

Summary Sheet

Council Report

Overview and Scrutiny Management Board – 21 February 2017

Title

Accessibility of Public Transport for Young People

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Shokat Lal, Assistant Chief Executive

Report Author(s)

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Ward(s) Affected

All

Executive Summary

This report outlines the findings and recommendations following research and consultation undertaken by Rotherham Youth Cabinet (RYC) regarding local public transport. The aim of the research was to evaluate services and to review the accessibility of public transport, namely buses, trams and trains, for young people in South Yorkshire.

Recommendations

That the Overview and Scrutiny Management Board:

- 1 Receive the report produced by Rotherham Youth Cabinet and notes the conclusions and recommendations within the report.
- 2 Request a detailed response to the recommendations to be presented at the OSMB meeting on 5 May 2017.

List of Appendices Included

Appendix 1 – “Get in Gear: Accessibility of Public Transport for Young People”
Appendix 2 – Template for response

Background Papers

Young People and Public Transport Report 2013
Rotherham Youth Cabinet Manifesto 2016-2017

Consideration by any other Council Committee, Scrutiny or Advisory Panel

The report could be shared with the Rotherham Transport Liaison Group.

Council Approval Required

No

Exempt from the Press and Public

No

Accessibility of Public Transport for Young People

1. Recommendations

That the Overview and Scrutiny Management Board:

- 1.1 Receives the report produced by Rotherham Youth Cabinet and notes the conclusions and recommendations within the report.
- 1.2 Requests a detailed response to the recommendations to be presented at the OSMB meeting on 5 May 2017.

2. Background

- 2.1 As part of RMBC's continuing commitment to the Children's Commissioner's Takeover Challenge, each year the Overview and Scrutiny Management Board (OSMB) supports Rotherham Youth Cabinet (RYC) in undertaking a focused piece of work on a topic chosen by the young people. The takeover challenge is a national initiative where children and young people take over an organisation or meeting and assume management/leadership roles.
- 2.2 RYC chose public transport as the theme for this year's takeover challenge, as it is one of the five priorities in their manifesto for 2016-2017. It is also an important matter for young people across the wider region, emerging as the key issue in the UK Youth Parliament "Make Your Mark" results for Yorkshire and Humber last year.
- 2.3 RYC launched their report "Get in Gear: Accessibility of Public Transport for Young People" (Appendix 1) in October 2016 and the takeover challenge is an opportunity to explore taking the recommendations forward.

3. Key Issues

- 3.1 The report recaps the issues raised from the previous work by RYC in 2013 on public transport and then explores a number of themes in depth:
 - Bus passes and pricing
 - Times and how people find out about the frequency and times of public transport
 - User experience in general
 - Experience of apprentices
- 3.2 The conclusion drawn by RYC was that public transport is on the whole a good service but requires some improvements. Examples include pricing, customer service, and punctuality; which all add to the experience of using public transport and had been criticised more than complimented.
- 3.3 Further or improved customer services training would improve consistency across South Yorkshire and be more likely to increase service user satisfaction.
- 3.4 Consistent tariffs would result in more people using public transport, allowing increased efficiency due to economies of scale. This would also be beneficial to customer satisfaction and the environmental aspects of the local areas.

4. Options considered and recommended proposal

4.1 In light of the findings and the main priorities that emerged from their research RYC developed the ten recommendations contained in pages 10-11 of the "Get in Gear" report. In summary these are:

- 1 Further the expiry date on the 11-16 Megatravel and 16-19 Student passes.
- 2 Introduce a zero fare or free bus pass for 16-18 year old students going to a sixth form or college.
- 3 Improve the advertisement of various tickets.
- 4 Invest in customer service training.
- 5 Introduce an 'apprenticeship pass'.
- 6 Look at the cleanliness.
- 7 Link the young person's carers' card to their fare.
- 8 Improve how information is collected regarding complaints and praise.
- 9 Implement free chargers and Wi-Fi on all services
- 10 Continue to promote timetables in a variety of ways.

5. Consultation

5.1 Pages 6-10 of "Get in Gear" reflect the outcomes of focus groups with Rotherham Young Carers' Council and the Looked After Children's Council. Both groups were asked about their experiences of using public transport (positive and negative); their views on the cost of public transport; who they would tell about any issues they had had with public transport; and what they would change if they could. RYC also consulted other young people through surveys.

5.2 South Yorkshire Passenger Transport Executive (SYPTTE) recently held a positive meeting with a representative of RYC to discuss setting up a specific Young Transport Users Group for the sub-region.

6. Timetable and Accountability for Implementing this Decision

6.1 It is anticipated that following discussion at OSMB a date for a formal response to the recommendations will be confirmed for May 2017.

7. Financial and Procurement Implications

7.1 The recommendations will require further exploration by officers and partners on the financial or procurement implications of their implementation.

8. Legal Implications

8.1 There are no legal implications.

9. Human Resources Implications

9.1 There are no human resources implications.

10. Implications for Children and Young People and Vulnerable Adults

10.1 The recommendations aim to impact positively on young people, through enhancing access to local public transport and thus facilitating participation in employment, training, education and social activities.

11. Equalities and Human Rights Implications

11.1 The recommendations will bring about a positive contribution to promoting equality through improving access to services.

12. Implications for Partners and Other Directorates

12.1 The majority of resulting actions will fall to South Yorkshire Passenger Transport Executive and local transport providers/operators.

13. Risks and Mitigation

13.1 As stated in 10.1, public transport is a vital means for many people to access a range of activities. Providers/operators have to take into account the needs of all service users and regular engagement with stakeholders and service user groups is essential to inform service development and provision.

14. Accountable Officer(s)

James McLaughlin, Democratic Services Manager

Approvals Obtained from:

Strategic Director of Finance and Customer Services: N/A

Assistant Director of Legal Services: N/A

Head of Procurement: N/A

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