

Creating sustainable  
**Community Transport**  
 in North Yorkshire

 **The Futurebuilders bid**


Presented by  
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 **The story**

- Once upon a time....



2

 **Interplanetary transport**

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

3

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


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

4

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


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

5


 **Operational design**

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

6

 **Operational design**

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




7

 **HDCT contracts**


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

8

 **Areas of concern for HDCT**

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

9

 **Areas of concern for HDCT**


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

10

 **Futurebuilders & public sector concerns**


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

11

 **Cutting through the mess**

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


12



## Success factors: go for quality

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

13



## Success factors: go for quality

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


14



## User benefits: building communities

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

15



## What next?

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


16



## Where were we ?

- Demand & potential but lack of infrastructure

17



## The answer

- Partnership
- Investment
- Futurebuilders England

18



## The partnership dimension



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

19




## The LRB Partnership

- HDCT
- Ryecat
- Bentham
- North Yorkshire County Council



20



## The Futurebuilders journey

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


21



## The Futurebuilders journey

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

22



## How easy was the road?

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

23



## October 2004 – April 2006

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

24



## Was it worth it?

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

25



26



## The beginning of the end

- ...and they all lived happily ever after



27



## Further information

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28