

Completed actions



EP Board 12th June 2025

LCC to draft Terms of Reference for the refreshed Task & Finish groups and circulate to members

LCC to circulate Task & Finish nomination forms to non-present operators

LCC to share details of the summer fares promotion to all EP Forum operators

LCC to keep members informed of EP Chair recruitment and assessment progress

LCC and Leicester City to co-ordinate additional February half-term service change date

LCC to share infrastructure scoring matrix with operators when it is available

LCC to liaise with GTS on Thorpebury progress and revert to Centrebus on this and the St Luke's change

LCC to acknowledge registrations on receipt and / or allocated officer

EP Forum 10th October 2025

LCC to confirm placeholders for refreshed Task & Finish group meetings to take place in late October

Operators to review if service start date is included on timetables and advise LCC

Leicester City Council to provide LCC with integrated timetable artwork



Members **agreed** the respective minutes as a true record and **noted** the completed and outstanding actions. The Chair will assist in contacting Warwickshire CC for shared learning and insight.

5

EP Plan and BSIP25

EO

LCC update



BSIP25



- There will be a BSIP refresh to update factual and other elements of the current document post-PTNR
- Delivery Plan reporting to be strengthened – LCC will share proposed template ahead of next meeting

EP Plan



- To reflect revised governance arrangements if agreed




Although not a mandatory requirement, LCC considers it useful to update BSIP24 in the light of the progress made so far and to focus on delivery of new workstreams, including the county-wide bus stop infrastructure which has now commenced and other processes for using the available capital grant. Another element of this is to reflect the proposed change to EP Plan governance as proposed under Item 13 of the agenda.

	<p>ACTION: LCC to let the operators know timeline for the BSIP being approved and published.</p> <p>DB: What is the implementation plan for the audit, will it include more RTI, will it be costed in detail as e.g.an RTI installation is approximately £6-7k per stop, will it be prioritised in areas where infrastructure is obviously poor or old? It would help operators to make suggestions and agree as an EP on decisions on specific works that contribute to the overall infrastructure programme if more ongoing or snapshot detail can be provided beyond a headline figure and list.</p> <p>EO: The criteria for spend will be based on what gives the most benefit for each location and if it is underpinned by continuity of the bus service. A new reporting template for Q3 is being developed to give greater transparency around budget allocations and co-related funding streams (s.106, LUF). The bus stop audit is being undertaken on an area-by-area basis so that specific workstreams can be set up and costed for each element (shelters, stops, RTI) in terms of what needs replacing, what needs upgrading and what new facilities might be provided whether at roadside or elsewhere.</p>	
6	<p>Capital spend proposals</p> <div style="text-align: right;">  </div> <h2 style="text-align: center;">BSIP capital spend proposals</h2> <p>The capital allocation of the bus grant for 2025/26 is £3,145,798 which must be spent in full by March 2027:</p> <ul style="list-style-type: none"> • Bus stop infrastructure audit • Bus delay hot spots / pinch points • Expansion of a further 75 totems in the Flexi zone / orbital area • Implementation of bus interchange hubs • Improvements to roadside passenger information • Increased Real Time Information displays • Improvements to walking and wheeling routes leading to bus stops • Support for community transport fleet <div style="text-align: right;">  </div> <p>LCC is examining a range of projects for utilising the available capital spend that will reflect the outcome of the bus stop audit as well as revisiting previous input from operators on bus congestion hotspots. The current focus is on locations at Ashby, Market Harborough, Melton, Lutterworth and Thurmaston where improved traffic signalling and management within existing highway infrastructure would help to give buses greater priority and modelling work is taking place to confirm this. LCC will provide a full list so that operators can provide further feedback and comment to inform a works implementation programme.</p> <p>ACTION: Operators to provide details to LCC ASAP of any further pinchpoints / hotspots on the network not previously reported.</p> <p>ACTION: LCC to circulate list of locations and improvements for review and agreement by operators.</p> <p>ACTION: RH to re-check whether the traffic management measures in Loughborough have since been completed as this is the status update received by HG.</p>	HG

7	<p>Bus Services Act 2025</p> <p>While the media headlines about the Act revolve around the increased powers for local authorities to control bus services through franchising, identifying socially necessary services and setting up their own bus companies, there are also specific provisions to improve the bus passenger experience particularly for vulnerable groups. These include requiring LTAs to publish a bus network accessibility plan and operators to provide staff with mandatory training on dealing with anti-social behaviour or hate incidents which are relevant in the context of operators' conditions of carriage and passenger charters. It also gives the Secretary of State the power to issue guidance on bus stop infrastructure and associated facilities (such as the national bus stop standard being promoted by the Campaign for Better Transport) which would influence some of the outcomes to be identified by LCC's bus stop audit. LCC will schedule relevant actions arising from the Act for future meeting agendas.</p> <p>Members noted the report.</p>	AJ
8	<p>Social media analytics</p> <p>The data shows consistent engagement by residents with messages about bus with the Free Fare Super Saturdays and Fab Free Fares campaigns scoring highly in terms of views while seven of the top ten most visited sites on Choose How You Move are for bus and public transport. Support posts by operators also drive interest. Passenger Transport Network Review information also scored well with an engagement rate of 2.53 compared to 1-1.5% as the national figure which shows that readers want to know the detail behind the headline. There will always be reactive media enquiries about bus service changes but a collaborative approach with operators enables LCC to be proactive in managing issues that arise.</p> <p>As well comms and assets for specific campaigns, LCC raises awareness of travel opportunities through a relaunched Choose How You Move newsletter currently at 200 subscribers and an open rate of c.50% against a target of 35% for e-newsletters, Leicestershire Matters which is delivered to over 300,000 households and where the network review was featured on the front page of the summer edition, and blogs which focus on how services have improved residents' daily lives. The aim going forward is to look at more personal stories to influence behaviour change towards bus and also more short-form videos which land well with younger audiences.</p> <p>DB: SnapChat is also preferred by young people to Facebook and similar channels so has that been considered too?</p> <p>J-MS: Yes, we are aware of this and how some authorities have used inline gaming and other offers to engage with young people. LCC is also starting to take a more site-specific approach to content rather than simply drawing attention to a press release.</p>	KS / JMS
9	<p>Upcoming comms and promotions</p> <p>The festive services in 2025 are focussed on supporting local events by promoting local bus services that can be used to attend them which, in some cases, have been augmented with additional provision by other operators. A dedicated webpage and related assets will be released soon.</p> <p>The Big Travel Survey has been launched and runs from 5th November to 30th December to obtain residents' views on how and why they travel for employment, study, healthcare, leisure or other reasons.</p> <p>A round-up of statistics and infographics to highlight the improvements that have been made to bus services in 2025 is in progress and will be released in formats that can be shared with residents as well as part of LCC's evidence base in formal reporting to DfT and other stakeholders.</p> <p>Members noted the report.</p>	EO

10	<p>Service change dates 2026/27</p> <div>  <h2>Service change dates 2026/27</h2>  </div> <table border="1"> <thead> <tr> <th>Change date description</th><th>Months</th><th>Actual dates</th></tr> </thead> <tbody> <tr> <td>Start of school Autumn term</td><td>August</td><td>26th August 2025</td></tr> <tr> <td>First day after Autumn half-term break</td><td>October =</td><td>27th October 2025</td></tr> <tr> <td>Start of school Spring term</td><td>January</td><td>5th January 2026</td></tr> <tr> <td>First day after Spring half-term break</td><td>February</td><td>23rd February 2026 [County]</td></tr> <tr> <td>Start of school Summer term</td><td>March / April</td><td>13th April 2026</td></tr> <tr> <td>First day after Summer half-term break</td><td>May / June</td><td>1st June 2026 [County]</td></tr> <tr> <td>Start of school Summer holiday</td><td>July</td><td>13th July 2026</td></tr> <tr> <td>Start of school Autumn term</td><td>August</td><td>24th August 2026</td></tr> <tr> <td>First day after Autumn half-term break</td><td>October</td><td>26th October 2026</td></tr> <tr> <td>Start of school Spring term</td><td>January</td><td>4th January 2027</td></tr> <tr> <td>First day after Spring half-term break</td><td>February</td><td>22nd February 2027 [County]</td></tr> <tr> <td>Start of school Summer term</td><td>March / April</td><td>5th April 2027</td></tr> <tr> <td>First day after Summer half-term break</td><td>May / June</td><td>7th June 2027 [County]</td></tr> <tr> <td>Start of school Summer holiday</td><td>July</td><td>12th July 2027</td></tr> </tbody> </table> <p>nb – January date is for exceptions only in the County</p> <p>The proposed set of dates for 2026-27 are in accordance with agreement at the Board on 12th June to add the February half-term date for changes in the County. Members agreed the new set of dates.</p> <p>ACTION: Reference to “County only” dates to be amended to show as applicable only to changes outside of the Leicester Buses EP Scheme Area and LCC to create map to accompany the list of dates.</p>	Change date description	Months	Actual dates	Start of school Autumn term	August	26th August 2025	First day after Autumn half-term break	October =	27th October 2025	Start of school Spring term	January	5th January 2026	First day after Spring half-term break	February	23rd February 2026 [County]	Start of school Summer term	March / April	13th April 2026	First day after Summer half-term break	May / June	1st June 2026 [County]	Start of school Summer holiday	July	13th July 2026	Start of school Autumn term	August	24th August 2026	First day after Autumn half-term break	October	26th October 2026	Start of school Spring term	January	4th January 2027	First day after Spring half-term break	February	22nd February 2027 [County]	Start of school Summer term	March / April	5th April 2027	First day after Summer half-term break	May / June	7th June 2027 [County]	Start of school Summer holiday	July	12th July 2027	AJ
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11	<p>Branding & Infrastructure T&F update</p> <p>The group met on 23rd October. A collaborative approach is being adopted in relation to the bus stop audit so that ownership and responsibility for individual assets will be more clearly identified by sharing of relevant data between LCC and operators. A request by PTUG members that roadside timetables display a clear ‘effective from’ date could potentially be met by including a QR code to link to real-time platforms of operators or third-party sites; this would also comply with any minimum standard issued under the new Bus Services Act 2025 powers. LCC will investigate how QR codes have been produced by other areas to inform an agreed approach.</p> <p>It is proposed that partnership branding is displayed on Kinchbus EVs purchased under ZEBRA2 funding through a cove panel rather than on the vehicle exterior. The cove template would be made available to other EP operators to adapt as required.</p> <p>The proposal and report were agreed by members.</p>	AJ																																													
12	<p>Fares, Ticketing & Promotions T&F update</p> <p>The group met on 30th October. Comments from PTUG members about the complexity of finding best value fares information was considered although there is considerable information on operators’ own websites and customers are able to contact them directly with any queries. It is important, however, that multi-operator schemes are communicated clearly. In terms of new schemes, it is proposed that a pilot to assess demand for through travel on town networks and connecting inter-urban services be developed; Melton and Market Harborough would be good candidates for this as well as providing an evidence-based approach to extending or discontinuing the scheme.</p>	AJ																																													

	<p>The proposal and report were agreed by members.</p> <p>ACTION: Operators to agree a ticketing scheme to implement and which has buy-in from all operators in the county.</p> <p>ACTION: LCC to consider request from BM to allocate some funding to promote the Flexi add-on ticket within the county.</p> <p>ACTION: TF to co-ordinate with Arriva marketing team to also help to promote Flexi add-on.</p>													
13	<p>EP meeting format and schedule 2026</p> <div><div><h2>Meeting dates 2026</h2><table><tr><th>Meeting</th><th></th><th></th><th></th></tr><tr><td>PTUG</td><td>22nd January</td><td>7th May</td><td>10th September</td></tr><tr><td>EP <u>Forum+Board</u></td><td>5th February / 19th March</td><td>21st May / 11th June (+AGM)</td><td>8th October / 12th November</td></tr></table><div></div><div></div></div></div> <p>To reduce duplication of discussion and outcomes, LCC proposes that Forum and Board meetings take place concurrently within a shared time slot. The Forum element of the meeting would be held online and would conclude in time to allow the Board element to continue in person. This is consistent with the respective separate arrangements for both meetings.</p> <p>Members agreed the proposal and LCC will circulate a set of dates for 2026.</p>	Meeting				PTUG	22nd January	7th May	10th September	EP <u>Forum+Board</u>	5th February / 19th March	21st May / 11th June (+AGM)	8th October / 12th November	All
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14	<p>AOB / Questions</p> <p>None.</p>	All												