

## 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

<b>1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST</b>	<b>ACTION/LEAD</b>
There were no apologies for absence nor declarations of interests.	O Adeoye Ext 2809
<b>2. MINUTES – 10 OCTOBER 2013</b>	
It was <b>RESOLVED</b> 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



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