

additional papers 1

Executive Committee

Tue 16 Oct
2012
7.00 pm

Committee Room 2
Town Hall
Redditch



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Welcome to today's meeting.

Guidance for the Public

Agenda Papers

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

Chair

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

Running Order

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

Refreshments : tea, coffee and water are normally available at meetings - please serve yourself.

Decisions

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

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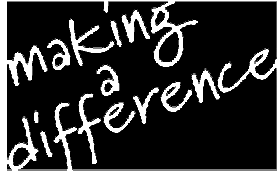
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Do Not re-enter the building until told to do so.

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Executive

Committee

16th October 2012

7.00 pm

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<p>8. Dial a Ride Extended Service - Feasibility Study (Pages 67 - 80) Chief Executive</p>	<p>To consider a recommendation from the Overview & Scrutiny Committee following its meeting on 9th October 2012. (Extract of the minutes of the Overview & Scrutiny Committee and report attached)</p> <p>All Wards;</p>
<p>16. Proposed Revised Arrangements for Performance Reporting (Pages 81 - 82) Head of Business Transformation</p>	<p>To receive a presentation the proposed revised arrangements for performance reporting (Briefing note attached)</p> <p>(No Direct Ward Relevance);</p>



Overview and Scrutiny Committee

Tuesday, 9th October, 2012

MINUTES

Present:

Councillor Juliet Brunner (Chair) and Councillors Andrew Brazier, David Bush, John Fisher, Andrew Fry, Pattie Hill, Roger Hill (substituting for Councillor Simon Chalk), Gay Hopkins and Pat Witherspoon

Also Present:

Councillors Greg Chance and Michael Chalk.

Officers:

R Bamford, C Felton, R Griffin, S Morgan, P Smith, J Staniland and J Willis.

Democratic Services Officers:

J Bayley and M Craggs

Minute 80

DIAL A RIDE EXTENDED SERVICE - FEASIBILITY STUDY

The Committee considered a feasibility report for extending the Dial a Ride service to include transporting young people to local events and festivals, and making the vehicles available for hire out of hours to other groups with transport needs. Officers explained that the potential for the service to be extended to transporting young people had originally been proposed in the Youth Services Provision Task Group's final report. The Executive Committee had expressed interest in the proposal when the item was presented in April 2012 but had suggested that further information was required from Officers regarding the feasibility of the proposal and had requested that a report on the subject be produced for the consideration of the Overview and Scrutiny Committee.

Concerns were raised regarding the cost implications for this extended service. Officers acknowledged that any permanent driver working more than 37 hours a week would need to be paid at an overtime rate. However, additional drivers would not need to be employed as the Council already had access to five casual drivers.

.....
Chair

Overview and Scrutiny Committee

Tuesday, 9th October, 2012

Officers further clarified that the extended service would only be made available to community groups that met the Council's eligibility criteria.

It was suggested that the Committee receive a monitoring report twelve months after the introduction of the extended service to enable Members to review its effectiveness and to propose any necessary amendments in the event of the extended scheme being approved.

RECOMMENDED that

- 1) the Dial-a-Ride scheme operated under a permit issued under section 19 of the Transport Act 1985, be extended to include making the Dial-a Ride vehicles available to those community organisations registered with the Council for use during evenings and weekends;**
- 2) that the charging schedule as set out in Appendix 1 be adopted; and**
- 3) that the scheme is based on the examples presented in appendix 2;**
- 4) subject to the extended Dial a Ride scheme being approved, the Overview and Scrutiny Committee receive a monitoring update report on the subject 12 months after the scheme's introduction; and**

RESOVED that

the report be noted

The Meeting commenced at 6.30 pm
and closed at 8.05 pm

**EXECUTIVE
COMMITTEE**

16th October 2012

DIAL A RIDE EXTENDED SERVICE – FEASIBILITY STUDY

Relevant Portfolio Holder	Councillor Greg Chance, Portfolio Holder for Planning, Regeneration, Economic Development and Transport.
Portfolio Holder Consulted	Yes
Relevant Head of Service	Judith Willis
Ward(s) Affected	No specific ward relevance
Ward Councillor(s) Consulted	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 To investigate the option of using Dial a Ride Vehicles to transport young people to local events or festivals.
- 1.2 To utilise Dial a Ride vehicles at weekends and nights and hiring them to other groups with transport needs.

2. RECOMMENDATIONS

The Overview and Scrutiny Committee is asking the Executive Committee to RESOLVE that

- 1) the Dial-a-Ride scheme operated under a permit issued under section 19 of the Transport Act 1985, be extended to include making the Dial-a-Ride vehicles available to those community organisations registered with the Council for use during evenings and weekends;**
- 2) that the charging schedule as set out in Appendix 1 be adopted; and**
- 3) that the scheme is based on the examples presented in appendix 2;**
- 4) subject to the extended Dial a Ride scheme being approved, the Overview and Scrutiny Committee receive a monitoring update report on the subject 12 months after the introduction of the scheme.**

3. KEY ISSUES**BACKGROUND**

- 3.1 Following the Youth Services Provision Task Group report being presented to Executive Committee on the 24th of April 2012, officers were requested to explore the option of Dial a Ride vehicles being used to transport young people to local events and festivities and a report be submitted to a future meeting of the Overview and Scrutiny Committee.

**EXECUTIVE
COMMITTEE**16th October 2012

- 3.2 The Task Group felt that it was possible that a group of volunteers might be willing to assume responsibility for transporting young people.
- 3.3 The Task Group were proposing that Dial a Ride vehicles be made available for one off events, such as the Morton Stanley Festival, to transport young people to and from the venue.
- 3.4 The group wanted it to be made clear that the Dial a Ride vehicles would need to be booked in advance.
- 3.5 It would be possible to introduce this scheme on the basis of the organisation using the vehicle with or without a Dial a Ride driver.
- 3.6 There are two options that could be adopted for operating the service.
- a) Volunteer drivers: It was proposed by the group that we might consider volunteers driving the vehicles on behalf of Redditch Borough Council for these purposes. However, due to the associated management and administrative time and costs in setting this up and administering this process this option is not considered appropriate.
 - b) Groups with their own drivers: Groups registered and using the vehicles can recruit their own drivers (paid or unpaid) who would have to provide the necessary paperwork to drive (i.e. D1 entitlement on their driving licence, Midas training for minibus drivers, Enhanced CRB check and, if there are people travelling in wheelchairs, confirmation of the Wheel Chair Clamping and Smoke Evacuation competency).
- 3.7 Parking of a vehicle in a safe and secure area when the depot is closed would be the responsibility of the organisation using the vehicle as would be the funding and recovery of broken down vehicles.
- 3.8 A vehicle being used under a section 19 permit must not carry members of the general public and can only be used for members of the body holding the permits. Consequently any external agencies would have to register with Dial a Ride before they could use the vehicles.
- 3.9 It would be the responsibility of the organisation or department of RBC using the vehicle for any repairs or recovery of vehicles whilst the vehicle was in their charge. An agreement would have to be drawn up which would have to be signed prior to the use of the vehicle.

**EXECUTIVE
COMMITTEE**16th October 2012

Financial Implications

- 3.9 The charging schedule for the service is detailed in Appendix 1. There are 4 examples of costs for group use of vehicles at Appendix 2 showing Members how much it would cost to transport passengers to an event on a Saturday.
- 3.10 Officers have researched other schemes that can offer their vehicles in downtimes. An example of one of the schemes is at Appendix 3.
- 3.11 There would be no loss of income to Dial a Ride as this service would be operating outside normal operating hours. The normal operating hours are 08.25 to 16.45 Monday to Friday.
- 3.12 In the case of the vehicle breaking down outside of the Crossgates Depot opening hours (i.e. weekends or evenings), recovery of vehicle could be expensive but would be the responsibility of the department of RBC or the outside organisation to cover the full costs of recovery

Legal Implications

- 3.13 There would need to be an agreement for use of the vehicle which would be drafted if Members wish to introduce the scheme.
- 3.14 Section 19 permits are either 'standard permits' for vehicles which are adapted to carry no more than 16 passengers (excluding the driver) or 'large bus permits' for vehicles which are adapted to carry 17 or more passengers. These permits may be granted to organisations who operate vehicles without a view to profit to transport their members or people whom the organisation exists to help. Section 19 permit vehicles cannot be used to carry members of the general public.
- 3.15 A vehicle being used under a section 19 permit must not carry members of the general public and can only be used for members of the body holding the permits. Consequently any external agencies would have to register with Dial a Ride before they could use the vehicles.

Service / Operational Implications

- 3.16 The existing Dial a Ride policy states that a person is eligible for Dial a Ride if they are a resident of Redditch and, in order to carry out normal activities, are unable to drive a vehicle or to use public transport, because of a severely impaired ability to walk.
- 3.17 As this would be an additional service offered, then a change of the Dial a Ride policy would be required to allow charitable groups and associations, use of the vehicles and to extend service to include young people for the purpose of accessing youth activities at full cost recovery.

**EXECUTIVE
COMMITTEE****16th October 2012**

- 3.18 Any breakdowns over the week end could result in a Dial a Ride minibus off the run and unable to meet our passenger needs: for example this could affect the health of our clients if we cannot take them to their clinic, Hospital or Doctors appointments.
- 3.19 In relation to climate change implications there could be a potential to reduce the number of cars dropping off young people by their parents. The minibuses have 9 seats so can move a large group of people rather than individuals.
- 3.20 There could also be human resources implications. Change in terms and conditions for existing drivers would be needed to include driving outside of their normal hours. Holiday entitlement and sickness costs would also need to be considered. There is the potential that recruitment of additional staff would be required if we offered a mini bus and a driver. Additional office based staff would be required to provide administration and support out of normal working hours.

Customer / Equalities and Diversity Implications

- 3.21 This scheme would enable young people to access events within the Redditch boundaries by providing transport.
- 3.22 All Dial a Ride vehicles are accessible minibuses which will allow young people who have poor or restricted mobility the opportunity to travel to these events as well.
- 3.23 In relation to the community safety implications of this proposal if young people are diverted to organise youth activities it could have the potential to reduce anti-social behaviour. More joined working would need to be done with a youth inclusion officer from West Mercia if Members agree this scheme.
- 3.24 The proposal would also enable young people to access cultural, health and sport related youth activities which could improve their health and well being.

4. RISK MANAGEMENT

- 4.1 There would be risks to the authority regarding passengers and pedestrians when accidents occur in respect of reputation. Risk assessments would be the responsibility of the organisation using the vehicle and copies would be required as part of the signed agreements. In respect of any liability please see 4.3
- 4.2 Support procedures would need to be put in place for staff who could be lone working when the office and Crossgates Depot is shut.
- 4.3 Officers have consulted with the Council's insurance officer who has confirmed the wording of our insurance policy which reads: *Any person who is driving on the order or with the permission of the Policyholder. This covers RBC drivers and other organisations that have registered with us.*

**EXECUTIVE
COMMITTEE**16th October 2012

5. APPENDICES

Appendix 1 - Example of Charging Schedule for using Dial a Ride vehicles.

Appendix 2 - Example of costs for journeys

Appendix 2 - Example of City of Plymouth Community Hire Scheme.

6. BACKGROUND PAPERS

Section 19 permits are either 'standard permits' for vehicles, which are adapted to carry no more than 16 passengers (excluding the driver), or 'large bus permits' for vehicles which are adapted to carry 17 or more passengers. These permits may be granted to organisations who operate vehicles without a view to profit to transport their members or people whom the organisation exists to help. Section 19 permit vehicles cannot be used to carry members of the general public. (VOSA Passenger Transport provided under Section 19 or 22 permits – Section 18 to 23A of the Transport Act 1985).

AUTHOR OF REPORT

Name: Ruth Griffin, Dial a Ride and Shopmobility Manager

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Tel.: (01527) 548393

Appendix 1

Section 19 permits can only be used to provide transport to the people the organisation serves i.e. they must fall within the class of people that are specified on the permit. For example 'a vehicle operated by a scout troop can only be used to transport scouts or people associated with them.

Any voluntary or not for profit groups, that would like to use our vehicles, would have to register their details with Dial a Ride as part of the hire agreement. RBC would have to show that they are not in direct competition with other minibus hire companies and that the scheme is not being used for a cheaper alternative.

The following costs are an example of charges that could be used if it was agreed that we could offer out Dial a Ride vehicles.

Membership (External agencies)	Yearly	£50.00
RBC no charge		
Use of Vehicle (Inc wear and tear)	1/2 day	£25.00
	Full day	£45.00
Cleaning	Full valet	£50.00
	Interior sweep	£25.00
Driver Charge (hourly charge)	Mon-Fri	
	8.00-17.00	£12.00
	17.00-11.00	£14.00
	Saturday	£18.00
	Sunday	£24.00

Membership costs has been used from other schemes to cover admin and paperwork needed for other groups use of vehicles.

Salaries have been calculated using the top of the SCP for Grade 3 (new JE) plus over time rates for unsociable hours (evenings and weekends).

Use of vehicle has been calculated from existing budget and dividing it down until you get a day's rate for 1 vehicle to cover maintenance and wear and tear of the vehicle.

Appendix 2**Example 1 - 2 minibuses plus driver 12 noon to 22.30 for Redditch Borough Council events on a Saturday**

Membership	£00.00
Use of 2 vehicles (full day)	£90.00
Driver supplied by Dial a Ride	£432.00
2 vehicle interior sweeps	£50.00
Total cost	£572.00

If there is full capacity then a cost to the passengers would be

$£572 \div 18 \text{ passengers} = £32.00$ each return journey .

Example 2 - 2 minibuses plus driver 12 noon to 10.30 for External agency event on a Saturday

Membership	£50.00
Use of 2 vehicles (full day)	£90.00
Driver supplied by Dial a Ride	£432.00
Full clean	£50.00
Total cost	£622.00

If there is full capacity then a cost to the passengers would be

$£622 \div 18 \text{ passengers} \div 2 = £35.00$ each return journey.

Example 3 - 2 minibuses plus driver 12 noon to 10.30 when using volunteer driver

Membership	£50.00
Use of 2 vehicles (full day)	£90.00
Driver supplied by Dial a Ride	£00.00
Full clean	£50.00
Total cost	£190.00

If there is full capacity then a cost to the passengers would be

$\pounds 190.00 \div 18 \text{ passengers} \div 2 = \pounds 10.55$ each return journey.

Example 4 - 2 minibuses plus driver 12 noon to 10.30 when using volunteer driver

Membership	£50.00
Use of 2 vehicles (full day)	£90.00
Driver supplied by Dial a Ride	£00.00
Full clean	£50.00
Total cost	£190.00

If the bus is being used for multiple pick ups such as a 10.30, 11.00, 11.30

$\pounds 190.00 \div 54 \text{ passengers} \div 2 = \pounds 1.80$ each return journey.



Community Transport⁴hire

Plymouth City Council's, Community Transport⁴hire scheme's hire charges, have been divided up into three sections. These sections allow you the 'User Group' to choose which rate you want to be charged, depending on your requirements.

Option 1, the standard rate hire charge is what is stated in your agreement, and this is a fixed rate for either full or half-day bookings.

Note* *Any Community Groups or Associations that wish to hire more than one vehicle at any time will be charged the same rate for each vehicle.*

Option 2, the Pence Per Mile hire charge, allows a more flexible charge for shorter distance bookings.

Note* *Any Community Groups or Associations that wish to hire more than one vehicle at any time will be charged the same rate for each vehicle.*

Option 3, the multiple booking charges, allows the hire of one vehicle for more than one day at a time. This works out at a reduction of between £10 & £160, depending on the length of the hire.

Note* *Any Community Groups or Associations that wish to hire more than one vehicle at any time will be charged the same rate for each vehicle.*

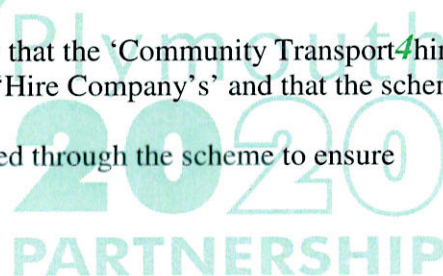
However, to book a vehicle for more than 3 days, the 'User Group' must be able to show reason why they would not be able to undertake this journey through a private hire booking with a commercial company.

If your Group or Association receives funding from the Government or major contributors and this is sufficient to hire minibuses for long periods commercially, then you should do so.

Any Group or Association found to be miss-using the scheme would be held in breach of the Community Transport⁴hire agreement.

Plymouth City Council **must** be able to show that the 'Community Transport⁴hire' is not in direct competition with other minibus 'Hire Company's' and that the scheme is **not** being used as a cheaper alternative.

All Groups and Associations will be monitored through the scheme to ensure compliance.



The variable rates for the Community Transport⁴hire charges, are as follows:

Option 1: Standard Rate.

Standard hire rate of £25 per half day

Standard hire rate of £40 per day

Option 2: Pence Per Mile.

Up to and including 100 miles	45p per mile
101 & up to 200 miles	35p per mile
Over 200 miles	19p per mile

Option 3: Multiple Day Bookings.

Two days continual hire	£70	saving of £10
Three days continual hire	£110	saving of £10
Four days continual hire	£130	saving of £30
Five days continual hire	£160	saving of £40
Six days continual hire	£200	saving of £40
Seven days continual hire	£230	saving of £50
Eight days continual hire	£250	saving of £70
Nine days continual hire	£275	saving of £85
Ten days continual hire	£300	saving of £100
Eleven days continual hire	£325	saving of £115
Twelve days continual hire	£350	saving of £130
Thirteen days continual hire	£375	saving of £145
Fourteen days continual hire	£400	saving of £160

All prices are subject to VAT: This will be added to your bill through the invoice supplied at the end of each month.

Your choice of the hire charge options, are to be given to the 'Booking Operator' when making the booking via telephone. The options will be available through the Internet booking facility when it is up and running.

These charges can be reviewed at any time by Plymouth City Council, and careful monitoring will take place throughout the Summer 2004, to see what changes, (if any) are needed to make the Community Transport⁴hire scheme even more attractive to Community Groups and Associations in and around Plymouth.

There will also be an additional 5% reduction offered on all bookings made over the Internet.



Plymouth
2020
PARTNERSHIP

CORPORATE PERFORMANCE FRAMEWORK

1. BACKGROUND

Transformation

The Council is introducing systems thinking principles in all services to achieve service design and delivery that meets customer demand in the most efficient way. An essential part of this process is working intensively with individual managers and their teams (referred to as an intervention) over a period of months to review their services using the Model for Check and Redesign change method.

Using this approach the Council will:

- Use systems thinking to look at services and ask why we do things the way we do.
- Have a systemic understanding of services to be able to improve the way we work to meet customer demand.
- Use leading and lagging measures to drive performance.
- Understand the value work and strive to focus on it.
- Make changes without being afraid to make mistakes.
- Use systems thinking principles to deliver the right service at the right time.
- Be clear about what we are here to do for our customers.

Using the Model for Check will enable the Council to:

- Understanding **how** systems currently work and perform – from the customers perspective supported with robust operational and financial data
- Understand **why** systems work in the way they do
- **Experiment** with new principles in designing and managing work
- Make the redesigned service the **normal** way to work

The presentation to the Executive Committee contains details about the Council's proposed new Performance Management Framework which is required following the change in focus by the Council; moving from performance indicators as required by Central Government to local measures created through system thinking interventions.

Performance Monitoring Implications

The move to measures will allow Heads of Service and Portfolio Holders to focus on the areas that are of greatest importance to the customer. All Heads of Service have provided details of their measures, however it is anticipated that these will change over time as services undergo transformation and as new ways of working are trialled. Heads of Service and Portfolio Holders will use the data provided by their operational measures to ensure they understand the continuing and changing needs of their system and to identify any service areas where performance improvement is necessary.

The operational measures, owned by Heads of Service, will be discussed on a monthly basis at CMT. The strategic measures report (demonstrating how the Council is delivering its strategic purposes) will go quarterly to CMT, Executive Committee and the Overview and Scrutiny Committee. Both strategic and operational measures have been created by listening to and understanding customer demand. This process will continue as services go through transformation and new measures are developed.

