

OVERVIEW AND SCRUTINY COMMITTEE

4th March 2014

DIAL A RIDE EXTENDED SERVICE - MONITORING UPDATE REPORT

Relevant Portfolio Holder	Councillor Greg Chance, Portfolio Holder for Planning, Regeneration, Economic Development and Transport.
Portfolio Holder Consulted	
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 This report contains an update on the use of Dial a Ride vehicles in the twelve months after the introduction of this service to the public.
- 1.2 The introduction of this service was proposed by the Youth Services Provision Task Group in 2012 and commenced in January 2013

2. RECOMMENDATIONS

**The Committee is asked to RESOLVE that
the report be noted.**

3. KEY ISSUES

Background

- 3.1 The Youth Services Provision Task Group review was completed in April 2012. In this report Members identified that public transport was a barrier to participation in youth activities. The group therefore recommended that Dial a Ride vehicles should be provided to transport young people to local events and festivities.
- 3.2 The group's findings were presented for the consideration of the Executive Committee on 24th April 2012. At this meeting Members requested that a feasibility study be undertaken to explore the potential for Dial a Ride vehicles to be made available for groups of young people to hire.
- 3.3 A feasibility study was presented for the Overview and Scrutiny and Executive Committees' consideration in October 2012. At this stage it was determined that the Dial-a-Ride scheme operated under a permit issued under section 19 of the Transport Act 1985 should be extended to include making the Dial-a Ride

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vehicles available to those community organisations registered with the Council for use during evenings and weekends. This service was subsequently introduced in January 2013.

Financial Implications

- 3.4 There have been no financial implications as all requests have been completed within the existing resources of Dial a Ride. Charges to date have generated income of £2019; this has covered the cost of delivering the scheme. This shows that this service could be self-financing in the future.

Legal Implications

- 3.5 None as all users have been a member of the organisation either as Council officers or registered users.

Service / Operational Implications

- 3.6 We have no service or operational concerns. We had one breakdown at Upton Warren which was dealt with and all passengers were dropped off an hour late. This had no service implications for the Monday morning normal service. The service has been used several times since January 2013 which can be seen in Appendix 1

Customer / Equalities and Diversity Implications

- 3.7 The new service has predominantly been used to meet the needs of young disabled and older groups and have enabled them to access leisure and cultural facilities improving health and wellbeing.

4. RISK MANAGEMENT

None identified

5. APPENDICES

Appendix 1 - Break down of trips completed and charges made.

6. BACKGROUND PAPERS

Original report dated 9th October 2012

Youth Services Provision Task Group's final report, (April 2012).

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APPENDIX 1

Groups using our vehicles

1. Leisure services - We supplied transport for a disabled children's group from Redditch to Upton Warren Outdoor centre on a Saturday morning for 6 weeks. This was so successful that they used us again. Feedback from the officer that went with the group was very positive and they said the driver was professional and courteous and enjoyed the journey there and back. The transport was always on time and was clean and tidy. All drivers were experienced in clamping of the wheel chairs and there were no complaints received.
2. Leisure Services – Picking up School Children from Abbey Stadium dropping off at Bromsgrove District Council offices.
3. Older Peoples Forum – This forum has used Dial a Ride throughout the summer to take the group to Arrow Valley Lake, Forge Mill Needle Museum and Morton Stanley Park. Comments made included that the drivers were great and on time. Customers also liked the fact that they could choose to go somewhere else in Redditch if the weather was bad.
4. Police and Crime Commissioner – Transported the Commissioner and his group around various projects in the Borough to show case community safety projects
5. Older Persons Luncheon Club – Had an evening at Hall Green Racing. Really pleased with the service and will use us again for special events.
6. Councillors' Fact Finding – Used us to look at Webheath area linked to a planning application.
7. Environmental Services – Transport for consultation on Bereavement Services for RBC and BDC.