

Decision Title:

Bus Service Improvement Plan – Additional Customer Experience Staff

Is this decision Key or Non-key?

Non-key

If the decision is Key, has the decision been published on the Forward Plan?

N/A

Is this decision subject to Call-in?

No

Decision:**Option 1: Non-confidential decision:**

- I. Approve a total of £750,361.51 BSIP spend for additional staff 'Bus Champions', 'Bus Ambassadors' and Bus Contract Compliance Officers to be employed by Northumberland County Council and Durham County Council until 31 March 2028.
- II. Approve completion of the appropriate Grant Funding Agreements.

Option 2: Confidential decision:

N/A

Delegation:

Minute number C24/7/24 of the Cabinet meeting held on 30 July 2024, the following 'investment be approved in principle and delegated authority be granted to the Chief Executive, to enter into the relevant agreements as required, in accordance with the Single Assurance Framework:

- £60.811 million (revenue) and £40.468 million (capital) of Bus Service Improvement Plan funding to deliver a range of improvement to bus services, to be delivered by partners through Grant Funding Agreements'.

Consultation:

Cabinet Member:	Yes
Monitoring Officer:	Yes
Director of Finance and Investment:	Yes

Name and Title of the Decision-Maker:

Dr Henry Kippin, Chief Executive, North East Combined Authority

Contact Officer:

Heather Jones

Head of Transport Customer Experience

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Signature (Decision-Maker)

A handwritten signature in blue ink, appearing to read 'H Kippin', is written over a faint, light blue circular watermark that contains the text 'North East Combined Authority'.

Date of signing 18/12/2025