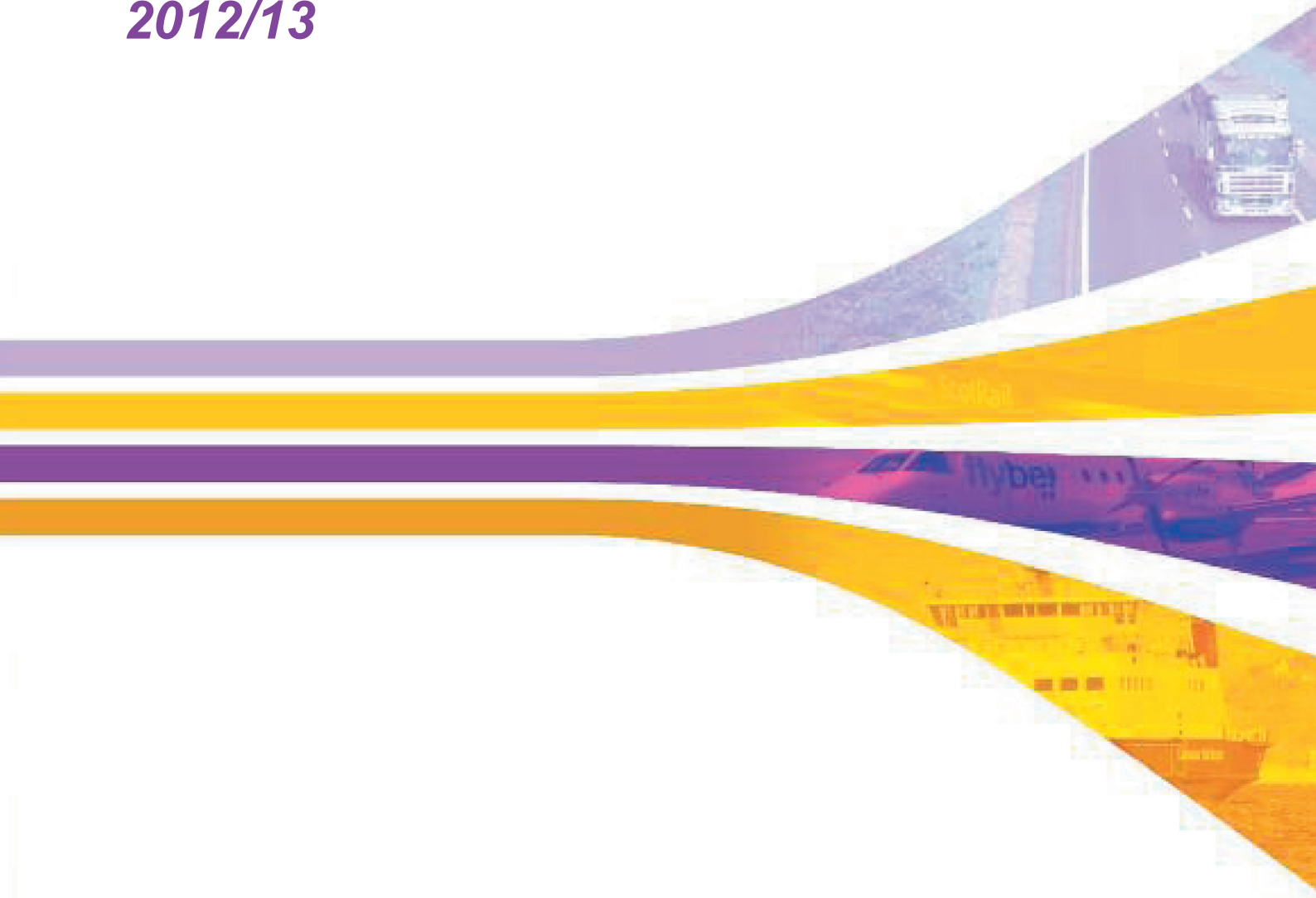


HITRANS Business Plan 2012/13



THE HIGHLANDS AND ISLANDS TRANSPORT PARTNERSHIP

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1 FOREWORD



HITRANS continues to focus its efforts on developing and delivering the Regional Transport Strategy for the Highlands and Islands which focuses on enhancing the region's viability and has the core aim of enabling sustainable economic growth across the Highlands and Islands. This reflects the Scottish Government's purpose of increasing sustainable economic growth for Scotland as a whole.

In 2012/13 we have a number of important actions to take forward to support delivery of this aim. Funding pressures within the public sector places challenges on us all to continue to deliver the most effective and efficient services possible. One of our core aims is to support our partner Local Authorities, Scottish Government and other key public and private sector partners in delivering improved transport services across the Highlands and Islands. We will continue to work hard to attract external funding and focus on a partnership approach to delivery.

The Partnership will continue developing its role in supporting better integration of public transport services between modes and service suppliers.

In the area of Health and Social care, HITRANS looks to support improving access for service users of health and social care services across the region by working with the National Health Service and other agencies to develop systems and approaches that will sustain and improve access to healthcare. We will continue to look to assist Partners taking forward any recommendations from the Audit Scotland Health and Social Transport Review and the parallel work being undertaken through the Scottish Government's Short Term Working Healthcare Transport Group. Health Boards each produced Healthcare Transport Framework Action Plans in 2010/11 and HITRANS continues to engage with them and other partners to establish where common action will add value to their delivery.

HITRANS will continue to engage with Government, our Local Authority partners and key stakeholders in supporting the process of developing Scotland's ferry services through the Scottish Ferries Plan and tender proposals for both the Northern Isles and the Clyde and Hebrides Ferries Service contracts. We will ensure Government are informed of the views of the island and peninsular communities across the Highlands and Islands for whom quality and effective ferry services are critical.

In 2012/13 we will continue to strive identify further European funding opportunities and deliver projects where we have secured funding from ERDF and INTERREG programme sources. Our aim in this will be to improve transport services and systems and establish best practice through transnational co-operation and joint working. This year our particular focus will be on facilitating more integrated and accessible business and tourist usage of public transport services, and optimum movement of freight. As a result added value will be achieved in the delivery of public transport and freight services in the Highlands and Islands. This work will help place the region at the forefront in terms of providing intelligent transport systems and high quality passenger and freight transport services.

Community Planning is designed to be a key means of ensuring optimum use of resources across the public sector. Sharing and integrating the use of transport resources between partners has to be a core means of ensuring communities can continue to access services and employment opportunities on a daily basis. HITRANS will continue to work with members of our 5 Community Planning Partnerships both through the Partnerships and individually, and with others in the wider transport sector through 2012/13 to achieve this aim.

Our Business Plan for 2012/13 sets out how we intend to achieve the objectives detailed above as well as moving forward with the many other activities HITRANS is involved in. We are committed at all levels to focus on a strong partnership approach to delivery to ensure scarce resources are targeted in the most efficient manner to achieve the best result for the Highlands and Islands.



Duncan MacIntyre
Chair



Dave Duthie
Partnership Director

2 GUIDANCE



The Scottish Executive published guidance on Regional Transport Strategies in March 2006. Paragraph 112 of the Guidance requires the preparation of an annual delivery or business plan to be submitted to Scottish Ministers. The plan should normally cover the first three years of implementation of the Regional Transport Strategy, and be updated annually to reflect local and central government planning and funding cycles and include plans for capital and revenue spending and borrowing. There have been changes in Government since this Guidance was issued and this has significantly changed the mechanism for funding of transportation investment from 2008/09. Ring fencing of much of the Council and previously centrally managed funding has been removed. Councils were tasked in 2008/09 with producing Single Outcome Agreements with Government and from 2009/10 onwards with their Community Planning Partners. In these rapidly changing circumstances, and with Scottish Local Government Elections being held in May 2012, it is proposed that HITRANS again produce a single year Business Plan identifying its intentions in 2012/13 and engage during that year with the new term Government, its agencies, HITRANS constituent Councils and their Community Partners to further develop its future focus and delivery role.

This Business Plan is intended to fulfil that requirement and, after approval by the HITRANS Board, will be submitted to Scottish Ministers.

It describes the good governance procedures adopted by HITRANS and defines the areas where HITRANS may in time seek additional powers beyond the current Model 1 level. It reflects the outcome of the 2011/15 Comprehensive Spending Review, the 2012/13 Scottish Government Budget with their Capital and Revenue implications and projected budgets for 2013/14. It forms the basis, with the detailed draft Delivery Plan linked to the Partnership's Transport Strategy which is currently being refreshed, of HITRANS' ongoing input to partner authorities' transport prioritisation, the related and developing Community Planning Partnership Single Outcome Agreements, and with Government for future bids for finance.



3 THE HITRANS BOARD



HITRANS was established by the Transport (Scotland) Act 2005 (“the Act”) and subordinate legislation, namely the Regional Transport Partnership (Establishment, Constitution and Membership) (Scotland) Order 2005. The Order came into effect - and HITRANS came into existence - on 1st December, 2005. The Partnership operates in terms of the Act and the Order. Although “the Board” is not a statutory term for Regional Transport Partnerships, it is a useful term for distinguishing between HITRANS’ main decision making body, i.e. the members meeting together, from the Partnership as a corporate entity comprised of members, officials and other associated groups.

Membership

In terms of the Order which established HITRANS, members consist of a total of 5 councillor members from the constituent councils, The Highland Council, Moray Council, Argyll and Bute Council, Comhairle nan Eilean Siar, and Orkney Islands Council. In addition, HITRANS is entitled to have between 2 and 3 other (non-councillor) members (paragraph 1(2) of Schedule 2 of the Order) which, during the period ending with the ordinary elections for councillors in 2007, were appointed by the Scottish Ministers and have subsequently been appointed by the Partnership with the agreement of Scottish Ministers.

The current Chair, Duncan MacIntyre, was appointed on 22 June, 2007. There is one Vice-Chair: Councillor John Laing.

The Partnership has a full quota of 5 councillor members and currently has 3 other (non-councillor) members.

In order to ensure that quorate decisions are achieved, an annual calendar of meetings for 2012 was agreed in October 2011, with the proposal to hold 4 Partnership meetings during the 2012 calendar year. Meetings are being held at the start of February, April, June, and October. Additional Meetings where necessary can be called in accordance with the Standing Orders should circumstances so require. Details of all Board Meetings, Agendas and Minutes are available on the HITRANS website.

Performance and Audit

Good governance of any corporate body involves three elements of a constant cycle: planning, performance and scrutiny. Proper scrutiny, which reviews performance and informs the next phase of planning of an organisation’s activities, is often most difficult to achieve. However, for organisations such as HITRANS, it is essential that there are appropriate mechanisms for review of all the Partnership’s activities. The burden of auditing HITRANS’ performance falls in the first instance on its officials, and internal/external auditors, and the Board considers their findings and recommendations on an ongoing basis.

4 GOVERNANCE



Good governance is essential to any public body and HITRANS is no exception. The essential building blocks for governance are set out below.

Standing Orders

The Standing Orders were reviewed and revised by the Partnership at their meeting on 3 February 2012. The Scottish Government had, in its provisions in the Establishment Order, set out certain minimum parameters for Standing Orders and these have been incorporated wholesale into our Standing Orders. The Standing Orders have used best practice from those of other organisations and are designed to meet the needs of the Partnership. They comprise not only procedural rules regarding meetings but also financial rules which dovetail with the financial regulations as well as the tendering and contractual rules which require to be followed for all contracts entered into by HITRANS. These, with the Partnership's Financial Regulations were subject to review during 2011/12 and may in the future additionally require to adapt to any new functional changes, as well as the normal requirement for periodic review.

Scheme of Delegation

In any corporate body, day to day operational decisions need to be taken by officials rather than awaiting a formal decision making process. A clear distinction can be drawn between policy making and operational decisions and this is the purpose of a scheme of delegation which allows officers to keep the Partnership's activities running whilst leaving the main policy decisions to the Board itself.

The Scheme of Delegation was reviewed and revised at the Board meeting of 3 February 2012 and represents a set of powers tailored specifically for the workings of HITRANS as they currently stand.

Financial Regulations

As part of the Partnership's commitment to the development of its corporate governance arrangements the Partnership has adopted the Financial Procedures of the Highland Council with adjustment to reflect our organisational needs and structure. The financial rules were adopted by the Partnership at their meeting on 20 January 2006 and provide the basis under which all actions overseen by staff that have financial responsibilities and interests are undertaken. A latest review of the Financial Regulations was undertaken in 2011/12 and the intention is to review these every two years to ensure they continue to be fit for purpose.

Human Resources policies / procedures

Comhairle nan Eilean Siar has been commissioned to take on the function of HR advisor for HITRANS. The agreement commencing in January 2006, saw the production and development of several policies, and the continuation of policy creation and development working with in-house staff is ongoing as and when required.

Equalities

HITRANS, as a Regional Transport Partnership, has a statutory requirement to comply with requirements associated with Race Equality, Disability Equality and Gender Equality legislation and also tackle discrimination on age, religious and sexuality grounds. The requirements under these headings have a common approach and therefore an agreement on the approach to fulfilling our requirements is required.

An Equality Scheme for HITRANS covering the period up to December 2010 has previously been published on the HITRANS website. The scheme provides clear cross referencing to other approved and published HITRANS documents so that anyone wishing to establish our position on equity issues can find it. A key element of the initial scheme was the establishment of an Equalities Forum which would meet on a six monthly basis, to discuss the work that HITRANS is doing and how it operates, to get feedback and suggestions from across the highlands and islands on how we could usefully improve on equalities issues. We engaged closely with our constituent Councils in 2008/09 and in particular their Equalities officers as they develop their individual equality schemes as we implemented our equality plan. It has been agreed with them that the best means of ensuring Equality issues are imbedded in transport processes and development is at a local level through their individual Forums. To this end each of our Council Partnership Advisors is tasked with considering any issues identified at Council level and feeding these back to the Partnership for debate, action and dissemination as appropriate. With this change in emphasis agreed by the 5 Councils the decision has been taken not to set up a separate Equalities Forum for the Partnership as this would in many ways duplicate the work being done at Council level.

The Equality and Human Rights Commission have indicated they “do not plan to require publication of an equality scheme or to specify the documentation that public authorities must publish. But to aid transparency they want public authorities to say in advance where they will publish their equality outcomes and report on progress”. On this basis HITRANS intend to “mainstream” equalities and a summary of the proposed reporting arrangements relating to specific duties we are putting in place are detailed as follows.

HITRANS Summary of Proposed Specific Duties Reporting Arrangements

| Regulation | Duty | Start Date | Reporting Arrangements | Report Date | Review Date |
|------------|--|------------|--|---|--|
| 3 | Publish equality outcomes based on evidence and informed by the Partnership's Council Advisors through their involvement in and interaction with local equality groups and communities. | April 2012 | Report within the Partnership's public performance reporting systems on progress made towards equality outcomes. | April 2014 then no later than every 2 years thereafter. | Publish revised outcomes no later than every 4 years from April 2012 |
| 4 | 'Mainstreaming' - report on progress on promoting equality across all protected characteristics. | April 2012 | Report within the Partnership's public performance reporting systems on action taken on. | April 2012 and no later than every 2 years thereafter. | N/A |
| 5 | Impact Assessment - consider the impact on equality of new policies and practices, through an evidence based approach where practicable. | April 2011 | Report within the Partnership's public performance reporting systems on identified impacts of policies and practices on equality outcomes. | April 2014 then no later than every 2 years thereafter. | N/A |
| 8 | Publication duty - progress on specific outcomes will be published biannually in the Partnership's Annual Report. | April 2012 | Report within the Partnership's public performance reporting systems. | April 2012 and no later than every 2 years thereafter. | N/A |

The implementation of equalities policies and practice is a clearly on-going process rather than simply the requirement to publish and monitor a specific scheme. Equal Opportunities are at the heart of the HITRANS ethos and we are committed to meeting our statutory duties in this regard. We will review the effectiveness of this change of process on an on-going basis and change it should it be found not to be identifying relevant equality matters to the Partnership.

Interaction with Stakeholders

HITRANS has established a series of effective liaison groups with transport operators, service users, linked service providers, and the wider community planning groupings across the spectrum of its activities as detailed in HITRANS Partnership Approach to Delivery in Appendix 1. The Liaison Groups serve as forums for Members and officers of the Partnership, officers from the constituent Councils and wide stakeholder interests to discuss issues relating to policy, strategy and operations, and to form a consensus view (or otherwise) to inform the Partnership Board's deliberations. The Groups have no delegated powers and are not Sub-Committees of the Partnership. As such their meetings are not regulated by HITRANS Standing Orders but add significant value to HITRANS appreciation of issues and provide direction for further development of strategy and improved delivery by the Partnership and its constituent Councils. We continue to develop the structure and processes of these groups to ensure they best meet their function. They have proven to be invaluable in ensuring close working relationships with our partners and stakeholders. As indicated above the current groups with their respective remits are described in Appendix 1.

Powers and Functions

Services should be delivered in the most efficient way and with appropriate democratic accountability in promoting a viable and sustainable region into the future. This is particularly important given the challenges being faced in funding across the public sector and in transport in particular. HITRANS looks forward during 2012/13 to working with the Scottish Government and its agencies to help deliver better transport services and related projects taking recognition of the outputs from the work of the Christie Commission and focussing on how the Partnership, Member Councils and other public and voluntary sector bodies can best contribute to improving outcomes for the people of Scotland: by driving up the quality and accessibility of services.

A distinction can be drawn between the **powers** and **functions** of HITRANS. Dealing briefly with its **duties**, these are, principally, in two categories. The first category relates to regional transport strategies and HITRANS, like the other transport partnerships, is under an obligation to produce a regional transport strategy and to monitor and, wherever possible, ensure its implementation (sections 5, 9 and 12 of the 2005 Act). The second category is in relation to a more general raft of duties to comply with various regulatory matters both under the 2005 Act and other pieces of legislation (auditing requirements; Ethical Standards in Public Life, etc. (Scotland) Act 2000; Freedom of Information (Scotland) Act 2002; Scottish Public Services Ombudsman Act 2002).

HITRANS' Powers

In common with all transport partnerships, HITRANS' powers are set out by the 2005 Act. In summary, the powers of the Partnership, where it sees fit, are to (references being to sections of the 2005 Act):

- require funding from its constituent councils (section 3);
- give grants and loan in implementation of the RTS (section 3);
- borrow money for specific capital expenditure (section 3);
- employ staff (para. 1 of Schedule 1);
- acquire land by agreement or compulsorily and dispose of it (paras. 6 and 9 of Schedule 1);
- develop land for its own purposes - or if surplus for other persons' use (paras. 6 and 7);
- promote or oppose private legislation (para. 10);
- participate in community planning (para. 11);
- form or promote companies (para. 12); and
- erect buildings, provide offices, entering into building contracts etc. (para. 16).

HITRANS' Functions

The legislative framework setting up HITRANS recognises that transport functions are currently carried out by other bodies and makes provision for transfer of some or all of these functions in certain circumstances should HITRANS, its constituent Councils and Scottish Ministers consider this is appropriate and adds value to the delivery of transport services in the area. Section 10 of the 2005 Act provides that transport partnerships such as HITRANS can carry out transport functions either instead of the previous function provider (usually the constituent council or a Government Agency); or concurrently with that person.

To exercise further transportation functions, HITRANS would have two options. The first would be for HITRANS to reach agreement with all the constituent councils and/or the Scottish Ministers that it carries out or supports certain of the transport functions which the councils are currently providing. This route is provided by section 14 of the 2005 Act. The second, as outlined above, is to apply to the Scottish Government under section 10 for additional functions. The case for either of these approaches was considered in the Delivery Review undertaken in 2009/2010 and could be subject to further consideration in 2012/13 post the May 2012 local Government elections.

Application for Additional Functions

Section 10 of the Act sets out the procedure which will require to be followed, should HITRANS resolve to seek additional functional capability. The precise functions would require to be the subject of Board approval. Thereafter HITRANS would require to consult with its constituent authorities for additional functions (s.10(6)). It would in such circumstances be our intention to report to the Board on the results of that consultation before finalising any request to the Scottish Ministers. In terms of s.10(8), the Scottish Ministers would again consult the local authorities on any request for additional functions.

The draft HITRANS Regional Transport Strategy (RTS) and related Delivery Plan do not indicate any area where additional powers might be sought at this time but areas within which the Partnership might wish to examine the benefits of attracting additional powers in supporting improved delivery of transport services across the Highlands and Islands would include:

Ticketing - Transport (Scotland) Act 2001: S28, 29. This area presents the strongest case for HITRANS to seek powers for direct delivery, as integrated ticketing is an area where the public and stakeholders would see the greatest benefit.

Quality Partnership and Quality Contracts - Transport (Scotland) Act 2001:

S3,13. There could be benefits of HITRANS facilitating a Quality Partnership or a Quality Contract on some strategy cross-boundary corridors along with the local authorities affected and the bus operator(s). The potential benefits should HITRANS assume some statutory Quality Partnership and Quality Contract functions to support and simplify any negotiation, should be considered.

Supporting Constituent Authorities - Where constituent councils may not have the capacity and resources to deliver local authority measures, the RTP could consider providing support to the local authority to provide optimum delivery of services, implement projects and initiatives relevant to the RTS, with agreement from the relevant authority. This could be the case in developing real time information systems and management, and management of demand responsive transport services.

For HITRANS to implement the regional transport strategy, projects, and initiatives, there is no need to transfer any powers from local authorities or central government to HITRANS, but there may be benefits in taking on parallel powers to ensure that the strategy is delivered in accordance with the associated delivery plan.

5 FUNDING



Our Business Plan should be based upon a realistic estimate of the funding which is likely to be available to HITRANS and its partner authorities. Grant income from the Scottish Government directly to HITRANS in its first two years represented the vast majority of the Partnership's funding. The outcome of the 2007 Spending Review has fundamentally changed the funding route for implementation of proposals within the RTS. Capital funding has now been included in the Local Authority block grant with little or no ring fencing for transport. Core revenue funding for HITRANS continues over the three years from 2011 to 2014 on the basis of core funding from Government and support funding from partner authorities.

In 2011/2012, HITRANS received Grant-in-aid from Scottish Government of up to £522,750 to fund revenue expenditure, including £200,000 of what was previously defined as Core Funding, with the overall aim to support implementation of the Regional Transport Strategy. For 2012/13 HITRANS has had confirmation of Scottish Government funding directly to HITRANS of £522,750.

Constituent Authority Requisitions

The Transport (Scotland) Act 2005 requires the constituent councils of each Regional Transport Partnership to fund its net expenses, after allowing for any income, including any grants from the Scottish Government. In 2011/2012, HITRANS constituent Councils contributed £200,000 towards the Partnership's net expenses. This represents match funding to complement the Scottish Government's revenue Grant-in-aid contribution towards nominal Core Funding. For the purposes of development of the business plan, HITRANS has intimated to the partner authorities a proposed requisition of £200,000 as core revenue funding.

The detailed Revenue Budget for 2012/2013 is shown in Appendix 2.

Revenue: Other sources of funding

In order to deliver on the aspirations of HITRANS and its partner authorities, it is beneficial to investigate alternative sources of funding. There are numerous European funding initiatives through which HITRANS and its partners could achieve added value. These opportunities continue to be assessed by HITRANS working with the constituent Councils and the Partnership has successfully engaged with other regions across the Atlantic seaboard of Europe in a project, START, promoting better integrated public transport with improvements in real time information and services between transport hubs and the areas they serve. The Partnership has been successful with

other European Partners in the Northern Periphery Programme area in obtaining support funding from the European Commission to fund a project called TRANSTOURISM, aimed at promoting better access for visitors to areas. Our local commitment is to improve web and mobile phone based travel information on services within the Highlands and Islands for visitors not familiar

with the internal transport networks to encourage them to come to the area and use public transport to enhance their experience of the region.



HITRANS is in addition part funding an ERDF funded project led by The Highland Council which aims to promote greater levels of active travel by developing better walking and cycling facilities within communities, based largely on the output from the Active Travel Audits undertaken by HITRANS in its area. Similarly we have supported Moray Council in their ERDF Urban Freedom project with some match funding from our Research and Development budget to support the promotion of active travel and real time delivery in Moray. In addition the Partnership is actively looking into the possibility of engagement in a number of other potential INTERREG projects with European partners with a view to adding significant value in the delivery of transport services across the region. All these initiatives fit with HITRANS strategy objectives and the aspirations of the Member Councils. There is a requirement for co-funding of trials, projects and studies from these European sources, and while only very limited funding can be provided from within the HITRANS budget for 2012/13, potential support funding is being attracted from within existing Council commitments and sources from other Partners to facilitate taking these projects forward.

Borrowing

Under the Transport (Scotland) Act 2005, HITRANS is permitted to borrow money for the purposes of its capital expenditure. HITRANS must have regard to the Prudential Code for Capital Finance in Local Authorities when determining any programme for capital investment. The key objectives of the Prudential Code are to ensure that the capital investment plans of local authorities are affordable, prudent and sustainable. No borrowing for the purposes of capital expenditure is anticipated during the period covered by this business plan. The Regional Transport Partnerships as a group continue to engage with Government and CoSLA on whether these powers and developing other potential funding opportunities may through joint working help support Member Councils and Government in delivering the Government's Purpose and in particular it's Economic Strategy.

Reserves

It is the responsibility of the Treasurer to advise the Partnership about the level of reserves that they should hold and to ensure that there are clear protocols in place for their establishment and use. Guidance issued by CIPFA advises that local authorities and Partnerships, on the advice of their Finance Directors / Treasurers should make their own judgements regarding an appropriate level of reserves, taking into account all the relevant local circumstances.

Under the Transport (Scotland) Act 2005, constituent authorities are required to meet the net expenses of the Partnership. This means that, technically, it is not possible for HITRANS to make a "surplus" or "deficit" in any year and, therefore it is not possible for the Partnership to have a General Fund balance or Reserve. Scottish Government officials have indicated that they may in time consider supporting an amendment to the Transport (Scotland) Act 2005, to allow for reserves, but this is unlikely in the near future. In the absence of a properly constituted reserve, any shortfall in the net expenses of HITRANS will fall to be met by the Partnership's constituent authorities.



6 THE REGIONAL TRANSPORT STRATEGY (RTS)



The HITRANS Regional Transport Strategy was submitted to the Scottish Government on 14 May 2008 and approved by Scottish Ministers on 25 July 2008.

We believe that our RTS remains a valid strategy reflecting closely Government's aspirations in its Economic Strategy as revised in November 2011. HITRANS is confident that its Strategy is in line with Local, Regional and National aspirations for the HITRANS area.

In reviewing the draft Strategy before submission and revising and subsequently updating the associated delivery plan in the light of available national and local resource commitments and the new funding mechanism for delivery of capital projects and service improvements, we have made the necessary adjustments to the RTS package to ensure it provides a prioritised approach to investment while still meeting the realistic aspirations of the constituent Councils, Community Planning Partners and transport service providers. Councils continue to have to revise their Capital and Revenue Programmes in light of reducing funding availability and developing Single Outcome Agreements and as a result have been unable to commit to the specific investment proposals of the draft RTS Delivery Plan. This Plan still remains HITRANS aspiration and we will complete our review of its content during 2012/2013, taking account of the output from the Government's Infrastructure Investment Plan which sets the national transport investment priorities until 2030, and Councils revised Capital Programme commitments.

Monitoring and Evaluation

It is important that HITRANS demonstrates that it is achieving its aims and objectives. The RTS provides a basis for monitoring and evaluation and the means of measuring success of implementation in a factual manner has been further developed during 2010/11 with the agreement of interim Transport Indicator targets for 2013 and 2018, as well as final targets for 2022. Updates on performance against targets will be reported to the Board on a regular basis and included in the Partnership's Annual Report using the Framework that has been developed.

Delivery Mechanisms

The predominant method of delivery that HITRANS had utilised to deliver improvements in service up to 2007/08 when a direct Capital Programme was available had been by the issue of Grant in Aid to the Partnership Authorities and other stakeholders. This has changed for the funding of regionally significant transport projects from 2008/09 as funding has now been redirected, without ring fencing, to the Partnership authorities by the Scottish Government.

HITRANS working in partnership with its Member Councils has undertaken the process to establish Term Framework contracts, for a range of interventions and activities with the intention of appointing consultancy support available across the HITRANS area. By establishing these Framework contracts HITRANS and its constituent Councils intend to call on the appropriate technical support without the need for lengthy tendering procedures thus reducing the timescales for project delivery.



The sharing of resources between Councils, between the RTP and Councils, and between RTPs is now possible and being used to promote specific activities to the benefit in the delivery of transport services across the Highlands and Islands. With the identification of projects to be delivered by 2030 within the Government's Infrastructure Investment Plan, and related regional projects included in the draft RTS Delivery Plan, there is a clear opportunity for HITRANS and the constituent Councils to positively work with Government and its agencies to develop the Interventions to be taken forward, and HITRANS will continue to promote and develop joint working and collaboration to realise Government's, RTP's, and Council's joint goals in the preliminary design and preparation of schemes and action strategies on transport corridors.

The Programme of Research and Strategy Development proposed to be undertaken by HITRANS during 2012/13 to support delivery of the Regional Transport Strategy is detailed in Appendix 3 to this Plan.

Risk

HITRANS financial position requires stringent management and at times difficult decisions over resource priorities. It is important, therefore, that the maximum amount of resources is channelled into achieving HITRANS' objectives. There are, however, risks to us achieving these objectives. Risks are inevitable and, in practice, cannot be avoided. Risks, therefore, have to be managed, understood and controlled if we are to meet our objectives.

Risk management is about managing the Partnership's exposure to risk, the probability of it occurring and the impact it would have. It involves identifying the risks, assessing them and responding to them. Risk management is not restricted to limiting adverse outcomes and it can be used to achieve desirable outcomes.

The management of risk is not a new concept to HITRANS as risks are currently managed throughout the organisation, either consciously or sub-consciously. However, there is a need for a common corporate framework to facilitate a consistent and logical approach, which should lead to better decision-making and better use of resources. We are also obliged, under the process of corporate governance, to account for our actions. To achieve compliance with best practice we need to ensure that we have a robust system of risk management in place.

Consequently, HITRANS needs to be pro-active and prepared in the way we manage our risk portfolio. Incorporating a more formal approach to risk management in our day to day operations will enable us to deliver our responsibilities and work towards achieving our objectives. In fact, management of risks is fundamental to ensuring that we fulfil our objectives.

Between 2010 and 2012 the Partnership developed and agreed a Risk Management Strategy and established a Risk Register which is reviewed regularly. In 2012/13 we will further develop these management processes and imbed these in the work of the Partnership.

7 REVENUE



The Research/Strategy Development Programme for 2012/2013 and the programme for delivery are as detailed in Appendix 2.

The screenshot shows the HITRANS website homepage in a browser window. The browser address bar shows 'www.hitrans.org.uk'. The website has a dark navigation bar with a search box and menu items: Home, About us, Strategy, Travel Modes, Projects, Plan Your Journey, Corporate, Meetings, News. Below the navigation bar is a large banner image of an offshore oil rig. To the right of the banner is the HITRANS logo, which consists of a stylized 'H' and 'I' above a yellow 'V' shape, with the text 'HITRANS' and 'THE HIGHLANDS AND ISLANDS TRANSPORT PARTNERSHIP' below it. The main content area is divided into three columns. The left column has a 'Home' heading and a 'HITRANS' heading, followed by a paragraph describing the partnership. The middle column has a 'news - view all' heading and lists several news items with dates and titles. The right column has a 'recently uploaded - view all' heading and lists several documents with dates and titles. At the bottom of the page, there is a footer with 'Freedom of Information | Contact us', 'Content: © HITRANS 2011', 'Designed by Velocity Design Ltd', and 'Powered by Workflow 24'.

Home About us Strategy Travel Modes Projects Plan Your Journey Corporate Meetings News

HITRANS

The Highlands and Islands Transport Partnership (HITRANS) is the statutory regional transport partnership covering Eilean Siar (Western Isles), Orkney, Highland, Moray and most of the Argyll and Bute area (Helensburgh and Lomond is covered by SPT).

We're working hard with Councils, the Scottish Government, Transport Scotland, HIE, transport operators and other stakeholders to improve transport services and infrastructure in the north of Scotland and on routes to the Highlands and Islands.

Use this site to view and download agenda and papers for the latest Partnership meetings/research and study reports/annual reports/business plans. Plan your journey and more...

news - view all

03/04/2012 - HITRANS welcomes the new funding stream for Scotti... more >

02/04/2012 - HITRANS Most Improved Station 2011 - Falls of Crua... more >

30/03/2012 - Canon Bridge Station Could Be Opened Soon... more >

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17/05/2012 - Pre Ten O'Clock Study Report... more >

08/05/2012 - Sleepers Uncoupled - Market Trends in European Sle... more >

08/05/2012 - Sleepers Uncoupled - Case Studies... more >

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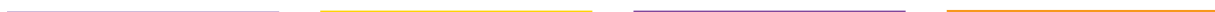
8 MARKETING AND COMMUNICATIONS



The objective of HITRANS' marketing & communications strategy and Action Plan, is to increase awareness of our role and objectives among the travelling public within the Highlands and Islands of Scotland, engender change in public behaviour towards transportation, and indicate to our partners and other stakeholders that HITRANS is achieving its aims.

Our communications objectives through 2012/2013 will be to:

- Provide Newsletters following Partnership Meetings to publicise the decisions taken at the Meeting and the actions currently being taken by HITRANS to promote delivery of the RTS.
- Develop the HITRANS Website content to make it more informative and accessible.
- Make HITRANS a household name in the Highlands and Islands.
- Continue to make people aware of what we are doing and why, explained in terms of the high level aims of the RTS, what HITRANS aims to deliver as described in the RTS and the benefits that will accrue to business and the population of the region.
- Become the automatic first point of contact on transport planning and delivery issues in the Highlands and Islands: e.g. transport = HITRANS.
- Encourage behavioural change among the public in line with the objectives laid out in the RTS – e.g. making “smart transport choices” including: greater use of public transport, car sharing, personal travel plans, alternative and active transport options, etc, through highlighting the advantages, practical benefits and needs which these address.
- To promote the case working in partnership with other peripheral regions of the UK, and in particular the North east of Scotland, for these regions to have levels of access to the south east of England hub airports, particularly Heathrow, to allow their regional economies to meet their potential.



9 RESOURCES



Establishment

With effect of 31st March 2012, HITRANS will employ 5 paid Staff:

| | |
|-------------------|------------------------------|
| Dave Duthie | - Partnership Director |
| Ranald Robertson | - Partnership Manager |
| Frank Roach | - Partnership Manager |
| Katy Cunningham | - Office Manager (Inverness) |
| Christine Kendall | - Officer Manager (Lairg) |

Their specific areas of engagement and activities of each employee in 2012/13 are detailed in HITRANS Partnership Approach to Delivery in Appendix 1.

Part time consultants will in addition continue to be employed as and when required to support strategy, research and project requirements, in line with our ongoing practice.

Permanent Advisors

The Partnership invites input from a number of Key Stakeholders at officer level on a regular basis through Permanent Advisors Meetings and adhoc contact on specific issues. As well as a senior transportation officer from each of the 5 constituent Councils a representative from the following organisations participates on an on-going basis in our Advisory arrangements:

- Highland and Islands Enterprise
- Scottish Council for Development and Industry
- The Health Sector
- The Public Transport Co-ordination Group

Historic practice had been to invite a single nominee from each organisation to fulfil this role, but this resulted in occasions when a key stakeholder has been unable to input into Advisors Meetings. For 2011/12 HITRANS offers each organisation the opportunity, if it so wishes, to nominate a substitute Advisor who can participate in Meetings on the occasions their Permanent Advisor is unavailable, in the same way as Substitute Members are permitted for Council Members of the Partnership.

Accommodation

The Partnership employees have been located in 2 offices from April 2008, at Dalcross and at Lairg station, The Lease for the Dalcross premises were renegotiated at the at the end of 2008 and a new lease for our more focussed needs agreed for the period up to 2012, at a reduced cost to the Partnership.

Equipment/ IT Resources

In an effort to maintain efficiency and effectiveness HITRANS practice has been to replace PCs on a 3 to 4 year cycle with two of the five PCs being programmed for replacement in 2012/13 in line with this approach, the redundant units being kept as standby units where still serviceable. The existing small business server was replaced during 2011/12. Our video conferencing equipment should meet the ongoing needs of the Partnership and minimise the need for unnecessary travel and produce efficiency gains.

The HITRANS website was replaced in 2010/11 reflecting general improvements in website design while retaining the current web address, and was further developed during 2011/12. During 2012/13 we will revise our internal office and communication systems to take increasing advantage of the enhanced facilities we have in the website Members Area as a means of enhancing the interface with our Members.



APPENDIX 1: THE PARTNERSHIP APPROACH TO DELIVERY



Summary

HITRANS is committed to working with all sectors and interests within transport in adding value to the transport services delivered across the region. This note indicates the structures HITRANS has put in place to achieve this aim.

Involvement in each area of policy development and delivery

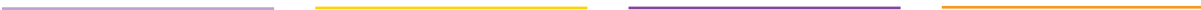
The partnership has identified eight areas in which it would aim to work towards improving service provision as follows

| Area | Description |
|--------------------------------|---|
| Active travel | Walking, cycling |
| Community and health transport | Third sector transport, social and health transport, car sharing schemes |
| Bus | Supported and commercial bus services, and taxis |
| Rail | Passenger and freight rail services |
| Transport Infrastructure | Roads (both trunk and local), Rail Infrastructure, Airports, Ports, Harbours, and Ferries |
| Freight | Cross modal, road, rail, ferry, air and sea |
| Ferry | Supported and commercial ferry services, national and local |
| Air | Supported and commercial air passenger services, including charter and freight |

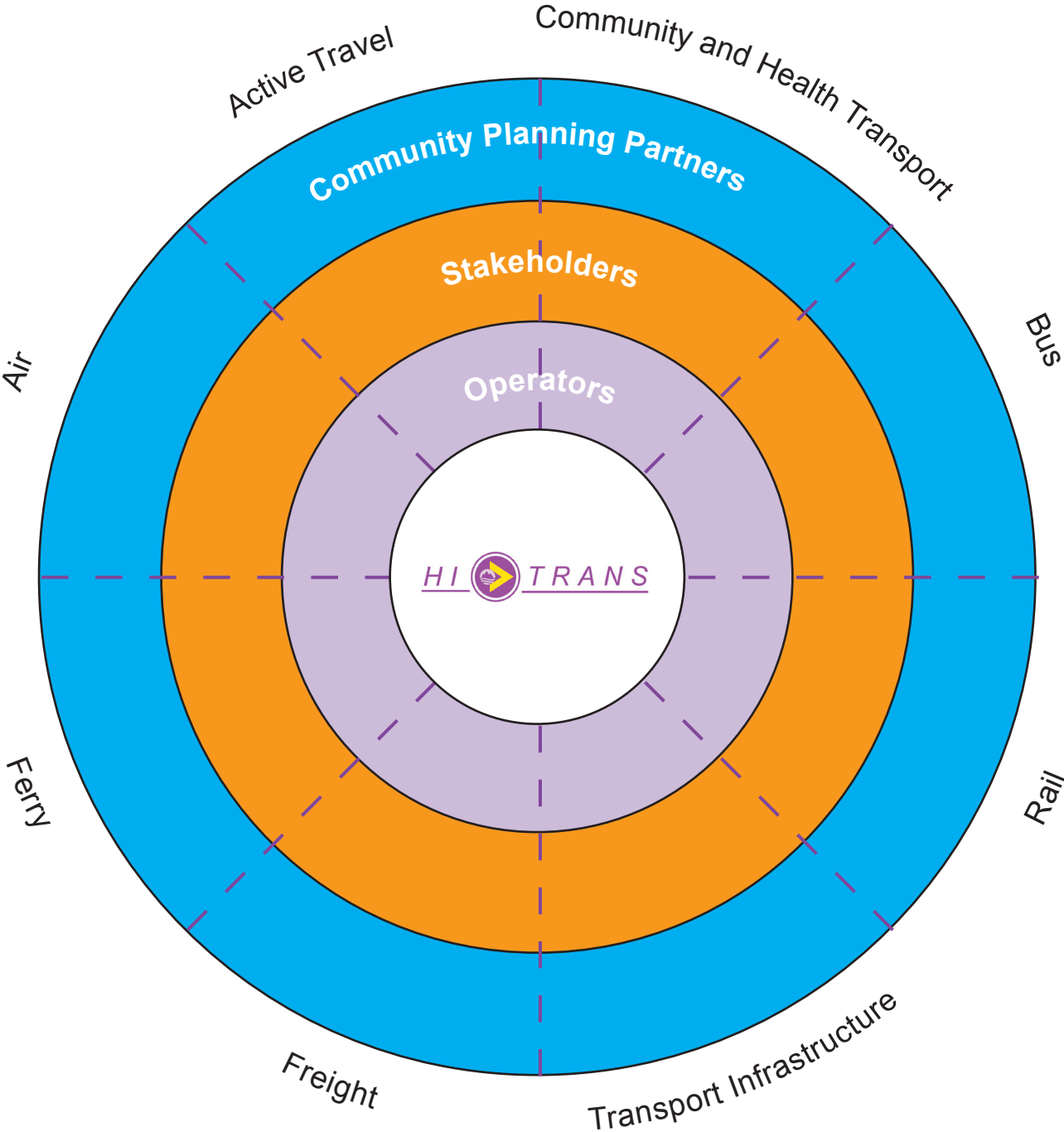
In each area HITRANS will seek active participation from the 5 constituent Councils, our Community Planning Partners, Stakeholders, Operators, Permanent Advisors and the Board. HITRANS will encourage its Community Planning Partners, Stakeholders and Operators to participate in policy development and delivery options appraisal. Operators in particular will be encouraged to interact not only within their individual area of expertise but across the 8 areas and will be given the opportunity individually to discuss issues with Board Members. This will allow HITRANS the greatest opportunity to learn from their knowledge and experience.

Objectives

HITRANS wishes to ensure maximum effective involvement of all groups and will devise, in each service area, mechanisms and structures that will ensure that each group's views are heard and their input valued in ensuring the Partnership delivers improved transport services across the region. HITRANS has formed and will continue to develop advisory and consultative groups both within and between linked transport areas, to promote improved integration across the highlands and islands. Regular meetings of these groups are arranged to obtain valuable input and provide information on developments and proposals, and updates will be provided on the HITRANS website.



The chart below diagrammatically reflects the approach HITRANS is taking to achieve this aim.



Engagement with Stakeholders and Operators

The following are the HITRANS proposed arrangements for engagement and consultation in 2012/2013

| Area | Proposed Action | Timescale |
|---|---|--------------------------------------|
| Rail | Users and A+C Groups Meet 2x Stakeholders 1x | June 12, Dec 12 Mar 13 |
| Bus | Stakeholders – meet 1x | Sept 12 |
| Community and Health Transport | Meet Health Boards, And engage with Community Transport Operators | Sept 12 ongoing |
| Active Travel | A+C forum Meet 2x | May 12, Nov 12 |
| Air | Stakeholder meeting 1x | June 12 |
| Ferry | Tier 1 Meetings Tier 2 (CHFS) Tier 2 (N.Isles) | Aug 12, Dec 12 Sept 12 Sept 12 |
| Freight | Meetings of Freight Quality Forum | May 12 |
| Transport Infrastructure | Operator meetings, trunk, rail, air, meet each 1x | ongoing |
| Equality Issues Development | Feedback from Council Permanent Advisors | Ongoing through Advisors Meetings |
| Integration of Public Transport Services | Operator group Meet 1x | Oct 12 |
| Public Transport co-ordination | Meeting of public transport officers of each Council | Sept 12 |

Key

| | | |
|-------|---------------------------|-------------------------------------|
| A+C | Advisory and Consultative | |
| DD | Dave Duthie | Partnership Director |
| RR | Ranald Robertson | Partnership Manager |
| FR | Frank Roach | Partnership Manager |
| KC | Katy Cunningham | Office Manager, Inverness |
| CK | Christine FI | Office Manager, Lairg |
| MM | Mike Mitchell | Finance Manager (THC) |
| DM | Derek Mackay | Partnership Secretary (CNES) |
| DS | David Summers | Permanent Advisor, Public Transport |
| SMacN | Sam MacNaughton | Permanent Advisor, (THC) |
| PG | Peggy Morrison | HR Support (CNES) |
| GL | Gavin Lawson | Legal (CNES) |

| Area | Administration | Development | Stakeholder Engagement |
|--------------------------------|----------------|-------------|------------------------|
| Rail | CK | FR | CK/FR |
| Bus | KC | RR | KC/RR |
| Community and Health Transport | KC | RR | KC/RR |
| Active Travel | CK | FR | CK/FR |
| Air | CK | RR | CK/RR |
| Ferry | KC | RR | KC/RR |
| Freight | CK | FR | CK/FR |
| Transport Infrastructure | KC/CK | DD/RR/FR | DD/RR/FR/ KC/CK |
| Equalities | KC | DD | DD/KC |
| Integration of Services | KC/CK | FR/RR | FR/RR |
| Public Transport Co-ordination | CK | DS | DS |

Other Areas of Partnership Activity

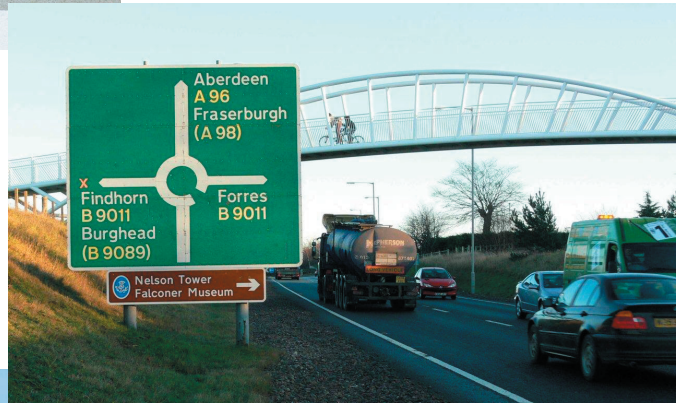
| Area | Lead | Comment |
|--|---|---|
| RTS Development - Monitoring and evaluation | DD | RTS approved by Government. Framework and targets produced to assess success in achieving outcomes linked to governments objectives |
| Community Planning – engagement in CPPs | DD | Critical that the development and implementation of SOAs and cross sector agreement of priorities reflects the importance of transport in all public and private sector delivery areas |
| Learning from European Best Practice – Working with partners in EU | DD/RR/FR | Intention to identify opportunities for working with partners to develop best practice, and investigating opportunities for engagement |
| RTPs – joint working | Chair and DD | Joint working to support government in achieving its Purpose and key national outcomes |
| Working to support Councils | Individual Council Board Members and Council Permanent Advisors | Engage with Councils to support the development of their SOAs and to support optimum development of best practice throughout the H+I |
| Joint Working between Councils | SMacN and DD | Delivery of working arrangements between the 5 Councils to encourage sharing of resources and expertise and in particular to support Government in delivering IIP and Regional priorities |
| START Interreg 4 Project | RR | Finalising delivery of European Project actions and outputs with Partners within the Highlands and Islands and across Europe |
| TransTourism NPP Preparatory Pool Project | FR | Progressing project |
| Travel Planning | RR | KC supporting in promoting sustainable transport arrangements by public and private sector employers and employees |
| Development Planning | DD | Inputting into the development of Council's Development Plans, and engaging in pre-consultation during development of large scale projects within and across Council areas |

HITRANS General and Support Activities

In meeting its aims and objectives the Partnership is involved in a wide area of general and support activities. These are identified below with details of the roles of both employees and support service providers during 2012/13.

| Function | Sub function/description | Lead Officer |
|--|--|--------------------------------|
| Revenue budget management | Overall budget management THC Internal systems plus inputting to THC Individual budget line management | MM KC/CK RR/FR |
| Equalities issues management | Implementation of HITRANS approach to Equalities | KC |
| Board administration | Overall administration by WI Distribution of papers and local admin | DM KC |
| HR and Legal support | HR – CNES support Legal – CNES advice and support | PM/DD GL/DD |
| Travel Planning | Promote Travel Planning by Employers and monitor success | RR with external support |
| Press Relations/ Promotion | Establish delivery mechanisms to best meet the Partnership's needs, including Newsletters | DD/RR/FR with external support |
| Integration of Pub Trans | Improve linkages between transport modes and service providers | FR/RR |
| Community Planning | Engage in Community Planning across the highlands and islands | RR |
| Study Management | Delivery of research programme | RR/FR with external support |
| Project Management | Delivery of individual projects | RR/FR |
| IT and Website Management | Support by external supplier RR/FR/KC/CK input to website | RR/FR |
| Meetings, Events and Diary Management | Organisation/management of events and Board Meetings | KC |
| Member/ Officer/ Advisor Travel arrangements | Organisation, management and arrangements for payment | KC |
| Employee Development | Complete Personal Development Reviews for each employee | DD |





“HITRANS looks forward during 2012/13 to working with the Scottish Government and its agencies to help deliver better transport services and related projects taking recognition of the outputs from the work of the Christie Commission and focussing on how the Partnership, Member Councils and other public and voluntary sector bodies can best contribute to improving outcomes for the people of Scotland: by driving up the quality and accessibility of services.”

APPENDIX 2: REVENUE BUDGET FOR 2012/13



| Budget Heading | Budget 2012/13 Recommendation |
|-------------------------------------|----------------------------------|
| Income | |
| Argyll & Bute | £28,700 |
| CnES | £18,900 |
| Highland | £88,800 |
| Moray | £46,400 |
| Orkney | £17,200 |
| Scottish Government - Core | £200,000 |
| Scottish Government – Non-core | £322,750 |
| Total Income | £722,750 |
| Running Costs | |
| Director | £97,000 |
| Programme Managers | £120,000 |
| Office Managers | £56,000 |
| Staff Travelling and Subsistence | £25,000 |
| Members/Advisors Travel/Subsistence | £10,000 |
| Partnership/Consultation Meetings | £20,000 |
| Office Costs - Property | £15,000 |
| Office Costs - Administration | £20,000 |
| | £363,000 |
| Programme Costs | |
| Publicity | £12,500 |
| Research and Strategy Development | £306,250 |
| | £318,750 |
| Finance/HR/Legal/Admin | |
| CnEs | £8,000 |
| Highland | £22,500 |
| External Audit | £10,500 |
| | £41,000 |
| Total Costs | £722,750 |


APPENDIX 3: RESEARCH/STRATEGY DEVELOPMENT PROGRAMME FOR 2012/13



| Area | Funding | Delivery Timetable | Lead | Comments |
|--|---------|--------------------|-----------|---|
| ERDF - TransTourism | 15,000 | Apr12 –Mar 13 | FR | Funding to support delivery of the Interreg Project as previously agreed by the Board. |
| ERDF - Active Travel Highland | | Apr12 –Mar 13 | FR | Support for Highland Council ERDF project as previously agreed by the Board, and promotion of delivery of critical routes as identified in the Active Travel Audits on the basis of partner match funding. |
| Partner funding for ERDF funded projects (Interreg) | 50,000 | Apr12 –Mar 13 | RR/ FR | Provisional allocation to provide initial funding for bids for EC funding with EU partners (FOODPORT). |
| Active Travel Infrastructure Delivery Programme | 40,000 | Apr12 - Mar 13 | FR | Delivery of actions identified in the Active Travel Audits as critical to promotion of increased sustainable travel within communities. |
| Road - Severe Weather Transport Information Project | 20,000 | Apr12 - Mar 13 | RR | Extension to live eye cameras and severe weather alerts to points on the local road network across the region. |
| BRDG - Elgin to Aviemore (Perth) and Campbeltown / Glasgow | 50,000 | Apr12 - Mar 13 | RR | Support to kick start bus services between Elgin and the Central Belt and second year of Campbeltown to Glasgow service. |
| Ferry Franchise length Study | 10,000 | May12 Aug12 | RR | Study of EU experience of ferry franchises of different lengths. |
| Community and Health Transport | 20,000 | Aug12 -Mar13 | DD | Part funding to support the development of a trial Integrated Transport Hub between NHS Highland, Highland Council, and other transport providers, and possible Moray travel study. |
| Fixed Links - Renewable Energy Development | 5,000 | Sep12–Mar13 | JF | Part fund investigation into viability of fixed links through energy generation with interested Councils and Crown Estate. Awaiting lead agency action by Orkney Islands Council, funding carried forward to 2012/13. |

RESEARCH/STRATEGY DEVELOPMENT PROGRAMME FOR 2012/13

| Area | | Delivery Timetable | Lead | Comments |
|---|----------------|--------------------|------|---|
| Smart Ticketing Ferry Trials - CHFS and Orkney Internal | 30,000 | Apr12 -Mar13 | RR | Trials of smart cross modal ticketing to improve customer experience in using public transport in the Highlands and Islands. |
| ScotRail Franchise 2014 Input | 10,000 | Apr12 -Aug12 | FR | Research to support delivery of improved rail services through the 2014 Franchise. |
| Real Time Information Development | 30,000 | Apr12- Oct 12 | RR | Delivery of improved realtime information for public transport passengers. |
| Inverness Amsterdam Air Service - EU Mainland promotion | 10,000 | Apr12-July12 | RR | Promotion of new air service in Low Countries to encourage stronger direct links into the Highlands and Islands. Check on State Aids compliance to be undertaken. |
| Virtual Rail Freight Investment Model | 20,000 | Sep12- Jan13 | RR | Study to investigate the business case for developing freight rolling stock that best fits current gauge capacity. |
| West Coast ferry deck space usage on fully booked services | 5,000 | May12 -Oct12 | DD | survey to establish deck space usage on major west coast routes during peak periods. |
| A9 Berriedale Braes Design | 10,000 | Sep12-Mar13 | DD | Contribution towards cost of further developing the design of the low cost scheme option. |
| Broadford/ Plockton airstrips - market assessment | 5,000 | July12- Nov 12 | DD | Contribution to joint study with HIE/THC into the size of the potential market that could be served by the current facilities and modest improvements thereof. |
| Timber Transport Review | 15,000 | July12 - Dec12 | FR | Joint review with Forestry sector of best practice in sustainable timber extraction and transport across region as follow on from Roadex EC project. |
| Identified Project Expenditure | 345,000 | | | |
| Current Estimated Budget | 306,250 | | | |



for further information please contact

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