

Template Scoping Document

Community Select Committee	
Scrutiny Review Title:	Community Transport for Older People
Background issues to review – rationale for scrutinising this issue:	<p>Members raised this issue of Community Transport during the evaluation of the 2012/13 Scrutiny arrangements. The issue of Community Transport for Older People which was subsequently agreed by the Select Committee at its meeting on 17 June 2013.</p> <p>The Head of Leisure, Environmental Health & Children’s Services has stated that Stevenage Borough Council has managed and operated an in house Community Transport Service for many years, providing shopping and leisure trips as well as daily services to lunch clubs and day centres; there are other community transport providers in Stevenage i.e. CVS, Hertfordshire County Council etc. This review provides a timely opportunity to re-evaluate the worth of the Council’s Community Transport service, understand where there are gaps and conversely over provision and determine whether or not there is a more efficient model of operation for Community Transport Services in Stevenage.</p>
Is the issue highlighted as one of the Council’s corporate aims and objectives of the Council’s draft Corporate Strategy , – ‘Sharing the Dividends”? If so which one:	There are no specific references to Community Transport for Older People within the Corporate Strategy. However, within the theme to provide “An Excellent Council” – Deliver Value for Money “ - What we will do: Ensure the Council has the right structures, services, staff and skills to be fit for the future” and also within the theme of “Putting Residents First” there is a priority regarding “the Council strives to deliver excellence to residents” there are broad commitments that support the service provided to older people via Community Transport.
Is this issue one that raises interest with the public via complaints or Members’ surgeries?:	There have been no recorded complaints in from the public regarding Community Transport for Older People.

Focus of the review: (State what the review focus will be)

To be identified by the Committee at the scoping meeting.

Officers have suggested the following possible Options:

- *Look at what other providers there are in the town, what service are they providing?*
- *What informal services are there e.g. private taxi hire?*
- *Look at the service using the first 3 C's of the old Best Value 4 C's principle of Challenge; Compare; Consult and Compete**
- *Are there any over provision issues that need addressing?*
- *Are there any areas of provision that are currently not serviced?*
- *Does the service provide value for money or are there alternative models that may merit consideration?*
- *What is the current performance of Community Transport services, users, budget etc?*
- *What is the current performance of other providers?*
- *What services does the Council get for its budget?*
- *What monitoring is carried out?*
- *What other ways of providing a service exist?*

* **Challenge** why, how and by whom a service is provided. **Compare** our performance with that of others, including the best, to discover what works well and how we can improve our service delivery. **Consult** with all interested parties, including local taxpayers, service users and non-users, the wider business community, partner organisations, elected members and our employees on how we can improve our services.

<p><u>Timing issues:</u> Are there any timing constraints to when the review can be carried out?</p>	<p>None apparent prior to scoping. Officers will advise at the meeting if there are any timing issues to consider. The review will have to fit in with the timing of the other Select Committee review work programme items.</p>
<p>The Committee will meet on (provide <u>dates</u> if known):</p>	<p>Dates: Day/Month/Time/Venue</p>
<p><u>SBC Leads</u> (list the Executive Portfolio Holders and SD's Heads of Service who should appear as witnesses):</p>	<p><i>Officers have suggested the following people:</i></p> <ul style="list-style-type: none"> • <i>Portfolio Holder for Community Health and Older People – Cllr Sherma Batson</i> • <i>Strategic Director Community – Tim Mills</i> • <i>Head of Leisure, Environmental Health & Children's Services – Aidan Sanderson</i> • <i>Leisure Services Manager – Geoff Caine</i> • <i>Community Transport Officer – Paula Mills</i> • <i>Community Transport Bus DriverP:\Committees\Committees Shared\Meetings 2013-2014>Select Committees\Community Select Committee\02 18.07.13\Draft Folder\Community Transport for Older People- Scoping Document.doc</i>
<p>Any <u>other witnesses</u> (external persons/critical friend)?:</p>	<p>To be identified by the Committee at the scoping meeting. <i>Possible options identified by officers:</i></p> <ul style="list-style-type: none"> • <i>Hertfordshire County Council Dial a Ride officer(s)</i> • <i>CVS</i> • <i>Service Users (at site visit)</i> • <i>Day Centre Staff (to get an end user staff perspective of the service)</i>
<p><u>Allocation of lead Members</u> on specific individual issues/questions:</p>	<p>To be identified by the Committee at the scoping meeting.</p> <p>Members will ask questions on the following areas XXXXX (list the issues to address during the interviews):</p> <p>Cllr will lead questioning on (suggested area)</p>

<p>Any other Questions Members wish to cover:</p>	<p>Cllr will lead questioning on (suggested area)</p> <p>Cllr will lead questioning on (suggested area)</p> <p>Cllr will lead questioning on Equalities & Diversity Issues – Are there any E&D issues to consider in this review?</p>
<p><u>Site visits and evidence gathering in the Community</u></p>	<p><i>To be identified by the Committee at the scoping meeting XXXXX</i></p> <p><i>Possible option – Visit the elderly in Community Day Centres to discuss their needs</i></p>
<p><u>Equalities and Diversity issues:</u> The review will consider what the relevant equalities and diversity issues are regarding the Scrutiny subject that is being scrutinised</p>	<p><i>To be identified by the Committee at the scoping meeting XXXXX</i></p>
<p><u>Constraints</u> (Issues that have been highlighted at the scoping stage but are too broad/detailed to be covered by the review):</p>	<p><i>To be identified by the Committee at the scoping meeting XXXX (These issues can be captured and dealt with via other means – Briefings/email/officer action etc)</i></p>
<p><u>Background Documents/data</u> that can be provided to the review</p>	<p><i>To be identified by the Committee at the scoping meeting XXXXX</i></p> <p><i>Possible options suggested by officers:</i></p> <ul style="list-style-type: none"> • <i>Officers have offered to provide a summary document that provides Members with a breakdown of the service costs by users, providing details on the number of uses, peak times, cost per service, cost per usage to enable Members to make a recommendation around whether Community Transport are providing the right types of services for local people</i>