

Lancashire County Council

Executive Scrutiny Committee

Tuesday, 3rd November, 2015 at 2.00 pm in Cabinet Room 'C' - The Duke of Lancaster Room, County Hall, Preston

Supplementary Agenda

We are now able to enclose, for consideration at the next meeting of the Executive Scrutiny Committee on Tuesday, 3rd November, 2015, the following information which was unavailable when the agenda was despatched.

Part I (Open to Press and Public)

No. Item

- (h) Pennine Reach: Statutory Quality Partnership Scheme (Pages 1 - 86)**

I Young
Director of Governance,
Finance and Public Services

County Hall
Preston

Item 4h

Report to the Cabinet Member for Highways and Transport
Report submitted by: Director of Community Services
Date: 10 November 2015

Part I

Electoral Divisions affected:
All in Hyndburn

Pennine Reach: Statutory Quality Partnership Scheme (Appendices 'A', 'B' and 'C' refer)

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Executive Summary

The Pennine Reach Major Public Transport Scheme, a joint scheme with Blackburn with Darwen Council, was fully approved by the Department for Transport on 1 October 2013 and is now under construction.

It is proposed to implement a Statutory Quality Bus Partnership Scheme (SQBP) from May 2016 to ensure that the standard of public transport along the corridor is raised in line with the public investment that is going into the bus infrastructure provision.

Approval is sought to formally publish the scheme for consultation in accordance with the Regulations that govern the implementation of a SQBP. Authorisation is also sought for the Head of Service Public and Integrated Transport to make such amendments to the scheme within Lancashire as deemed appropriate following the formal consultation with the affected bus operators.

This is deemed to be a Key Decision and the provisions of Standing Order No. 25 have been complied with.

Recommendation

The Cabinet Member for Highways and Transport is requested to:

- (i) Give approval for the County Council, in conjunction with Blackburn with Darwen Council, to formally advertise, publish and implement the Pennine Reach Statutory Quality Bus Partnership Scheme;

- (ii) Authorise the Head of Service Public and Integrated Transport, in consultation with the Director, Legal and Democratic Services, to make any amendments to the scheme within Lancashire as deemed appropriate following the formal consultation process with bus operators.

Background and Advice

The Pennine Reach Major Public Transport Scheme, a joint scheme with Blackburn with Darwen Council, was fully approved by the Department for Transport on 1 October 2013 and is now under construction. The overall cost of the scheme is approximately £40 million with a contribution from the Department for Transport of £31.9 million.

At the heart of the Pennine Reach project are a number of infrastructure projects which include new bus stations in Accrington and Blackburn, lengths of bus priority measures, upgraded highway junctions, refurbished bus stops and mini public transport hubs in Great Harwood and Ewood. All these measures are designed to improve the journey time and reliability of bus services on the Pennine Reach routes and will be complemented by the introduction of a local multi-operator smart ticketing scheme and real time information, either through bus stop displays at key stops and through the use of mobile phone technology elsewhere.

As part of the request for Final Approval from the Government, the Councils are committed to the implementation of a Statutory Quality Bus Partnership Scheme (SQBP) covering the Pennine Reach routes. A SQBP is an enforceable partnership with bus operators that can be made by local transport authorities under the provisions of the Transport Act 2000, as amended by the Transport Act 2008, after following certain procedures. Enforcement of the scheme is undertaken either by the Traffic Commissioner or through a judicial process dependent on whichever party is deemed to be failing to meet the agreements of the scheme.

A SQBP is designed to bring about major improvements to local bus services by guaranteeing the provision and maintenance of specified bus infrastructure by the local authorities for the life of the SQBP matched by defined minimum service levels and service quality standards that must similarly be delivered by the bus operators. Enforcement of the scheme is undertaken by the Traffic Commissioner who has wide ranging powers to ensure that the scheme's requirements are adhered to.

The relevant legislation and regulations require that all operators that are required to participate are formally consulted on the scheme. Operators have been previously informally consulted and a number of changes were made as a result of that consultation. The formal publication of the scheme would trigger a formal consultation with affected bus operators. Once the consultation process has been undertaken, Blackburn with Darwen Council and the County Council would be in a position to make the scheme. It is proposed that the whole of the Pennine Reach route is covered by one scheme and that a single order is made by Blackburn with Darwen Council on behalf of both authorities. This will slim down the administrative process considerably and be less of a burden on the affected operators.

It should be noted that bus operators are able to object to a SQBP in certain circumstances. These are known as admissible objections and the circumstances under which an operator can object are laid down in Regulations. The two grounds are:

- That it would not be practical for the operator to meet the standard of service specified at the time it would come into effect. For example, if the operator needed more time to procure vehicles of the required standard or take on more staff.
- That it would not be commercially viable for that operator, acting in a competent and efficient manner, to provide services to the standard specified.

Under either of these scenarios, the operator would need to object to the local authority in writing in accordance with the timescales set by the Regulations including evidence to underpin the objection. If the local authority chooses not to uphold the objection, then the operator may;

- 1) Refer the matter to the Traffic Commissioner for a determination, although the determination is non-binding on the authority making the SQBP and/or;
- 2) Refer the matter to the High Court for a Judicial Review.

The proposed Statutory QBP would deliver the following:

To passengers:

- Better customer relations, through better driver training and more consistently delivered, customer focused standards
- Stability of services within the scheme area and commitments to timetables including first and last buses
- Improving security and cleanliness of vehicles and on-street facilities
- Reduced differential between car and bus journey times and improvements to reliability and punctuality
- Maintaining improved vehicle standards
- Better ticketing and information.

Details of the improvements listed above are set out in the SQBP attached at Appendix 'A'.

To the promoting Local Authorities:

- Improving the overall image of bus services and promoting confidence in the bus service
- Improved passenger satisfaction
- Making public transport a more attractive choice, potentially leading to modal shift which in turn would lead to reduced or limited growth in congestion
- Improved air quality

- Better co-operation between the scheme partners in delivering wider objectives
- More focused or specific enforcement action through the Traffic Commissioner

Benefits to Local Bus Operators:

- Better protection from traffic congestion and improved competitiveness with the car
- Public sector commitment to continued provision of bus infrastructure on the Pennine Reach route for the life of the SQBP.
- Increasing patronage, and therefore revenue leading to increased viability of the service
- Protecting operators who have undertaken to adhere to the standards from other operators operating services to a lesser standard alongside

The proposed Pennine Reach SQBP has been designed to secure provision of effective bus priority and on-street infrastructure for a 5 year period from May 2016 to May 2021.

A copy of the proposed Statutory Quality Bus Partnership Scheme is at Appendix 'A'.

Consultations

Consultation with local bus operators and the Traffic Commissioner was undertaken in November and December 2012 in the run up to the Pennine Reach application for Full Approval. The draft scheme was subsequently amended following this informal consultation. The formal publishing of the scheme allows a further period of consultation with bus operators before the scheme can be made.

A copy of the bus operators' response to the informal consultation is at Appendix 'B'.

Implications:

This item has the following implications, as indicated:

Risk management

It is essential that the SQBP is implemented to ensure that Pennine Reach delivers the maximum benefits from the public investment in the scheme. If the SQBP is not implemented there is a risk that these benefits will not be realised as there will be no enforceable obligation on the bus operators. The implementation of a SQBP was a commitment both councils made in submitting the Bid for Final Approval to the Department for Transport. There is a risk that the DfT may seek claw back of some of the funding if the SQBP is not implemented and the full benefits of the capital investment are not realised.

Financial

There will be some additional revenue requirements as a result of the implementation of the Pennine Reach scheme in May 2016 which will need to be maintained for the five year duration of the SQBP.

In 2016/17, there are revenue costs of £63,500 which can be managed within the overall 2016/17 Public and Integrated Transport revenue budget. Revenue provision will continue to be required throughout the five year duration of the SQBP.

The cleaning and maintenance of bus shelters for a rolling 5 years, dependent on when each individual shelter was installed, has been included within the Pennine Reach scheme. However, post January 2019, the County Council will have to provide revenue funding for bus shelter maintenance on an incremental basis, up to an estimated maximum of £40,000 per annum for 80 bus shelters by April 2021.

In summary, the estimated annual costs are listed in the table below with detailed descriptions in the paragraphs that follow.

Revenue Requirements	Estimated Costs
1. Operating costs of traffic signal bus priority	£13,000
2. Operating costs of electronic information displays	£20,000
3. Operating and management cost of bus lane enforcement	£10,500
4. Management of car park areas	£20,000
Total Annual Costs (starting in 2016/17 to 2018/19)	£63,500
5. Bus shelter maintenance costs (only incurred 5 years after installation)	Incremental increase from Jan 2019 to a possible £40,000 from April 2021
Total Estimated Annual Costs post January 2019 (2018/19)	Incremental increase to a possible £103,500 from April 2021. It is anticipated that some potential income may offset a proportion of this cost with the rest to be met from revenue budget allocations.

1. Operating Costs of Traffic Signal Bus Priority

It is estimated that this will cost about £13,000 per annum to operate, which will need to be met from the Public and Integrated Transport revenue budget.

2. Operating Costs of Electronic Information Displays

Electronic bus information displays are being installed at Accrington Bus Station, Railway Station and Victoria Hospital and at 20 stops on the route.

The running cost will be approximately £20,000 per annum, which will need to be met from the Public and Integrated Transport revenue budget.

3. Bus Lane Enforcement

It is anticipated that the initial capital cost for the introduction and implementation of a full bus lane enforcement system and first year costs will be covered by the Pennine Reach technology budget within the DfT funded capital scheme.

Annual revenue costs thereafter are estimated at £10,500 and will need to be contained within the Public and Integrated Transport revenue budget. However, experience of bus lane enforcement in other parts of the UK suggests that income from the issue of Penalty Charge Notices could contribute to offsetting revenue costs.

4. Management of Car Parking Areas

In order to mitigate the loss of on-street car parking where bus lanes are proposed, several new car parking areas are in the course of construction. The overall cost for maintenance (including winter maintenance) and provision of CCTV is expected to be around £20,000 per annum, which will need to be met from the Public and Integrated Transport revenue budget.

5. Maintenance of Bus Shelters

The cleaning and maintenance of the new Pennine Reach bus shelters is funded from capital for a five-year period from installation. This is included within the cost of the Pennine Reach scheme and will be carried out by the shelter manufacturer.

However, it should be noted that the five-year maintenance period commences on the date each individual shelter is installed and not the date the SQBP commences: the maintenance obligation on the manufacturer will expire for each individual shelter five years after its installation and the cleaning and maintenance for each shelter will then need to be covered by the county council. The first Pennine Reach bus shelter in Lancashire was installed in January 2014 and the last is to be installed by the end of March 2016. There will therefore be an incremental increase in revenue costs to the county council for the maintenance of bus shelters within the Lancashire area of Pennine Reach from January 2019 through to April 2021. By April 2021, there will be around 80 bus shelters installed with an estimated annual revenue cost of £40,000 for cleaning and maintenance. Options will be explored to help offset these maintenance costs, including the potential for advertising on county council owned shelters.

Legal

The relevant legislation is contained in sections 114 to 123 of the Transport Act 2000, the Quality Partnership Schemes (England) Regulations 2009, the Quality

Partnership Schemes (Existing Facilities) Regulations 2001 and the Public Service Vehicles (Registration of Local Services) Regulations 1986.

In addition the Department for Transport has issued statutory guidance to Transport Authorities on Quality Bus Partnership Schemes which the Councils are required to have regard to.

The two participating authorities have been advised on all aspects of the SQBP by external advisors who have drafted the relevant documentation supporting the scheme

List of Background Papers

Paper	Date	Contact/Directorate/Tel
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None		
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Reason for inclusion in Part II, if appropriate		
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N/A		
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Appendix A

TRANSPORT ACT 2000 (AS AMENDED)

THE PENNINE REACH QUALITY PARTNERSHIP SCHEME [2016]

Made

2016

Arrangement of the Scheme	
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This Quality Partnership Scheme in respect of the areas shown on the plans set out in Schedule 1 (“**the Scheme**”) is made by Blackburn with Darwen Borough Council (“**the Lead Authority**”) and Lancashire County Council (together “**the Authorities**”) in accordance with Sections 114 to 123 of the Transport Act 2000 (“**the 2000 Act**”) as amended and the Quality Partnership Schemes (England) Regulations 2009 S.I. 2009/445 (as amended) (“**the Regulations**”).

1. DEFINITIONS AND INTERPRETATION

1.1 In the interpretation of this Scheme unless the context otherwise requires the following words and expressions shall have the following meanings:

Commencement Date	has the meaning as set out in Clause 2.1;
Complementary Service	Local means a Local Service which to the extent necessary satisfies the requirements specified in Clause 4 of this Scheme and which is neither a Core Local Service nor an Excluded Service;
Core Local Service	means a Local Service which to the extent necessary satisfies the requirements specified in Clause 4 of this Scheme and which is neither a Complementary Local Service nor an Excluded Service;
Equality Legislation	means The Equality Act 2010 and the Disability Equality Duty under the Disability Discrimination Act 2005 (as amended);
Excluded Service	means any local bus service or class of local bus services set out in Schedule 4;
Facilities	means, subject to regulations made under s.119 of the 2000 Act from time to time: (a) all infrastructure, equipment and services provided along public transport routes in the Scheme Area; and (b) all facilities which are ancillary to (a) above and which are provided by the Authorities, and which in either case is set out or referred to in Schedule 3;
LTP	means Blackburn with Darwen Borough Council's Local Transport Plan 3 2011 - 2021 and Lancashire County Council's Local Transport Plan 2011 – 2021, the supporting documents thereto and any successor documents;
Local Service	means any registered local bus service which is so defined by s.2 of the Transport Act 1985;
Low Floor Bus	a vehicle providing a step-free route from the entrance to at least the designated Priority seats;
Participating Operator	means a bus operator who has given a written undertaking in the form attached at Schedule 5 to the satisfaction of the Traffic Commissioner that, when using the Facilities on any date in relation to Core Local Services and/or Complementary Local Services, it will provide the Standard of Services required by this Scheme;

Plan 1	the plan annexed at Part 1 of Schedule 1;
Plan 2	the plan annexed at Part 2 of Schedule 1;
PSVAR	means the Public Service Vehicle Accessibility Regulations 2000;
Qualifying Agreement	has the meaning set out in paragraph 17(4) of Schedule 10 to the 2000 Act as amended;
Relevant Authority	In relation to a Core Local Service reference shall be deemed to be to Blackburn with Darwen Council and where the reference is to a Complementary Local Service the reference shall be deemed to be to Lancashire County Council
RTI	means Real Time Information;
Scheme Area	has the meaning set out in Clause 4.1;
Standard of Services	means the standards set out in Schedule 2;
Timetable Change Dates	means the dates on which changes to local bus services are made, as specified in Paragraph 4 of Schedule 6 ('Timetable Change Dates');
Traffic Commissioner	has the meaning set out in s.82(1) of the Public Passenger Vehicles Act 1981 as amended;
TRO	means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places; and
Voluntary Multilateral Partnership Agreement	means the agreement between the Authorities and the operators listed at Schedule [6] of the agreement.

2. **DATE AND PERIOD OF OPERATION**

- 2.1 The Scheme is made in accordance with s.116 and s.118(1) of the 2000 Act on [DATE] 2016 and shall come into effect on 22 May 2016¹ (the "**Commencement Date**").
- 2.2 The Scheme will operate for a period of five (5) years from the Commencement Date subject to variation or revocation in accordance with s.120 of the 2000 Act.

3. **SCHEME PURPOSE AND OBJECTIVES**

- 3.1 The purpose of the Scheme is to improve the quality of bus services operating in the Scheme Area.
- 3.2 The Authorities will provide the Facilities and the Participating Operators will undertake to the Traffic Commissioner North West to provide Core Local Services and/or Complementary Local Services that comply with the Standard of Services.

- 3.3 The Authorities are satisfied that the Scheme will contribute to the implementation of their local transport policies as set out in their respective LTP's and will meet the requirements of s.114(1) of the 2000 Act.
- 3.4 The Authorities are satisfied that both the provision of the Facilities and the provision of Core Local Services and Complementary Local Services to the required Standard of Services will:
- 3.4.1 improve the quality of Local Services provided in the Scheme Area by bringing benefits to persons using those services; and
- 3.4.2 reduce or limit traffic congestion, noise and air pollution,
- and thus will meet the requirements of s.114(3) of the 2000 Act.
- 3.5 The Authorities are satisfied that the competition test in Part 1 of Schedule 10 to the 2000 Act has been met in respect of the Scheme.
- 3.6 The notice and consultation requirements of s115 of the 2000 Act have been complied with.
- 3.7 The Authorities and Participating Operators have entered into a Voluntary Multilateral Partnership Agreement which includes a framework for making enhancements such as (but not exclusive to) issues such as the co-ordination of timetables in order to achieve the service frequencies and headways required by the Scheme and ticket interavailability.

4. **SCHEME AREA AND SCOPE**

- 4.1 The Scheme shall:
- 4.1.1 in respect of Core Local Services, cover Local Services which operate in the area of the route corridor as delineated in bold within the blue lines on Plan 1 and Plan 2 and described in more detail below:
- (a) Junction of the A666 Bolton Road / Sandy Lane, Darwen to the junction of A666 Bolton Road / Russell Street, Blackburn;
 - (b) Junction of A674 Salford / A677 Eanam, Blackburn to the junction of the A677 Furthergate / A678 Burnley Road, Blackburn;
 - (c) Junction of the A677 Furthergate / A678 Burnley Road to Whitebirk Roundabout (borough boundary with Hyndburn);
 - (d) Junction of the A677 Furthergate / A678 Burnley Road to A679 Intack (borough boundary with Hyndburn);
 - (e) A679 (Borough boundary with Hyndburn) to Church Junction with B6231. Junction of A679 and Windsor Road to Junction of Windsor Road and B6234. Junction of A679 and Thwaites Road to Junction of Thwaites Road and B6234;
 - (f) Junction of Windsor Road and B6234 and Junction between B6234 and B6231. Junction of B6231 and B6234 to Junction of A679;
 - (g) A679 Junction with B6234 to Junction with Blackburn Road. Blackburn Road to Junction with King Street;
 - (h) Junction of York Street/A679 via Whalley Road to Junction with Harwood New Road;
 - (i) Harwood New Road Junction with A680 to Great Harwood Towngate via Harwood Lane, Park Road and Queen Street;
 - (j) Great Harwood Towngate to Junction of A678 via B6535; and

(k) A678 Junction of B6535 to Hyndburn Borough Boundary.

4.1.2 in respect of Complementary Local Services, cover Local Services which operate in the area as delineated in bold within the red lines on Plan 2, around Accrington Town Centre.

4.2 The Scheme shall apply to operators of Core Local Services and Complementary Local Services operating within the Scheme Area who wish to use the Facilities.

4.3 In respect of Core Local Services or Complementary Local Services using the Facilities which form part of bus routes extending beyond the Scheme Area, Participating Operators are required (subject to any phasing expressly provided for in the Scheme) to meet the Standard of Services on that part of those bus routes within the Scheme Area only.

4.4 Core Local Services shall be operated at the combined minimum frequencies and with timetable headways between services specified in Schedule 9. The Voluntary Multilateral Partnering Agreement provides arrangements for timetable co-ordination to give effect to the requirements of the Scheme.

5. FACILITIES

5.1 The Authorities will (subject to clause 5.4 and to any subsequent variations made to the Scheme) make the Facilities available to Participating Operators from the dates in Schedule 3 until the Scheme ceases to have effect.

5.2 As part of the obligation in Clause 5.1, the Authorities shall use reasonable endeavours to secure that any Traffic Regulation Order and/or any contractual or other arrangement necessary to deliver the Facilities (to the extent that enforcement of such Traffic Regulation Order or other arrangement is the responsibility of the Authorities) be made and maintained whilst the Scheme has effect.

5.3 To the extent that the enforcement of any Traffic Regulation Order is the responsibility of the Authorities, the Authorities confirm that they will use reasonable endeavours to secure arrangements for the effective enforcement of the Traffic Regulation Orders required to deliver the Facilities and for the enforcement of other Traffic Regulation Orders in the Scheme Area while the Scheme has effect. This includes where applicable any contracts or service level agreements with relevant third parties.

5.4 Clauses 5.1, 5.2 and 5.3 do not apply to such extent as necessarily arises (but not otherwise) in relation to any period during which the Authorities are temporarily unable to fulfil any of their respective obligations due to circumstances beyond their control. Notwithstanding this, the Authorities will use all reasonable endeavours to minimise the impact of any disruption to Core Local Services or Complementary Local Services.

5.5 In respect of Clause 5.4, "circumstances beyond their control" include emergency road works, severe weather, flood, industrial action and emergency incidents.

5.6 Standards for the implementation, modification and maintenance of the Facilities are set out in Schedule 3.

6. CONDITIONS OF USE

6.1 A bus operator may not use any of the Facilities in connection with the provision of a Core Local Service or a Complementary Local Service unless:

6.1.1 it is a Participating Operator; and

6.1.2 the local bus service is a Local Service which is provided to the Standard of Services when using the Facilities except to such extent as necessarily arises (but not otherwise) for any temporary period during which the Participating Operator is temporarily unable to do so owing to circumstances beyond its control (provided that the Lead Authority is notified in writing of the reason and

anticipated duration of this non-compliance as soon as is reasonably practicable after the non-compliance becomes apparent).

- 6.2 In respect of Clause 6.1.2 “circumstances beyond its control” include emergency road works, severe weather, flood, industrial action and emergency incidents.
- 6.3 Any bus operator who uses the Facilities in connection with the provision of a local bus service but fails to comply with Clause 6.1 may be subject to action by the Traffic Commissioner in accordance with s.17 (suspension etc. of licences) The Public Passenger Vehicles Act 1981, s.26 (Conditions attached to PSV operator's licence) Transport Act 1985 and s.155 (Penalties) Transport Act 2000.

7. **MONITORING AND REVIEW**

- 7.1 The Authorities and Participating Operators will hold meetings at least twice a year (although the parties may hold additional meetings if deemed necessary as and when required) to monitor the operation of the Scheme and arrangements under the Voluntary Multilateral Partnership Agreement.
- 7.2 Performance targets are set out in Schedule 7. Reference however to the targets in the standards set from time to time by the Traffic Commissioner shall automatically be varied as the Traffic Commissioner may determine. The Authorities and Participating Operators will work together to collect data and monitor progress towards the targets. The responsibilities of the parties will be set out in the Voluntary Multilateral Partnership Agreement.
- 7.3 In the event that the Authorities are unable to obtain bus journey time and reliability information from the RTI system to be implemented as part of the Scheme, Participating Operators will use all reasonable endeavours to provide such information fourteen days prior to any review meeting but no later than seven days prior to the relevant review meeting.
- 7.4 The Authorities retain the right to monitor compliance with the Standard of Services in respect of any Core Local Service or Complementary Local Service that uses the Facilities and Participating Operators will allow the Authorities reasonable access to any Core Local Service or Complementary Local Service upon prior request and provide them with any reasonable assistance it may require for this purpose including the provision of relevant information.
- 7.5 If it becomes necessary during the lifetime of the Scheme to postpone or withdraw the provision of any of the Facilities by a variation to the Scheme then to the extent that the basis on which a Participating Operator was meeting the Standard of Services was adversely affected, the Lead Authority will open discussions with all Participating Operators and any other parties that the Lead Authority considers it should consult with a view to revising the Standard of Services to a proportionate degree.
- 7.6 In the event of a structural fall in demand on Core Local Services or Complementary Local Services using the Facilities to the extent that a Participating Operator considers that the Standard of Services can no longer be met, that Participating Operator and the Lead Authority shall review the matter and use all reasonable endeavours to find a mutually acceptable way forward that seeks to maintain as much of the Standard of Services as possible.
- 7.7 A formal process of review of the Scheme will be set up by the Lead Authority no later than twelve months before the end of the Scheme.
- 7.8 From time to time, the Scheme document may be revised as deemed appropriate by the Authorities. Changes to this Scheme document can be proposed by the Authorities and Participating Operators and all parties will be consulted on proposed amendments to this Scheme document. Following consultation on any changes, the alterations will be published in a revised document to have affect following such period of time as the Authorities (following consultation with participating operators) deems in their absolute discretion appropriate. At most the document will be revised once a year, or if otherwise agreed by all parties through the review meetings.

8. ENFORCEMENT AND APPEALS PROCESS

- 8.1 In the event that any party considers that any other party under this Scheme is not meeting its obligations thereunder, the matter shall in the first instance be referred to the Authorities for consideration.
- 8.2 Where any concern raised in accordance with Clause 8.1 above relates to an Authority, then that Authority shall have a duty to consider with due diligence and care the concern raised and any appropriate action which might be taken to address such concern.
- 8.3 Where any concern raised in accordance with Clause 8.1 relates to a Participating Operator, then:
- 8.3.1 if necessary, the Authorities shall hold a one-to-one meeting with the Participating Operator whose actions have caused concern to discuss the issue and to see if any steps can be taken to resolve the matter.
 - 8.3.2 if the matter cannot be resolved through the one-to-one meeting, then the matter shall be discussed at the next Scheme meeting between all parties.
- 8.4 If the matter cannot be resolved through the process as set out above, the matter may be referred to the Traffic Commissioner for the North West, with the right of either party to appeal against such a decision to the Transport Tribunal as with any Traffic Commissioner decision.

9. NO JOINT AND SEVERAL LIABILITY

- 9.1 Notwithstanding that this Scheme is made jointly by the Authorities each Authority enters into this Scheme independently of the other Authority and shall be solely responsible for its obligations and liabilities hereunder. Nothing in this Scheme shall have the effect of making the Authorities jointly and severally in respect of their separate obligations and liabilities that may arise hereunder.

10. CONTACT ADDRESSES

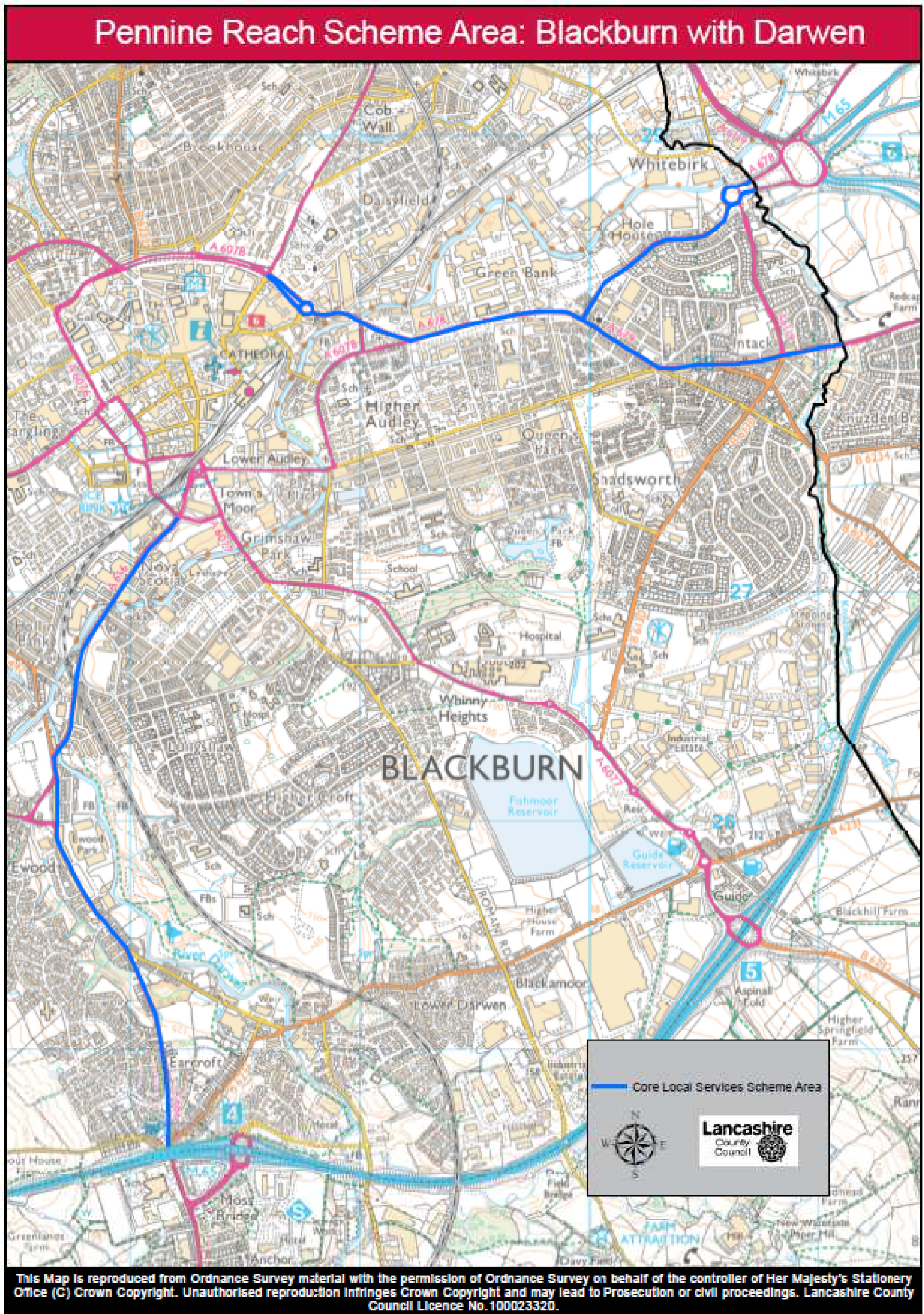
- 10.1 Any notification required to be sent to the Authorities may be addressed to:
In respect of Lancashire County Council:

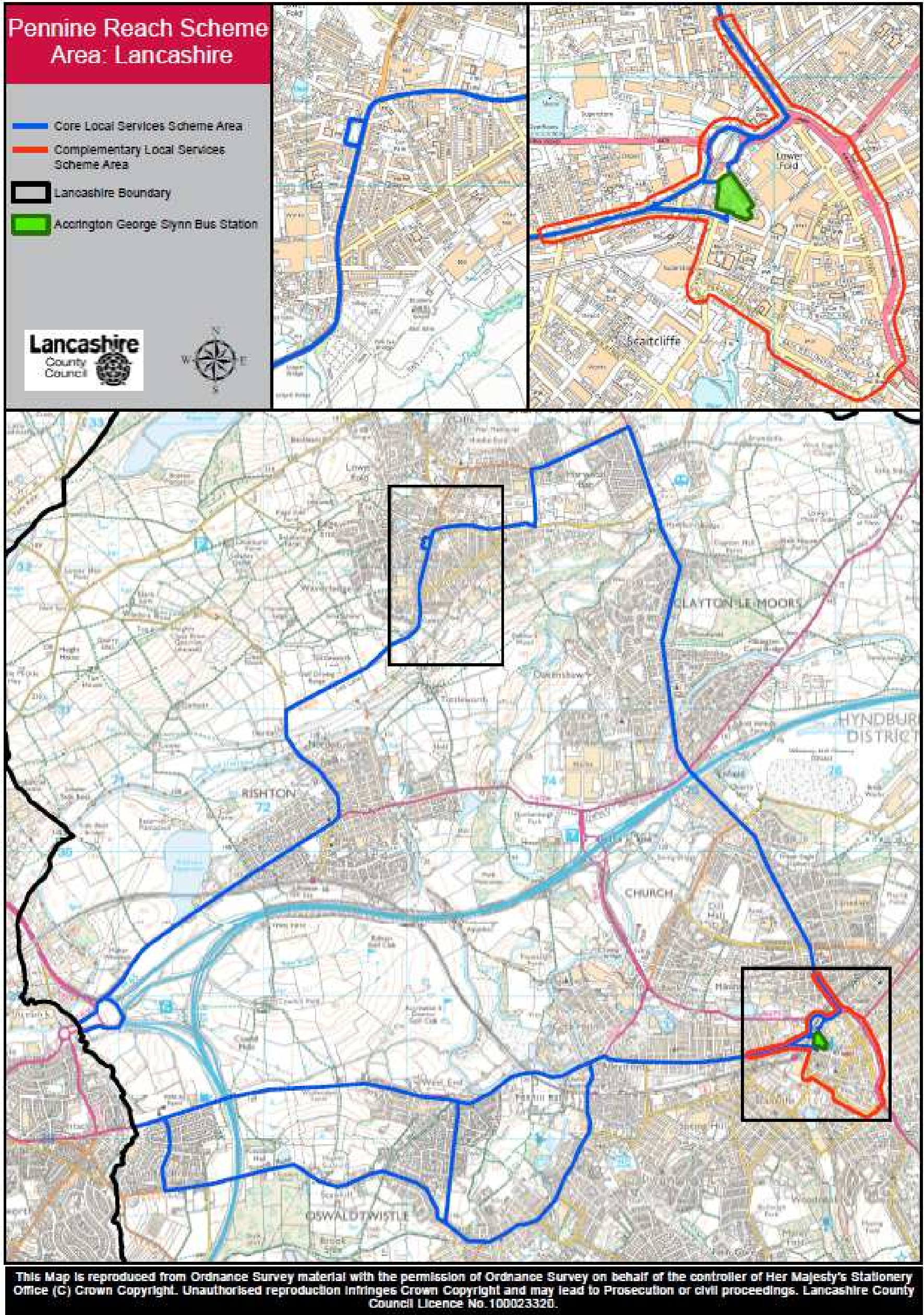
Email: penninereach@lancashire.gov.uk
Telephone: 01772 533565

In respect of Blackburn with Darwen Borough Council:
[Details to be confirmed]

SCHEDULE 1

PART 1: PLAN OF SCHEME AREA: BLACKBURN WITH DARWEN





**SCHEDULE 2
Standard of Service**

1. APPLICABILITY OF THE STANDARDS AND INTERPRETATION OF THIS SCHEDULE

1.1 In relation to each of the Standards of Services listed in this Schedule 2, the Standard of Service shall be deemed applicable to the Core Local Services and/or the Complementary Local Services as indicated in the table below:

Standard	Core Local Services	Complementary Local Services
Frequency of Timings	✓	X
Real Time Information	✓	X
Punctuality and Reliability	✓	✓
Data Sharing	✓	✓
Accessibility	✓	✓
Emissions	✓	X
Capacity	✓	X
Communication and Service Control	✓	X
Passenger Security	✓	X
Passenger Information	✓	✓
Heating and Ventilation	✓	✓
Route and Destination Displays	✓	✓
Lighting and Ancillary Equipment	✓	✓
Presentation	✓	✓
Driver Training, Conduct and Appearance	✓	✓
Customer Behaviour Code	✓	✓
Customer Care Policy	✓	✓
Customer Satisfaction	✓	X
Ticketing Equipment	✓	✓
Ticketing Schemes	✓	✓

1.2 In this Schedule 2, any references to 'Services' shall be deemed to mean 'Core Local Services' and/or 'Complementary Local Services' as designated applicable according to the table in Paragraph 1.1 above.

2. FREQUENCIES OF TIMINGS

2.1 In respect of Services operating in the Scheme Area, each Participating Operator (or a combination of Participating Operators on a basis to be agreed under the terms and conditions of the Voluntary Multilateral Partnering Agreement) must provide a minimum level of service to all recognised bus stops (except as specified below) in the Scheme Area and at the times of day shown in Table 1. On Christmas Day and Boxing Day, there shall be no requirement to provide a service.

Table 1 — Minimum frequency to be operated in the Scheme Area (buses per hour)

Mondays to Saturdays (not Bank Holidays)		Sundays until 22:00 and Bank Holidays
07:30 to 18:00	pre 07:30 and post 18:00 until 23:00	
6	2	2

- 2.2 Individual departures must be timed to give a regular interval.
- 2.3 In entering into and implementing a Voluntary Multilateral Partnership Agreement the Participating Operators have to the extent relevant in connection with their duty to comply with the Scheme agreed timetables that as consolidated establish so far as reasonably practicable local services that satisfy the service frequency and headway requirements of this Scheme.

3. **GENERAL**

Real Time Information (RTI)

- 3.1 All Core Local Services and Complementary Local Services when operating in the Scheme Area must be covered by RTI. Having submitted its undertaking to the Traffic Commissioner in accordance with the requirements of the Scheme each Participating Operator should be deemed to have warranted that its on vehicle systems are compliant with the requirements for the provision of data to support the operation of RTI as facilitated by the Authorities.
- 3.2 Participating Operators undertake to use all reasonable endeavours to ensure that RTI equipment is active and functions correctly and to report any defects to the Lead Authority or its nominated supplier within 48 hours. Further, the same operators warrant that in the event of a bus being transferred away from the area, any RTI equipment belonging to the Authorities will be returned to the Authorities in good condition, fair wear and tear excepted, as soon as possible thereafter.
- 3.3 Participating Operators' shall have ticket machines which are capable of powering a Real Time Information system and Traffic Light Priority.
- 3.4 No operator of a Local Service shall be entitled to use the traffic light priority equipment installed on its services for the purpose of obtaining the benefit of the Scheme's priority system unless it is a Participating Operator operating a Local Service which is subject to the Scheme.

Punctuality and reliability

- 3.5 Participating Operators undertake to provide punctual and reliable services in accordance with the particulars registered with the Traffic Commissioner and the undertaking they have given under s.118(4) of the Transport Act 2000.
- 3.6 Participating Operators undertake to use all reasonable endeavours both to transfer passengers from a broken-down bus onto alternative services within 30 minutes of that breakdown and also to give priority to the removal of a broken-down bus within 60 minutes of that breakdown should it be blocking or impeding traffic flow. Participating Operators must keep passengers on broken-down buses informed of the likely duration of the delay.
- 3.7 Any bus provided to replace a broken-down bus will not have to meet all the accessibility requirements in paragraphs 3.10 and 3.11 below but Participating Operators must use all reasonable endeavours to ensure that, as a minimum, it has step-free access to the priority seating area for disabled passengers. In the last resort, Participating Operators may use a

vehicle without step-free access as a substitute for a period not exceeding 3 hours and, during that time, must cover reasonable taxi costs for any wheelchair user intending to travel on the bus who is unable to access it.

Data Sharing

- 3.8 The Participating Operators and Authorities agree to provide information as specified in Part 1 of Schedule 7 in order to facilitate the compilation of the Monitoring Information. Where the information is not accessible by the Authorities immediately (through for example the RTI system) the data shall be delivered to the Authorities at such times and to cover such periods of operation as the Authorities may reasonably specify. No data relating to an individual operator will be shared in a disaggregated basis with any other operator.

Network Stability

- 3.9 Participating Operators undertake to make changes to routes and timetables of Services within the limitations of Schedule 2 paragraph 1 in accordance with the Code of Conduct on Bus Service Stability as attached in Schedule 6. Notwithstanding this, it is recognised that circumstances may arise under which it may be necessary for Participating Operators to seek approval from the Traffic Commissioner to make variations at short notice and in such cases the Authorities and Participating Operators will work together to ensure as much advance notice as possible is given to passengers if such approval be given by the Traffic Commissioner.

Accessibility

- 3.10 From the Commencement Date, all Core Local Services shall use fully accessible Low Floor Buses with wheelchair ramps (fixed or portable to be used when necessary/requested), meeting the functional requirements of PSVAR. All Complementary Local Services must use Low Floor Buses (unless otherwise specified by tendered service requirements or similar).
- 3.11 Notwithstanding the above, all Services must comply with full Equality Legislation and PSVAR accessibility as a minimum, unless mandated or exempted earlier by legislation.

Emissions

- 3.12 Monitoring of air quality in the Scheme Area shows that buses are a significant contributor to overall nitrogen dioxide emissions. The European Union have imposed a duty on Member States under the EU Ambient Air Quality Directive to comply with limit values for various pollutants including nitrogen dioxide (NO₂). The deadline for compliance was 2010 although the Directive allows Member States to apply for a derogation in respect of the achievement of the NO₂ limit value until 2015 subject to the submission of a satisfactory air quality plan setting out how the limit value will be met. The introduction of cleaner engine vehicles will provide a positive contribution towards efforts to improve air quality in the Scheme Area and also along the corridors along which the services operate and will provide an evidence base for the UK Government to demonstrate longer term, sustained compliance.
- 3.13 The following vehicle standards will therefore apply:

Date	Single deck	Double deck
With immediate effect	Euro 4	Euro 3
Sunday 28 th May 2017	Euro 4	Euro 4
Accessibility standards	Vehicles low floor and DiPTAC compliant from the Commencement Date	Vehicles low floor and DiPTAC compliant from the Commencement Date

- 3.14 Drivers must switch off engines if stationary for more than two minutes at bus stops in the Scheme Area.

Capacity

- 3.15 Notwithstanding the minimum service level requirements, Participating Operators will ensure that sufficient capacity is provided on their buses such that no passengers should be left standing at a bus stop on a frequent basis because a bus is full, save in cases of exceptional demand caused by service disruption or other events beyond the operators' control. Participating Operators will provide duplicate vehicles as necessary to meet predictable seasonal demand.

Communication and Service Control

- 3.16 All drivers of buses using the Facilities will be equipped with a means of communication with the operator's control centre at all times whilst in service in the Scheme Area.

Passenger Security

- 3.17 All buses using the Facilities will have on-board Closed Circuit Television (CCTV) monitoring systems fitted, to give clear views of passenger saloons, entrances and exits and the driver's front and rear view of the highway. Any such system fitted to buses using the Facilities must meet the standards in the CCTV Operational Requirements Manual 2009 (published by the Home Office) and must be capable of interfacing with Police and the Authorities' CCTV systems. Participating Operators will use all reasonable endeavours to ensure that any such CCTV equipment is in continuous operation.

Passenger Information

- 3.18 Buses using the Facilities will display internally up-to-date, accurate route, timetable and promotional information appropriate to the route(s) being operated. The scope and content of such information will be agreed with the Relevant Authority. Any out-of-date information must be removed as soon as it ceases to be current. Notices including contact numbers for lost property, customer comment and Passenger Focus must also be displayed.
- 3.19 Participating Operators undertake to display notices on each saloon of all vehicles using the Facilities announcing forthcoming service and fare changes relevant to the Scheme Area, and any other applicable public notices relating to upcoming changes, at least 7 days in advance of the date on which changes will take effect.
- 3.20 Participating Operators undertake to inform the Relevant Authority in advance wherever

possible of any known disruptions, substantial delays or cancellations to bus services in the Scheme Area.

Heating and Ventilation

- 3.21 Buses using the Facilities will have functioning in normal working order a climate control system or another type of heating and ventilation system operating to maintain passenger comfort.

Route and Destination Displays

- 3.22 In line with the requirements of The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002 (SI 2002, 1724), all Services must display an accurate route number and/or route name and ultimate destination indicators at all times.
- 3.23 All displays must comply with the legal standards set out in Schedule 2, Section 8 of the PSV Accessibility Regulations 2000, unless using temporary destination equipment, as set out in paragraph 3.24 below. By 31st March 2016, all vehicles are to be fitted with electronic number and destination displays.
- 3.24 All temporary destination and number displays must comply with Sections 8(3)(a) and (b) of Schedule 2 of the PSV Accessibility Regulations 2000 and only be used as substitute for normal destination equipment in the event of an emergency.

Lighting and Ancillary Equipment

- 3.25 All vehicles using the Facilities must be well lit internally during hours of darkness and poor daylight. All internal equipment such as bell pushes must be fully functioning.

Presentation

- 3.26 All vehicles using the Facilities must be kept in a clean and tidy condition externally without damage to panels, windscreen, windows or doors. The exteriors should be complete in finished livery and free of damage, grime and graffiti. Further requirements for dealing with damage to windows are shown at paragraph 3.27 in this Schedule. Timescales for rectification are shown at paragraph 3.33 in this Schedule.
- 3.27 Any windows with etching on more than 50% of the window should be replaced. Badly scratched or blown double glazed windows which impair visibility should be replaced at the earliest practical opportunity. All windows, windscreens and other glass or polycarbonate panels must be in a clean condition at the start of service each day. Timescales for rectification are shown at paragraph 3.33 in this Schedule.
- 3.28 All vehicles using the Facilities must be kept in a clean and tidy condition internally, particularly panels, windows, floors, ventilation panels and grilles. The interior should be as free as reasonably practical of litter, debris, damage, contamination, grime, graffiti or unauthorised stickers. All buses must enter service at the start of each day in a clean condition. Timescales for rectification are shown at paragraph 3.33 in this Schedule.
- 3.29 Participating Operators shall use all reasonable endeavours to ensure that any free

newspapers made available to passengers on the buses are cleared from seats and floors at regular intervals during the day.

- 3.30 Any racist, obscene or abusive graffiti must be removed as soon as reasonably practical and in any case before the bus next enters service on a subsequent day.
- 3.31 All seat cushions, backs, bases and materials must be maintained in a clean and tidy condition such that passenger clothing does not become soiled.
- 3.32 Participating Operators undertake to inform the Lead Authority of any problems that may affect their ability to maintain vehicles in a clean and tidy condition.
- 3.33 The timescales for rectification of reported vehicle defects are:
 - 3.33.1 Immediately as practical or, if parts need to be ordered, as soon as they become available:
 - (a) CCTV, radio or telephone communication equipment, all internal equipment including lighting, bus stopping signs, destination displays, bells and electronic ticket machines.
 - 3.33.2 Within 24 hours or 5 working days if parts need to be ordered:
 - (a) Climate control or heating and ventilation systems, leaks from roofs or windows entering the saloon, recurrent minor defects from chassis, engine, gearbox including suspension knocks, snatching brakes or retarders and screeching belts.
 - 3.33.3 Within 5 working days:
 - (a) Minor body defects including all repairs to glazing specified in paragraph 3.27 of this Schedule.

Driver Training, Conduct and Appearance

- 3.34 Participating Operators undertake to fully brief drivers on the terms and objectives of the Scheme before they operate Services using the Facilities and hold a training log that is available for inspection by the Lead Authority.
- 3.35 Participating Operators undertake to ensure that drivers drive in a safe and professional manner, are polite and are trained in disability awareness. All drivers driving on Core Local Services in the Scheme Area will have attained the Driver Certificate of Professional Competence by 12 months from the Commencement Date and trained to Level 2 NVQ in customer care (and this training must include the NVQ module entitled 'Recognise Diversity when Delivering Customer Service'). Operators will ensure that drivers receive training updates at least every 3 years and will hold a training log that will be available for inspection by the Lead Authority. Each Participating Operator shall make available for inspection evidence as reasonably required that it is applying the requirements of this clause 3.35.
- 3.36 Drivers of buses using the Facilities must dock buses correctly at stopping places, parallel and adjacent to raised kerbs wherever practical.

- 3.37 Drivers of buses using the Facilities must provide assistance when requested for boarding or alighting by those passengers who are elderly or have disabilities and, if requested to do so, must remain stationary until boarding passengers are seated. Drivers must be aware of elderly or disabled passengers who can remain seated following a bus stop request until the bus has come to a stop. Drivers must assist passengers in wheelchairs by lifting the ramp and if requested offer assistance in accordance with PSV (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002. Drivers must have regard to their safety and security, and the safety and security of passengers, in following these behaviours.
- 3.38 Drivers must not smoke at any time while on board a bus or at any time while on duty in uniform except during designated breaks. Drivers must leave the vehicle if they wish to smoke. Drivers must not use mobile phone handsets or consume food or drink while the vehicle is in motion.
- 3.39 Operators of buses using the Facilities will provide their drivers with a uniform and will take all reasonable steps to ensure that this is worn on duty.

Customer Behaviour Code

- 3.40 Participating Operators shall use all reasonable endeavours to stop any passengers from smoking on board vehicles and to prevent any passengers who are smoking from boarding.
- 3.41 Participating Operators will operate a policy that addresses behaviour that could cause an annoyance to other passengers. This includes the prohibition of passengers from consuming alcohol or hot food on board buses, and a request for passengers using personal electronic equipment and mobile telephones to exercise consideration for others.

Customer Care Policy

- 3.42 Participating Operators will operate a Customer Charter Scheme covering Services in the Scheme Area to offer compensation equivalent to the cost of the journey on demand to passengers who experience delays above the thresholds set out in paragraph 3.43 provided that those delays can be reasonably attributed to action or inaction on the part of that operator. The Customer Charter Scheme will be established on the Commencement Date and it may be administered jointly by the authorities making the quality partnership schemes and Participating Operators or it may comprise individual operators' own schemes.
- 3.43 To qualify for compensation, passengers must have been either:
- 3.43.1 On a bus on a high frequency service (i.e. where the service interval is ten minutes or less) that has experienced a delay of more than double the scheduled service headway; or
 - 3.43.2 On a bus on any other service that has departed a registered timing point more than 1 minute early or more than 20 minutes late.

Customer Satisfaction

- 3.44 Participating Operators will:

- 3.44.1 Undertake attitudinal surveys twice a year to establish passengers' aspirations and reactions to the Scheme; and
- 3.44.2 Monitor customer satisfaction levels amongst all passenger groups at least twice per year and seek to improve them.

The survey results will be made available to the Lead Authority at no charge.

Ticketing equipment

- 3.45 The Participating Operators will work with the Authorities on the installation and ongoing maintenance of the Electronic ITSO compliant smart card ticketing machines on all Services operating in the Scheme Area.

General

- 3.46 Participating Operators must comply with the Standard of Services in this Schedule from the Commencement Date.

SCHEDULE 3

The Facilities

1. Each of the Facilities listed in this Schedule 3 shall be deemed applicable to the Core Local Services and the Complementary Local Services.
2. The Authorities confirm that all the Facilities will be ready for use at the Commencement Date [and that the Facilities will continue to be available for the duration of the Scheme unless the Scheme be varied or revoked under s.120(1) of the 2000 Act.
3. The Authorities confirm that RTI and the infrastructure ancillary to it will be operational on the Commencement Date.
4. The following standards and specifications will apply to upgraded infrastructure wherever reasonably possible and subject *inter alia* to cost and limitations of the site:

Shelters

5.
 - (a) All shelters will include seating provision
 - (b) All shelters with physical RTI displays will be illuminated
 - (c) All Pennine Reach bus stops will be fitted with virtual Real Time access systems to enable passengers to access Real Time information via NFC tag, QR code, text and web addresses
 - (d) The glazing manifestations will be 8mm polycarbonate or 10mm glass for urban shelters and 6mm polycarbonate for rural shelters
6. Detailed information regarding bus shelters, stops and associated footway specifications and standards are available within Appendix 1 to this Schedule 3. Locations for bus stops are also attached within Appendix 1 to this Schedule 3.

Carriageway

7. All signalised junctions on the Pennine Reach route will be upgraded to SCOOT/MOVA standard, and where possible will be linked to the appropriate Authority's Urban Traffic Management and Control (UTMC) systems. The realtime system employed on vehicles will feed scheduled and actual running time information to the UTMC system and can place a call to traffic lights to change to green if vehicles are running late.
8. Bus priority is provided in the following locations specified in Appendix 2 to this Schedule.

Interchange Points

9. From the Commencement Date: Ewood Bus Hub, Great Harwood and Accrington George Slynn Bus Station.

Bus Stops

10. The bus stop improvements that form part of the Facilities are listed in full in Appendix 1 to this Schedule 3.

Traffic Signal Junction Priorities

11. The traffic signal junction priorities that form part of the Facilities are listed in Appendix 3

to this Schedule 3.

Timing of Delivery

12. The Authorities, [following completion of the Facilities or any modifications thereto,] shall notify Participating Operators as soon as possible thereafter of any event or circumstance of which they are aware which will or might adversely affect the timing of the delivery of the expected benefits.

Maintenance

13. The Authorities shall use all reasonable endeavours to ensure the repair, upkeep, maintenance and management of the Facilities to the standard specifications of maintenance and management set out in paragraph 12 below.
14. To the extent that the enforcement of any Traffic Regulation Order is the responsibility of the Authorities, the Authorities shall use all reasonable endeavours to promote and enforce, both directly and indirectly, the Traffic Regulation Orders made as part of the Scheme as specified above.
15. The Authorities shall use all reasonable endeavours to ensure that all Facilities are kept in a good state of repair and any maintenance will be undertaken in line with the relevant Authorities' standards at the time. The Authorities will also ensure that:
 - (e) the Authorities will notify Participating Operators of all programmed maintenance works prior to undertaking them; and
 - (f) in instances where Participating Operators cannot be provided with access to any part of the Facilities for the duration of any maintenance work or such works take longer than expected to complete, the Authorities shall develop jointly with the Participating Operators work programmes to minimise bus service disruption and shall provide the Participating Operators with estimates of the time delays caused by such works to their services.

Standards

16. The Authorities shall use all reasonable endeavours to ensure that all bus shelters provided as part of the Facilities are cleaned at least every 3 months unless marked with racist, obscene or abusive graffiti in which case the Authorities shall use all reasonable endeavours to ensure that cleaning is carried out within 24 hours of such graffiti being reported.
17. The Authorities shall use all reasonable endeavours to ensure that damage to shelters is repaired within 7 days of notification, subject to parts being available from the manufacturer, including glazing damage. Any dangerous defect shall be made safe within 24 hours if reported during normal working hours.

Appendix 1: Bus Stops

Part 1: Lancashire County Council

Stop Standards:

Gold: Shelter provided, some shelters are Real Time enabled and some stops provide a lay by for buses to pull into.

Silver: Shelter provided.

Bronze: Pole only.

All stops feature raised kerbing compliant to DDA guidance, paved boarding areas and on road bus markings.

List of Stops:

Pennine Reach Scheme Area Bus Stops

Note: Where rows are empty, these stops have either been physically removed as stops or have been removed from the scheme.

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
1	2500IMG2093	Moss Farm	Whitebirk Roundabout	Towards Rishton (Eastbound)	Bronze	Pole	-	-	371027 429140
2	2500IMG2092	Moss Farm	Whitebirk Roundabout	Towards Blackburn (Westbound)	Bronze	Pole	-	-	370996 429085
3	2500IMG2090	Sidebeet Lane	Rishton – Sidebeet Lane	Towards Rishton (Eastbound)	Bronze	Pole	-	-	371209 429365
4	2500IMG2091	Sidebeet Lane	Rishton – Sidebeet Lane	Towards Blackburn (Westbound)	Bronze	Pole	-	-	37219 429357
5	2500IKG2089	Rishton Reservoir	Rishton - Reservoir	Towards Rishton (Eastbound)	Bronze	Pole	-	-	371515 429591
6	2500DCL458	Rishton Reservoir	Rishton - Reservoir	Towards Blackburn (Westbound)	Bronze	Pole	-	-	371488 429558
7	250012984	War Memorial	Rishton – Opposite War Memorial	Towards Great Harwood (Eastbound)	Silver	Reverse Cantilever	-	-	372065 429944
8	2500IMG2088	War Memorial	Rishton – War Memorial	Towards Blackburn (Westbound)	Silver	Cantilever	-	-	372032 429908
9	250012995	Cricket Club	Rishton – Cricket Ground	Towards Great Harwood (Eastbound)	Bronze	Pole	-	-	372276 430079

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
10	250012985	Cricket Club	Rishton – Cricket Ground	Towards Blackburn (Westbound)	Bronze	Pole	-	-	372210 430023
11	250015045	Station Road	Rishton – Station Road	Towards Great Harwood (Eastbound)	Gold	Z Shaped	Yes	-	372424 430173
12	2500156	Station Road	Rishton – Station Road	Towards Blackburn (Westbound)	Gold	Reverse Cantilever	Yes	-	372514 430219
13	<i>School Buses Only – Not in scheme</i>								
14	2500155	Stourton Street	Rishton – Harwood Road/Stourton Road	Towards Great Harwood(Northbound)	Silver	Cantilever	-	-	372424 430173
15	250012992	Stourton Street	Rishton – Harwood Road/Stourton Road	Towards Blackburn (Southbound)	Silver	Reverse Cantilever	-	-	372401 430561
16	250015516	Wilpshire Road	Rishton – Harwood Road/Wilpshire Road	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	372152 430939
17	2500IMG2083	Lee House	Rishton – Lee Lane Golf Range	Towards Great Harwood (Eastbound)	Bronze	Pole	-	-	372505 431177
18	250015408	Lee House	Rishton – Lee Lane Golf Range	Towards Rishton (Westbound)	Bronze	Pole	-	-	372549 431186
19	250011799	Cemetery	Great Harwood - Cemetery	Towards Great Harwood (Eastbound)	Silver	Z Shaped	-	-	373038 431532
20	2500DCL459	Cemetery	Great Harwood - Cemetery	Towards Rishton (Westbound)	Gold	Double Fronted	-	Yes	373059 431537
Sites 21 – 30 were removed from the scheme									
31	250011798	Towngate (Blackburn Road)	Great Harwood - Towngate	Towards Clayton-Le-Moors (Northbound)	Gold	Double Fronted	Yes	-	373038 431532
32	25001280	Holgate Street	Great Harwood - Towngate/Commercial Street	Either direction	Gold	Double Fronted	-	-	373149 432195
Heritage	2500LAA00471	Towngate	Great Harwood – Town Square	Towards Rishton (Southbound)	Gold	Heritage	Yes	-	373193 432208
33	2500IMG2309	Barnmeadow Lane	Great Harwood - Queen Street	Towards Clayton-Le-Moors (Eastbound)	Gold	Z Shaped	-	-	373317 432286

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
34	25001273	Mercer Hall	Great Harwood - Mercer Hall	Towards Rishton (Westbound)	Silver	Double Fronted	-	Yes	373508 432274
35	2500IMG2310	Mercer Hall	Great Harwood - Mercer Hall	Towards Clayton-Le-Moors (Eastbound)	Silver	Reverse Cantilever	-	-	373490 432290
36	25001278	Tesco	Great Harwood - Lomax Square	Towards Rishton (Westbound)	Silver	Double Fronted	Yes	Yes	373762 432280
37	250011803	Tesco	Great Harwood - Lomax Square	Towards Clayton-Le-Moors (Eastbound)	Silver	Cantilever	Yes	-	373792 432299
38	25002306	Windsor Road	Great Harwood - Park Road	Towards Great Harwood (Southbound)	Silver	Cantilever	-	-	373894 432545
39	2500IMG2305	Windsor Road	Great Harwood - Park Road	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	373887 432533
40	2500IMG2937	Coronation Street	Great Harwood - Park Hotel	Towards Great Harwood (Westbound)	Silver	Reverse Cantilever	Yes	-	373935 432679
41	2500LAA15833	Coronation Street	Great Harwood - Opposite Park Hotel	Towards Clayton-Le-Moors (Eastbound)	Silver	Reverse Cantilever	-	-	373961 432701
42	25001277	Lyndon House	Great Harwood - Lyndon Avenue	Towards Great Harwood (Westbound)	Silver	Double Fronted	-	Yes	374288 432842
43	250011801	Lyndon House	Great Harwood - Lyndon Avenue	Towards Clayton-Le-Moors (Eastbound)	Silver	Z Shaped	-	-	374230 432826
44	2500IMG2938	Harwood Bar	Harwood Rd New	Towards Great Harwood (Westbound)	Bronze	Pole	-	-	374492 432939
45	2500IMG2051	Harwood Bar	Harwood Bar	Towards Clayton-Le-Moors (Eastbound)	Bronze	Pole	-	-	374507 432958
46	250011805	Lyndon Avenue	Great Harwood - Whalley Road/Lyndon Ave	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	374614 432806
47	2500IMG2052	Lyndon Avenue	Great Harwood - Whalley Road/Lyndon Ave	Towards Clayton-Le-Moors (Southbound)	Bronze	Pole	-	-	374618 432833
48	2500LAA15831	Pendle Road	Great Harwood - Whalley Road/Pendle Road	Towards Great Harwood (Northbound)	Silver	Double Fronted	-	-	374677 432611

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
49	2500LAA15832	Pendle Road	Great Harwood - Whalley Road/Pendle Road	Towards Clayton-Le-Moors (Southbound)	Silver	Reverse Cantilever	-	-	374676 432651
50	2500IMG2054	Hyndburn Bridge Hotel	Clayton-Le-Moors - Hyndburn Bridge	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	374769 432312
51	2500IMG2053	Hyndburn Bridge Hotel	Clayton-Le-Moors - Hyndburn Bridge	Towards Clayton-Le-Moors (Southbound)	Silver	Cantilever	-	-	374777 432350
52	2500IMG2056	Wilson Playing Fields	Clayton-Le-Moors - Opposite Lodge Gates (Lynwood Avenue)	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	374875 431838
53	2500IMG2055	Wilson Playing Fields	Clayton-Le-Moors - Lodge Gates (Lynwood Avenue)	Towards Accrington (Southbound)	Silver	Z Shaped	-	-	374901 431882
54	2500IMG2057	Sparth Road	Clayton-Le-Moors - Sparth Rd	Towards Great Harwood (Northbound)	Gold	Cantilever	Yes	-	374786 431497
55	2500DCL462	Sparth Road	Clayton-Le-Moors - Sparth Road	Towards Accrington (Southbound)	Gold	Double Fronted	Yes	Yes	374809 431542
56	250015044	Devonshire Drive	Clayton-Le-Moors - opposite The Lamb	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	374823 431200
57	2500757	Devonshire Drive	Clayton-Le-Moors - The Lamb	Towards Accrington (Southbound)	Bronze	Pole	-	-	374837 431195
58	250011182	Albion Inn	Clayton-Le-Moors - The Albion	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	374871 430875
59	250011180	Albion Inn	Clayton-Le-Moors - opposite The Albion	Towards Accrington (Southbound)	Silver	Reverse Cantilever	-	-	374888 430829
60	2500IMG2073	Hare and Hounds Stop 1	Clayton-Le-Moors - Hare and Hounds	Towards Great Harwood (Northbound)	Gold	Cantilever	Yes	-	374911 430688
61	2500759	Hare and Hounds Stop 2	Clayton-Le-Moors - Hare and Hounds	Towards Accrington (Southbound)	Gold	Z Shaped	Yes	-	374960 430628
62	2500IMG2075	Sydney Street	Clayton-Le-Moors - Sydney St	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	375113 430433
63	2500IMG2076	Sydney Street	Clayton-Le-Moors - Sydney St	Towards Accrington (Southbound)	Bronze	Pole	-	-	375127 430438

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
64	2500IMG2078	Whinney Hill Road	Altham - Whinney Hill Road	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	375381 430159
65	2500IMG2077	Whinney Hill Road	Altham - Whinney Hill Road	Towards Accrington (Southbound)	Bronze	Pole	-	-	375280 430279
66	250010027	The Crown	Accrington - the Crown	Towards Accrington (Southbound)	Silver	Reverse Cantilever	-	-	375532 429921
67	2500765	The Crown	Accrington opposite the Crown	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	375513 429934
68	2500IMG2080	Ribblesdale Avenue	Accrington - Oaklea	Towards Accrington (Southbound)	Silver	Z Shaped	-	-	375684 429618
69	2500IMG2079	Ribblesdale Avenue	Accrington - Oaklea	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	375673 429611
70	250010040	Victoria Hospital	Accrington - Victoria Hospital	Towards Accrington (Southbound)	Gold	Reverse Cantilever	-	-	375848 429247
71	2500IMG2081	Victoria Hospital	Accrington - Opposite Victoria Hospital	Towards Clayton-Le-Moors (Northbound)	Gold	Reverse Cantilever	Yes	-	375830 429287
72	2500IMG2058	Castle Hotel	Accrington - Castle Hotel	Towards Accrington (Southbound)	Bronze	Pole	-	-	376017 428935
73	2500IMG2082	Castle Hotel	Accrington - Castle Hotel	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	375969 428980
74	-								
75	-								
76	-								
77	-								
78	-								
79	2500IMG2299	Ellison Street	Accrington Ellison St	Towards Accrington (Eastbound)	Gold	Z Shaped	-	-	375613 428645
80	2500IMG2300	Ellison Street	Accrington Ellison St	Towards Church (Westbound)	Gold	Double Fronted	-	-	375634 428637
81	-								

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
82	-								
83	2500IMG2296	Lister Street	Accrington - Opposite Lister Street	Towards Church (Westbound)	Silver	Reverse Cantilever	-	-	375194 428548
84	2500IMG2297	Lister Street	Accrington - Lister St	Towards Accrington (Eastbound)	Silver	Double Fronted	-	Yes	375278 428570
85	2500IMG2099	Princess Street	Accrington Percival St	Towards Accrington (Eastbound)	Bronze	Pole	-	-	374942 428532
86	2500IMG2100	Princess Street	Accrington - Princess Street	Towards Church (Westbound)	Silver	Cantilever	-	-	374910 428541
87	2500IMG2098	Acorn	Accrington - Leyland Street (Health Centre)	Towards Church (Westbound)	Gold	Cantilever	Yes	-	374751 428528
88	2500DCL457	Acorn	Accrington - China Street	Towards Accrington (Eastbound)	Gold	Cantilever	Yes	-	374650 428544
89	2500IMG2097	Kirk House	Church Gateway - Kirk House (Henry Street)	Towards Accrington (Eastbound)	Silver	Double Fronted	-	Yes	374440 428566
90	2500IMG2096	Church Street	Church Gateway – Church Street	Towards Peel Bank (Northbound)	Bronze	Pole	-	-	374424 428627
91	2500IMG2114	Alleytroys	Church Gateway - Market Street	Towards Oswaldtwistle (Southbound)	Silver	Double Fronted	-	Yes	374310 428457
92	2500754	Alleytroys	Church Gateway - Market Street	Towards Church (Northbound)	Silver	Double Fronted	-	-	374295 428476
93	-								
94	-								
95	2500IMG2112	Oswaldtwistle Mills	Oswaldtwistle Mills	Towards Oswaldtwistle (Southbound)	Gold	Double Fronted	-	Yes	374295 428131
96	2500IMG2111	Oswaldtwistle Mills	Oswaldtwistle Mills - Opposite	Towards Church (Northbound)	Gold	Reverse Cantilever	-	-	374278 428097
97	2500138	Civic Theatre	Oswaldtwistle – Opposite Town Hall	Towards Oswaldtwistle (Southbound)	Gold	Double Fronted	Yes	Yes	374143 427765

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
98	250012690	Civic Theatre	Oswaldtwistle Town Hall	Towards Church (Northbound)	Gold	Cantilever	Yes	-	374104 427745
99	-								
100	-								
101	2500130	Library	Oswaldtwistle - Library	Towards Stanhill (Southbound)	Silver	Reverse Cantilever	-	Yes	373885 427409
102	2500DCL456	Library	Oswaldtwistle - Opposite Library	Towards Church (Northbound)	Silver	Cantilever	-	Yes	373860 427418
103	2500IMG2107	Commercial Street	Oswaldtwistle - Commercial Street	Towards Stanhill (Southbound)	Silver	Reverse Cantilever	-	-	373721 427346
104	-								
105	2500IMG1712	Black Dog Inn	Oswaldtwistle – Black Dog Inn	Towards Church (Northbound)	Gold	Reverse Cantilever	Yes	-	373481 427279
106	2500125	Black Dog Inn	Oswaldtwistle – Black Dog Inn	Towards Stanhill (Southbound)	Gold	Cantilever	Yes	-	373552 427291
107	2500IMG1713	Thwaites Road	Oswaldtwistle - Stanhill Lane, Opposite Thwaites road	Towards Stanhill (Westbound)	Bronze	Pole	-	-	373346 427350
108	2500IMG1714	Thwaites Road	Oswaldtwistle - Stanhill Lane, Thwaites Road	Towards Church (Eastbound)	Bronze	Pole	-	-	373314 427388
109	2500IMG2941	Central Avenue	Oswaldtwistle - Thwaites Road, Central Avenue	Towards West End (Northbound)	Silver	Double Fronted	-	-	373307 427685
110	2500DCL454	Central Avenue	Oswaldtwistle - Thwaites Road, Opposite Central Avenue	Towards Oswaldtwistle (Southbound)	Silver	Reverse Cantilever	-	-	373322 427709
111	250012688	Tennyson Avenue	Oswaldtwistle Thwaites Road, Opposite Tennyson Avenue	Towards West End (Northbound)	Silver	Reverse Cantilever	-	-	373344 428018

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
112	2500IMG2940	Tennyson Avenue	Oswaldtwistle - Thwaites Road, Tennyson Ave	Towards Oswaldtwistle (Southbound)	Silver	Z Shaped	-	-	373353 427993
113	2500IMG2939	Browning Avenue	Oswaldtwistle - Thwaites Road, Opposite Browning Avenue	Towards West End (Northbound)	Bronze	Pole	-	-	373358 428150
114	2500IMG2123	Browning Avenue	Oswaldtwistle - Thwaites Road, Browning Avenue	Towards Oswaldtwistle (Southbound)	Bronze	Pole	-	-	373369 428149
115	2500IMG2117	West End Post Office	Oswaldtwistle - Opposite West End Post Office	Towards Knuzden (Westbound)	Silver	Cantilever	-	-	373272 428274
116	2500140	West End Post Office	Oswaldtwistle - West End Post Office	Towards Oswaldtwistle (Eastbound)	Silver	Z Shaped	-	-	373292 428283
117	2500IMG2118	Spread Eagle Street	Oswaldtwistle - Spread Eagle Street	Towards Knuzden (Westbound)	Gold	Double Fronted	Yes	-	372997 428316
118	2500139	Spread Eagle Street	Oswaldtwistle - Opposite Spread Eagle Street	Towards Oswaldtwistle (Eastbound)	Gold	Cantilever	Yes	-	373103 428304
119	2500IMG2120	Percy Street	Oswaldtwistle - Percy Street	Towards Knuzden (Westbound)	Silver	Double Fronted	-	Yes	372860 428351
120	2500IMG2119	Percy Street	Oswaldtwistle - Opposite Percy Street	Towards Oswaldtwistle (Eastbound)	Bronze	Pole	-	-	372905 428352
121	2500IMG2121	Devon Avenue	Oswaldtwistle - Opposite Devon Avenue	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372703 428376
122	2500IMG2122	Devon Avenue	Oswaldtwistle - Devon Avenue	Towards Oswaldtwistle (Eastbound)	Bronze	Pole	-	-	372648 428390
123	2500IMG1532	Old Mother Redcap	Windsor Road - Old Mother Red Cap	Towards West End (Eastbound)	Silver	Reverse Cantilever	-	-	371532 428220

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
124	2500IMG1530	Old Mother Redcap	Windsor Road - Opposite Old Mother Red Cap	Towards Knuzden (Westbound)	Silver	Double Fronted	-	Yes	371517 428205
125	2500IMG1533	Windsor Road	Knuzden - Blackburn Road/Windsor Road	Towards West End (Eastbound)	Silver	Reverse Cantilever	-	-	371372 428169
126	2500110	Windsor Road	Knuzden - Blackburn Road/Windsor Road	Towards Blackburn (Westbound)	Silver	Double Fronted	-	Yes	371231 428109
127	2500IMG1725	Cambridge Drive	Knuzden - Windsor Road Shops	Towards Stanhill (Southbound)	Silver	Cantilever	-	-	371349 427899
128	2500IMG1724	Cambridge Drive	Knuzden - Opposite Windsor Road Shops	Towards West End (Northbound)	Silver	Reverse Cantilever	-	-	371332 427863
129	2500IMG1721	Moss Lane	Knuzden Brook - Stanhill, Opposite Moss lane	Towards Stanhill (Eastbound)	Silver	Double Fronted	-	-	371636 427684
130	2500109	Moss Lane	Knuzden Brook - Stanhill, Moss lane	Towards Knuzden (Westbound)	Silver	Double Fronted	-	-	371500 427652
131	2500LAA07226	Knuzden Hall	Knuzden Hall	Towards Stanhill (Eastbound)	Bronze	Pole	-	-	372072 427799
132	2500LAA15811	Knuzden Hall	Opposite Knuzden Hall	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372070 427788
133	2500IMG1720	Higher Stanhill Farm	Oswaltdwistle - Quarry Bank	Towards Stanhill (Eastbound)	Bronze	Pole	-	-	372293 427790
134	2500IMG1719	Higher Stanhill Farm	Oswaltdwistle - Quarry Bank	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372415 427694
135	2500136	Stanhill Inn	Oswaltdwistle - Stanhill Inn	Towards Oswaltdwistle (Eastbound)	Bronze	Pole	-	-	372680 427723
136	2500IMG1718	Stanhill Inn	Oswaltdwistle - Opposite Stanhill Inn	Towards Knuzden (Westbound)	Silver	Reverse Cantilever	-	-	372630 427688
137	2500DCL453	Aspen Lane	Oswaltdwistle - Aspen Lane	Towards Oswaltdwistle (Eastbound)	Bronze	Pole	-	-	372894 427766
138	2500IMG1717	Aspen Lane	Oswaltdwistle - Opposite Aspen Lane	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372833 427768

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
139	2500IMG1716	Harlech Drive	Oswaldtwistle - Harlech Drive	Towards Oswaldtwistle (Eastbound)	Bronze	Pole	-	-	373175 427603
140	2500IMG1715	Harlech Drive	Oswaldtwistle - Stanhill Lane	Towards Knuzden (Westbound)	Bronze	Pole	-	-	373213 427478
141	2500DCL455	Buttermere Drive	Oswaldtwistle – Buttermere Drive	Towards Knuzden (Westbound)	Silver	Reverse Cantilever	-	-	373533 728275
142	2500IMG2116	Buttermere Drive	Oswaldtwistle - Buttermere Drive	Towards Accrington (Eastbound)	Silver	Reverse Cantilever	-	-	373659 428382
143	2500748	Bridge Street	Church – Bridge Street	Towards Knuzden (Westbound)	Silver	Reverse Cantilever	-	-	374238 428514
144	2500IMG2115	Bridge Street	Church – Bridge Street	Towards Accrington (Eastbound)	Silver	Reverse Cantilever	-	-	374118 428467
145	250011804	Lord Street	Great Harwood – Lord Street	Towards Rishton (Southbound)	Bronze	Pole	-	-	373115 431917
146	250011816	Waverledge Road	Great Harwood – Waverledge Road	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	373089 431831

Accrington Town Centre Area Bus Stops

[To be confirmed.]

Direction of travel is described as either Inbound or Outbound. Inbound is defined as a stop for services travelling towards the bus station, Outbound is defined as a stop for services which have left the bus station.

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
TC1									
TC2									
TC3									

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
TC4									
TC5									
TC6									

Part 2: Blackburn with Darwen Borough Council

[Blackburn with Darwen information to be confirmed]

Appendix 2: Bus Lanes

Part 1: Lancashire County Council²

[There are two Bus Lanes covered within this scheme. These two bus lanes will, subject to approval following a public consultation period, be introduced in the Clayton-Le-Moors area of the scheme. This information will be updated once the bus lanes have been determined. The bus lanes each only cover one direction of travel. Detailed information of the two bus lanes is detailed below:]

Bus Lane 1 – Whalley Road, near to the Sparth Road Junction, Clayton-Le-Moors

Direction of Travel – North to South

Times of Operation – 24 hours

From a point 38 metres south of the junction of Whalley road with the centreline of Clayton Hall Drive to a point 83 metres north of the junction of Whalley Road with the centreline of Warwick Avenue/Sparth Road resulting in an approximate length of 341 metres.

The bus lane runs for the length stated above and in the direction stated above and must not be used for buses travelling in the opposite direction. A copy of the Traffic Regulation Order produced to confirm this bus lane is available upon request from Lancashire County Council. The title of the proposed TRO is as follows:

LANCASHIRE COUNTY COUNCIL

(MILTON STREET, LANCASTER DRIVE AND WHALLEY ROAD, CLAYTON-LE-MOORS, HYNDBURN BOROUGH)

(BUS LANE, COMPULSORY LEFT TURN AND ONE WAY TRAFFIC) ORDER 201

[Detail to be confirmed]

This bus lane can only be used by those buses with the ability to trigger bus priority systems due to the inclusion of a bus gate, located at the end of the bus lane. This bus gate gives priority for buses using the bus lane to move ahead of other traffic at this point. As a result, any bus such as replacement buses used in accordance with schedule 2, paragraph 3.4 or coach services without the ability to trigger the bus priority mechanism will be unable to use the bus gate.

Bus Gate – Whalley Road, Clayton-Le-Moors, at the end of Bus Lane 1.

A bus gate has been introduced on Whalley Road, Clayton-Le-Moors at the end of Bus Lane 1, outlined above. This bus gate features traffic signals on both the bus lane and the adjacent running lane for buses and general traffic travelling South. These signals work in coordination with each other to give buses priority over general traffic once a bus enters the bus lane and approaches the bus gate. This allows the bus to either get to the front of the queue at the Sparth Road Junction or to give a clear route through the Sparth Road junction, dependent on the phasing of the signals at the junction, once the bus clears the bus gate.

Bus Lane 2 – Whalley Road, near to the Burnley Road Junction, Clayton-Le-Moors

Direction of Travel – South to North

Times of Operation – 24 hours

Similar description of 'from a point to a point' as in TRO and approximate length as stated in TRO

[Detail to be confirmed]

The bus lane runs for the length stated above and in the direction stated above and must not be used for buses travelling in the opposite direction. A copy of the Traffic Regulation Order produced to confirm this bus lane is available upon request from Lancashire County Council. The title of the TRO is as follows:

LANCASHIRE COUNTY COUNCIL
TRO TITLE]

[Detail to be confirmed]

Part 2 Blackburn with Darwen Borough Council

[Detail to be confirmed by Blackburn with Darwen Borough Council]

Appendix 3: Traffic Signal Junction Priorities

1. The traffic signal junction priorities that form part of the Facilities are listed as follows:

Part 1: Lancashire County Council

Location	Type	Approximate Grid Ref
Whitebirk – A678/A6119/M65 Roundabout	Signal Controlled Roundabout	370843 428912
Rishton – Blackburn Road/High Street/Harwood Road Junction	Traffic Signal Junction	372544 430247
Great Harwood – Queen Street, East of Water Street	Pelican Crossing	373447 432291
Great Harwood – Queen Street, East of Princess Street	Puffin Crossing	373817 432299
Great Harwood – Hyndburn Road/Whalley Road Junction	Traffic Signal Junction	374752 432424
Clayton-Le-Moors – Whalley Road, North of Woodside Way	Puffin Crossing	374857 431748
Clayton-Le-Moors – Whalley Road/Sparth Road Junction	Traffic Signal Junction	374791 431461
Clayton-Le-Moors – Whalley Road, North of Pickup Street	Puffin Crossing	374849 431061
Clayton-Le-Moors – Whalley Road/Burnley Road Junction	Traffic Signal Junction	374984 430576
Clayton-Le-Moors – Whalley Road, South of Frank Street	Puffin Crossing	375162 430394
Clayton-Le-Moors – Whalley Road/Whinney Hill Road/Church Street Junction	Traffic Signal Junction	375334 430215
Accrington – Whalley Road/Queens Road Junction	Traffic Signal Junction	375825 429342
Accrington – Whalley Road/Eastgate/Castle Street Junction	Traffic Signal Junction	376042 428889
Accrington – Eastgate/Burnley Road Junction	Traffic Signal Junction	376175 428809
Accrington – Eastgate/Avenue Parade/Stanley Street Junction	Traffic Signal Junction	376239 428701
Accrington – Eastgate/Abbey Street/Plantation Street Junction	Traffic Signal Junction	376307 428419
Accrington – Blackburn Road/Abbey Street/Barnes Street Junction	Traffic Signal Junction	376245 428532
Accrington – Blackburn Road/King Street Junction	Traffic Signal Junction	375748 428651
Accrington – Blackburn Road, East of Lister Street	Puffin Crossing	375243 428561

Location	Type	Approximate Grid Ref
Accrington – Blackburn Road/Lonsdale Street Junction	Traffic Signal Junction	374684 428535
Church Gateway – Blackburn Road/Market Street/Henry Street	Signalled Pedestrian Crossing	374332 428564
Oswaldtwistle – Union Road, North of Haworth Street	Pelican Crossing	374167 427809

Part 2: Blackburn with Darwen

[Detail to be confirmed by Blackburn with Darwen Borough Council]

SCHEDULE 4

Excluded

Services

1. The following categories of public transport services are excluded from the Scheme:
 - 1.1 Bus services that operate exclusively during academic terms for the primary purpose of carrying scholars and/or students between their homes and academic establishments and which normally comprise one journey in each direction;
 - 1.2 Community Transport or Dial-a-Ride services which are restricted to use by pre-booked passengers only;
 - 1.3 Scheduled express bus or coach services not eligible for Bus Service Operators Grant;
 - 1.4 Other scheduled coach services operated, marketed and branded as part of the National Express, Megabus or Greyhound coach networks or similar operators of coach networks or any successors thereto; and
 - 1.5 Any Excursion or Tour service as defined in s.137 of the 1985 Act.

[Blackburn with Darwen Borough Council to confirm whether any further services need to be added to this list]

SCHEDULE 5

**Section 118(4) Undertaking In Accordance with
Transport Act 2000**

Section 118(4) of The

TO: PRIVATE & CONFIDENTIAL

Traffic Commissioner for the North West Traffic Area

Beverley Bell Suite 4 Stone Cross Place Stone Cross Lane Golborne Warrington WA3 2SH

FROM: [Name of operator] [Operator licence number] [Address]

{Name of operator}- hereby undertakes to provide Local Services to the standards and requirements specified in the Scheme when using the Facilities.

All terms used in this undertaking have the same meaning as those set out in the [*Insert Scheme Name*] as made on [] 2016.

SIGNED

[insert name of Director of Operator Company] [Title]

[Operator Company name]

DATE:

COPY OF COMPLETED FORM TO BE SUBMITTED TO AUTHORITIES

SCHEDULE 6

Code of Conduct on Bus Service Stability for The Pennine Reach Scheme

1. INTRODUCTION

- 1.1 This document is based on the Code of Conduct produced by the Bus Partnership Forum in 2003. That document was supported by Government, the Traffic Commissioners and the Office of Fair Trading. Proposals in the Department for Transport's document titled *Improving Bus Passenger Services through the Regulatory Framework* that was put out to consultation in March 2010 have been incorporated in this Code of Conduct.
- 1.2 Blackburn with Darwen Borough Council and Lancashire County Council will adopt this Code of Conduct and will invite all operators of local bus services in the area to adopt it too.
- 1.3 Notwithstanding its voluntary status, this Code of Conduct will form an annex to all Quality Partnership Schemes made under the Transport Act 2000 in the Pennine Reach Scheme Area. Compliance will be a requirement in respect of all local bus services operating in the defined Scheme Area of each Quality Partnership Scheme unless they are designated as Excluded Services.

2. AIMS AND OBJECTIVE

- 2.1 The aims of this Code of Conduct are:
- 2.1.1 to reduce the number of days of the year on which network or timetable changes take place;
 - 2.1.2 to reduce the number of changes to individual bus services;
 - 2.1.3 to ensure that the Authorities have sufficient notice of forthcoming commercial service changes so that they can complete the tendering process and issue publicity in sufficient time for the implementation of the service changes;
 - 2.1.4 to ensure that operators have sufficient notice of tenders and tender awards so that any consequential operational changes to other services can be implemented from the same date that new contracts come into effect;
 - 2.1.5 to allow operators and Authorities to reflect important changes in passenger demand, including education and employment needs, and the needs of operational reliability (including the Traffic Commissioner's performance standards);
 - 2.1.6 to assure the punctuality of all registered local bus services;
 - 2.1.7 to introduce a minimum period of operation for newly-registered services;
 - 2.1.8 to support the expansion of real-time information both at on-street displays and through web-based applications.

- 2.2 The overall objective is to increase customer confidence in bus service provision, thereby contributing to passenger growth and making bus services more sustainable.
3. **START DATE AND SCOPE**
- 3.1 This Code of Conduct will come into effect on Monday 3rd April 2016. It applies to local bus services operating within and across the boundaries of the Scheme Area.
4. **TIMETABLE CHANGE DATES**
- 4.1 Three Timetable Change Dates will be set in each calendar year for changes to local bus services. They will be:
- 4.1.1 Provisionally, the Sunday that falls 1 week before Easter Sunday,
- 4.1.2 Provisionally, the Sunday before the start of School Term 1 unless the following day is the Late Summer Bank Holiday, in which case the previous Sunday shall be used,
- however, in respect of Paragraphs 4.1 and 4.2 the Lead Authority shall finalise and publish the exact applicable Timetable Change Date having regard to school holiday periods as they affect services that are subject to the Scheme. The date will be published no later than [21 days] prior to the anticipated Timetable Change Date.
- 4.1.3 The Sunday in December co-inciding with the change date of the national rail timetable which is generally the second Saturday.
- 4.2 Timetables may vary during the period between each Timetable Change Date to reflect seasonal changes or the requirements of educational establishments. However, such changes will be determined on one of the Timetable Change Dates for the entire period until the next Timetable Change Date, covering all such changes in that period. Publicity will reflect this arrangement and show appropriate qualifying codes to describe the variations, unless the authority or operator responsible for producing publicity material chooses to reprint the publicity to coincide with the introduction of such variations.
- 4.3 It should be noted that any timetable change will require a reconfiguration of the Real Time Information system and will incur separate costs.
5. **OPERATORS' OBLIGATIONS**
- 5.1 Operators will register changes to local bus services to take effect on one of the Timetable Change Dates.
- 5.2 Operators will give the relevant Authority at least 3 weeks' notice prior to registration of proposed bus route changes that involve broken or revised network links or withdrawals which will leave sections of road uncovered by services (either as a whole or by time of day).
- 5.3 Operators will give the relevant Authority at least 2 weeks' notice prior to registration of proposed bus timetable changes that involve re-timings, reduced or increased frequencies.
- 5.4 Operators will advise the relevant Authority of the degree of confidentiality applicable to each notification and whether or not the relevant Authority may consult bus users and other stakeholders.
- 5.5 Operators will not make changes to a newly-registered commercial service for at least 90 days after its start. Any changes will be registered to take effect on a Timetable Change Date. This provision may be relaxed in genuinely exceptional or unforeseen circumstances.

5.6 Operators will give the Traffic Commissioner and the relevant council(s) 56 days' notice of variations to local bus services at Bank Holiday times.

5.7 Operators will avoid changing an individual local bus service more than twice in any twelve month period).

6. **AUTHORITIES OBLIGATIONS**

6.1 Authorities will make changes to tendered bus services (including start and finish of contracts) on one of the Timetable Change Dates.

6.2 Authorities will invite tenders for new contracts at least 15 weeks before the start date, except in the case of emergency contracts.

6.3 Authorities will award new contracts at least 10 weeks before the start date, except in the case of emergency contracts.

6.4 Authorities will seek to award contracts for a period of at least one year, except in the case of emergency contracts.

6.5 Authorities will not make changes to a newly-registered tendered service for at least 90 days after its start. This provision may be relaxed in genuinely exceptional or unforeseen circumstances.

6.6 Authorities will treat advance information from operators in accordance with the degree of confidentiality demanded by the operator. Any consultation with bus users or other stakeholders will only be carried out with permission of the operator.

7. **EXCEPTIONS**

7.1 Operators and councils will endeavour to observe the Timetable Change Dates but it is recognised that such action may not be possible if exceptional circumstances arise, such as:

7.1.1 where an operator needs to make a commercial response to a new operator joining the Scheme;

7.1.2 where an operator needs to modify a service to take account of changing road traffic conditions of either a temporary nature (e.g. for the duration of road works) or to reflect an indeterminate change (e.g. a worsening of traffic congestion and, hence, traffic speeds);

7.1.3 where an operator or authority needs to address a problem (which is jointly agreed) that has arisen which is having an adverse impact on particular customers;

7.1.4 where an operator needs to modify a service to take account of the unexpected opening or closure of a major educational, retail, employment or health facility in the vicinity of the route.

7.2 Two Optional Change Dates (on the Sunday that falls 8 days before the Spring Bank Holiday and on the second Sunday in December) will be available for changes to bus services that have timetabled connections with specific rail services if the relevant rail service timetable changes on that date.

8. **CO-OPERATION**

8.1 Regular liaison should take place between operators and Authorities to co-ordinate bus service planning.

- 8.2 As soon as possible after each Timetable Change Date, issues pertinent to the next but one Timetable Change Date should be identified and discussed.
- 8.3 Punctuality Improvement Partnership processes will be co-ordinated with this Code of Conduct.
- 8.4 In respect of Timetable Change Date 1, operators and Authorities should take account of the Christmas & New Year holiday period and allow extra time for registration and advance notification if possible.
- 8.5 Discussion should take place between operators and the relevant authority to identify those bus services whose timetables are co-ordinated with rail services and may, therefore, change on the Optional Change Dates referred to in paragraph 7.2. Changes to such services should be planned at the time of consultation by the train operator on changes to the rail timetable.

9. **FAILURE TO COMPLY**

- 9.1 If an operator fails to comply with one of the Timetable Change Dates, the relevant Council(s) will decide upon the most appropriate action. Information and publicity will be provided in accordance with the normal practice of the relevant Council but a charge may be made to the operator commensurate with the work involved in producing and displaying the information. This will be in addition to any other local charging arrangements.
- 9.2 If failure to comply is for any of the reasons listed in paragraph 7.1 other than where an operator makes a commercial response to a competitive initiative by another operator, the provisions of paragraph 9.1 shall not apply.
- 9.3 In respect of any Quality Partnership Schemes that may be made by councils, failure to comply with this Code of Conduct by an operator of a local bus service operating in the defined Scheme Area will be considered a breach of that operator's obligations under the Quality Partnership Scheme.

SCHEDULE 7

Performance Targets

Part 1 Performance Targets

Performance Level						
Standard	Reference	Measurement	Frequency	Green	Amber	Red
Frequency of Timings	2.3	Co-ordinated Timetable	As per agreed timetable	As agreed	n/a	Below agreed level
Real Time Information	3.1	Active from scheme start	Scheme start	100%	n/a	< 100%
	3.2	Continued operation	Each review meeting	100% of services functional	90-99% of services functional	< 90% of services functional
Punctuality & Reliability	3.5	Traffic Commissioners guidelines	In line with Authorities' traffic commissioner punctuality surveys. To be reviewed by the Authorities. Instances where a service is late by more than double the standard set by the traffic commissioner will be deemed as a 'no show' and reasoning will be sought from the operator.	> 95% of services late by less than 5 minutes or earlier than 1 minute.	90-94% of services late by less than 5 minutes or earlier than 1 minute.	< 89% of services late by less than 5 minutes or earlier than 1 minute.
	3.6	Transfer of passengers	Each review meeting	100% of services within 30 minutes	95-99% of services within 30 minutes	< 94% of services within 30 minutes
	3.7	Replacing of broken-down bus	Each review meeting	100% of services within 60 minutes	95-99% of services within 60 minutes	< 94% of services within 60 minutes
Data Sharing	3.8	Sharing of data	Each review meeting	Sharing of all data agreed	n/a	Failure to share agreed data
Accessibility	3.10	Low Floor Buses	Scheme Start	100%	n/a	< 100%
Emissions	3.13	Adhere to Vehicle Standards	Guidance standards	100% adhering and continued use	100% adhering but infrequent use of non-standard as emergency only when agreed by authorities.	<100% adhering and continued use of substandard buses
Capacity	N/A					
Communication and Service Control	N/A					
Passenger Security	3.17	Services with functional CCTV	Each review meeting	100% functional with non-functional period of no more than 1 month	n/a	Any service operating for a period of more than 1 month without CCTV without valid reasoning ie awaiting booked repair
Passenger Information	N/A					
Heating and Ventilation	N/A					

Performance Level						
Standard	Reference	Measurement	Frequency	Green	Amber	Red
Route and Destination Displays	N/A					
Lighting and Ancillary Equipment	N/A					
Presentation	3.26 – 3.33	As defined in SQBP	Not to be reported at review meetings unless major problem	No system for these, to be done within timescales as defined in SQBP. Daily inspection by drivers. Report to authorities any problems as defined in 3.30		
Driver Training, Conduct and Appearance	3.35	Driver qualifications	Each review meeting (only if any problems)	As defined	New/existing driver undertaking required training	Not undertaking training
Customer Behaviour Code	3.40 & 3.41	Policy in place and available upon request	Confirmation at scheme start that policy is in place, notify authorities of any major policy change	Policy in place	n/a	No policy in place
Customer Care Policy	3.42	Customer Charter in place	Confirmation at scheme start	In Place	n/a	Not in place
Customer Satisfaction	3.44.1	Attitudinal surveys	Twice yearly	Undertaken	n/a	Not Undertaken
	3.44.2	Customer satisfaction levels	Twice yearly	Undertaken & high customer satisfaction results	Undertaken & low customer satisfaction results	Not undertaken
Ticketing Equipment	3.45	Ticketing equipment compliant and functional	Scheme Start and ongoing if major problems	In place	n/a	Not in place

Part 2: Required Information

A summary of customer complaints relating to services operating under the Pennine Reach Quality Partnership Scheme must be provided to the authorities. These summaries must include the nature of the complaint, the steps taken by Participating Operators to resolve the complaints and if the issue is now resolved or not.

Copies of and policies, codes or other documentation relevant to those standards must be made available to the authorities upon request.

The pro forma in Appendix 2 to this Schedule 7 is [to be used by Participating Operators in advance of each review meeting during the Term to report performance of each criteria. The pro forma in Appendix 1 to this Schedule is to be used by Participating Operators prior to the Commencement Date.³

Part 3: Authorities Responsibilities

The Authorities will be required to update participating operators at each review meeting with any changes to the maintenance standards at that time. If there are any changes which participating operators feel are unacceptable or reduce the quality of the facilities provided then concerns should be raised in accordance with the procedure set out in clause 8 (Enforcement and Appeals process).

Participating Operators who have submitted an issue to either authority, using either the contact details provided in this scheme document or alternative contact methods, can request an update of the progress of these prior to each review meeting. Requests for updates need to be submitted at least 2 weeks prior to a review meeting and responses can be either be given at review meetings or before these if obtained in time. Any requests submitted under 2 weeks before the next review meeting may be answered at the next meeting however this cannot be guaranteed. In all instances the authorities will endeavour to provide updates as soon as possible. If any participating operator feels that updates are not being given or issues are not resolved in an appropriate timescale, this should be raised in accordance with the procedure set out in clause 8 (Enforcement and Appeals process).

³

Appendix 1

From Scheme Start:

TO BE USED ONLY PRIOR TO SCHEME COMMENCEMENT – to be returned to both authorities at least 1 month before the scheme commencement date

Operator:

Services:

Name of Authorised Person:

The statements given below are to be completed and will be kept on file to record the actions promised by each operator before the start of the scheme. If any of the following statements, along with any of the other requirements listed within the scheme document, then action will be taken in accordance with the enforcement and appeals section of the scheme document.

Delete those sections in red italics in the following statements which are not applicable, leaving only those which are true.

I can confirm that the above named operator *is/is not* agreeable to the frequency of timings listed in the scheme and *will/will not* be able to meet these standards.

I can confirm that *all/some/none* of the above named services which are applicable to this scheme have Real Time technology in place for the start of the scheme. *Where this technology is not already implemented, I can confirm the operator will/will not be able to implement this on all services prior to the commencement date.*

I can confirm that *all/some/none* of the buses that will operate the above named services are compliant with the requirements of 'low floor buses' as listed in the scheme document. *I can confirm that all of the buses that will operate the listed services will/will not be complaint prior the scheme commencement date.*

I can confirm that *all/some/none* of the buses that will operate the above named services are compliant with the requirements of the 'vehicle standards' as listed in the scheme document. *I can confirm that all of the buses that will operate the listed services will/will not be complaint prior the scheme commencement date.*

I can confirm that *all/some/none* of the buses that will operate the above named services are fitted with functional CCTV system. *I can confirm that those buses which are not currently fitted with a CCTV system will/will not be before the commencement date.*

I can confirm that a Customer Behaviour Policy and a Customer Charter is in place and a copy of these can be made available upon request.

I can confirm that *all/some/none* of the buses that will be used on the above named services are fitted with ITSO compliant ticketing machines and these will be used from the commencement date. *I can confirm that any buses not currently fitted with ITSO compliant ticketing machines will/will not be by the scheme commencement date.*

Signed

Date

Appendix 2

Ongoing review meetings:

Operator:

Services:

Name of Authorised Person:

Date of Review Meeting:

Operators are requested as a minimum to complete this pro forma prior to the next scheduled review meeting and must be provided to the authorities at least 2 weeks in advance of the meeting. Operators choosing to provide more detail on any issues or provide supplementary information/sheets are able to do. It is kindly requested that any supplementary information provided is submitted in a consistent manner/pro forma each time it is submitted.

I can confirm that the above named operator *is/is not* able to provide recent real time (or replacement) data to show the frequency of timings achieved by their services. We can confirm that we have met the coordinated timetable to ---% success.

I can confirm that ---% of the above named services which are applicable to this scheme have had Real Time technology in operation for this period. *I have provided details of services where this was not possible along with associated reasoning.*

Within the last period I can confirm that *xxx* of the above named services which are applicable to this scheme have suffered break downs. Of these services ---% saw passengers transferred within 30 minutes and ---% had replacement buses within 60 minutes. *I have provided details of instances where these timescales were not met.*

Within the last period I can confirm that ---% of the above named services which are applicable to this scheme were low floor buses and ---% met all vehicles standards required. *I have provided details of where these standards were not met.*

I can confirm that ---% of the buses that operate the above named services have had functioning systems on board with non-functional periods of less than 1 month. *I have provided details of instances where this was not possible.*

I can confirm that all drivers operating the services listed above are either fully trained or are working towards the required standards.

During the last period we *were/were not* required to undertake attitudinal and customer satisfaction surveys. *I have provided the results of these surveys.* Our next surveys are due to be undertaken in

I have provided supplementary information which I can confirm is up to date and correct. I can confirm that all other aspects of the scheme have been adhered to within the last period and the standards of service expected of the operator have been ensured. Where this has not been possible I have provided information to explain these instances.

Signed

Date

SCHEDULE 8
Traffic Signal Maintenance

Faults on traffic signals provided as part of the Facilities shall be:

A: Blackburn and Darwen Proforma standards:

- (a) all Urgent Faults are attended within two hours and repaired as soon as possible thereafter
- (b) all Non-Urgent Faults are attended with twenty-four hours and repaired as soon as possible thereafter
- (c) The Authorities shall ensure that, in relation to all faults, confirmation of fault clearance is sent to Participating Operators by e-mail or fax as soon as possible thereafter
- (d) For the purpose of this paragraph, "Urgent Fault" means any of the following faults occurring on a traffic signal:
 - all lamps out;
 - multiple lamp failure;
 - any road traffic accident or damage to equipment on site where the equipment is rendered unsafe or inoperative;
 - sticking amber, red/amber etc.;
 - signals failing to change;
 - signals ignoring demands and running to minimum on any stage/phase;
 - short minimum green; and
 - short inter-green.
- (e) For twenty-four hours a day, seven days a week, the Authorities will provide a two hour response on site for traffic signal emergencies and make safe or repair as soon as possible thereafter. In any event the Authorities shall ensure that all dangerous defects affecting the Facilities are made safe within twenty-four hours of being reported to the Authorities.

B: Lancashire County Council Proforma standards

- (a) All signals get thoroughly inspected and have lamps changed once a year.
- (b) The Authority has 3 classifications for traffic signal faults, which are: "Emergency", "Urgent" and "Non-Urgent".
- (c) All Emergency Faults have a 2 hour response time, 24 hours a day and 7 days a week. For the purpose of this paragraph "Emergency Faults" means collision damage repairs which need to be made safe urgently. Once made safe, any outstanding works will then either be agreed with the Authority immediately or by 10am the next working day. Any fault that is deemed to be safety or operationally critical can also be classed as an Emergency Fault but this is only done in extreme circumstances.
- (d) All Urgent Faults have a 4 working hour response time, Monday to Friday, 8am to 5pm. Urgent Faults will then be repaired within 2 hours of attendance or, if not possible, as a minimum made safe and further action will then be agreed with the Authority either immediately or by 10am the next working day. For the purpose of this paragraph "Urgent Faults" include red lamp failures, signals 'all-out', signal heads severely out of alignment and anything that is deemed safety critical but not an Emergency.

- (e) All non-urgent faults have an 8 hour response time, Monday to Friday, 8am to 5pm. Non-Urgent Faults will then be repaired within 2 hours of attendance or, if not possible, as a minimum made safe and further action then agreed with LCC immediately or by 10am the next working day.
- (f) Other non-routine work includes major component replacements (such as signal poles and signal heads) and underground cable faults which are to be completed within 5 working days. Any traffic signal controller replacements have to be completed within 20 working days.

Pennine Reach Draft SQP – Comments from Transdev Blazefield Limited.

Draft SQP Document - Main

Noted that this agreement has an end date of 31st March 2021 (Section 2.2)

4.1 Relates the scheme to that shown on map (Schedule 1). Map includes A666 to Darwen Cemetery but roads listed cover only the A666 between junctions of Sandy Lane and Russell Street.

Scheme does not include Russell Place, Wordsworth Drive and Shakespeare Avenue in Great Harwood (current 6/7 route).

4.2 Refers to Appendix 2 (Affected Services) which has not been provided.

4.3 Refers to “phasing” for services extending beyond the scheme area but doesn’t seem to then define that anywhere within the document.

5.3 Says “...have secured arrangements for the effective enforcement of the Traffic Regulation Orders”. What are those arrangements?

6.1 Refers to operators only being able to use any Facilities if it is a “Participating Operator”. The definition of a Participating Operator states the operator has “given a written undertaking in the form attached at Schedule 5...” Schedule 5 obligates the operator to sign up to the standards set out in the “scheme”. All of which leads me to question if this contradicts the statement in Section 4/4.1 stating that Accrington town centre bus stops are not covered by the SQP and that Blackburn town centre is not specifically mentioned at all (other than in map shown in Schedule 1).

In other words does it unwittingly place a SQP standard on to any service using the bus stations?

Therefore it may require clarification as to the use of Facilities for non Pennine Reach routes in the areas not specified properly in the narrative.

6.1.2 & 6.2 set out possible failure to meet the Standard and allows for this to be for a period not exceeding fourteen days. As this allows for emergency roadworks (amongst other things) there has to be a question about the impact caused by planned roadworks. If there was a need to rework schedules in order to maintain the Standard there may be insufficient time to allow issues to be resolved properly (for instance additional vehicles of the correct standard drafted in, revised schedules uploaded to real time etc).

7.2 Targets for improvements are to be set out in the Voluntary Partnership Agreement. Would need to see this prior to agreeing the SQP. For instance are these targets to be operator specific or network specific? In situations where multiple operators are present can these be effectively monitored and progressed and what action can be taken? Who will determine whether they have been met? There could be resource implications in respect of data collection and collation.

7.4 a review of frequencies and timings may be initiated by the lead authority annually. Whilst minimum frequency levels can be reviewed surely the authority is not in a position to revise any operator’s timings or force up the minimum frequency levels without renegotiation of the whole partnership?

Schedule 2

1.1 “Operator (or combination of Participating Operators) must provide a minimum level of service”
If this is not viable through either over provision or simple scarcity of demand how would this be forced and how would the authority force all Participating Operators to take an fair share of these non commercial operations?

Table 1 lays down minimum frequency within the scheme area (as defined in Draft SQP 4.1);

Monday to Saturdays	Pre 0730	2 buses an hour
Excluding Bank Hols	0730-1800	6 buses an hour
	1800-2300	2 buses an hour
Sundays	Until 2200	2 buses an hour

No start time is specified on any day of operation.

Bank holiday operation is not specified.

Christmas holidays operation is not specified, wording seems to be unclear about service provision between Boxing Day and New Years Day, with Boxing Day separately being listed as requiring no service but New Years Day not stated again.

It is assumed that the frequencies refer to all Pennine Reach roads stated in the Draft SQP therefore this creates the following issues;

Does the need for a 10 minute minimum frequency along Windsor Road, Thwaites Road and the length of Accrington Road therefore mean a minimum of 15 buses per hour departing Blackburn for Accrington or is there possibility for lower frequencies along the alternate routings to maintain the headway on core sections of route but give say a 15 or 20 minute headway on alternatively Thwaites Road and Windsor Road?

The omission of Russell Place, Wordsworth Drive and Shakespeare Avenue in Great Harwood creates an issue surrounding loss of service to this well used location at the expense of sending services direct via Blackburn Road. If an operator opted to continue serving this location but otherwise met the minimum frequency standards for the rest of the Blackburn to Great Harwood route would the authority force (?) an alternative service be provided on top of that service? If so what damage does that do to the sustainability of both services?

On the basis that the frequency levels relate only to the Scheme Area as defined in Draft SQP Section 4.1 then the A666 south of Sandy Lane is not covered despite being the Pennine Reach route as far out as Darwen Cemetery. If this is correct what frequency levels are proposed for this section of the network? There is little sense promoting core frequencies if these effectively stop at Ewood.

Current evening frequencies would need massive increases to meet the minimum specified levels. Blackburn to Accrington via Great Harwood is currently a LCC supported service operating hourly Monday to Saturday. Will the tendering authority increase the frequency, and introduce a Sunday evening service where there is currently none? If not how is it proposed that these massive increases in resource are funded and again if they are non commercial, as obviously is the case presently, how would the disadvantage of operating them be shared between all Participating Operators should the authority again force the minimum service levels to be adhered to?

Existing Sunday evening frequencies along to Accrington and Darwen corridors also fail to meet the minimum frequency specified.

Further discussion is required on minimum frequencies to ensure the network is commercially viable or supported where necessary.

1.2 & 1.3 As the principal operator in the majority of the network we have much to lose from the demand that individual departures must be timed to give regular intervals “as far as possible”. In the first instance does this mean all operators will get sight of everyone else’s timetable before service change dates in order to plan their departures? Alternatively will someone at the authority simply instruct operators that they must retime departures at certain times? This obviously could lead to massive problems in terms of additional costs (retiming a journey may cost an additional vehicle or create needless inefficiencies).

The phrase “as far as possible” needs to be questioned further.

Services which operate through the Scheme Area or beyond it (152 or X41 for instance) but come under the terms of the SQP cannot be controlled in this manner. For instance the 152 or X41 are controlled interworking with Burnley Mainline or stand departures in Manchester. They cannot be easily retimed without reworking services and networks well outside the scope of the scheme.

1.4 & 1.5 Relate to ticketing rather than frequency so don’t understand why they are shown. It does suggest however that the SQP will not force joint ticketing arrangements.

2.1 & 2.2 Does this mean the authority will fund RTI equipment for operators to use within the scheme area?

Some reference needs to be made as to the needs of pre-existing operators of RTI schemes (i.e. us) to be not put at any financial disadvantage by implementation of the new system and that the new system should link to our existing system without development costs falling on the existing scheme operator.

2.4 As removal of a broken down bus has to be achieved in the safest manner possible it frequently relies on specialist recovery companies to recover vehicles. The timescale for this operation is beyond the control of the bus operator. Safety has to take top priority.

2.6 Agreeing a data sharing agreement will only be possible once that has been drafted and discussed.

2.7 What allowance is made for cross boundary journeys from outside of the Scheme Area? For instance Transport for Greater Manchester has service change dates. As the Bolton to Blackburn service falls half in the TfGM area and half in the Scheme Area (depending on the definition of the Scheme Area in relation to the A666 through Darwen) how would precedence be set as to the governing change dates? Likewise services such as the 152, which run through the Scheme Area but are not core services, may need to change for reasons associated with areas outside of the Scheme Area.

2.8 Says, no data relating to an individual operator will be shared in a disaggregated basis with any other operator. Should this also be restricted to any other body or individual?

2.10.1 Only note that the adoption of a fixed Euro 4 standard for single deckers throughout the five year period of the scheme would allow the use of rather elderly sixteen year old vehicles by the end of the five years. Will the authority accept buses whose engines were originally manufactured to a lower standard than Euro 3 or Euro 4, but have been retro-fitted with appropriate equipment and thus re-certified to a higher Euro rating? Neither of the above is unlikely to meet the “modern” standards envisaged by the schemes promoters.

2.12 The cause of most demand is the movement of school pupils. Will the local authorities signing up to the scheme commit to be open and transparent with operators with regards to the continued moves to push pupils off dedicated transport on to local services (massive fare increases, reduced capacity on school services, removing entitlements to school transport etc) as this is the greatest cause of unexpected surges in demand that operators cannot immediately then deal with (September 2014 being a prime example).

2.14 “interfacing with Police and the Authorities’ CCTV systems” does this mean that the images can be saved to disk and given to these other bodies or is there an expectation of the ability to link bus CCTV to CCTV control rooms in real time?

2.15 The lead authority will agree the scope and content of marketing material. This should be set out so it can be discussed and agreed before signing up to the SQP. Will all operators be expected to produce their own and will there be a prescriptive approach toward the standard?

2.17 Equally the Lead Authority should commit to inform the operators in advance wherever possible of any events, roadworks or other incidents that are likely to impact on service provision to allow operators the chance to inform customers.

2.18 A more detailed discussion is required on this item as most buses do not have effective climate control systems.

2.23 Definition of “livery” needs clarification. Is this a pre advised livery that the Lead Authority is aware of or is it simply not in bare alloy panels? (Thinking of operators who run buses in many liveries but not so many in their own livery).

2.34 Should the document not stipulate that drivers should remain stationary until boarding passengers are seated rather than putting the onus on the passenger to request this from the driver?

2.35 Should there be some reference added to smoking within Facilities at this point given that the Councils will certainly have a view on that within bus stations. Also reference to e-cigarettes may be useful?

2.36 Should there be some specification as to what is considered to be company uniform?

2.37 Again also add reference to e-cigarettes?

2.39 Compensation claims within the Scheme Area; what happens on cross boundary services? Is the operator held to refund the whole journey cost or only that portion within the scheme? On cross boundary schemes would a delay caused by say roadworks in Bolton be open to compensation payments to those already on board when the bus enters the Scheme Area (wherever that may be Darwen Cemetery or Sandy Lane)?

As the definition of the Scheme Area set down in Draft SQP 4.1 specifically does not cover Blackburn Bus Station would anybody boarding at this point be covered by the entitlement to compensation?

More generally who will arbitrate where “delays can be reasonably attributed to action or inaction on the part of that operator” as delays may be outside an operator’s control but it then may be, fairly or unfairly, judged that the operator should have produced another bus from somewhere else to fill a gap.

2.40.1 Does this relate to the frequency operated by that operator or all operators? For instance an operator could be providing a 7½ minute frequency alongside another operator’s similar

frequency albeit on an alternative end to end route (for instance Intack lights to Blackburn Bus Station). Is the standard frequency therefore considered to be 7½ minutes or less than 4?

2.40.2 On services that operate cross boundary, such as the X41, the scheme would effectively be a massive disadvantage given the random nature of Manchester traffic. It would encourage the withdrawal of such relatively low frequency links to be replaced by connections at the Scheme Area boundaries to the disadvantage of customers.

2.41 No standards for this process are described leaving it open for abuse from some operators (just thinking of what the Senior Traffic Commissioner said of M&Ms reliability monitoring for instance).

2.42 Can we agree the logo and the specifications for its use?

2.44 Ticketing Schemes; Given that technology may have advanced considerably by 2021 should the means of providing a joint ticketing scheme be less prescriptive in the document? The long term future of smartcard is not assured.

In respect of the proposal that there be no financial penalty to users why should users who require a greater level of service/more usage from their ticket not be expected to pay more for access to the enhanced service provision? On the basis that all operators will still be required to operate the vast majority of services within the scheme area they will continue to be reliant on commercial fares revenue to fund their operation. Therefore the authority cannot stipulate fares levels without risking the sustainability of other aspects of the scheme (such as minimum frequencies).

Under Competition law fare setting remains a decision for the operator unless a proper scheme is set up with appropriate governance. Pricing is then a matter for the scheme Board. More service coverage would inevitably mean pricing to reflect the added service. Individual operators would remain free to offer a 'discount' to this price according to their own products and business plans.

Obviously apportionment of revenue from multi operator ticket sales will be of key importance to all operators but especially the large operators carrying the biggest apportionment of the costs of operating the services within the Scheme.

2.45 As above there can be no belief that such products would not come with a price differential and a lengthy debate as to the fair apportionment of revenue.

Schedule 3

- Facilities document does not seem to make reference to the provision of information at bus stops, shelters or bus stations.
- What standards are proposed for the provision of bus stop displays or are passengers to be wholly reliant on QR Codes and other electronic means?
- If printed material is to be provided will this be provided by the relevant authority or will there be a charge to operators?
- Will operators be able to improve the standard of printed material currently shown at bus stops which various commentators believe is, within both authorities, currently confusing and fails to capitalise on the already high levels of frequency available on key corridors?
- Will bus stops be individually named and if so what consideration be given to how they are named so as to ensure consistency with printed and electronic information sources?

- Will facilities be available within bus shelters to promote services, both to users and to potential passing motorists, as we have done with our commercial services for some years?
- What opening hours will bus station facilities be expected to keep?
- What hours will they be staffed for the provision of information to customers?
- What sources/standards of information will be available at these facilities?
- Will the authorities be proactive in ensuring action is taken against inappropriate parking blocking access to bus stops at all times to allow for safe boarding and alighting?
- While the scheme area will be given the highest priority for salting in winter weather, this should not be at the expense of other bus routes.

Schedule 4

Would a regular service duplicate that extended beyond the scheme area to serve a school be included within the scholars' exemption (thinking about the 6B/7B service at LU)?

What does the last clause relating to "As defined by the Local Authorities" actually mean? There has to be a good argument that "incidental" services that use part of the route without being the "core" services should have some level of exemption. For example at the current time the following services would unintentionally come under the scheme;

- 5A/5C Outer Circle (Transdev)
Old Infirmary to Ewood Interchange
Burnley Road
- 8/A Accrington Local (Pilkingtons)
Oswaldtwistle Mills to Church
Whalley Road
- 9 Accrington Local (M&M)
Whalley Road
- 12 Blackburn – Higher Croft (Darwen Coaches)
Freckleton Street to Old Infirmary
- 14 Royal Blackburn Hospital – Clitheroe (Holmeswood, tender)
Oswaldtwistle to Accrington
Rishton, Harwood Road to Harwood Bar
- 24 Blackburn – Chorley (Transdev)
Freckleton Street to Ewood Interchange
- X41 Manchester – Blackburn / Great Harwood (Transdev)
Accrington to Copy Nook
Accrington to Hyndburn Bridge
Queen Street, Great Harwood

Possible exclusion should be considered for (but either both in or both out);

- 21 Accrington – Burnley (M&M)

152 Preston – Burnley (Transdev)
Copy Nook to Rishton, Harwood Road

It shouldn't be allowed to become a "get out of jail card" if an operator was to threaten to withdraw a route (say the 231 which M&M operate but covers a large proportion of route within the Scheme Area). However there needs to be a consistent approach and it can be abused by operators trying to cream off the core services.

Annex 1

6.1 Fixed service change dates;

6.1.1 Service change dates should be set at either the beginning or end of a school holiday. Fixing it as one week prior to Easter means it could be either start, end, mid holiday or still during school time. A more sensible approach would be to tie it to general school term time as the PTE areas have historically done. The actual date can be made known for years in advance but it avoids the possible confusion of services changing during school term.

6.1.2 Change date for late summer should be in line with the beginning of the school term regardless of whenever the Bank Holiday falls. This avoids changing timetables midway through a school holiday which is unnecessarily complicated for planning drivers work patterns (in effect creating two changes in two week potentially) and difficult to explain to customers assuming a summer timetable is in force, sensibly recognising reduced levels of traffic during that period.

6.1.3 The national rail timetable change date in December is badly timed for bus operations, especially in an urban area where connecting with rail services is less necessary. On the Pennine Reach network for instance the core frequencies are so high that there would be no need to change bus times even if train times did change. However from a bus operation perspective December is the busiest time of the year for passenger numbers and operationally the most difficult due to general traffic congestion being at its worst. No bus service changes should take place during December other than the advance advertising of Christmas service levels. This avoids confusion amongst passengers. If a "winter" change date is to be included then early January is potentially a better time for this to take place on the urban network.

6.2 Assuming that services themselves do not change, only the timetable, why does the timetable need to be supplied at the preceding service change date? Potentially this means planning summer timetables in November/December to meet the timelines required to register in mid March for timetables to operate from July to September. By insisting on such a long lead time it makes the service unresponsive to both the environmental situation and customer demand some nine months later when it is launched into operation.

If anything, derogation could be allowed to have a mini service change from the first Sunday of the summer holidays to only allow for timetable revisions. As it is service levels are unlikely to be able to change given the high frequency demands already in place so all that would be happening in the majority of cases is that a realistic timetable can be implemented that avoids customers sitting in buses at numerous timing points to avoid early running.

6.3 What cost, bearing in mind that it is the operators own RTI system simply communicating with the authority's systems, and how will it be determined as to each operators share?

7.6 Should this be less prescriptive given potential change to the regime?

7.7 This needs to clarify that summer timetables would not be considered a change in respect of those counted as such.

9.1.1 How would this be undertaken? Would the authority share plans from any new operator in advance or would we simply find out about these in the normal manner in the run up to the service change date? In essence what sort of process for managing services are the authorities proposing?

9.2 Refers to an additional change date to tie in with the December rail timetable change. Does this not duplicate what is proposed in 6.1.3?

10.2 seems to suggest that as soon as a service change date has passed then discussion be undertaken for “the next but one” so in March we discuss the changes to be made in December?

10.3 Does “Punctuality Improvement Partnership processes will be co-ordinated with this Code of Conduct” mean that PIPs will be implemented?

10.5 Refers to an additional change date to tie in with the December rail timetable change. Does this not duplicate what is proposed in 6.1.3?

11.1 Would suggest that no charge will be made to operators for producing relevant information where a service change date is adhered to.

11.3 What would the penalties be?

7th April 2015.

Appendix C

Section 4

Equality Analysis Toolkit

**Pennine Reach Public Transport
Improvement Scheme**

For Decision Making Items

What is the Purpose of the Equality Decision-Making Analysis?

The Analysis is designed to be used where a decision is being made at Cabinet Member or Overview and Scrutiny level or if a decision is being made primarily for budget reasons. The Analysis should be referred to on the decision making template (e.g. E6 form).

When fully followed this process will assist in ensuring that the decision-makers meet the requirement of section 149 of the Equality Act 2010 to have due regard to the need: to eliminate discrimination, harassment, victimisation or other unlawful conduct under the Act; to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and to foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard means analysing, at each step of formulating, deciding upon and implementing policy, what the effect of that policy is or may be upon groups who share these protected characteristics defined by the Equality Act. The protected characteristics are: age, disability, gender reassignment, race, sex, religion or belief, sexual orientation or pregnancy and maternity – and in some circumstances marriage and civil partnership status.

It is important to bear in mind that "due regard" means the level of scrutiny and evaluation that is reasonable and proportionate in the particular context. That means that different proposals, and different stages of policy development, may require more or less intense analysis. Discretion and common sense are required in the use of this tool.

It is also important to remember that what the law requires is that the duty is fulfilled in substance – not that a particular form is completed in a particular way. It is important to use common sense and to pay attention to the context in using and adapting these tools.

This process should be completed with reference to the most recent, updated version of the Equality Analysis Step by Step Guidance (to be distributed) or EHRC guidance - [EHRC - New public sector equality duty guidance](#)

Document 2 "Equality Analysis and the Equality Duty: Guidance for Public Authorities" may also be used for reference as necessary.

This toolkit is designed to ensure that the section 149 analysis is properly carried out, and that there is a clear record to this effect. The Analysis should be completed in a timely, thorough way and should inform the whole of the decision-making process. It must be considered by the person making the final decision and must be made available with other documents relating to the decision.

The documents should also be retained following any decision as they may be requested as part of enquiries from the Equality and Human Rights Commission or Freedom of Information requests.

Support and training on the Equality Duty and its implications is available from the County Equality and Cohesion Team by contacting

AskEquality@lancashire.gov.uk

Specific advice on completing the Equality Analysis is available from your Directorate contact in the Equality and Cohesion Team or from Jeanette Binns

Jeanette.binns@lancashire.gov.uk

Name/Nature of the Decision

Pennine Reach Public Transport Improvement Scheme

What in summary is the proposal being considered?

The introduction of the Pennine Reach scheme which will aim to improve public transport in the Hyndburn area by providing a new bus station in Accrington and improving bus provision and infrastructure throughout Hyndburn. In addition to this a Statutory Quality Bus Partnership will be established to ensure high standards on services operating on the route.

It should be highlighted that as part of the Best and Final Bid for the Pennine Reach scheme which was submitted to the DfT in September 2011, an appendix entitled “Pennine Reach: Role in Supporting Transformation and Regeneration” was also submitted. This document highlights the role Pennine Reach will play in enabling regeneration and ensuring local populations can access it can be found via the following web link: <http://www.blackburn.gov.uk/Pages/Pennine-Reach.aspx>

Pennine Reach will:

- Enable better access to employment opportunities
- Release land and help to create new development sites and premises
- Promote easier travel so that people can work in neighbouring areas of Pennine Lancashire, travel more efficiently and at an affordable cost.

Is the decision likely to affect people across the county in a similar way or are specific areas likely to be affected – e.g. are a set number of branches/sites to be affected? If so you will need to consider whether there are equality related issues associated with the locations selected – e.g. greater percentage of BME residents in a particular area where a closure is proposed as opposed to an area where a facility is remaining open.

The scheme will affect travel along the Pennine Reach route and those using public transport in the area. The scheme will also have an impact

on those living and working within the area.

Could the decision have a particular impact on any group of individuals sharing protected characteristics under the Equality Act 2010, namely:

- Age
- Disability including Deaf people
- Gender reassignment
- Pregnancy and maternity
- Race/ethnicity/nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership Status

In considering this question you should identify and record any particular impact on people in a sub-group of any of the above – e.g. people with a particular disability or from a particular religious or ethnic group.

It is particularly important to consider whether any decision is likely to impact adversely on any group of people sharing protected characteristics to a disproportionate extent. Any such disproportionate impact will need to be objectively justified.

The Pennine Reach Scheme will introduce a new bus station in Accrington. This modern bus station will replace the current substandard facility that serves the town. The existing facility currently offers poor pedestrian facilities, fails to meet The Equality Act (2010) guidelines and is located some 400m from Accrington Railway Station. The existing site has no potential for an increase in capacity and would be incapable of accommodating the operational requirements of the 'Pennine Reach' Rapid Bus Transport Scheme.

Whilst the new station will be located slightly further away from the main shopping market, officers are currently investigating locations for bus

stops to be located on Abbey Street to mitigate any effects of changing the location of the bus station. This should help those individuals who are near to Abbey Street and do not wish to, or are unable, to travel to the new bus station facility.

The station will provide a safe, well lit environment that will provide advantages for many groups. People including those who are older or have disabilities will have a safer area to wait for buses as the station will be more secure compared to the existing facility, as well as having a staff presence throughout the day. The station will also provide seating areas which will benefit older people, pregnant women and those with disabilities. The station will also feature technology such as REACT that will benefit those with disabilities, particularly those with sight loss, and improve their navigation around the station. The system will send an SMS Text Message to a member of staff at the facility when activated to inform the member of staff that there is an individual who may need assistance. The station will also be manned during operational hours ensuring there is somebody available to provide assistance to any individual who requires it.

The station will also incorporate a Changing Places facility which will be of particular benefit to people with learning disabilities, severe physical disabilities or complex needs who require assistance from carers, family or friends to use a toilet facility. The availability of such a facility will help those affected take longer journeys or have longer visits to Accrington.

In addition to the new bus station, the scheme will improve journey times and the frequency of buses using the Pennine Reach Route. This will improve access to public transport for all groups using public transport. This will particularly benefit younger, older and disabled people who would possibly rely on public transport as their main form of transportation.

As part of the Statutory Quality Bus Partnership that is hoped to be introduced as part of the Pennine Reach Scheme, there is a requirement on the frequency of buses provided. The table below shows the current proposal, which is yet to be confirmed and is subject to change. This will help to provide more regular services and also provides services later

into the evening benefitting those relying on public transport.

	Mondays to Saturdays (Not Bank Holidays)		Sundays until 22:00
	07:30 – 18:00	Before 07:00 and 18:00 – 23:00	
Services Per Hour	6	2	2

Furthermore bus stops and shelters around the Pennine Reach Route are being upgraded. This should help improve accessibility to bus services along the route by providing modern shelters complete with raised kerb boarding points to allow better access onto buses for older people, pregnant women, those with pushchairs and prams and those with disabilities.

The shelters will be well lit which will positively impact on all passengers trying to read information signs and timetables. Additionally well-lit shelters will be a deterrent to anti-social behaviour and vandalism in the shelter. This will help alleviate the concerns of any passengers who may be apprehensive of vandalism and anti-social behaviour either due to a physical frailty or have been a victim of such activity in the past. Well lit shelters can also act as a deterrent against hate crime incidents. Hate crime is an act which could negatively impact all 9 protected characteristic groups and therefore well-lit shelters can provide a beneficial effect for these groups and improve the safety of waiting at such a shelter.

As part of the scheme a maintenance contract for the bus shelters has been agreed which will ensure that all bus shelters are properly maintained and cleaned to guarantee the ongoing standard of shelters is kept at a high level. This will again help to reduce anti-social behaviour and vandalism and will help to extend the benefits of the shelters into the future.

As part of the scheme a Statutory Quality Bus Partnership (SQBP) will be drawn up to set standards for the operation of services using the

route. This will require all services to adhere to equality legislation, drivers to be trained in customer care and provide assistance to those who need it when boarding and alighting services as well as requiring services to provide, and use, facilities such as wheelchair ramps and low floor buses. Drivers will be required to be trained to Level 2 NVQ in Customer Care and are trained in disability awareness. The SQBP will also ensure the provision on evening services without the provision of a subsidy from the County Council. This means services will be available to passengers later in the evening which will improve accessibility for all those wishing to use public transport.

Consultations have taken place regarding all aspects of the scheme, details of which are outlined in question 2 which follows. The project team have also consulted on the use of the REACT system with the Equality & Cohesion Team within the County Council who in turn consulted with local groups and individuals. In addition, the Equality & Cohesion Team have also been consulted on other aspects of the scheme including the Changing Places facility that will be included within the Bus Station. The project team will consider any feedback or requests received through these consultations and determine if any action can be taken as a result.

If you have answered "Yes" to this question in relation to any of the above characteristics, – please go to Question 1.

See Question 1

If you have answered "No" in relation to all the protected characteristics, please briefly document your reasons below and attach this to the decision-making papers. (It goes without saying that if the lack of impact is obvious, it need only be very briefly noted.)

n/a

Question 1 – Background Evidence

What information do you have about the different groups of people who may be affected by this decision – e.g. employees or service users (you could use monitoring data, survey data, etc to compile this). As indicated above, the relevant protected characteristics are:

- Age
- Disability including Deaf people
- Gender reassignment/gender identity
- Pregnancy and maternity
- Race/Ethnicity/Nationality
- Religion or belief
- Sex/gender
- Sexual orientation
- Marriage or Civil Partnership status (in respect of which the s. 149 requires only that due regard be paid to the need to eliminate discrimination, harassment or victimisation or other conduct which is prohibited by the Act).

In considering this question you should again consider whether the decision under consideration could impact upon specific sub-groups e.g. people of a specific religion or people with a particular disability. You should also consider how the decision is likely to affect those who share two or more of the protected characteristics – for example, older women, disabled, elderly people, and so on.

Within the 'Pennine Reach BAFB – September 2011, Social and distributional impacts report' various socio-demographic statistics were identified to draw up a profile of the Hyndburn and Blackburn with Darwen areas compared to averages for the North West as a whole. Some of these figures are shown in the table below;

Factor	North West	Hyndburn	Blackburn with
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			Darwen
Proportion of population aged under 16 ^[1]	20.69%	22.85%	25.23%
Proportion of population aged 16-25 ^[2]	12.01%	11.34%	12.84%
Proportion of population of 70 years of age or older ^[3]	11.45%	11.06%	9.51%
Proportion of population with a disability ^[4]	4.54%	5.07%	5.48%
Proportion of population of black and minority ethnic origin ^[5]	5.57%	8.29%	22.08%

[1] – 2001 census data

[2] – 2001 census data

[3] – 2001 census data

[4] – Incapacity claimants & severe disablement allowance claimants 2010

[5] – 2001 census data

In addition to this, IPSOS MORI undertook a research study in July 2008 to determine support for the Pennine Reach proposal at that time. This study concluded in a report entitled Pennine Reach Rapid Bus Proposals, A Survey of Public Attitudes. This report produced some demographic information about those living within 'the corridor' area of the study and those living in the wider area.

It should also be highlighted that analysis of the 2011 Census data undertaken by the Council's Corporate Research and Intelligence Team shows that Hyndburn was ranked 38th of all England and Wales Local Authorities for persons with a long term health problem or disability which limits activities a lot. The presentation showing this analysis can be found using the following link and choosing the '2011 Census Lancashire Analysis' on the right hand side of the webpage (<http://www3.lancashire.gov.uk/corporate/web/?siteid=6120&pageid=39869>).

Question 2 – Engagement/Consultation

How have you tried to involve people/groups that are potentially affected by your decision? Please describe what engagement has taken place, with whom and when.

(Please ensure that you retain evidence of the consultation in case of any further enquiries. This includes the results of consultation or data gathering at any stage of the process)

As stated above a study was undertaken by IPSOS MORI prior to the scheme commencing. This study involved interviewing 1,500 people in the area and was undertaken in 2008.

Various forms of consultation have taken place throughout the entire project including a major public consultation on the proposals in 2008. The results of this consultation showed a majority of support from those individuals who responded. Other elements of the consultation included:

- Councillor briefings
- Exhibitions in local community facilities (both manned and unmanned) where local people were able to view the proposals in detail
- Leaflets were delivered to over 60,000 residents and businesses across Hyndburn and Blackburn with Darwen showing the scheme plans for each section of the route
- Regular press releases and newspaper articles
- A dedicated webpage for Pennine Reach
- A telephone enquiry line
- An independent telephone survey carried out by IPSOS Mori.

Full details of the consultation and results were presented at the Lancashire Local Hyndburn on 6 October 2008.

County Council officers have reviewed all the suggestions and comments received during the consultation, and where possible, have amended and refined the project in an attempt to resolve local issues and to mitigate concerns.

Further consultations will take place during the scheme as part of the monitoring and evaluation of Pennine Reach.

Consultations around the REACT system and other facilities within the bus station are currently ongoing with the Equality and Cohesion Team who are subsequently consulting with various groups and individuals who will be affected by the Pennine Reach scheme. Consultations also took place with the physical disability and learning disability partnership boards and related contacts as part of the consultation on the County Council's broader project to provide Changing Places facilities within Lancashire, including the new Accrington Bus Station.

Once this initial Equality Analysis Assessment has been approved, officers will use this to support further consultation. Consultation with bus operators, equality strand groups, passengers and other groups as necessary will be undertaken and any issues raised can be looked at and appropriate action taken.

Question 3 – Analysing Impact

Could your proposal potentially disadvantage particular groups sharing any of the protected characteristics and if so which groups and in what way?

It is particularly important in considering this question to get to grips with the actual practical impact on those affected. The decision-makers need to know in clear and specific terms what the impact may be and how serious, or perhaps minor, it may be – will people need to walk a few metres further to catch a bus, or to attend school? Will they be cut off altogether from vital services? The answers to such questions must be

fully and frankly documented, for better or for worse, so that they can be properly evaluated when the decision is made.

Could your proposal potentially impact on individuals sharing the protected characteristics in any of the following ways:

- Could it discriminate unlawfully against individuals sharing any of the protected characteristics, whether directly or indirectly; if so, it must be amended. Bear in mind that this may involve taking steps to meet the specific needs of disabled people arising from their disabilities
- Could it advance equality of opportunity for those who share a particular protected characteristic? If not could it be developed or modified in order to do so?
- Does it encourage persons who share a relevant protected characteristic to participate in public life or in any activity in which participation by such persons is disproportionately low? If not could it be developed or modified in order to do so?
- Will the proposal contribute to fostering good relations between those who share a relevant protected characteristic and those who do not, for example by tackling prejudice and promoting understanding? If not could it be developed or modified in order to do so? Please identify any findings and how they might be addressed.

The entire Pennine Reach scheme had 4 main aims, these being;

- Reduce congestion on the road network,
- Reduce bus journey times and improve the reliability of bus services,
- Improve public transport provision to key strategic employment sites,
- Support the regeneration of Pennine Lancashire's towns.

Principally those living and working within the 'Pennine Reach Access Corridor' will benefit from the project however it is expected that the

benefits will also extend to those within the wider Hyndburn and Blackburn with Darwen Area. Given the nature of the project as a transport scheme it is also expected that anyone travelling along or through the Pennine Reach route will benefit thus extending the benefits beyond those within Hyndburn and Blackburn with Darwen.

In the Pennine Reach area of Hyndburn and Blackburn with Darwen there are high levels of deprivation (low average incomes, high levels of benefit claimants and high unemployment), a young population and low levels of car ownership according to the 'Pennine Reach BAFB – September 2011, Social and distributional impacts report'. The expected benefits that would be brought by the Pennine Reach scheme would present a significant benefit to those groups who fall within these characteristics. The project would provide affordable, accessible and reliable public transport to allow access to employment sites, town centres and other key amenities such as health centres, hospitals, rail networks and educational facilities to improve the standard of life within both districts.

In addition to this, given the higher proportion of those with a disability within the two district compared to the North West as a whole all services operating on the Pennine Reach will have to be fully compliant to the Equality Act (2010). Services will be required to provide a low floor bus and be Disabled Persons Transport Advisory Committee (DPTAC) compliant. These will all be agreed through a Statutory Quality Partnership Scheme with all service providers using the Pennine Reach route.

Question 4 –Combined/Cumulative Effect

Could the effects of your decision combine with other factors or decisions taken at local or national level to exacerbate the impact on any groups?

For example - if the proposal is to impose charges for adult social care, its impact on disabled people might be increased by other decisions within the County Council (e.g. increases in the fares charged for Community Transport and reductions in respite care) and national proposals (e.g. the availability of some benefits) . Whilst LCC cannot

control some of these decisions, they could increase the adverse effect of the proposal. The LCC has a legal duty to consider this aspect, and to evaluate the decision, including mitigation, accordingly.

If Yes – please identify these.

None that are known as this is expected to be a broadly positive development. However, concerns have been raised by some retailers within Accrington that the relocation of the bus station could result in loss of trade. It is, however, anticipated that the entire scheme will improve accessibility for passengers to Accrington Town Centre and it is therefore not expected to have any negative impact.

Question 5 – Identifying Initial Results of Your Analysis

As a result of your analysis have you changed/amended your original proposal?

Please identify how –

For example:

Adjusted the original proposal – briefly outline the adjustments

Continuing with the Original Proposal – briefly explain why

Stopped the Proposal and Revised it - briefly explain

Continuing with the Original Proposal. The expected benefits from the scheme outweigh any potential negative impacts that may occur. Added to this, the continued monitoring and evaluation as well as the Statutory Quality Bus Partnership (SQBP) it is anticipated that any negative impacts that could arise could be identified and resolved if possible. The SQBP will allow changes to be made to the conditions and terms set out in the SQBP agreement which should help to resolve any potential issues which arise. The continued monitoring and evaluation of the scheme will also allow for any changes to be made if required.

12 months after implementation, another consultation with all stakeholders will be undertaken in order to identify any improvements

which either could be made or are needed.

Question 6 - Mitigation

Please set out any steps you will take to mitigate/reduce any potential adverse effects of your decision on those sharing any particular protected characteristic. It is important here to do a genuine and realistic evaluation of the effectiveness of the mitigation contemplated. Over-optimistic and over-generalised assessments are likely to fall short of the “due regard” requirement.

Also consider if any mitigation might adversely affect any other groups and how this might be managed.

The Pennine Reach scheme will offer the option to pay for transport through the use of prepaid Smart Cards. This however may not be an option that some individuals wish to take up and prefer to pay in cash when boarding a service. This option will therefore still be available to those customers who do not wish to take up the Smart Card option due to issues such as age or disability.

Whilst the new Accrington bus station will have electronic information points and electronic signs, the station will also have a manned presence throughout operational hours who can provide assistance to those who request it. In addition there will also be paper based timetables for those who prefer to use these rather than electronic information screens.

The bus station is being relocated from the existing substandard facility on Peel Street to the new location on the site of the former Crawshaw Street Car Park. As a result of the relocation officers are currently identifying potential locations for a stop on Abbey Street which is near to Peel Street. This stop can potentially be used by local services which may allow passenger to board buses here rather than the bus station. This may help those individuals with mobility issues who are shopping around the Peel Street area and may find it easier to use Abbey Street than board at the bus station.

The provision of Visual and Audio announcements on services using the

Pennine Reach route is currently being investigated by the project team. It is felt that this would be of considerable benefit to all passengers, especially those with disabilities but would come at a large financial cost. At this stage, it is felt that not all operators on the route will be in a position to incorporate this kind of technology into their services due to the high cost of implementation. It is therefore questionable as to whether it is a requirement that can be included within the Statutory Quality Bus Partnership. However, officers will continue to investigate if it would be possible to incorporate such technology within Pennine Reach. If Audio and Visual Announcements cannot be implemented as part of the scheme, the requirement for drivers to be trained in disability awareness and customer care should help mitigate this by ensuring drivers on services cater to the needs of every individual on their service

Question 7 – Balancing the Proposal/Countervailing Factors

At this point you need to weigh up the reasons for the proposal – e.g. need for budget savings; damaging effects of not taking forward the proposal at this time – against the findings of your analysis. Please describe this assessment. It is important here to ensure that the assessment of any negative effects upon those sharing protected characteristics is full and frank. The full extent of actual adverse impacts must be acknowledged and taken into account, or the assessment will be inadequate. What is required is an honest evaluation, and not a marketing exercise. Conversely, while adverse effects should be frankly acknowledged, they need not be overstated or exaggerated. Where effects are not serious, this too should be made clear.

The Pennine Reach scheme has been a long term ambition and is expected to bring positive impacts to the area. As stated previously any negative impacts will be identified during ongoing monitoring and evaluation of the scheme and can be resolved once identified if required.

Question 8 – Final Proposal

In summary, what is your final proposal and which groups may be affected and how?

The final proposal is to proceed with Pennine Reach and the introduction of the Statutory Quality Bus Partnership.

Question 9 – Review and Monitoring Arrangements

Describe what arrangements you will put in place to review and monitor the effects of your proposal.

A monitoring and evaluation plan was produced in 2013 which will be used to manage the delivery of the project and ensure the benefits of the scheme are achieved in full. This was produced in accordance with the Department for Transport's guidance 'Monitoring and Evaluation Framework for Local Authority Major Schemes' (September 2012). The project will be monitored both during implementation and post implementation. This will measure any achieved outcomes, both expected or unexpected and positive or negative to determine the impact the project has had.

The Statutory Quality Partnership Scheme will be monitored with regular meetings to monitor the operation of the scheme. The basis of future monitoring requirements will be based on the Pennine Reach Monitoring and Evaluation Plan. The scheme document can be revised from time to time if deemed appropriate.

The scheme has a dedicated webpage on the Lancashire County Council website and a dedicated email address that can be used by stakeholders to provide feedback. Regular consultation will be undertaken, particularly under the monitoring and evaluation of the scheme, which will allow for feedback and any issues to be identified.

Equality Analysis Prepared By: Greg Bonner

Position/Role: Technical Support Officer

Equality Analysis Endorsed by Line Manager and/or Chief Officer:

Decision Signed Off By:

Cabinet Member/Chief Officer or SMT Member:

Please remember to ensure the Equality Decision Making Analysis is submitted with the decision-making report and a copy is retained with other papers relating to the decision.

Where specific actions are identified as part of the Analysis please ensure that an EAP001 form is completed and forwarded to your Directorate's contact in the Equality and Cohesion Team.

Directorate contacts in the Equality & Cohesion Team are:

Karen Beaumont – Equality & Cohesion Manager

Karen.beaumont@lancashire.gov.uk

Contact for Adult & Community Services Directorate

Jeanette Binns – Equality & Cohesion Manager

Jeanette.binns@lancashire.gov.uk

Contact for Environment Directorate, Lancashire County Commercial Group and BTLS

Saulo Cwerner – Equality & Cohesion Manager

Saulo.cwerner@lancashire.gov.uk

Contact for Children & Young Peoples Directorate

Pam Smith – Equality & Cohesion Manager

Pam.smith@lancashire.gov.uk

Contact for Office of the Chief Executive and the County Treasurer's
Directorate

Thank you