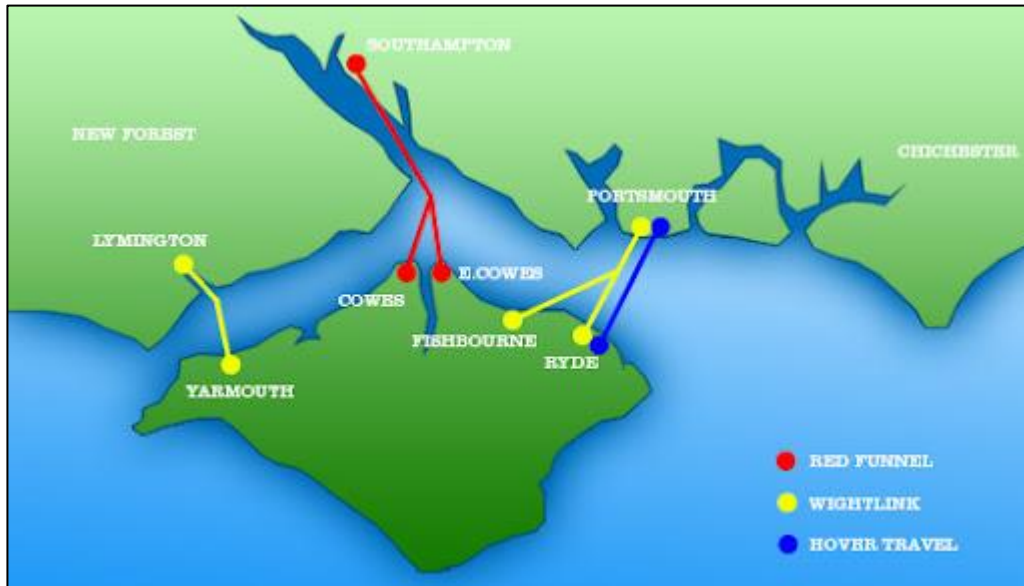


Figure 2 – Ferry and Hovercraft service links to the Island

All ferry and hovercraft services allow passengers to take bikes, although there is limited availability on Red Funnel's Red Jet service with services No.6 and No.7 fitted with bike racks, and No.5 (when it returns to service) will still allow folding bikes. The Isle of Wight Ferry is historically one of the Island's most famous features with the first recorded service dating back to 1420. With no fixed link to the Isle of Wight from the mainland (i.e. via road bridge or tunnel) the only mode of transport to and from the Island is by ferry or hovercraft.

Residents and visitors are heavily reliant on cross-Solent services for the movement of people and goods. Maintaining and improving these connections are vital to the economy and overall wellbeing of the Island.

5.5% of Island residents in employment rely on ferries for daily commuting to the mainland, this approximately includes 730 commuters to Portsmouth, 570 to London, and 520 to Southampton. In 2019 the Island welcomed circ. 2.16m visitors, generating an estimated £276m contribution to the local economy¹.

The mixture of suburban style towns, rural village communities, daily commuters to and from the Island, and the large number of visitors to the Island, all result in a range of transport challenges, faced Island wide. From rural isolation, in the more remote areas of the Island, to poor air quality and congestion in parts of our towns, along with pockets of 'transport poverty' and peak season tourist demands. Buses already play a key role in alleviating these problems.

¹ Total visitor volume Jan – Dec 2019. Source: [Research & Economic Impact | \(visitwightpro.com\)](https://www.visitwightpro.com)

Buses are our most used form of public transport on the Island and make a real difference to people's everyday lives, allowing them to get to work, to visit friends and family, to access retail, and to get to essential services such as schools, colleges, libraries, GP surgeries and hospitals, as well as helping to support the tourist economy.

The county of Hampshire offers the only commercial gateway to the Isle of Wight, across the Solent. Hampshire County Council (HCC) is the county council that governs the majority of Hampshire. It provides the upper tier of local government there. Two of Hampshire's coastal cities, Southampton, and Portsmouth provide the main ferry and hovercraft links to the Island. As Unitary Authorities Hampshire, Southampton and Portsmouth are Local Transport Authorities (LTAs) in their own right, and therefore do not form part of the Isle of Wight LTA area.

In 2020, Hampshire had a population of 1.39 million residents, Southampton a population of 253,000, and Portsmouth a population of 214,000. As such the neighbouring Local Authority areas are important employment, retail, and cultural centres. With Southampton and Portsmouth containing two important ports and two major regional hospitals, they see significant cross-boundary travel to and from Island. From the Islands visitor profile data 38% come from Hampshire alone².

The largest towns on the IoW are Ryde in the north-east, with a population of about 30,000, and the county town of Newport as the second largest, centrally located on the island, with a population of about 25,000. Newport is considered to be the main shopping area for the Island and is home to the IWC offices, HMP Isle of Wight and St Mary's Hospital, the only NHS hospital on the Island.

Figure 3 illustrates the main road and rail networks and settlements on the Island. The Island's strategic road network is centred around Newport, with routes out to coastal settlements such as Cowes, Sandown, Freshwater and Yarmouth. These key roads along with smaller roads which supplement them, form a total network of over (800km). The layout of the Island's highway network is driven by a number of factors including the shape of the Island, the River Medina and the locations of towns and settlements.

² Q2 of 2019 - Source: [Research & Economic Impact | \(visitwightpro.com\)](https://www.visitwightpro.com)



Figure 3 – The main towns, strategic and main A-road networks of the Isle of Wight

As well as Ryde and Newport, sub-urbanisation population density can also be found in the town of Cowes (East and West) and the seaside resorts of Sandown and Shanklin, linking with Ventnor.

Other much smaller settlements of population include Freshwater, Yarmouth and Totland to the west of the Island, and Seaview and Bembridge to the east. There are a number of rural villages and hamlets scattered across the Island.

The most rural part of the Island is to the south and south-west coastline, which is designated as an Area of Outstanding Natural Beauty. **Figure 4** below outlines the population density of the Island as a whole. Whilst the overriding character of the Island is rural, about 60% of the Island's population live within the main towns of Ryde, Newport, Cowes, East Cowes, Sandown and Shanklin.

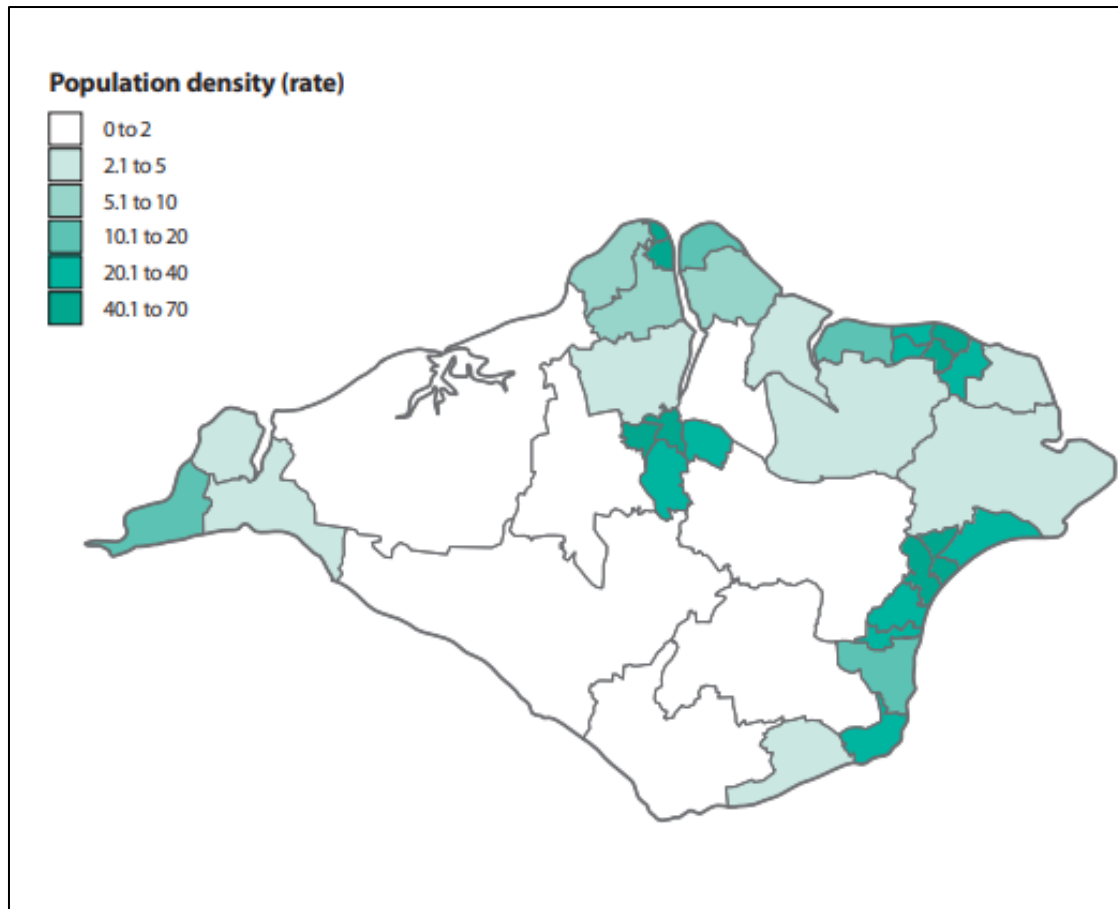


Figure 4 – Population Density on Isle of Wight (number of people per hectare)

There are average levels of car ownership across the IoW, with 31.1% of households having two or more cars or vans. 22.5% of households do not own a car or van. There are high proportion of two car households across most rural areas. Levels of car use are also high on the Island, and IoW has diffuse commuting patterns, making certain commuting trips, particularly to the urban areas and ferry connections, difficult to serve efficiently by bus.

Across IoW an average of 2.5% of commuting journeys are completed via bus. Areas surrounding urban centres, such as Newport, Ryde and Cowes show the highest percentages of commuting to work via bus.

The private car or van is the principal mode of travel to work on the Island. The last Census (2011) showed over half, 57.8% travelled to work by car. In-commuting is highest in Newport, with an overall inflow of commuters. The rural areas as well as the areas on the south of the Island such as Ventnor and Puckaster have large outflows. Walking is the main mode of travel to school (39%), but 34% of pupils are taken to school by car.

Economic and social factors, degrees of rurality and ease of access to public transport all influence car ownership. The proportion of no car households is highest in the more urban areas like Newport and Shanklin/Sandown.

There are localised pockets of deprivation on the Island with significant inequalities in health outcomes. It is widely recognised that poor transport provision can disproportionately affect those in deprived areas limiting access to services, opportunities, and life chances, and contributing to social isolation and loneliness. **Figure 5** below outlines the percentages of health and disability deprivation on the Island.

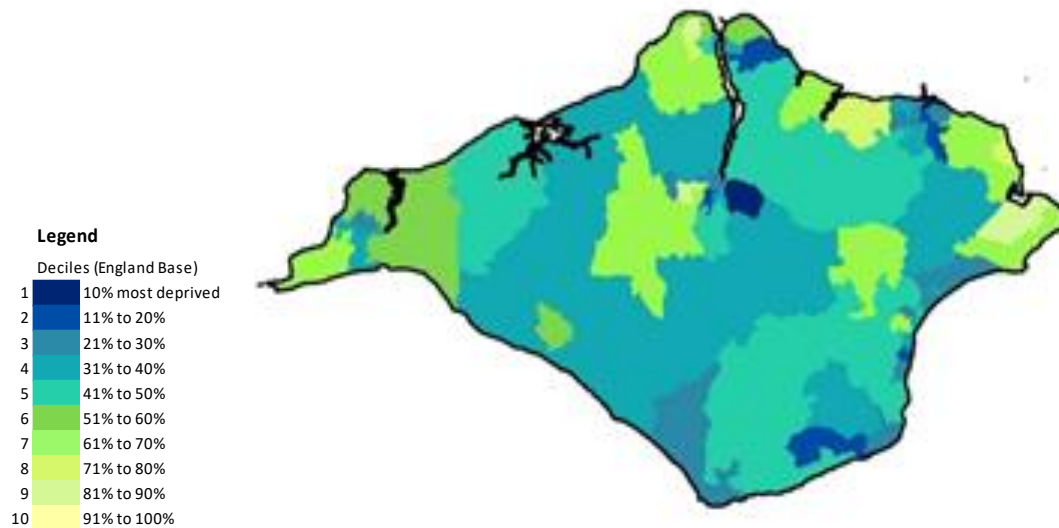


Figure 5 – Health and disability deprivation (Source: H2050 – State of Economy 2020)

1.2 Justification of why this BSIP covers a single LTA area (IoW)

In preparing this BSIP the Isle of Wight Council have engaged very closely with all neighbouring LTAs, in particular Southampton City Council, Portsmouth City Council and Hampshire County Council, in order to identify and agree common goals for improvements to our respective bus networks.

Although the three LTAs of Hampshire, Southampton, and Portsmouth, share common ambitions around integration, fares and ticketing and delivering bus priority, the Island also has different characteristics and challenges relating to bus networks compared to the rest of Solent Region.

On this basis, the approach that has been taken is that each of the urban unitaries of Southampton and Portsmouth and the Hampshire County Council have each prepared their own separate BSIPs. However, in recognition of the important role that bus services play, not only on the Island, but also towards the connection to its ferry services, allowing access to wider employment areas and key services (such as hospitals), all four LTAs have collaborated closely in the development of each of our BSIPs to ensure that our ambitions and approaches to improving bus services are closely aligned.

This joined up approach reflects how we will each work with bus operators and other stakeholders to improve the quality, reliability and attractiveness of bus services that operate across LTA boundaries within the wider Solent Region.

1.3 Why the Enhanced Partnership route has been chosen

Southern Vectis, as the predominant bus operator on the Island, provides the majority of the commercial network of local bus services on the Isle of Wight. Southern Vectis has, since its acquisition by the Go-Ahead Group in 2005, stepped up its investment in new vehicles substantially. Their fleet continues to contain a significant number of double-deckers reflecting the need to accommodate high summer loadings, during the peak tourist season and meet school travel demand within the academic year.

IWC also recognises the important role that the smaller community bus operators play, within helping to build successful and reliable services, on the Island. Especially to areas where regular bus service provision has declined in the past or doesn't exist.

The IWC has a good history of effective voluntary partnership working with Southern Vectis, and community bus operators, on the Island. This approach has worked well for IWC, delivering sustained improvements for bus users over more than a decade.

IWC also are fully engaged with the Isle of Wight Transport Infrastructure Board (TIB). IWC set up this board in September 2016, which brings together key transport partners on the Island. These include IWC, represented by the IWC Cabinet member for Transport and Infrastructure, Leader of the IWC and the Assistant Chief Executive, Southern Vectis (Bus) and Island Line (Train), as well as the three ferry operators. The TIB is vital in supporting formal discussions between IWC and the transport operators and helps support their input as key stakeholders across the Islands transport network as a whole.

IWC has always strived to focus bus service improvements to key areas of the Island but understands that there has been limited investment in bus infrastructure, in recent years. This however focuses a vital need towards a driver for change amongst improvements to bus service provision for the Island as a whole.

Currently underway is the Ryde Interchange Project.³ This major Transport Hub Project involves a number of enhancements to encourage the use of more sustainable travel options, while making the area more attractive, reducing the dominance of motor vehicles, and improving priority to pedestrians.

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

- Remodelling and refurbishment of the Esplanade bus interchange to create a better environment for bus users/pedestrians and make it easier and safer for buses to manoeuvre in and around the bus station and allow services to exit via George Street, thereby operating more efficiently and reliably.
- Reinstatement of the pier tramway to provide a new separate 'boardwalk' facility for pedestrians and cyclists.
- Refurbishment of the station buildings including new, fully accessible disabled toilets, a new façade, remodelled / expanded concessions and access to the boardwalk.
- Improvement of cycling links to and through the interchange linking with the existing cycleway to Puckpool in the east and Ladies Walk in the west.

³ [Big response to Ryde Interchange plans \(iow.gov.uk\)](http://www.iow.gov.uk)

It is the shared view of IWC and operators that a single Enhanced Partnership for the whole of the Island, result in better outcomes for bus services on the Island. Given the already close partnership working and strong relationships between IWC and bus operators (Southern Vectis), this approach is considered to be the best way of meeting the high level of ambition outlined in this BSIP, rather than through a franchising approach.

The Isle of Wight BSIP and subsequent EP represents an opportunity for IWC to extend its successful and productive partnership working arrangements with its bus operators and neighbouring LTAs, in order to improve the offer to the local community, enhance facilities and develop a partnership that can help expand the commercial bus network on the Island.

1.4 BSIP duration, annual review process and alignment with Local Transport Plan

The Isle of Wight BSIP covers the period up until 31 March 2030 and will be reviewed annually. In summer 2022, and each year thereafter, a working group of IWC staff and bus operators will be convened to review the efficacy of the Isle of Wight BSIP ambitions and progress made towards targets. Collective decisions will be taken as to whether the level of ambition needs to be raised or whether the existing content is sufficient. Neighbouring LTAs will have an opportunity to also contribute their views. If revisions are proposed to the BSIP by the working group, then a report will be taken to IWC's Cabinet in either October or November for political decision and sign off of the revisions if advice received from legal services is that this is required.

This BSIP is fully aligned with the emerging *Isle of Wight Local Transport Plan 4* (LTP4), which will form the primary transport strategy for the County until 2038. The Hampshire LTP4 strategy will include a goal of reducing car dependency, and the plans set out in this BSIP to increase the level of bus use will play an important part in achieving this goal.

Section 2 - Current Bus Offer to Passengers

2.1 Overview of the Isle of Wight bus network, level of use and punctuality

Bus services and usage on the Isle of Wight are slightly below the national average, but are generally considered good for a large, predominantly rural, Island authority, with average levels of car ownership. Bus passengers make a substantial contribution towards the Isle of Wight economy, being the most heavily used form of public transport on the Island and a lifeline for those without an alternative.

Figure 6 shows the current Southern Vectis bus route network on the Island. In 2018/19 there were just over 8 million bus journeys made on the Island, serving 34 routes and some circa.1300 bus stops. Considering the rural nature and mix of bus demand (i.e. peak tourism seasons and regular commuters) Southern Vectis services offers a good provision for the Island, with links to all the ferry and rail services. Southern Vectis operate a fully commercial service which operates 365 days of the year on the Island. Southern Vectis also offer extra seasonal buses, known as 'Breezer' buses. There are two open-top 'Breezer' bus routes that operate between the months of April through to October, allowing spectacular coastal views as well as direct access to some of the most popular attractions on the Island to support the Islands tourist offer.

Being an Island network means that bus journeys are not necessarily long in nature, with more of a focus to specific lotions (such as ferry connections). Newport is the central hub of the Island offering a hub and spoke operation, where the bus interchange accommodates the majority of bus service connections.



Figure 6 – Isle of Wight bus network map (Southern Vectis) 2021

Southern Vectis has a fleet of 68 vehicles that serve the Island's network. In terms of Euro rating these consist of the following:

Diesel Euro Rating	Number of Buses
Euro III or before	3
Euro IV	15
Euro V	1
Euro V EEV	29
Euro VI	16
Euro IV/V SCRT retrofit	4

Currently 39 vehicles have USB charging points, although none have WIFI connectivity, simply due to the unreliable network reception on various parts of the Island. This is in favour of providing more USB charging facilities on the fleet. 63 vehicles have next stop announcement and screens.

Trends in bus passenger journeys

As **Figure 7** shows, the total number of bus passenger journeys made on the Island over the last ten years, as recorded by bus operators, has steadily increased (although passenger numbers in March 2020 were significantly reduced due to the pandemic), against the trend of gradual decline seen across English non-metropolitan LTAs as a whole. The dip in bus passenger journeys for 2017/18 was attributed to poor summer weather effecting tourist numbers.

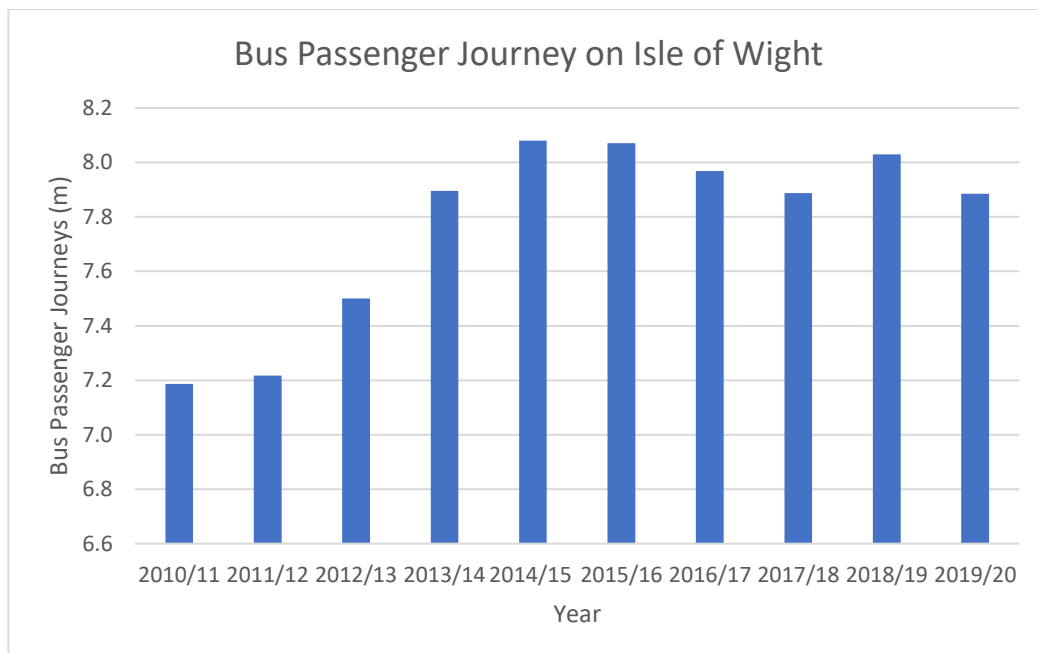
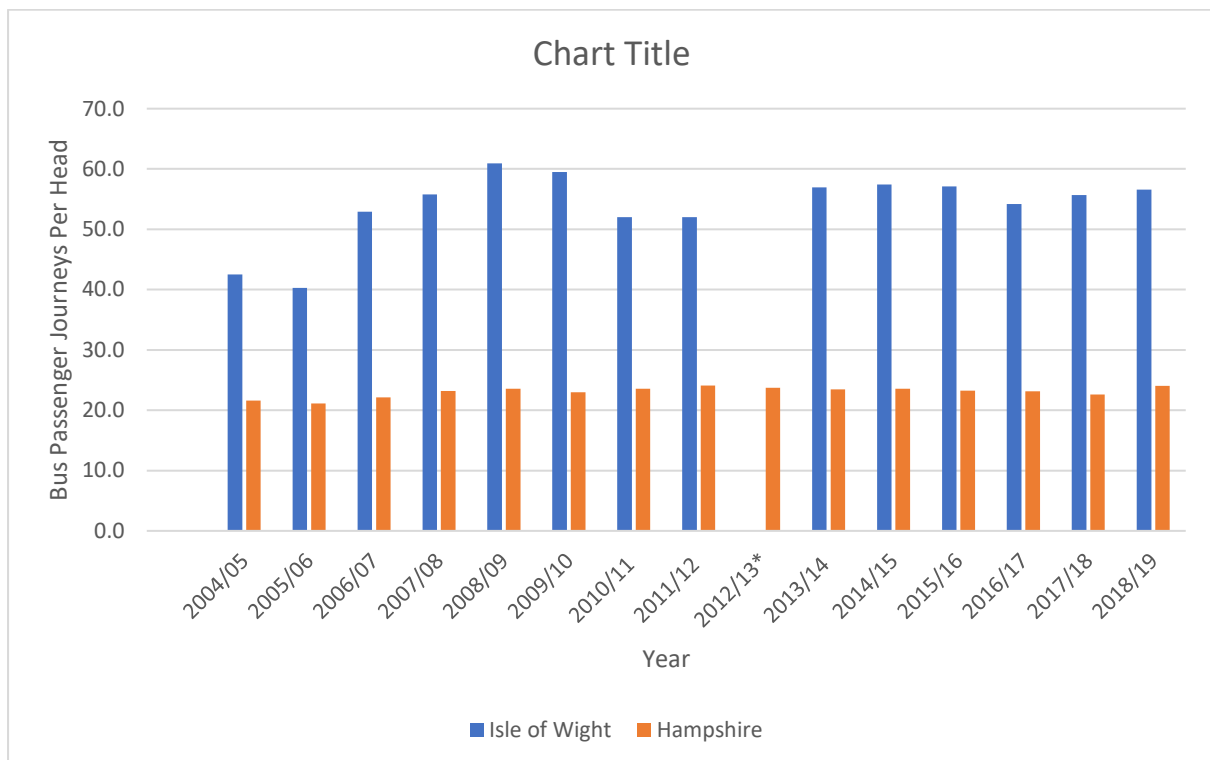


Figure 7 - Bus passenger journeys per year on the Island since 2010 as recorded by bus operators via the DfT PSV survey (Source: DfT Bus Data Table BUS0109a)

Bus journeys on IoW have risen steadily since 2010/11 and remained in the range of between 7.8m and just over 8m journeys per year, until the Covid-19 pandemic. This, as with all areas of the UK, resulted in a significant and rapid reduction in bus journeys, from mid-March 2020 onwards as residents heeded the initial Government advice to avoid using public transport unless absolutely necessary. However, bus use by June 2021 had recovered to 75% of pre-Covid patronage, on the Island.

When these passenger journeys are considered per head of population, this then equates to between 42 and 61 bus journeys per year on average by each IoW resident, as indicated in **Figure 8**. The numbers of journey per head of population have remained relatively consistent since 2013/14. In comparison, Hampshire figures equate to 21 and 24 bus journeys per year on average by each IoW resident, as indicated in **Figure 8**. The numbers of journey per head of population have fallen in Hampshire since 2013.



*Data from 2010/11 was not requested from local authorities.

Figure 8 – Change in Bus Passenger Journeys per head of Population over time since 2004/5 on the Isle of Wight compared to the neighbouring shire county LTA

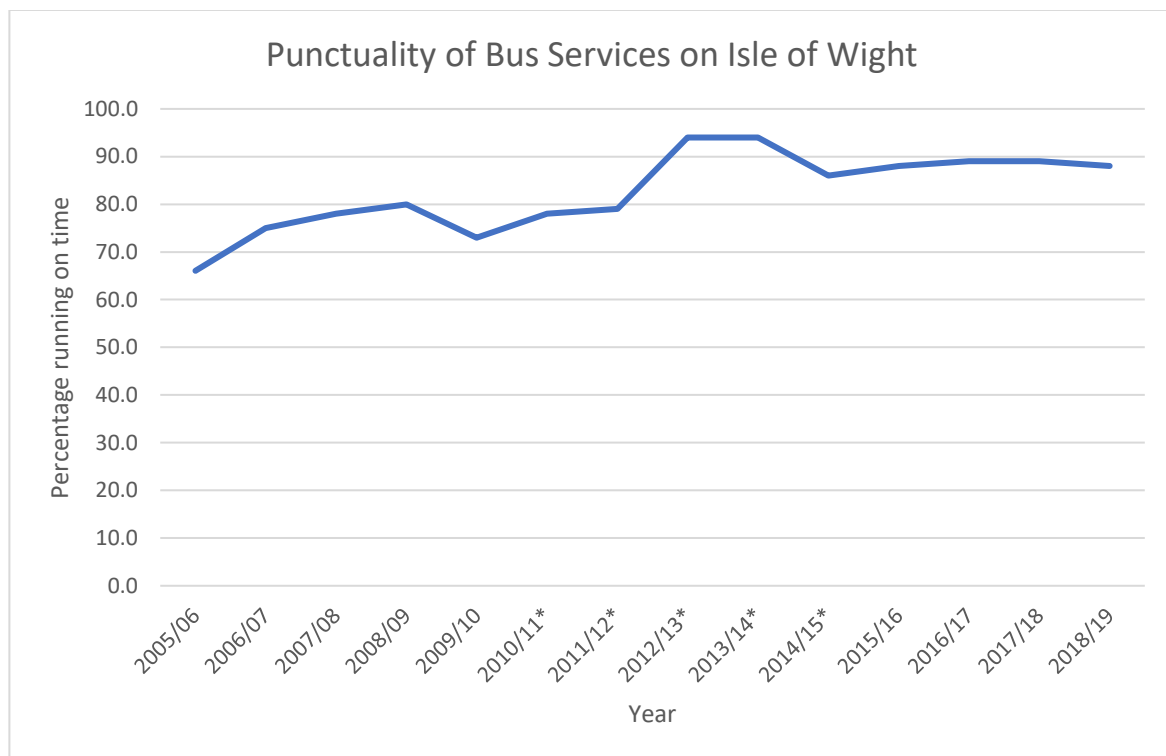
In terms of bus use, given the Islands strong tourism economy, statistics from the *Isle of Wight Visitor Monitor (2019)* show that 11% (circa. 69,000 visitors) utilised the bus and train network alone⁴. This is in addition to the Islands population use.

Department for Transport data shows that vehicle miles have increased in almost every year since 1994 on the Island, notwithstanding a large decrease in 2020 caused by the COVID-19 pandemic and national lockdowns.

⁴ Quarter 2 (1st April to 20th June) based on 623,592 visitors to the Island.

Urban congestion is highest in the urban areas of Ryde and Newport, seeing the highest level of urban congestion experienced on the Island. Newport has the highest inter-urban congestion. There are also other various pockets of congestion contained on the Island, that can be exacerbated by the increase of peak seasonal traffic. All these effects bus transport and punctuality of buses on the Island network.

As **Figure 9** shows bus punctuality on the Island since 2005/6. It demonstrates bus punctuality has seen a trend of gradual improvement, despite a backdrop of increased traffic and increased levels of congestion on the Island, reflecting the investment in some of the bus friendly measures delivered by IWC and operator investment in additional buses (with no increased frequency) to ensure that punctuality did not deteriorate as a result of worsening traffic congestion.



*From 2010/11 figures were reported to the nearest whole number.

Figure 9 – Changes in Bus Punctuality Levels on the Isle of Wight since 2005/06

The Solent Transport Sub-Regional Transport Model (SRTM) predicts a 18% increase in all trips between 2015 and 2036, with a 29% increase in highway trips, and a 5% increase in public transport trips. Increases in delays and average travel times are predicted in both models for 2036. Delays are expected around Shanklin and Newport in particular.

Through the *Isle of Wight Infrastructure Delivery Plan (October 2018)* a number of key highway and bus service improvements have been identified, these include:

- The Newport Strategic Junctions Improvement scheme has funding committed.
- Further improvement at Coppins Bridge could be made subject to funding and further approvals;
- The planned improvement of the Red Funnel terminal includes improved bus interchange with ferry services, at East Cowes.

Trends in bus passenger journeys for work and education

Across IoW an average of 2.5% of commuting journeys are completed via bus. Areas surrounding urban centres, such as Newport, Ryde and Cowes show the highest percentages of commuting to work via bus. Within the county, the ward of Ryde North-East, has the highest percentage of travel to work by bus at 10.34%. Figure 10 below outlines bus commuting use averages across the whole Island.

As **Figure 10** below shows, areas surrounding main urban centres, such as Newport, Cowes, Ryde, Shanklin and Sandown, have the highest percentages of commuting to work via bus.



Figure 10 – Travel-to-work by bus

Figure 11 below shows employment accessibility by private car and public transport as well as the percentage of jobs accessed by public transport for the largest built-up areas on the Island.

Newport is by far the biggest employment area on the Island, with 18,332 jobs as of 2016. The Ryde, Cowes and Sandown/Shanklin built up areas have between 6,000 and 7,000 jobs each.

Employment accessibility by public transport modes is generally high, particularly when compared to levels on the mainland. However, levels of public transport employment accessibility differ between areas, as can be seen in the graph opposite. On average, twice as many jobs on the Island are accessible by car as they are by public transport.

Newport the highest number of jobs accessible by public transport in absolute terms (6,916), but Ryde has the highest percentage of jobs accessible by public transport (43.9%).

Sandown/Shanklin has both the lowest number and percentage of jobs accessible by public transport (1,659 and 27.5% respectively).

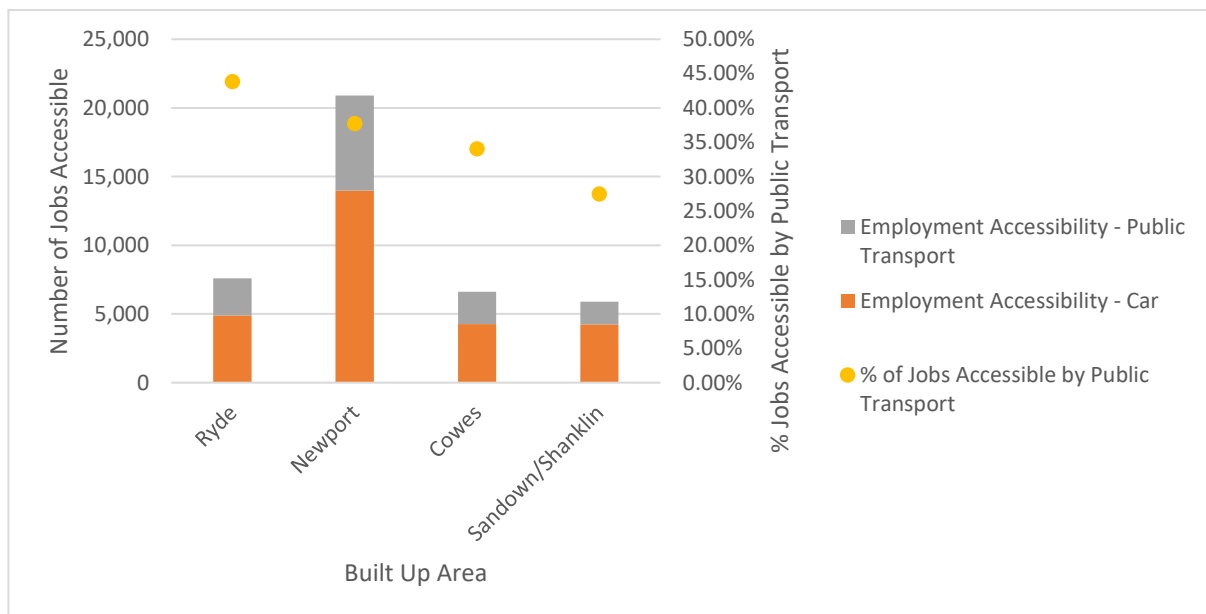


Figure 11 - Employment accessibility (intra-urban) by car and public transport for the largest built up areas on the Island (Source: ONS (2021))

Walking is the main mode of travel to school on the Island, at 39%, with 34% of pupils taken to school by private car. **Figure 12** below shows that bus travel makes up just 5% of the mode share overall. The data within the chart was obtained from the 2015/16 Local Sustainable Transport Fund (LSTF2) and 2016/17 Sustainable Travel Transition Year (STTT). The sustainable investment programmes aimed to support the local economy, reduce carbon emissions and deliver wider social and economic benefits, along with promoting increased levels of walking and cycling.

The School Engagement Programme was the main project within the education theme which involved engagement with each of the Island's 49 schools.

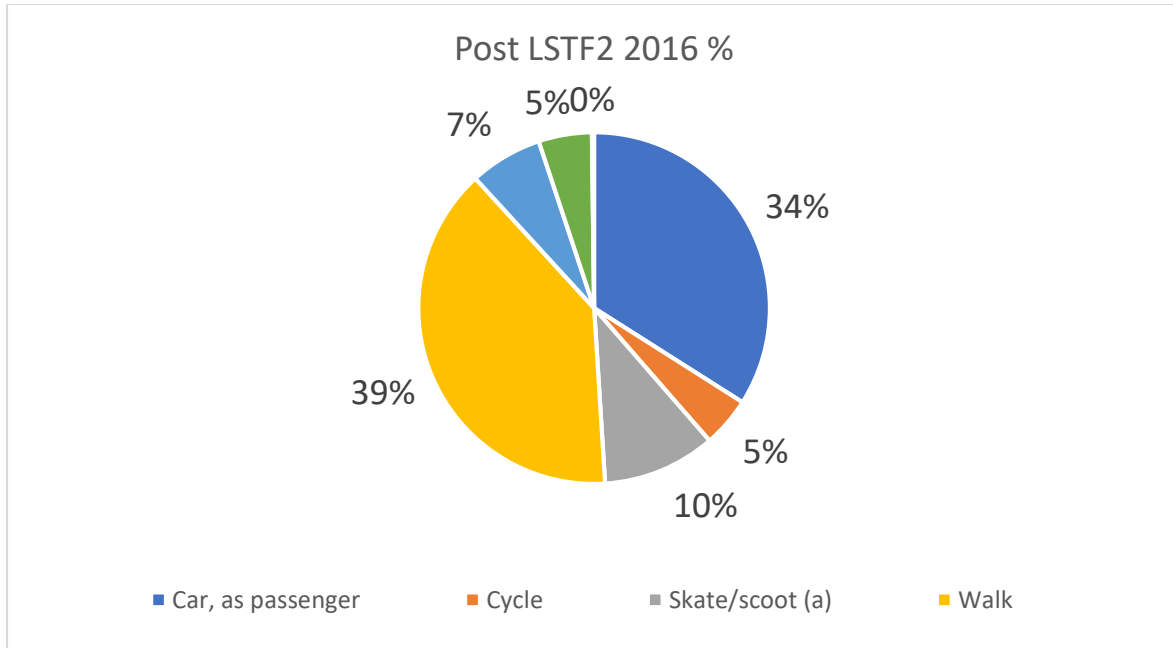


Figure 12 - Main mode of travel to school: hands-up survey results from 38 Island schools pre and post LSTF2

2.2 Analysis of existing local bus services compared to BSIP outcomes

The main generators of demand for Island bus services tend to be the more urban centres with their strong retail, education and public service offers. The current frequencies of the Southern Vectis bus services can be found here - <https://www.islandbuses.info/>

Levels of bus use on the Southern Vectis network are highest on route 9 (Newport to Ryde) as well as routes 2 & 3 connecting Ventnor, Ryde, Sandown and Shanklin to Newport. The quality of bus services on these main corridors is high, which offer attractive high service frequencies, with buses running every 10-15 minutes on the busiest routes (with 2-3 buses per hour on most other routes).

Table 1 below summarises the strengths and weaknesses of the Island's bus network following analysis, review of the current situation and stakeholder consultation. It considers how the current bus network compares to the Isle of Wight BSIP ambitions outlined in Section 4 and to what extent the current network of bus services meets or falls short of these ambitions and expectations.

Table 1 – Strengths and weaknesses of the Island's bus network relative to BSIP ambitions

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 town centres to majority of suburban areas within the main towns Being an Island the bus network centres on the main interchange of Newport and Ryde (for rail connections) meaning most key corridors have excellent and direct bus frequencies, in particular to all ferry terminals, including first and last ferry connections, as well as other key destinations and attractions on the Island. Historic and sustained growth in bus patronage on flagship and high frequency bus routes High user journey satisfaction (Bus Passenger Survey – autumn 2019) A modern, distinguished and attractive bus fleet on the Island with low emissions, contactless payments and charging points 	<ul style="list-style-type: none"> Network predominantly operates on shared road space. Congestion at peak times, especially within peak tourist seasons, effecting key road corridors to/from centres of main towns and attractions, leads to reduced punctuality and travel time reliability, and increased journey times Pockets of inaccessibility in rural areas of the Island, due to lack of bus services or penetration of services, in particular West Wight. Limited service frequency to some areas e.g. West Wight Limited cross Island bus services, meaning a greater need to interchange between different services in Newport for journeys across the Island A need to improve bus stop infrastructure across the Island with Real Time Information, Audio-Visual displays and general improvements to bus stops (i.e. in terms of accessibility, safety and comfort). WIFI on buses an issue due to mobile signal issues across certain parts of the Island.

Bus Network (operators)	<ul style="list-style-type: none"> • Strong operator brand and recognition with users across the Island. • Smaller operators (community services) active and engaged 	<ul style="list-style-type: none"> • Reduction in support for less viable bus service routes on the Island.
Bus Network (development)	<ul style="list-style-type: none"> • Ongoing evolution and development of the network, reacting to need (tourism market as example) 	<ul style="list-style-type: none"> • Locating future residential development close to bus corridors is vital. • A number of isolated traffic signal junctions cause delay to buses during peak hours, there could be a provision of selected vehicle detection signals. • Establish where bus priority is needed Several areas with issues already identified that effect bus services, • Need to improve reliability and frequencies.
Bus Network (Town Centres)	<ul style="list-style-type: none"> • Well served town centres, with vast majority of bus route serving these • Elements of bus priority and bus lanes leading to Town Centres • Bus only streets in the Town Centres 	<ul style="list-style-type: none"> • Restricted and shared road space • Limited capacity/space for terminating services to layover • Existing infrastructure difficult to negotiate for buses
Bus Network (Park and Ride)	<ul style="list-style-type: none"> • Limited but well used Park and Ride for Cowes to compliment Red Jet passenger services 	<ul style="list-style-type: none"> • Existing Park and Ride site quite small with little scope for expansion • No definitive plans for any new Park and Ride sites for the Island
Socially necessary DRT & Community Transport provision	<ul style="list-style-type: none"> • Active and supported community transport services, including community minibus and voluntary car share schemes. • Good supply of taxis and private hire vehicles in main urban areas. 	<ul style="list-style-type: none"> • Scope and supply of service can potentially be limited by funding
Bus-Bus, Bus-Rail & Bus-Ferry Interchange	<ul style="list-style-type: none"> • All public transport modes accessible from town centres • In Ryde the rail station is a key point of interchange, connecting the train network to the local bus network with good waiting facilities • Ryde Transport Interchange scheme, funded via successful bid to the Government's Transforming Cities Fund (TCF) will provide a safe cycling and walking route along Ryde Pier, separate from vehicles, and create an improved 	<ul style="list-style-type: none"> • Limited high-quality interchange hubs, with facilities, apart from at some bus stations and key rail stations • Little co-ordination of timings between modes at key interchanges

	<p>transport hub for a major gateway to the Island.</p> <ul style="list-style-type: none"> • Multi-modal interchange opportunities at some ferry terminals • South Western Railway has submitted a plan to the Department for Transport to upgrade the Island Line, replacing rolling stock with new, self-powered train units, enhanced frequency to connect with waterborne services. 	
Multi-operator & multi-modal Ticketing	<ul style="list-style-type: none"> • Rover tickets - for unlimited travel across Southern Vectis network for 24 hours • Rover + Breezer tickets - offer 24 or 48 hour unlimited bus travel across the Island. • Multi-Day ticket bundles - for occasional travellers available in 5, 15 and 30 day bundles giving unlimited travel across Southern Vectis network including open-top and seasonal routes. Days do not have to be used consecutively and are valid for two years from purchase. • Nightrider tickets - for unlimited travel between 7pm and 7am. • Through Tickets - through fares are available to any point across the Island but must be used within 3 hours of purchase. 	<ul style="list-style-type: none"> • Little joint ticketing with ferries or rail • Perception of poor value for money (Bus Passenger Survey – autumn 2019)
Partnership and Investment	<ul style="list-style-type: none"> • Good partnership working, showcased by very effective voluntary partnerships between operators and local authority and successful bids to Central Government • 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. • Limited spend on bus infrastructure in the past. • Poor provision of bus shelters – investment for stops and shelters needed. i.e. scope for RTI, accessibility improvements, bring up to standards on mainland. • Bus interchange improvements required

2.3 Bus Customer Charters

Headline results for Southern Vectis in 2019



Figure 13 - Bus Passenger Survey – autumn 2019 – Southern Vectis results

Figure 13 details the headline figures of the survey of national bus passengers' journey experiences, carried out between 8 September and 21 December 2019. The number of responses received for Southern Vectis was 313. The overall results are industry leading at 92% overall satisfaction. Punctuality is seen as an area of improvement due to congestion at various points on the Island. Overall value for money however is perceived as low.

The results are representative at 'local transport authority' or 'operator defined territory' level. Authority-type level (e.g. unitary) results are the aggregate of local transport authorities which are of that authority type or operator designated areas whose routes run mainly in that authority type. In calculating the aggregate result, each constituent authority or operator territory counts in proportion to its annual number of passenger journeys.

2.4 Other factors that affect the use of local bus services

Ageing Population

The population of IoW is expected to increase to 154,300 by 2041 (a 9% increase) on current levels. The 65+ age group is expanding most rapidly. Although the lower age for eligibility of passes is set to rise, this trend could mean that over time. This will affect the future demand for concessionary bus passes could increase.

The Isle of Wight's elderly and disabled concessionary journeys are much higher than the South-East average. **Figure 14** below shows the overall trend, from the last ten years, of elderly and disabled concessionary journeys made on the Island versus the South-East region as a whole. Having a higher percentage of concessionary journey's is an important factor that needs to be considered when addressing any bus service improvements across the Island.

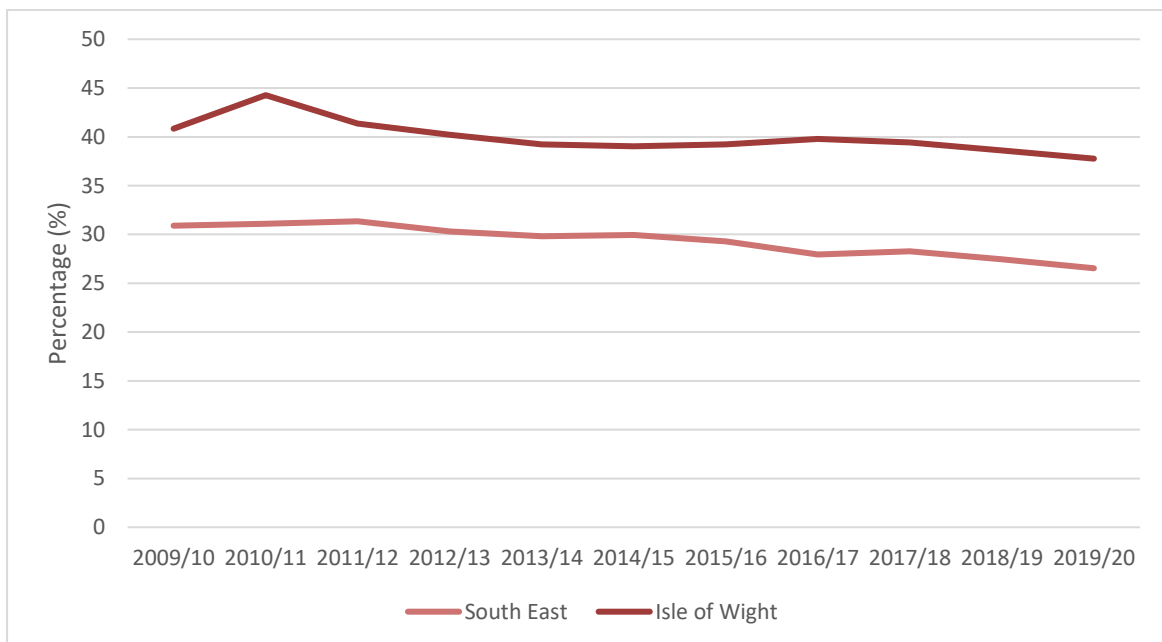


Figure 14 – Elderly and disabled concessionary journeys (percentage of total passenger journeys) on the Island compared to the South East Region

Car Parking cost and availability

IWC develop an island-wide Parking Strategy for the period 2016-2021. The purpose of the strategy was to provide a consistent island wide policy framework for the management of parking across the island, both within Council managed off-street car parks and on-street.

Under section 2.22 within the strategy is states:

As well as the visions and goals set out, the plan also includes six objectives which relate specifically to different aspects of transport, including parking. 'Objective B – Maintain and improve journey time reliability and predictability for all road users' addresses the need to address and limit congestion caused by the sheer weight of traffic on the island, particularly during the summer. It states that:

“We will help maintain and improve journey time reliability and predictability by:

- Making the best use of road space;
- Considering suitable locations for the introduction of bus and cycle priority;
- Highway improvements to increase traffic flow (e.g. remodelling of junctions, bus priority, Urban Traffic Control (UTC));
- Co-ordination of road works;
- Improved signage;
- Development of traffic management plans for major events;
- Working with others (including Hampshire Constabulary on traffic and enforcement issues); and Parking enforcement.”

The fact that the Island has a dispersed population means that we experience problems of a similar nature to other rural areas. The fact that we live on an island with a limited road network sets us apart and gives us a particular set of challenges and opportunities. Local traffic congestion is perceived by many as a growing problem, particularly at peak commuting times, during school holidays and the holiday season when the influx of tourists means that the Island’s population almost doubles.

The council currently has responsibility for operation, management, and enforcement of the following:

- 74 car parks, of which 14 are free.
- 18 on-street pay and display locations providing approximately 900 spaces.
- 147 parking ticket machines.
- 37 loading bay locations.
- 114 plated disabled bays (which are enforceable) in 38 streets.
- 19 school ‘keep clear’ locations.
- Park and ride car park, Cowes.

Managing car parks at:

- West Wight Sports Centre Trust, Freshwater;
- Pier Square and the Harbour, Yarmouth;
- The Esplanade, Totland;
- Smugglers Haven, Bonchurch;
- Riverway, Newport

Tables 2.1 & 2.2 below provide an overview of the extent and pricing of parking provisions in towns and villages across the Island. All car parks listed are owned and run by IWC.

Table 2.1 – Overview of Car Parking for the Island

Town / Village	Total no of local authority short / med stay spaces (including disabled & motorbike bays)	Total no of local authority long stay spaces (including disabled & motorbike bays)
Cowes	75	74
Newport	443	863
Ryde	46	820
Sandown	49	561
Shanklin	159	387
Bembridge	-	67
Carisbrooke	-	42
Freshwater	-	288
Lake	-	79
Seaview	-	110
St Helens	-	51
Totland	-	25
Ventnor	-	526
Wootton	-	77
Yarmouth	-	255

Source: Isle of Wight Council Annual Parking Report 1 April 2019 to 31 March 2020

Table 2.2 – Overview of Car Parking Cost (Pay and Display) for the Island

2021/22	High Street	Short stay Off street	Esplanades	Long stay Off street
Up to 30 mins	1.00	1.10		
30 mins to 1 hour	2.00	1.70		
Up to 1 hour			1.70	1.70
1 to 2 hours	4.00	3.40	2.90	2.90
2 to 3 hours		5.10		
2 to 4 hours			4.80	4.80
4 to 6 hours			6.20	6.20
6 to 8 hours			8.60	
6 to 10 hours				9.00
All day				
Commercial (coaches)				
Up to 10 hours	£5.00			
10 to 14 hours	£12.60			
14 to 24 hours	£17.60			

Source: Isle of Wight Council Pay and Display Tariffs 1 April 2021 to 31 March 2022

Table 3 below shows the actual expenditure and income for the year ending 31st March 2018 and 2019 for the Island.

Table 3 - Total Expenditure by local authority on car parking including maintenance, ticket machines and enforcement activity in 2018/19

Expenditure and income for years ending 31/03/19 and 31/03/20			
		Outturn 2018/19	2019/20
		£	£
Expenditure	Running expenses	857,335	992,907
	On street expenditure	379,834	584,547
	Off street expenditure	477,501	408,360
	Recharges/reserve contributions	0	(50,238)
	Total expenditure	857,335	942,669
Income	Off-street (car parks) ticket machine income	(2,255,012)	(2,266,701)
	On-street ticket machine income	(1,191,662)	(1,195,694)
	Permit income	(590,711)	(665,282)
	PCN (total)	(643,096)	(668,641)
	Off-street PCN income*	(244,376)	(206,493)
	On-street PCN income*	(398,720)	(462,148)
	Other income	(34,807)	(60,744)
	Total income	(4,715,288)	(4,857,062)
Net expenditure		(3,857,953)	(3,914,393)

All figures exclude VAT

Section 3 - Headline Targets

This section sets out and summarises the headline and supporting targets that IWC and Southern Vectis have together developed to help us monitor delivery of the ambitions set out in Section 4 of this BSIP.

Table 4 below gives details of each headline target and an indication of when it will be measured. Each target is to be considered 'Island wide'. Section 4 of the BSIP links many of these targets directly to the delivery of a particular ambition and demonstrates why these targets have been chosen and how their achievement will lead to the successful delivery of the BSIP.

In consideration of achievement of all these targets, it is important to acknowledge that performance is impacted by factors both within and outside the control of the local authority and bus operators, as a whole, and it is therefore important to understand external effects on bus service performance and satisfaction.

Targets for journey times, reliability, and service improvements

Table 4 - Summary of targets set out in the BSIP

Ambition Ref:	Target	Date Measured
1a	Ensure at least 75% of new capital and vehicle investment is related to the Key Priority Network and economically important tourist services.	March 2022 and then annually
1b	Agree a specification for a minimum level of bus stop infrastructure and maintenance for all bus stops (i.e. better accessibility and perception of safety) depending on different types of stops, with a view to gain external funding to upgrade the network by 2025.	September 2022
1c	Carry out annual bus user perception survey jointly between SVOC and IWC – and include questions asking them to score how easy the bus network in their area is to understand, to measure and track this metric.	March 2022
2a	Reduce average bus journey times by 5-10% across the Island by March 2025.	March 2025 and then annually
2b	Improve bus journey time reliability with 90% of services operating on time (between 1 minute early and 5 minutes late) from March 2025 onwards.	March 2025 and then annually
2c	IWC will work with Southern Vectis to target enforcement at problem hotspots where contraventions regularly occur that cause delays to buses and will send bus operators monthly summary data showing level of enforcement activity undertaken at these hotspots.	Agree locations annually and report monthly delays/occurrences. Evaluate improvements annually and consider if new/further locations need targeting.

Ambition Ref:	Target	Date Measured
2d	Bus priority schemes introduced around the Island to encourage more bus journeys by 2040. (Refer to Island Planning Strategy) which accord with the modal shift of the emerging LTP4.	2024
2e	Achieve a reduction in response times for emergency vehicles of 10% by 2024/25 on corridors where bus priority measures have been introduced.	March 2025
2f	Reduce bus journey times by 10% by March 2025 on corridors where investment is made in bus priority (corridors will be defined in EP).	March 2025 and then annually
2g	Improve journey time reliability by 5% on corridors where investment is made in bus priority.	March 2022 and then annually
3a	Install tap-on tap-off card readers on every bus and capped daily fares by Autumn 2022.	November 2022
3b	Although a 25% discount to 16–19-year-olds is already in place, it would be good to explore delivering further discounted travel products or deals for young people (16-21) with delivery through external funding to kick start the programme.	November 2023
3c	Develop a 'how to use the bus' awareness and information programme aimed at teenage children and young people, jointly with Southern Vectis, to help promote and explain what travel by bus entails in simple easy to understand steps, by Autumn 2022.	November 2022
3d	To continue to work in partnership with Southern Vectis and the Department for Work and Pensions on schemes to assist jobseekers and new employees with the cost of travel.	Ongoing
4a	To convene a Forum of bus, rail and ferry operators, on the Island, to investigate the demand and opportunity for further integration of tickets across all modes of transport.	October 2022
5a	That new Local Mobility Hubs and community services hubs developed by IWC and partners are designed in a way that encourages and enables increased levels of travel by bus (i.e. trialling first mile last mile options and other community transport solutions). This will be monitored by annual surveys of hub users to understand numbers of people using facilities and making onward travel journeys by bus from hubs.	March 2022 and then annually
5b	Identify locations for mobility hubs on the Island as well as an approach to design to be funded through developer contributions, external funding and partnership projects.	April 2023
6a	Work to identify gaps in the current network with a view to developing solutions funded through BBB and/or Developer contributions with the aspiration of developing solutions that can be commercially viable in the medium term.	April 2023
6b	Two windows per year will be identified when timetable changes (other than emergency timetables, those services operated under contract such as school/university related	April 2022

Ambition Ref:	Target	Date Measured
	services and seasonal summer uplifts) are made and this will be publicised by both the local authority and operators.	
6c	From April 2022, full details of all scheduled service changes 28 days prior to their introduction will be provided (unless when emergency timetables are introduced) and continue to ensure that all roadside information (printed and electronic) will be in place by or on the day of the change. The local authority will ensure that this is publicised on the IWC website and <i>Traveline</i> a minimum of 14 days prior to the introduction of service.	April 2023
7a	To develop a joint approach to decarbonising the bus fleet on the Island, including issues around technologies suitable the terrain, in depot provision, provision of new depot facilities where needed and power supply and generation as well as development of funding bids to ensure a carbon free bus fleet by 2035.	April 2025
7b	IWC will develop a minimum Euro VI emissions specification to include within all future tenders for supported services, and work towards a requirement for zero emission vehicles in all tenders to become the norm by 2030.	December 2030
8a	To introduce new/ improved Customer Charters for bus operators that run services on the Isle of Wight by September 2022.	September 2022
8b	Increase bus passenger satisfaction by 5% from a base of 92% (2019 – Southern Vectis survey results) by 2026/27	March 2022 and then annually
8c	Seek to Establish formal engagement with Isle of Wight Bus Stakeholder Forum by April 2022 which will discuss and give feedback on punctuality, vehicle cleanliness, proportion of services operated, information and redress.	April 2022
8d	Ensure that all buses operating on the Island, continue to have on-board CCTV by December 2026.	Ongoing
9a	IWC to work with Southern Vectis on understanding the perceived lack of value for money of services with a view to undertaking appropriate fares initiatives.	Mid 2022
9b	Agree set of criteria and design a demand prediction tool for funding new socially and economically necessary bus services and subject to securing BBB revenue funding, tender for these by October 2022.	October 2022
9c	Identify the demand for DRT on the Island and seek to establish a DRT challenge fund for operators.	September 2022 and then annually
9d	To introduce new and improved technological solutions to IWC supported community transport services and taxi-shares by April 2023. Evidenced through the number of funded improvements to onboard technology, i.e. ticketing systems or other technology such as the introduction of DDRT.	April 2023
9e	Increase frequency of bus links in rural areas to encourage 25% more bus journeys from rural locations by 2040	2023

Ambition Ref:	Target	Date Measured
	Work with Southern Vectis to identify areas for improvements.	
9f	Will explore the potential of bike racks/spaces for bicycles to be included on buses along rural bus routes.	2023 (project start date)
10a	BRT Schemes to be developed in consideration of the main corridors to/from ferry terminals or interchanges i.e. to/from Ryde as an extension of the SEHRT.	
10b	We will embed stronger public transport accessibility tests into development planning processes and will facilitate developers to better engage with bus operators at the pre-application and pre-master-planning stage. Southern Vectis will be a consultee on all planning applications involving >50 new dwellings and significant new office or retail floorspace. The Local Plan will highlight the need for bus friendly development with a strong focus on enhancing the existing bus network first rather than developing new dedicated services, to maximise the wider community benefit with the cost of service enhancements being met by the developer.	September 2023
10c	Work with Visit Isle of Wight to double the number of tourists travelling by bus around the Island from 11% in 2017 to 20% by 2040.	2040
10d	Increase use of public transport among council staff to 18% (currently at 7%). Promote staff discounts for public transport with communications plan via C&E or HR. Introduce season ticket loans for commuters. A 20% council discount is available on Southern Vectis buses for season tickets.	2022

For the headline and area based targets measurement will be through continual monitoring of a selection of routes across each area that are representative of the different types of services operating in the particular urban area.

For bus reliability and average operating speed the following corridors will be examined as outlined in Table 5:

Table 5 - Routes selected for target monitoring

Bus Number and Route Section	Area
Route 1	Horseshoe Inn to Lugley Street
Route 2/3	Ryde BS to Shanklin BS
Route 2/3	Newport BS to ASDA
Route 5	Newport BS to Binfield Corner
	Osborne House to East Cowes Waitrose
Route 9 Fairlee Leg	Newport BS to Wooton, Cedars
Route 9 Staplers Leg	Newport BS to Wooton, Cedars
Route 9	Wooton Cedars to Ryde BS

Section 4 – Delivery

This section sets out how the Isle of Wight Council and local bus operator Southern Vectis will work together to deliver the improved and enhanced bus network on the Island, in order to realise the planned growth in bus use.

The COVID-19 pandemic has led to shifts in travel behaviour, such as more home working for those who work in office-based roles and substitution of some journeys previously made by bus to instead travel by private car.

We need solutions to recover and build back better from the pandemic, while restoring faith in our bus network and improving it even further. We know there is room for improvement, and we intend to do this by working collaboratively in partnership to improve the bus offer on the Island.

We share the same ambition - we want to deliver a bus network where buses offer Isle of Wight residents, and visitors, an attractive alternative to the private car. This means that buses will be more frequent, more reliable, easier to understand and use, better coordinated (in particular with connecting services i.e. ferry and rail) and cheaper, providing a fully integrated service with simple, multi-modal tickets, more bus priority measures, high-quality information for all passengers in more places, and better turn-up and-go frequencies that keep running into the evenings and at weekends.

4.1 Our Proposed Vision

The Isle of Wight Council and Southern Vectis have a shared vision for improving bus services on the Island:

“Within the Isle of Wight, both organisations recognise that local bus services are, and will remain to be, central to sustainable transport provision on the Island. The Bus Service Improvement Plan (BSIP) represents a once in a generation opportunity for the Isle of Wight Council to work in partnership with Southern Vectis, and other community operators, to shape local provision to meet the needs of Island residents and visitors into the future. Through partnership working and ongoing joint investment, the BSIP will enable passenger growth to meet the future needs of Island, whilst addressing emerging challenges including the reductions in greenhouse gases to achieve the Island’s climate change objectives”.

4.2 Our ten commitments – how we will achieve our vision

This section is structured using the ten ambitions set by the DfT in part three of the BSIP guidance. Our headline IWC **BSIP Commitments** are in blue boxes.

Under each Commitment, we have set out the steps we will take to achieve the ambition, and our targets in the orange boxes.

Ambition 1 - Deliver intensive services and investment on key corridors, with routes that are easier to understand

Commitment 1: We commit to the delivery of intensive services and focussing investment on our bus network on the Island, ensuring that our bus routes and network serve this Island County, and made easier to understand. We will:

- a) **Categorise the Island Bus Network into the following three categories, to ensure that the majority of investment secured will be focussed towards bus routes that have the greatest potential to serve and retain existing bus passengers and grow new markets:**
- i) **“Flagship/priority” bus routes**, wholly commercial bus corridors with very strong growth potential which will be our focus for future investment
 - ii) **“core” bus routes** that are largely commercial where we will invest to boost passenger growth to enhance overall viability and levels of service
 - iii) **“Non-core/ non-commercial” bus route network** that has no prospect of operating on a commercial footing, which will continue to require ongoing revenue support to deliver bus or DRT services that meet social/ accessibility needs (adopting new innovations and cost-efficient models for delivery)
 - iv) **“Recovery routes”** which have become commercially unviable through the pandemic, though may benefit from short term support to enable them to survive before they can progress to core of flagship status (following any reduction in DfT Bus Recovery Grant funding).

Target 1a: Ensure at least 75% of new capital and vehicle investment is related to the Key Priority Network and economically important tourist services.

- b) **Deliver a consistent high standard and specification for bus stop infrastructure across the Island with a level of information (real time and printed bus journey information) that is commensurate with the level of usage of each stop. This will also include maintaining the highway surface and pavements in the vicinity of each bus stop to ensure that kerbing, lining is of a high standard and that rutting of the carriageway surface is minimised through regular maintenance.**

Target 1b: Agree a specification for a minimum level of bus stop infrastructure and maintenance for all bus stops (i.e. better accessibility and perception of safety, CCTV, lighting etc...) depending on different types of stops, with a view to gain external funding to upgrade the network by 2025.

- c) **Pro-actively market the Island bus network as a viable alternative to travelling by private car via regular co-ordinated multi-operator marketing initiatives**
- d) **Ensure that Southern Vectis and Local Transport Authority network maps are updated to also include information on complementary services provided by other operators.**

- e) **Newport Bus Station: review on street bus facilities in Newport, to cope with additional future capacity.**

Target 1c: Carry out annual bus user perception survey jointly between SVOC and IWC – and include questions asking them to score how easy the bus network in their area is to understand, to measure and track this metric.

Ambition 2: There must be significant increases in bus priority

Commitment 2 - Reducing journey times will not only increase the attractiveness of services and drive up demand, but also improve efficiency and help bus operators to reduce costs. Therefore, we commit to investigating bus priority measures along key bus corridors, to speed up and improve reliability of bus services on well-used corridors. We will:

- a) **Develop prioritised plans for bus priority for the most well-used bus network corridors (which will see high use by flagship/priority) that taken together will form a coherent series of complementary measures to enable improved bus journey times and bus reliability.**
- b) **Where there is the physical highway space available to do so, we will install bus lanes that continue past traffic congestion hotspots (e.g. through junctions) and ensure that these are in operation all day, evening and night.**
- c) **Provide bus gates and traffic signal prioritisation in locations where there is not sufficient highway space to provide physical bus lanes.**

Target 2a: Reduce bus journey times by 10% by March 2025 on corridors where investment is made in bus priority (corridors will be defined in EP)

Target 2b: Improve journey time reliability by 5% on corridors where investment is made in bus priority

- d) **Ensure that all existing and new bus lanes and bus gates (if applicable) are effectively enforced once the Island is given the necessary legal powers to issue penalties for moving traffic offences – currently anticipated to be given to LTAs by December 2021.**

Target 2c: IWC will work with Southern Vectis to target enforcement at problem hotspots where contraventions regularly occur that cause delays to buses and will send bus operators monthly summary data showing level of enforcement activity undertaken at these hotspots.

Target 2d: Bus priority schemes introduced around the Island to encourage more bus journeys by 2040. (Refer to Island Planning Strategy) which accord with the modal shift of the emerging LTP4.

- e) **Ensure that use of bus lanes is restricted to local bus services and emergency services and cycles only, to maximise their effectiveness.**

Target 2e: Achieve a reduction in response times for emergency vehicles of 10% by 2024/25 on corridors where bus priority measures have been introduced.

- f) **Ensure that all that all bus priority infrastructure and the associated highway is maintained to a high standard.**

Target 2f: Reduce bus journey times by 10% by March 2025 on corridors where investment is made in bus priority (corridors will be defined in Enhanced Partnership).

Target 2g: Improve journey time reliability by 5% on corridors where investment is made in bus priority.

Ambition 3: Fares must be lower and simpler

Commitment 3: We will make ticket options easier to understand and improve the affordability of bus travel across the Island, but we will do this in a way that grows demand without undermining the viability of services. We commit to initiatives that will greatly simplify and reduce the complexity of tickets and fares (across all modes of public transport on the Island), promote schemes to with the cost of public bus use to assist job seekers and the newly employed, developing tap-on tap-off capped fares as the centrepiece of a clear, ticketing strategy that provides bus customers with improved clarity on fares and better value for money.

- a) **We will deliver tap-on tap-off readers and related technology upgrades on all of the bus fleet operating on the Island. This would be an important first step towards offering a simpler range of bus fares that are priced attractively (with daily and weekly ticket fare capping in place) to meet the different travel needs of different kinds of bus passengers recognising that not everyone is a frequent bus user.**

Target 3a: Install tap-on tap-off card readers on every bus and capped daily fares by Autumn 2022.

- b) **Tap On / Tap Off contactless daily and weekly ticket capping is already possible and will be provided once buses are fitted with a second reader. Fare capping will help to make fares much simpler and easier for customers to understand.**

Target 3b: Although a 25% discount to 16–19-year-olds is already in place, it would be good to explore delivering further discounted travel products or deals for young people (16-21) with delivery through external funding to kick start the programme, by Autumn 2023.

Target 3c: Develop a 'how to use the bus' awareness and information programme aimed at teenage children and young people, jointly with Southern Vectis, to help promote and explain what travel by bus entails in simple easy to understand steps, by Autumn 2022.

- c) **We will develop tools, videos and materials that help prospective bus passengers, particularly young people, to understand how easy it is to use bus**

services, so as to break down perceived barriers that deter bus usage and help promote a positive image for bus use.

Target 3d: To continue to work in partnership with Southern Vectis and the Department for Work and Pensions on schemes to assist jobseekers and new employees with the cost of travel.

- d) We will continue to work in partnership with Southern Vectis and the *Department for Work and Pensions* on schemes that will help jobseekers with the cost of travel on public bus services, when attending interviews, and for the newly employed, in order to embed the travel behaviour change towards sustainable travel modes.

Ambition 4: There must be seamless, integrated local ticketing across all types of public transport on the Island

Commitment 4: We will investigate options that will seek to improve the range of multi-operator bus/ferry/train ticketing for the Island, through liaison with the main transport providers for the Island.

- a) We will identify all areas on the Island where the lack of inter-available tickets, reduces the journey opportunities for bus, train or ferry passengers, and where this can result in a premium being paid for travel. We will work with the bus operator to identify joint ticketing arrangements.

Target 4a: To convene a Forum of bus, rail and ferry operators, on the Island, to investigate the demand and opportunity for further integration of tickets across all modes of transport by October 2022.

Ambition 5: Service patterns must be integrated with other modes

Commitment 5: In extending the reach of bus services beyond current service patterns, we commit to ensuring that new early morning, evening and weekend services link in effectively to rail and ferry services and that mobility hubs are designed and located so as to encourage and enable easy onward travel by bus.

- a) Good two-way integration between bus, rail and ferry services is key to getting people to choose public transport for their whole journey. Bus-ferry-rail integration is already very good on the Island, with bus services operating via station forecourts and ferry terminals. In extending the reach of bus services to cover early morning, later evening and additional weekend services, consideration will be given to enabling reliable connections with rail and ferry services, recognising the needs of bus users travelling to other destinations (island as well as mainland) so these people are not inconvenienced as a result.
- b) With significant changes in the way many people work and changing shift patterns, buses have an important role to play in getting people to employment. We will work to ensure bus services operate to align with demand of key workers

at hospitals etc and investigate opportunities for buses to operate via business parks and major employment areas where this currently is not the case.

- c) Learning from experience gained through TCF projects, IWC will work to deliver new mobility hubs at key locations within key areas of the Island, to provide a range of smart mobility, commercial and employment services tailored to the needs of that area (which could include EV charging points, remote delivery lockers, e-bike/ e-scooter hire, secure bike storage and collaborative workspaces that can be used for remote and flexible working) in one place, so as to improve the attractiveness and convenience of sustainable mobility relative to the private car.

Target 5a: That new Local Mobility Hubs and community services hubs developed by IWC and partners are designed in a way that encourages and enables increased levels of travel by bus (i.e. trialling first mile last mile options and other community transport solutions). This will be monitored by annual surveys of hub users to understand numbers of people using facilities and making onward travel journeys by bus from hubs.

Target 5b: Identify locations for mobility hubs on the Island as well as an approach to design to be funded through developer contributions, external funding and partnership projects.

- d) We will seek to promote improved mobility within rural and more isolated areas of the Island by working in partnership with private sector micro-mobility / demand responsive transport providers in addition to the voluntary sector. We will firstly seek to develop first mile last mile solutions suitable for the more rural areas. Where these are not viable, we will seek to bring together local communities and community transport operators to explore the opportunities for smaller minibus sized vehicles to provide services. These will allow passengers to connect onto commercially viable bus services and rail / ferry services promoting the availability of economically necessary journeys within rural communities and reducing transport poverty.
- e) We will look to reduce the number of longer journeys that need to be made from rural communities by championing the introduction of mobility hubs funded through the private sector and owned within local communities to better connect communities and enable seamless interchange points.

Ambition 6: The local bus network is presented as a single system that works together, with clear passenger information

Commitment 6: Although we should recognise that post Covid the bus network may need to be amended to best meet the change in demands of passengers, it might not be appropriate to be the same as before. Recovery of bus patronage may not continue at pace and this may have an impact on services. We commit to ensuring that the local bus network continues to be presented as a single system that works well together, with clear passenger information. We will achieve this by:

Target 6a: IWC and SVOC to work together to identify gaps in the current network with a view to developing solutions funded through BBB and/or Developer contributions with the aspiration of developing solutions that can be commercially viable in the medium term.

- a) **Building on the Back to Bus Covid-19 recovery industry-wide marketing initiatives, we will carry out joint multi-operator (bus/ferry/rail) marketing initiatives to actively market and promote use of the bus as a travel mode, as a complementary overlay to operators' own marketing and promotional campaigns. As part of this joint marketing, IWC will fully support these joint campaigns via its' own social media and other communication channels.**

Target 6b: By April 2022 two windows per year will be identified when timetable changes (other than emergency timetables, those services operated under contract such as school/university related services and seasonal summer uplifts) are made and this will be publicised by both the local authority and operators.

- b) **IWC will seek funding from new developments and from Bus Back Better to deliver a rolling programme of real-time information screens at bus stops to help provide customer reassurance and confidence in bus arrival times.**
- c) **IWC and Southern Vectis will continue to work together to deliver co-ordinated bus timetable changes, so that these happen at the same time of year. Emergency timetables in response to roadworks, tendered services to third parties other than IWC would be exempt from this.**
- d) **Southern Vectis will continue to commit to share the information on these changes with sufficient lead-in time needed to ensure that IWC can ensure information can be publicised and accurate feeds are in place for real time information and *Traveline* journey planning information.**

*Target 6c: From April 2022, full details of all scheduled service changes 28 days prior to their introduction will be provided (unless when emergency timetables are introduced) and continue to ensure that all roadside information (printed and electronic) will be in place by or on the day of the change. The local authority will ensure that this is publicised on the IWC website and *Traveline* a minimum of 14 days prior to the introduction of service.*

Ambition 7: Modern buses and decarbonisation

Commitment 7: We commit to providing customers with a modern bus fleet with a high-quality on-bus environment that meets their needs and to working towards decarbonisation. We will

- a) **Ensure that we provide, in every bus, next stop audio visual announcements and USB charging points on every bus by April 2022 to help improve the bus travel experience for customers.**
- b) **Ensure that all buses that operate in Clean Air Zones are compliant with Euro VI or better emissions standards for NO₂ as soon as possible.**

- c) **Work towards realising the targets set by Southern Vectis - to achieve a fully zero-emission bus fleet by 2035.**

Target 7a: To develop a joint approach to decarbonising the bus fleet on the Island, including issues around technologies suitable the terrain, in depot provision, provision of new depot facilities where needed and power supply and generation as well as development of funding bids to ensure a carbon free bus fleet by 2035.

Target 7b: IWC will develop a minimum Euro VI emissions specification to include within all future tenders for supported services, and work towards a requirement for zero emission vehicles in all tenders to become the norm by 2030. December 2030.

Ambition 8: Give bus passengers more of a voice and a say (and bus services should also be safe and perceived to be safe by all)

Commitment 8: We commit to working to meet and exceed the needs and expectations of bus passengers on the Island and give them a stronger voice. We will:

- a) **Continue to work with Southern Vectis in the development of their Customer Charter, with provisions on punctuality, vehicle cleanliness, proportion of services operated, information and redress.**
- b) **Fully support other pro-passenger initiatives provided by Southern Vectis.**

Target 8a: To introduce new/ improved Customer Charter for bus operators that run services on the Isle of Wight by September 2022.

- c) **We will work with Bus Users UK and the Isle of Wight Bus and Rail User Group (IWBURG) towards establishing an Isle of Wight Bus Users Forum, which will provide a forum for bus passengers to set out areas of the passenger experience that operators need to prioritise.**

Target 8b: Increase bus passenger satisfaction by 5% from a base of 92% (2019 – Southern Vectis survey results) by 2026/27

Target 8c: Seek to Establish formal engagement with Isle of Wight Bus Stakeholder Forum by April 2022 which will discuss and give feedback on punctuality, vehicle cleanliness, proportion of services operated, information and redress.

- d) **We will work with operators to ensure that all buses operating on the Island continue to have on-board CCTV.**
- e) **We will ensure that all future upgrades and improvements to bus shelters incorporate good levels of lighting and that where possible stops in town centres and outside colleges and schools are covered by new or existing CCTV.**
- f) **We know that safety and security does not start and finish when people get on and off buses. We will therefore work within the local authority and through discussions with bus users, to identify walking routes to key bus stops and ensure that they are safe, accessible and well lit.**

- g) We will develop closer partnership working with the Police and Neighbourhood Watch groups in areas with high incidences of anti-social behaviour and crime to help bus passengers feel safer whilst waiting at or travelling to and from bus stops on foot.**

Target 8d: Ensure that all buses operating on the Island, continue to have on-board CCTV – ongoing.

Ambition 9: More demand-responsive services and ‘socially necessary’ transport

Commitment 9: We commit to trialling innovative and value for money approaches to meeting the public transport travel needs of rural areas that cannot be viably served by conventional timetabled bus services.

Target 9a: IWC to work with Southern Vectis on understanding the perceived lack of value for money of services with a view to undertaking appropriate fares initiatives.

- a) IWC and Southern Vectis will work together in understanding and challenging the perception that ticket prices are perceived by some as not value for money on the Island.**

Target 9b: Agree set of criteria and design a demand prediction tool for funding new socially and economically necessary bus services and subject to securing BBB revenue funding, tender for these by October 2022.

- b) We will seek Bus Back Better funding to secure revenue funding to deliver new socially necessary community bus services where these meet a strong community need, where such services have reasonable prospects of becoming commercially viable in their own right by the end of the funding period. We will expect our operators to match fund any such services to demonstrate our shared ambition and commitment to commercially viable services.**
- c) We will encourage private sector innovation and community-led bottom-up solutions to meet the travel needs of rural and more isolated areas of the Island, effectively via the DRT Challenge Fund. The creation of the Challenge Fund will allow for schemes of varying designs and scales to be trialled to enable us to respond to the individual needs of a range of rural communities.**

Target 9c: Identify the demand for DRT on the Island and seek to establish a DRT challenge fund for operators.

- d) We will seek to utilise the latest technology to ensure our services are as flexible and accessible as possible. We will ensure that all residents have access to the same Real Time Passenger Information, increasing confidence in the reliability and the sense of safety whilst using less frequent services. We will bring new technology to our taxishare and community transport services which enable smarter scheduling capabilities for community transport and a more flexible offer to passengers for taxi share services.**

Target 9d: To introduce new and improved technological solutions to IWC supported community transport services and taxi-shares by April 2023. Evidenced through the number of funded improvements to onboard technology, i.e. ticketing systems or other technology such as the introduction of DRT.

Target 9e: Increase frequency of bus links in rural areas to encourage 25% more bus journeys from rural locations by 2040. Work with Southern Vectis to identify areas for improvements.

Target 9f: Will explore the potential of bike racks/spaces for bicycles on bus services operating along rural bus routes.

Ambition 10: Longer term transformation of networks through Bus Rapid Transit and other measures

Commitment 10: We commit to preparing plans and funding bids to secure investment to enable the longer term transformation of networks through delivery of Bus Rapid Transit and other significant measures. We will

- a) **Develop a high-quality, distinctive Bus Rapid Transit offer for the flagship urban bus corridors on the Island where it has been identified to have the strongest passenger growth potential.**

Target 10a: BRT Schemes to be developed in consideration of the main corridors to/from ferry terminals or interchanges i.e. to/from Ryde as an extension of the SEHRT.

- b) **Ensure that new housing developments are built in locations that are straightforward and commercially viable to serve well by existing local bus services and are future-proofed, with layouts that make it easy to operate a bus service through them and that these are accessible with walking distances to the bus route minimised.**

Target 10b: We will embed stronger public transport accessibility tests into development planning processes and will facilitate developers to better engage with bus operators at the pre-application and pre-master-planning stage. Southern Vectis will be a consultee on all planning applications involving >50 new dwellings and significant new office or retail floorspace. The Local Plan will highlight the need for bus friendly development with a strong focus on enhancing the existing bus network first rather than developing new dedicated services, to maximise the wider community benefit with the cost-of-service enhancements being met by the developer.

- c) **Work pro-actively to ensure that IWC and Southern Vectis ambitions to improve the quality and attractiveness of bus services are not diminished or weakened as a result of current policies the parking strategies.**
- d) **In order to realise the full benefits of BRT and a revised parking strategy some form of car restraint may be needed if buses are going to lead the change in culture advocated by Government towards use of cars and public transport. This is not something IWC can lead alone as it needs a coordinated approach from central Government, but the authority is committed to working positively with Government in this area of policy.**

Target 10c: IWC and SVOC will work with 'Visit Isle of Wight' to double the number of tourists travelling by bus around the Island from 11% in 2017 to 20% by 2040.

- e) **Since the Covid-19 pandemic the rise in UK based holidays has risen significantly. IWC and Southern Vectis will build upon this to promote the Islands major tourist assets and attractions, promoting how the bus network supports access to these.**

Target 10c: Increase use of public transport among council staff to 18% (currently at 7%). Promote staff discounts for public transport with communications plan via C&E or HR. Introduce season ticket loans for commuters. A 20% council discount is available on Southern Vectis buses for season tickets.

4.3 – A Level of Government funding commensurate with our level of ambition is required to deliver a better Isle of Wight bus network

IWC and Southern Vectis are very excited about delivering the plans set out within the Isle of Wight BSIP. The delivery plans outlined above are very ambitious and wide ranging, fully addressing the ten **DfT** ambitions set out in the BSIP guidance. The IWC and our local bus operator partner Southern Vectis are fully committed to delivering and meeting the challenge set by Government. However, to achieve everything sets out here will require significant levels of investment, we will only be able meet the aspirations set out here if sufficient funding is made available by Government to the local authority and our partners.

The ambition above and associated targets have been developed, assuming that everything in this BSIP is funded and the minimum level of funding needed to achieve each of them will be clearly set out in the Enhance Partnership. If the necessary funding is not made available then the authority will amend them, to be proportionate to the funding that is made available.

4.4. Process followed to identify potential locations for new bus infrastructure

To deliver this level of ambition, we have been working with Southern Vectis and other key stakeholders to identify the key interventions that are likely to be needed to reduce bus journey times and improve reliability. In terms of capital measures, we have obtained the bus priority infrastructure and other infrastructure 'asks' from bus operators for key corridors where buses experience delays. Over the coming months, these will be ranked into a provisional priority order along with other ticketing and fares equipment.

Appendix 1 sets out the full list of suggested improvement proposals raised by Southern Vectis as the local commercial operator. These proposals are still to be examined in partnership between the operator and the Local Transport Authority, prior to any agreement on the final improvement measures to be pursued. Likewise changes to any proposed traffic orders would have to follow formal consultation process.

Appendix 1 includes a description of the location, the issue, and proposed interventions of each infrastructure measures, including bus priority infrastructure and priority of each suggested improvement measure.

Delivery of the proposals set out below will be subject to a feasibility assessment which will consider physical highway space constraints and also the likely benefits based on the numbers

of buses (and passengers) who would gain. We will also consider ticketing and other policy measures as part of the Enhanced Partnership process.

This list of proposed capital and revenue interventions will be further developed and consulted on widely as part of the preparation of our Enhanced Partnership Scheme/(s).

Section 5 – Reporting

IWC will publish a report every six months to show progress made against the targets set out in Table 4. As most targets have monitoring dates of either March or September of each year, to allow sufficient time for the collation, analysis of the data, and the writing up of BSIP monitoring reports, the progress reports will be published by the end of May and November of each year.

The reports will be published on the IWC website at this url:

[*add url here***]**

Section 6 – Overview Table

Table 6 below summarises the key outputs of the BSIP and how it meets requirements set out in the *Bus Back Better Strategy*.

The purpose of this section is to give readers, including passengers and the Department, an overview of the commitments in the BSIP which IWC and their operator Southern Vectis, in conjunction with neighbouring LTAs and District and Borough Councils will work towards, to improve local bus services across the Island.

Table 10: Summary table of key BSIP outputs

Name of Local Transport authority:	Isle of Wight Council
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of publication:	31 October 2021
Date of next annual update:	31 October 2022
URL of published BSIP:	[To be added post Decision Day]

Metric	Average recorded for 2018/19	Average recorded for 2019/20	BSIP Target for by end March 2025	Description of how each will be measured
Journey time	tbc	tbc	9% faster	From monitoring of journey times on a sample of eight representative bus routes (listed in Table 5)
Reliability	tbc	tbc	90% of services on time	From monitoring of journey time reliability on a sample of xx representative bus routes (listed in Table 5)
Passenger Numbers	8.0m	7.9m		Operator data on passenger boardings will be collated to produce monthly totals. These will be averaged to provide a 12 monthly average figure.
Average passenger satisfaction	93%	92%	96% (+5%)	Annual surveys will be commissioned to measure customer satisfaction of a sample of bus passengers regarding different aspects of their bus journey.

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Make improvements to bus services and planning		
<i>More frequent and reliable services</i>		
Review service frequency	Yes	We will work closely with Southern Vectis as are main operator on the Island to seek to reduce their Peak Vehicle Requirement on bus corridors through bus priority measures. The buses that are freed up will be redeployed to improve frequencies on those routes that

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
		have the strongest prospects to achieve passenger growth.
Increase bus priority measures	Yes	We are sifting and prioritising the proposals for bus priority provided by Southern that are set out in Appendix 1 and will then develop a programme of investment in those measures that perform strongest. Alongside bus lanes, will include restrictions on on-street parking where this delays buses.
Increase demand responsive services	Yes	We will explore and trial innovative solutions to meet the transport needs of areas of the Island that it is not cost-effective to serve via conventional bus services.
Consideration of bus rapid transport networks	Yes	We will seek to developed BRT options on the Island, where feasible and in consideration of the main corridors to/from ferry terminals or interchanges.
Improvements to planning/ integration with other modes		
Integrate services with other modes	Yes	Bus/rail and bus/ferry integration is already good. We want to invest in real time information and waiting areas to improve the offer and work together with all the transport operators to ensure that waiting times for connections are minimised where possible.
Simplify services	Yes	Southern Vectis will continue to ensure maps and publicity show all services Island wide. Where possible, timetable changes will be undertaken during the same months of the year.
Review socially necessary services	Yes	There is a need to ensure that supported services provide good value for money whilst providing access to key services, across the Island. Additional funding secured will be carefully prioritised so as to share risk and enable improvements to work towards becoming commercially viable.
Invest in 'superbus' networks	Yes	IWC will invest to improve the quality of bus stops, Island wide, to offer a more attractive and accessible waiting environment, with the addition of real time information.
Improvements to fares and ticketing		
Lower fares	Yes	The existing range of fares offered by Southern Vectis represents good value for money for regular bus users and visitors to the Island. Further investment in 'Tap-on tap off' will help ensure that customers making multiple bus journeys do not pay more than the cap. Discounted travel products for young people (16-21) are being pursued.
Simplify fares	Yes	'Tap-on tap off' will help make paying for bus travel simpler and easier for customers.
Integrate ticketing between other public transport modes	Yes	Multi-operator ticketing across all modes of transport will be investigated to better meet travel needs of bus passengers making ferry and rail journey connections.
Make improvements to the bus passenger experience		
Higher spec buses		
Invest in improved bus specifications	Yes	In recent years, Southern Vectis have invested heavily in their bus fleets (new buses, on-board USB charging and next stop audio visual announcements), which will continue until all buses are fully fitted.

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Invest in accessible and inclusive bus services	Yes	In recent years, Southern Vectis have invested heavily in their bus fleet. All are step free, and most of which can kneel to aid boarding and the newest vehicles have ramps. Some bus stops have raised easy access cassette kerbs, and more will be rolled out.
Protect personal safety of bus passengers	Yes	All Southern Vectis buses, on the Island, have on-board CCTV. IWC will invest in improvements to walking routes to and from bus stops and ensure that street lighting is well-maintained.
Improve buses for tourists	Yes	Seasonal tourist services are an important growth market to IWC and Southern Vectis. We will continue to work together to investment in marketing these services, to support car-free sustainable tourism on the Island.
Invest in decarbonisation	Yes	We will work hard to de-carbonise the Islands bus services as quickly as possible, seeking funding through ZEBRA bids to facilitate this.
Improvements to passenger engagement		
Passenger charter	Yes	An Isle of Wight bus Passenger Charter will be developed by September 2022, setting out clear provisions on punctuality, vehicle cleanliness, proportion of services operated, information and redress.
Strengthen network identity	Yes	Southern Vectis is already a well-recognised and established brand across the Island. IWC will continue to work with Southern Vectis on promoting and marketing its identity, services and offers.
Improve bus information	Yes	We will ensure that online, app and at stop information is up-to-date and is clear and easy to understand.
Other - Better land use planning and pricing of car parking		
Bus friendly design of new developments	Yes	IWC will locate sites for development in places that are easy to extend existing frequent bus services and ensure that internal layouts enable easy access by bus.
Cost of car parking	Yes	IWC will seek to ensure that the cost of long-stay and medium stay car parking in town centres is higher than the cost of bus travel.



Bus Service Improvement Plan – Proposals for Southern Vectis Services

April 2021

Ref	Route	Av. Daytime Freq	Node/Link	LTA	Issue/Problem	Proposed Intervention	Outcome	Comments	Priority
V1	ALL	n/a	Island Wide	IoWC	Poor Quality Bus Stops and Shelters	Improved Infrastructure Programme	More attractive infrastructure which is fit for purpose		Infrastructure scheme
V2	ALL	n/a	Island Wide	IoWC	Poor Quality Information for Visitors	Real Time Information	Better Information		Infrastructure scheme
V3	ALL	n/a	Island Wide	IoWC	New Development – Poor Bus Access and/or provision	Bus Operator to be consulted on all major development applications and development control process – also involved in development of planning and transport policies to create better outcomes	Development which is more accessible by sustainable transport	Comments made on local plan allocations and policies with little feedback from the planning team	Governance Scheme

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Appendix 2

V4	ALL	n/a	Newport Bus Station	IoWC	Newport Bus Station at Capacity	Additional provision of extra stops on Church Litten and/or South Street	Better Interchange		Infrastructure scheme
V5	2/3 5 8 9 39	n/a	Coppins Bridge Gyratory	IoWC	Buses get stuck at traffic lights on approaches – Fairlee Road adds to the problem	Physical Priority and TSP	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V6	1	8	Redjet Connectivity	IoWC	Poor connectivity	Overall proposals for improvement at Cowes	Better Interchange		Infrastructure scheme
V7	2 3 4 8 9 37	n/a	Ryde Interchange	IoWC	Poor connectivity	Poor interchange and outdated provision	Better Interchange	Delivered through TCF	Infrastructure scheme
V8	All	n/a	Island Wide	IoWC	Lack of bus priority through signalised junctions	TSP at:- Hunnycross Hill/St James Rd Medina Way to Hunnyhill Horsebridge Hill/Stag Lane Newport Road/Nodes Road Fairlee/Staplers	Journey Time Improvements Reliability Improvements		Infrastructure scheme

						High Street/Station Road Wooton Kite Hill/Fishbourne Lane Queens Road/John Street, Ryde Sandown Road/Newport Road			
V9	1	8	A3020 Newport Road, northbound between Coronation Avenue and Nodes Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V10	1	8	Carvel Lane Cowes	IoWC	HGV's and vans park and drop-off, as well as taxis using bus stop and turning circle	Make road outside turning circle no stopping at any time and make tuning circle buses only	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V11	1	8	Park Road, between Victoria Road and Roundhouse roundabout in both directions	IoWC	On street parking removes road space and lengthens journey times for large vehicles	remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V12	1	8	Newport Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	remove or re-site on-street parking between Mill Hill Road and Arctic Road in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

V13	1	8	Newport Road, between Church Lane and Nodes Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V14	1	8	Nodes Road, between Uplands Road and Newport Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V15	1	8	Medina Way	IoWC	Problem for buses leaving the bus stop outside St Marys, over traffic leaving hospital	Bus Gate or other priority	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V16	1	8	Medina Way, between hospital bus stop and St Marys roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V17	1	8	Hunnyhill, remove on-road parking in both directions	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V18	2	15 combined	Medina Avenue, between St Johns Place and Church Litten	IoWC	Congestion	Bus Lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V19	2	15 combined	St George's Approach, between Church Litten St George's Way roundabout	IoWC	Congestion	Bus Lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V20	2	15 combined	St George's Way, in run-up to Godric Road roundabout	IoWC	Congestion	Bus Lane	Journey Time Improvements		Priority 1 Improvement - Reliability

							Reliability Improvements		
V21	2	15 combined	Newport Road, Godshill	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between May Close and Church Hollow	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V22	2	15 combined	Victoria Avenue, Shanklin;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Cliff Bridge and High Street	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V23	2	15 combined	Languard Manor Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Green Lane and Carter Avenue	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V24	2	15 combined	Sandown Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Flitcroft Gardens and Heath Gardens	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V25	2	15 combined	Sandown Road, between Flitcroft Gardens and Newport Road	IoWC	Congestion	Bus Lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V26	2	15 combined	Lake Hill, between The Mall to Beachfield Road	IoWC	On street parking removes road space and lengthens journey	Remove or re-site on-street parking between Victoria Road	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability

					times for large vehicles	and The Broadway			
V27	2	15 combined	Avenue Road, between The Broadway and Perowne Way	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V28	2	15 combined	Morton Road, between Nicholas Close and Marshcombe Shute	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V29	2	15 combined	New Road; remove on-street parking between Marshcombe Shute and Station Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V30	2	15 combined	Roborough Lane, in run-up to junction with Carpenters Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V31	2	15 combined	Superstore, in run-up to roundabout at Brading Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V32	2	15 combined	Brading Road, between Cothey Way and Great Preston Road (Westridge traffic lights)	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V33	2	15 combined	Harding Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on one side	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

V34	2	15 combined	High Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V35	2	15 combined	St John Hill, between Meaders Road and Monkton Street	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V36	2	15 combined	Park Road	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in both direction	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V37	2	15 combined	George Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on library side	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V38	2	15 combined	Union Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V39	2	15 combined	Monkton Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in traffic direction	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V40	2	15 combined	Great Preston Road, between Smallbrook Lane and Brading Road	IoWC	Congestion	Bus lane	Journey Time Improvements		Priority 1 Improvement - Reliability

							Reliability Improvements		
V41	2	15 combined	Brading Road, Bullen Road to Superstore roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V42	2	15 combined	Beaper Shute, in run-up to Carpenters Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V43	2	15 combined	New Road, in run-up to Marshcombe Shute	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V44	2	15 combined	Morton Common, in run-up to Perowne Way	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V45	2	15 combined	Beachfield Road, between Ferncilff Road to the Broadway	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V46	2	15 combined	Sandown Road, between Lake Hill and Newport Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V47	2	15 combined	Languard Road;	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen road to provide bus stops in either direction to avoid going round the block	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V48	2	15 combined	Languard Road;	IoWC	On street parking removes road space and lengthens journey	Remove or re-site on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

					times for large vehicles				
V49	2	15 combined	Languard Road, between car park and High Street	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V50	2	15 combined	High Street, in run-up to Victoria Avenue	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V51	2	15 combined	Merstone Lane;	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen entire length of road to allow vehicles to pass	Improved Access & reliability		Priority 1 Improvement - Reliability
V52	2	15 combined	Blackwater Road, between in run-up to Shide Road junction	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V53	2	15 combined	St Georges Way, between ASDA roundabout and St Goerge's Approach	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V54	2	15 combined	Medina Avenue & St George's Approach all way to Church Litten	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V55	2	15 combined	Church Litten, entire length	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V56	3	15 combined	St Johns Road, Wroxall;	IoWC	On street parking removes road space and lengthens journey	remove or re-site on-street parking in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability

					times for large vehicles				
V57	3	15 combined	Newport Road, widen between Mountfield Road and Rew Lane in both directions	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen road to allow vehicles to pass	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V58	3	15 combined	Newport Road; remove on-street parking between Rew Lane and Gills Cliff Road in both directions	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen road to allow vehicles to pass	Improved Access & reliability		Priority 1 Improvement - Reliability
V59	3	15 combined	Ocean View Road/Mitchell Avenue;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on full length in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V60	3	15 combined	Spring Hill; remove on-street parking in both directions	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on full length in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V61	3	15 combined	Victoria Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking on full length in both directions	Journey Time Improvements Reliability Improvements	Non-residential	Priority 1 Improvement - Reliability
V62	3	15 combined	High Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Boots and Spring Hill	Journey Time Improvements Reliability Improvements	Non-residential	Priority 1 Improvement - Reliability

V63	3	15 combined	High Street;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between West Street and Madeira Road	Journey Time Improvements Reliability Improvements	Non-residential	Priority 1 Improvement - Reliability
V64	3	15 combined	St Boniface Road;	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen between Trinity Road and Madeira Road	Journey Time Improvements Reliability Improvements		Priority 1 Improvement - Reliability
V65	3	15 combined	Leeson Road,	IoWC	Road to narrow for vehicles to pass, leading to extended journey times	Widen from Banās Close up the hill to allow vehicle to pass	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V66	3	15 combined	Leeson Road,	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Bonchruch Chute and Bonchruch car park	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability
V67	3	15 combined	High Street, in lead-up to junction with Victoria Avenue	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V68	3	15 combined	Regent Street	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement – Reliability

V69	3	15 combined	Sandown Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Alresford Road and rail bridge	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V79	3	15 combined	Appley Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-site on-street parking between Marlborough Road and Alexandra Road in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V71	3	15 combined	St John Hill;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove on-street parking between Alexandra Road and Lower Highlands Road in both directions	Journey Time Improvements Reliability Improvements	Residential	Priority 1 Improvement - Reliability
V72	4	60	York Avenue;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking between Adelaide Grove and Victoria Grove	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement - Reliability
V73	4	60	Whippingham Road, in run-up to Racecourse roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement - Reliability

V74	4	60	High Street, between Palmers Road and Station Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V75	4	60	Kite Hill, in run-up to junction at Fishbourne Lane Ends Binstead Road, between Ryde House Drive and Queens Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V76	4	60	Queens Road, between Westwood Road to Binstead Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V77	4	60	Elenors Grove, in run-up to lights at Fishbourne Lane Ends	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V78	4	60	High Street, between Rectory Drive and Station Road	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V79	4	60	Lushington Hill, in run-up to Racecourse roundabout,	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V80	4	60	Service Enhancements - Enhanced Frequency throughout timetable	IoWC	Low Frequency	Kick Start Funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V81	5	20	East Street, from Furlongs to Coppins Bridge	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability

V82	5	20	Coppins Bridge, all the way round	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V83	5	20	Racecourse, in run up to roundabout, needs to access all directions	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V84	5	20	Victoria Grove and Adelaide Grove	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V85	5, 9	10	Fairlee Road (Binfield to Coppins)	IoWC	Queuing traffic on Fairlee Road between Binfield Corner and Coppins Bridge junction	Fairlee Bus Transit Route using former railway between	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability
V86	5	20	South Street, between Furlongs and Church Litten	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V87	6	120	Carisbrooke Road, from the Mall to Wellington Road;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking in both directions	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability
V88	6	120	Whitcombe Road, up the hill from Cedar Hill roundabout;	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen road	Journey Time Improvements Reliability Improvements		Priority 1 Improvement – Reliability

V89	6	120	Whitcombe Road, between Little Whitcombe Farm and Great Whitcombe Manor; widen road to allow vehicles to pass	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen road	Journey Time Improvements Reliability Improvements		Priority 3 Improvement – Reliability
V90	6	120	Chillerton Village;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Non-Residential	Priority 3 Improvement – Reliability
V91	6	120	Rectory Road, between Newport Road and Rectory Lane;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 3 Improvement – Reliability
V92	6	120	Service Enhancement to Hourly with Sunday Service	IoWC	Declining Service level over several years	Kick Start Funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V93	7	30	Priory Road, between Carisbrooke High Street and School Lane,	IoWC	Road too narrow for vehicles to pass, leading to extended journey times	Widen to allow vehicles to pass	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V94	7	30	Gunville Road, entire length;	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V95	7	30	River Road, Yarmouth,	IoWC	Congestion on approach to bus station	Require bus only priority into bus	Journey Time Improvements		Priority 2 Improvement – Reliability

						station, avoiding ferry traffic from both directions	Reliability Improvements		
V96	7	30	Alum Bay New Road, between Alum Bay Old Road and Alum Bay roundabout	IoWC	Congestion	Bus lane	Journey Time Improvements Reliability Improvements		Priority 2 Improvement – Reliability
V97	7	30	Main Road, Newbridge,	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re- locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V98	7	30	Enhanced evening and Sunday service	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V99	8	60	Beachfield road, Sandown	IoWC	Congestion	Bus Gate on approach	Journey Time Improvements Reliability Improvements		
V100	8	60	Enhanced daytime and evening service frequency	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V101	12	120	Enhanced daytime frequency, and an evening service	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V102	37	60	Enhanced daytime frequency with evening and Sunday service	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement

V103	38	30	Hinton Road, Newport, entire length	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V104	38	30	Purdy Road, Newport, entire length	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V105	38	30	Whitepit lane, between castle Road and Mount Joy	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V106	38	30	Shide Road, between St John's road and Laburnam Close	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V107	38	30	Medina Avenue, between Shide rd and St George's approach	IoWC	On street parking removes road space and lengthens journey times for large vehicles	Remove or re-locate on-street parking	Journey Time Improvements Reliability Improvements	Residential	Priority 2 Improvement – Reliability
V108	38	30	Evening Service	IoWC	Currently no evening service	Kick Start funding	Improved Service Levels	Could use Supported Service Fund, Asda funding or BBBF	Service Enhancement
V109	39	5/day	Enhanced daytime frequency, evening,	IoWC	Timetable is not all day	Kick Start funding	Improved Service Levels	Could use Supported	Service Enhancement

			Saturday and Sunday service					Service Fund, Asda funding or BBBF	
V110	Community Bus	various	Enhance days of operation	IoWC	Timetable is not daily	Kick Start funding	Improved Service Levels	Could use Supported Service Fund or BBBF	Service Enhancement
V111	2, 3, 8, 38	8	Church Litten to Orchard Street	IoWC	Buses are delayed by queuing traffic and signal delays at the junction with South Street	40m bus-only link from Church Litten to Orchard Street, across the southern end of the Orchard Street car park	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability
Page 112 V112	24	4 jnys per day	Beachfield Road approaching the junction with Broadway	IoWC	Buses are delayed by queuing traffic on Beachfield Road approaching the junction with roadway	Westbound Bus Lane	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 3 Improvement - Reliability
V113	2	30	Cemetery Road with Sandown Road, Lake	IoWC	Tight left turn from Cemetery Road	Kerb realignment	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 3 Improvement - Reliability
V114	2, 3	15 combined in each direction	Former Shankin Bus Station	IoWC	Layout Poor to passengers and reliability	Shankin Bus Station Bus Lane Platform	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability
V115	2, 3	15 combined	Shankin Rail Station Interchange	IoWC	route 3 buses have to circulate around the station car park	Bus stop was relocated around 14m towards the ticket office	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 1 Improvement - Reliability

						entrance, the buses could turn and exit from the station area more quickly			
V116	22 Shanklin Shuttle	n/a	High Street back from the signals at the junction with Victoria Avenue, Shankin	IoWC	In summer there is often a queue on the High Street back from the signals at the junction with Victoria Avenue	Yellow Box Junction	Journey Time Improvements Reliability Improvements	Proposed by IoW User Group	Priority 3 Improvement - Reliability

Key

Priority 1 Improvement – Reliability
Priority 2 Improvement – Reliability
Priority 3 Improvement – Reliability
Infrastructure Scheme
Governance Scheme
Service Enhancement Potential

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Stage 1 Equality Impact Assessment – Initial Screening

Assessor(s) Name(s):	Stewart Chandler
Directorate:	Neighbourhoods
Date of Completion:	17/09/2021

Name of Policy/Strategy/Service/Function Proposal

Bus Services Improvement Plan

The Aims, Objectives and Expected Outcomes:

This Cabinet Report is seeking approval to: of the draft Bus services Improvement Plan (BSIP) prior to establishing an Enhanced Partnership with Southern Vectis, as the sole commercial bus operator for the Island, by April 2022; and authority to publish the BSIP by the end of October 2021 and send to the Department for Transport.

The expected outcomes include improved bus services on the Isle of Wight, reversing the recent shift in journeys away from public transport, encouraging passengers back to bus by planning and delivering a fully integrated service with simple, multi-modal tickets, more bus priority measures, high-quality information for all passengers in more places, improved bus infrastructure and better turn-up-and-go frequencies that keep running into the evenings and at weekends.

Please delete as appropriate:

- This is a new policy/strategy/service/council function proposal
- ~~This is a proposal for a new, changed or removed policy/strategy/service/council function—~~
~~(check whether the original decision was equality impact assessed)~~

Key Questions to Consider in Assessing Potential Impact

Will the policy, strategy, service or council function proposal have a negative impact on any of the protected characteristics or other reasons that are relevant issues for the local community and/or staff?

No

Has previous consultation identified this issue as important or highlighted negative impact and/or we have created a “legitimate expectation” for consultation to take place? A legitimate expectation may be created when we have consulted on similar issues in the past or if we have ever given an indication that we would consult in such situations

No

Do different groups of people within the local community have different needs or experiences in the area this issue relates to?

No

Could the aims of these proposals be in conflict with the council’s general duty to pay due regard to the need to eliminate discrimination, advance equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not?

No

Will the proposal have a significant effect on how services or a council function/s is/are delivered?

No

Will the proposal have a significant effect on how other organisations operate?

No

Does the proposal involve a significant commitment of resources?

No

Does the proposal relate to an area where there are known inequalities?

No

If you answer **Yes** to any of these questions, it will be necessary for you to proceed to a full Equality Impact Assessment after you have completed the rest of this initial screening form.

If you answer **No** to all of these questions, please provide appropriate evidence using the table below and complete the evidence considerations box and obtain sign off from your Head of Service.

Protected Characteristics	Positive	Negative	No impact	Reasons
Age	x			The proposal to: establish an Enhanced Partnership with local bus operators by April 2022; advise the Department for Transport of the Council's intention; publish the required BSIP by the end of October 2021 is not considered to have detrimental effect on persons covered by the protected characteristics. It is considered to have a positive impact on them in long term, providing better public transport. If approved, the impact of the proposal will be subject to a periodic review and this aspect will be monitored.
Disability	x			The proposal to: establish an Enhanced Partnership with local bus operators by April 2022; advise the Department for Transport of the Council's intention; publish the required BSIP by the end of October 2021 is not considered to have detrimental effect on persons covered by the protected characteristics. It is considered to have a positive impact on them in long term, providing better public transport. If approved, the impact of the proposal will be subject to a periodic review and this aspect will be monitored.
Gender Reassignment			x	
Marriage & Civil Partnership			x	
Pregnancy & Maternity	x			The proposal to: establish an Enhanced Partnership with local bus operators by April 2022; advise the Department for Transport of the Council's intention; publish the required BSIP by the end of October 2021 is not considered to have detrimental effect on persons covered by the protected characteristics. It is considered to have a positive impact on them in long term, providing better public transport. If approved, the impact of the proposal will be subject to a periodic review and this aspect will be monitored.
Race			x	
Religion / Belief			x	

Sex (male / female)			x	
Sexual Orientation			x	

Are there aspects of the proposal that contribute to or improve the opportunity for equality?	Yes
Delivering better public transport would provide more opportunities for social and physical activities to elderly, disabled and pregnant members of the society.	

Evidence Considered During Screening	
N/A	
Head of Service Sign off:	Colin Rowland, Director for Neighbourhoods
Advice sought from Legal Services (Name)	Jodie Gibson, Trainee Solicitor
Date	01/10/2021

A signed version is to be kept by your team and also an electronic version should be published on the council's website (follow the link from the EIA page on the intranet)

Stage 2 Full Equality Impact Assessment

Assessor(s)Name(s):	
Directorate:	
Date of Completion:	

Name of Policy/Strategy/Service/Function Proposal

The Aims, Objectives and Expected Outcomes:

Using the information provided in your initial screening, write a brief description of your policy, strategy, service or council function under assessment. It is important to focus on the reasons for a new or changed approach and what it intends to achieve. Include who the main beneficiaries or users are and the main groups of people with protected characteristics who are affected. State how this proposal fits with the council's corporate priorities.

Please delete as appropriate:

- This is a new policy/strategy/service/council function proposal
- This is a proposed change/review to/removal of an existing policy/strategy/service/council function (*check whether the original decision was equality impact assessed*)

Scope of the Equality Impact Assessment

Include any links to a previous equality impact assessment or work delivered by another Directorate/service or partner organisation. Describe the approach to be taken in data collection, stakeholder involvement and state who the stakeholders are.

Establish your monitoring and review arrangements.

Sources of evidence may include:

- *Service monitoring reports including equality monitoring data*
- *User feedback*
- *Population data – IW Facts and Figures (add link)*
- *Complaints data*
- *Published research, local or national*
- *Feedback from consultations and focus groups*
- *Feedback from individuals or organisations, other council departments, partner organisations etc*

Set out any data gaps that may need to be addressed and how you plan to address them and include in your action plan.

Analysis and assessment

Given the available information, what is the actual or likely impact on minority, disadvantaged, vulnerable and socially excluded groups? Is this impact positive or negative or a mixture of both? In particular set out how the council as a public body has met its duty to pay regard to eliminate unlawful discrimination, harassment and victimisation and advance the equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not.

Detail what concerns were identified during any consultation exercises together with any positive impact that has been identified and how this can be promoted or enhanced. Are there any concerns from consultation and data gathering that have not been taken on board, if so, please justify and explain the reason for this.

Does the proposal have the potential to cause unlawful discrimination (for example is it possible that the proposal may exclude certain groups of people from obtaining services or limit their participation in any aspect of public life?)

Set out in light of the consultation and data gathering what changes, if any you will make to the proposal

What can be done to reduce the effects of any negative impacts? Where negative impact cannot be completely diminished, can this be justified and is it lawful?

Recommendations

Please summarise the main recommendations arising from the assessment. If it is not possible to diminish negative impacts to an acceptable or even a lawful level the recommendation should be that the proposal or the relevant part of it should not proceed.

Action/Improvement Plan

The table below should be completed using the information from your equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Remove or lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact

Area of impact	Is there evidence of negative positive or no impact?	Could this lead to adverse impact and if so why?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group or any other reason?	Please detail what measures or changes you will put in place to remedy any identified impact (NB: please make sure that you include actions to improve all areas of impact whether negative, neutral or positive)
Age				
Disability				
Gender Reassignment				
Marriage & Civil Partnership				
Pregnancy & Maternity				
Race				
Religion / Belief				

Area of impact	Is there evidence of negative positive or no impact?	Could this lead to adverse impact and if so why?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group or any other reason?	Please detail what measures or changes you will put in place to remedy any identified impact (NB: please make sure that you include actions to improve all areas of impact whether negative, neutral or positive)
Sex (male or female)				
Sexual Orientation				
HR & workforce issues				
Human Rights implications if relevant				
<p>Please remember - actions should have SMART targets and be reported to the Diversity Board (this should be done via your Directorate representative) and incorporated into your service/team Plans and /or objectives of key staff</p>				

Summary	
Date of Assessment:	
Signed off by Head of Service/Director	
Review date	
Date published	

Publishing checklist	Yes	No
<ul style="list-style-type: none"> • <i>Plain English – will your EIA make sense to the public?</i> • <i>Acronyms – check you have explained any specialist names or terminology</i> • <i>Evidence – will your evidence stand up to scrutiny; can you justify your conclusions?</i> • <i>Stakeholders and verification – have you included a range of views and perspectives to back up you analysis?</i> • <i>Gaps and information – have you identified any gaps in services or information that need to be addressed in the action plan?</i> • <i>Success stories – have you included any positive impacts that have resulted in change for the better?</i> • <i>Action plan – is action plan SMART? Have you informed the relevant people to ensure the action plan is carried out?</i> • <i>Review have you included a review date and a named person to carry it out?</i> • <i>Challenge – has your equality impact assessment been taken to Diversity Board/Call Over for challenge?</i> • <i>Signing off – has your Head of Service/Director signed off your EIA?</i> • <i>Basics – have you signed and dated your EIA and named it for publishing?</i> • <i>A signed version to be kept by your team for review and electronic version to be uploaded on to the council’s website</i> 		

Housing Strategy - Action Plan

Action	20/21	21/22	22/23	23/24	24/25	Update - July 2021	Lead Officer
Strategic Priority 1: Housing Supply							
Seek to enable the provision of new homes through a step change in delivery towards the Island's annual housing target when agreed with Government.		■				IPS in progress RP meetings to agree future pipeline	ADR
Complete an Island infrastructure and development enabling funding submission to government to address long-standing issues as part of the Covid-19 recovery plan.	✓					Island Investment Plan created to seek government funding Levelling Up Fund Bid submitted 21/22	DOR
Produce an adopted Island Planning Strategy that appropriately balances social, economic and environmental considerations for house building including net-zero carbon.				■			SMPID
Position Statement to be published following White Paper	✓					Response to White Paper submitted	SMPID
Devise a new 'affordable' housing planning policy for the Island to maximise the number of 'affordable' homes delivered.		■				Being picked up in the IPS process - draft policy including reference to affordability evidence and larger market value discounts	SMPID
Seek to deliver or facilitate a programme of 300 homes 'affordable' homes through council led activity over the first three years of this strategy as part of the recovery plan.	✓	✓	■			RP development pipeline being monitored to evidence this	ADR
Maximize the provision of 'affordable' housing on council-owned land including infill development on brownfield sites. This includes setting-up a 'small sites' programme and applying for Land Release funding.	✓					Land Release fund - bid submitted Dec 20 (unsuccessful) Brownfield Land Release Fund - bid successful for 3 sites	ADR
Prioritise available funds and council land assets to provide for the delivery of 'affordable' housing schemes in partnership with housing associations, and a range of other committed providers including housing co-operatives. For example, our Branstone Farm site is to provide an innovative rural business hub and 'affordable' housing with an Island based housing association.	✓	■	■	■	■	Site prioritisation list in place and reported to HMB	ADR
Work with private and public sector partners to acquire and assemble sites to facilitate the delivery of new homes.	✓	■	■	■	■	Homes England - Venture Quays site acquired Pyle Street - conversations with HE to develop for OPE but not deliverable	ADR
Champion high quality developments as examples of good practice.	✓	■	■	■	■	Branstone Farm - masterplanning	ADR
Enable the provision of around 100 new homes each year for those needing extra care in partnership with Housing associations.	✓	✓	■	■	■	Ryde Village - 75 units occupied from Nov 20 Green Meadows - 75 units to be occupied from Oct 21	ADR
Support developers to showcase the benefits their developments will bring – number of jobs, apprentices, community contributions and more.		■	■	■	■	Housing Campaign to relaunch	ADR
Create a council owned subsidiary housing company to increase the number of houses built on the Island to both invest in local communities and assist others on low or average household incomes to access housing.		✓				Housing Company set up in Dec 2019	ADR

Strategic Priority 2: Housing Affordability

Define and monitor 'true affordability' levels on the Isle of Wight.	✓					Housing affordability tool created	ADR
Maintain a data base and develop tools that can drill down "affordability" to postcode and area level based on both wages and housing cost ratios for ongoing strategic and recovery planning.	✓	✓	■	■	■		ADR
Incorporate our developing evidence base on "affordability" into the adopted Island Plan to increase the number of new 'affordable' homes delivered.			■				ADR
Produce a special cases evidence base to challenge government agencies on non-availability of grant for our housing associations to provide 'affordable' housing at 60% of market levels as needed on the Island.	✓					Evidence case submitted to MP and now address in new Homes Engalnd Grant Funds from April 21	ADR
Complete a formal review of the scheme of allocation for 'affordable' housing - Home-Finder.			■				HNSM
Produce a plan to define and improve housing opportunities for key workers.		■				Supported regional bid for delivery in Southampton	ADR

Action	20/21	21/22	22/23	23/24	24/25	Update - July 2021	Lead Officer
Intervene in the market where possible to tackle the growing (un)affordability of rents, especially for vulnerable groups and those on low incomes.	✗	■	■	■	■		ADR

Strategic Priority 3: Private Sector Housing

Assist homeless households and others on low incomes to access private sector homes.	✓	■	■	■	■	Rent Deposit Scheme extended and review taking place. Options paper submitted for budget consideration	HNSM
Undertake a feasibility study for introducing an Island-wide landlord registration scheme.		■				Draft being progressed	HNSM
Expand the mandatory HMO licensing scheme to cover all properties identified.		■	■	■	■	Mandatory HMO Licensing scheme covers all Island. Review into additional licensing indicates higher risk opportunity, with no guarantee of viability. Other	CHR
Undertake rigorous enforcement against rogue landlords who have a history of breaking the law.	✓	■	■	■	■	Updated procedures embedded in 2020 to facilitate this, and process now in action	CHR
Support responsible landlords and work with them to become professional and grow their business.	✓	■	■	■	■	Additional web resources available for landlords, and new enforcement processes allow for light touch intervention for compliant landlords. Civil Penalty policy submitted to cabinet for decision. Further changes to enforcement procedures to provide even further light touch	CHR
Use all available powers to bring genuine empty properties back into use.	✓	■	■	■	■	Ongoing. Number of long term empty properties down to 200	CHR
Work with utility companies and other agencies to insulate homes and improve the energy ratings of older buildings.	✓	■	■	■	■	Successful bid to DEL for Green Homes Grant 2020-21. LAD2 scheme in place to March 2022. Sustainable Warmth scheme to be bid for for 2022/23. Warm up Wight Scheme in place	CHR
Develop services with Adult Social Care, Health and the voluntary sector to enable elderly and disabled residents to live independently in their own home.	✗	✓	■	■	■	Extra care schemes delivered in Ryde and Totland	ADR
Ensure a well-resourced Private Sector Housing Service to support good landlords and carry out the council's statutory responsibilities towards tenants and landlords.	✗	■	■	■	■	The team is currently resourced but will face resource savings and must carefully manage the limited resources to undertake their statutory and contractual functions only.	DON
Continue to be first port of call for unsecured buildings, offering advice, assistance and enforcement powers if necessary.	✓	■	■	■	■	Ongoing service being provided.	CHR
Work with private landlords to ensure properties are well managed and appropriately licensed as necessary.	✓	■	■	■	■	Mandatory HMO licensing scheme in place. High levels of housing standards intervention taking place	CHR
Establish a permanent site with appropriate services for the Gypsy & Traveller Community.		■				Investigating options for sites	HNSM

Strategic Priority 4: Homelessness and housing need

Review the Homeless Strategy that has been co-produced with clients, landlords, the voluntary sector and other partner agencies.		■				Working with MHCLG and template issued. Due to be published early 2022	HNSM
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Action	20/21	21/22	22/23	23/24	24/25	Update - July 2021	Lead Officer
Develop new partnerships with private and third sector landlords to maximise opportunities for tenancies for homeless families and individuals.	✓	✓	■	■	■	Survey of private sector landlords completed, with aim to set up Forum in Q1 Forum meetings in place 21/22 Chair has joined Housing Partnership Board to represent	HNSM
Commission and deliver a new homeless pathway to alleviate the pressures on temporary accommodation and bed and breakfast provision.	✓					Pathways contract tendered and awarded	HNSM
End the use of bed and breakfast for families with children.	✓	■	■	■	■	No families in B&B 20/21 Potential issue being faced and looking at options for temporary housing 21/22	HNSM
Refurbish the temporary homeless assessment hub and wet facility where users will have access to Covid-19 safe accommodation and support services to meet their needs.	✗	✓				Barton School completed in July 2021	HNSM
Develop a tenancy academy to ensure that tenants are adequately trained and prepared to sustain their own tenancies.		■				Pilot underway	HNSM
Develop specialist pathways into services to minimise the impact and trauma associated with homelessness.		■				Pathways being developed with mainstream partners	HNSM
Deliver a Gold Standard homelessness assessment, information and advice service (National Practitioner Support Service NPSS)		■				MHCLG asked to complete a deep dive audit (Oct 21) and the gold standard no longer exists	HNSM
Use only the most appropriate temporary accommodation to prevent further social and economic deterioration and identify ways in which more suitable temporary accommodation can be developed or accessed.	✓	✓	■	■	■	Appropriate temporary accommodation in place Barton School - developed and occupied 21/22 Rough Sleeping Acc - Funding from MHCLG for 6 move on units	HNSM

Action	20/21	21/22	22/23	23/24	24/25	Update - July 2021	Lead Officer
Showcase stories of Islanders and their housing journey.		■				To include in Housing Campaign and resource issue	HNSM

Strategic Priority 5: Special housing needs and vulnerable people.

Deliver Ryde Village, Ryde and Green Meadows, Freshwater as the first extra-care schemes on the Island offering 150 new 'affordable' homes.	✓	✓				Ryde Village occupied from Nov 20 Green Meadows occupied from Oct 21	PPEM
Continue to work closely with our housing association partners to bring forward more Island Independent Living schemes for extra-care (IIL)	✓	✓	■	■	■	Quarterly liaison meetings held with RPs Sandham Middle School - tendered for extra care but not progressed Venture Quays - to explore as part	PPEM
Actively seek land within our ownership to bring forward new schemes, for example, the former Sandham Middle School site to 82 new units of IIL housing.	✓	✓	■	■	■	Projects to date: Sandham Middle School tendered but not progressed 20/21 Venture Quays - housing units to be developed on this site Eddington Road - marketed for sale to deliver affordable housing	ADR
Ensure our internal systems and processes are adequately set up to capture interest and help ensure the right people access this form of housing.	✓					HomeFinder extended to include extra care Allocation Policy reviewed annually	HNSM
Invite new providers to take an interest in developing mixed rent/buy schemes of this nature on the Island	✓	✓	■	■	■	Projects to date: Sandham Middle School 20/21 Venture Quays 21/22	ADR
Have a robust approach to encouraging down-sizing into more manageable housing agreed across all housing providers.	✗	■	■	■	■	Work in progress to create policy/procedure PPEM looking to work with RPs on options for Island	HNSM
Review the Isle of Wight Sufficiency Duty annually.	✓	✓	■	■	■	Childrens Services have produced report and specific action to support are being considered	SMSDC
Complete the commissioning for Pathways to Independent Adulthood supported accommodation offer for 16-25-year olds.		✓	■			Framework in place for 3 years from 2018, with an option to extend for a further 2 years to 2023	SMSDC
Ensure there is an age and stage approach with a range of providers which matches need to the level of support so vulnerable 16-25-year olds including care leavers, build their skills to live independently.	✓	✓	■	■	■	In place and added two new providers to increase the range of providers and currently liaising with a third to join the framework.	SMSDC
Continue to engage with developers to think through how homes can be developed to encourage the ability of the occupier to be a foster carer and provide safe placement opportunities for children in care.	✓	■	■	■	■	Project work ongoing with one development in progress	SMSDC
Commission the delivery of specialist accommodation as required.	✓	■	■	■	■	Work is ongoing.	SMSDC

Strategic Priority 6: Partnerships

Ensure the effectiveness of the Housing Partnership Board to steer the delivery of this strategy, bringing together partners from a broad range of sectors.	✓	✓	■	■	■	HPB quarterly meetings held and monitoring process for strategy to be in place from Q4 Annual report on activities to be produced 21/22	PPEM
Regularly hold housing conversations with a wide range of partners on a variety of themes connected to achieving the ambitions set out in this strategy.	✓	✓	■	■	■	Quarterly HC held - virtual meetings due to C19	PPEM

Action	20/21	21/22	22/23	23/24	24/25	Update - July 2021	Lead Officer
Create a positive environment for new housing delivery and find new and innovative ways to deliver new homes including working with housing associations to form joint ventures on council owned land.	✓	✓	■	■	■	Quarterly liasion meetings held with RPs, developers and potential new partners	PPEM
Work with the Ministry of Justice to bring forward the Camp Hill site as a key strategic housing site on brownfield land that could deliver new homes for the Island over the next 10 years.	✓	■	■	■	■	Funding for improvements to infrastructure obtained 20/21 Awaiting outcome of prison review for wider site development 21/22	ADR
Actively promote the Island as a great place to live and grow businesses	✓	✓	■	■	■	Island Investment Plan created to seek government funding Levelling Up Fund Bid 21/22	DOR
Celebrate good quality housing developments and promote positive press and media coverage	✓	✓	■	■	■	PR for: Ryde Village (Southern) 20/21 Shalfleet (Sovereign) 20/21 Green Meadows (Southern) in 21/22	PPEM
Sustain a positive housing campaign to break down resistance to new housing development	✗	■	■	■	■	Housing Campaign on hold due to C19 impact on resources To review with new administration	PPEM
Continually seek out best practice from other local authority areas across the Country and learn from those areas where housing demand is being matched by a step change in the approach to supply.	✓	■	■	■	■	Business South - engagement	ADR
Work across all public sector land holders on the island to seek ways to release surplus land and make better use of public assets.	✓	✓	■	■	■	One Public Service engagement in place Homes England - engagement on OPE use for Dyle Street 21/22	ADR
Continue to work with our Housing association partners to identify how current housing might be changed or adapted to make best use of the stock.	✓	✓	■	■	■	Quarterly liasion meetings held to discuss pipeline developments, etc	PPEM
Continue to champion sustainable development: sustainable in location, carbon footprint, building materials and sensitivity to the local environment.	✗	✓	■	■	■	Work underway on approach for IWC sites Environment Strategy - in draft and to look at links LGA Housing Adviser - succesful bid for support with low carbon approach for IWC and Island	ADR
Seek high quality design from any new developments	✗	■	■	■	■	Significant policy changes on this - Planning White Paper/Build better	ADR

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Policy and Scrutiny Committee for Neighbourhoods and Regeneration

Workplan 2021/22

Date of meeting	Item	Background
21 October 2021		
	Transport Infrastructure Task Group	To receive an update from the chairman of the task group on key issues. <i>(Note – This has been delayed due to the impact of the pandemic on the work of the Task Group)</i>
	Local Transport Plan	To consider key issues to be included within the Local Transport Plan together with any supporting plans and strategies required. <i>(Note – A number of policies are included within the overall Plan and discussions will need to be held with the Cabinet member and Director as to timeframe for this work and where the committee can add value)</i>
	Regeneration Strategy	To monitor progress with key development sites and associated activities forming part of the strategy.
	Housing strategy	To monitor progress with the implementation of the housing strategy.
	Highway PFI and Waste performance report	The Corporate Scrutiny Committee previously considered these but has requested that this is done by this committee in the future as it has the responsibility for the service areas.
6 January 2022		
	Visit Isle of Wight	To consider the progress being made to overcome the impact of Covid-19 on the tourist industry and marketing plans for the 2022 season.

	Regeneration Strategy	To monitor progress with key development sites and associated activities forming part of the strategy.
5 May 2022		
	Climate and Environment Strategy	To monitor the delivery of the action plan supporting the strategy.
	Regeneration Strategy	To monitor progress with key development sites and associated activities forming part of the strategy.