SUMMARY OF DECISIONS TAKEN

MEETING: Community Select Committee

Wednesday 6 November 2013, Shimkent Room, Daneshill House, Stevenage, SG1 1HN

MEMBERS PRESENT: Councillors: S Walker (Chair), M Notley (Vice-Chair), L Bell, L Harrington, C Latif, J Mead, G Snell

and P Stuart

Also in attendance: Mrs Sybil Graham and Mrs Barbara Swainston (Community Bus Users), Ian Edwards, Community Bus

Driver, David Neilan and Angie Reynolds of HCC

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	ACTION/LEAD
There were no apologies for absence nor declarations of interests.	O Adeoye Ext 2809
2. MINUTES – 10 OCTOBER 2013	
It was RESOLVED that the Minutes of the meeting held on 10 October 2013 be agreed as a correct record and signed by the Chair.	O Adeoye Ext 2809
The Head of Leisure, Environmental Health & Children Services updated Members on a number of actions arising from the meeting of 10 October 2013:	
Item 5- Stevenage's Commitment to Carers: The Officer advised Members that having received no further amendments or recommendations following the committee's consideration of the draft report at the last meeting, a final report would now be going to Executive for consideration in December 2013.	A Sanderson Ext 2311
Item 6- Child Poverty: The Officer informed the Committee that Officers from Herts County and SBC will be invited to a future meeting. Members would receive a brief presentation which would provide the Committee an opportunity	A Sanderson Ext 2311

to view the issue at County, town and ward levels.	G Buck Ext 2247
3. DISCUSSION ITEM ON COMMUNITY TRANSPORT IN STEVENAGE	
The Chair welcomed the Mrs Graham and Mrs Swainston, two regular users of the SBC Community Transport bus service, Ian Edwards, driver of the Community Transport bus and HCC Community Transport officers, David Neilan and Angie Reynolds to the meeting and invited Members to interview those in attendance.	S Weaver Ext 2332
The Chair informed the meeting that the purpose of the meeting was not to rank providers but to identify what Community Transport provision is available in the town and where possible to work together to meet demand.	
In response to a question about the service, both Mrs Graham and Mrs Swainston welcomed the service and stated that it was more than a bus trip. The SBC Community Transport bus provided an opportunity for older and disabled people who would otherwise be housebound to leave their homes on day trips and most importantly to socialise with other people in similar situations.	
On the issue of cost, both users indicated that it was affordable but recognised that if fares went up, it might deter regular user from going on some of the trips. They acknowledged however that costs were going up. People on a state pension may only be able to afford perhaps one leisure trip a month.	A Sanderson Ext 2311
The users welcomed the personal touch provided by the drivers and the staff in the office.	
lan Edwards, the Community Bus driver described his typical day as varied, it included picking up users of community centres or dropping them off at shops, and that in instances where gaps existed between jobs he would take the opportunity to undertake any administrative work in the office or visit potential venues that have been identified. The driver indicated that leisure trips were fully booked. He stated that the services catered for a wide spectrum of people but was mostly used by older people that are less mobile. He also advised that due to his close relationship with clients he is able to check and monitor their health and personal safety issues such as the onset of dementia and report any noticeable changes to relevant departments or officers.	

In response to a question, both users claimed that they had never heard of the Dial a Ride service provided by the County Council.

David Nelian, Hertfordshire Integrated Transport Partnership acknowledged the differences between the various services. He informed the meeting that County supported the Dial a Ride scheme, which is a pre booked and door to door service, it catered for those who were primarily independent and more mobile whilst SBC catered for those less mobile as the SBC driver would help wheel chair passengers on an off the bus. He also noted that an element of personal touch existed with Dial a Ride clients as most of the drivers of the vehicles were well known by users. David also mentioned that County also provided community, health and voluntary transport schemes such as volunteers using own vehicles, health shuttle bus and car schemes.

In response to a question about accessibility and capacity, David Neilan acknowledged that the service did not discriminate against any user but would not be able to cater for the needs of all residents as that there was a waiting list.

In the case of dial a ride service David Neilan indicated that a number of options were being considered but since it was set up to cater for individuals as opposed to groups, it could be a challenge.

Members welcomed a suggestion that providers work closely together and to jointly advertise each others' services.

Members noted that publicity should inform customers what services were available with a description of the service and the costs clearly stated so that users can make an informed choice. The Committee noted that there were overlaps in the services of the various providers but acknowledged that they met different needs. There were 5 levels of Community Transport available in town:

- Commercial Bus service
- CVS Volunteer Car Service

HCC Dial a Ride	
SBC Community Bus	
HCC Health Shuttle Bus	
The Chair thanked everyone and in particular the two regular users of the Community Transport who had contributed to the discussion.	
4. URGENT PART 1 BUSINESS	
None	
5. EXCLUSION OF PRESS AND PUBLIC	
None	
PART II	
6. URGENT PART II BUSINESS	
None	