

Please ask for:

Carly Grainger

Direct dial:

(023) 9254 5340

Fax:

(023) 9254 5587

E-mail:

carly.grainger@gosport.gov.uk

24 June 2011

S U M M O N S

MEETING: Overview and Scrutiny Committee
DATE: 4th July 2011
TIME: 6pm
PLACE: Committee Room 1, Town Hall, Gosport
Democratic Services contact: Carly Grainger

LINDA EDWARDS
BOROUGH SOLICITOR

MEMBERS OF THE COMMITTEE

Councillor Forder (Chairman)
Councillor Jessop (Vice-Chairman)

Councillor Bradley	Councillor Jacobs
Councillor Dickson	Councillor Kimber
Councillor Foster-Reed	Councillor Scard
Councillor Geddes	Councillor Mrs Searle
Councillor Hylands	Councillor Miss West

FIRE PRECAUTIONS

(To be read from the Chair if members of the public are present)

In the event of the fire alarm sounding, please leave the room immediately. Proceed downstairs by way of the main stairs or as directed by GBC staff, follow any of the emergency exit signs. People with disability or mobility issues please identify yourself to GBC staff who will assist in your evacuation of the building.

IMPORTANT NOTICE:

- If you are in a wheelchair or have difficulty in walking and require access to the Committee Room on the First Floor of the Town Hall for this meeting, assistance can be provided by Town Hall staff on request

If you require any of the services detailed above please ring the Direct Line for the Democratic Services Officer listed on the Summons (first page).

NOTE: Please note that mobile phones should be switched off for the duration of the meeting.

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

All Members present are reminded to declare, at this point in the meeting or as soon as possible thereafter, any personal (including financial) or prejudicial interest in any item(s) being considered at this meeting.

3. MINUTES

To confirm the Minutes of the meeting of the Committee held on 24th March and 19th May 2011 (attached).

4. DEVELOPMENT OF A WORK PROGRAMME

A) REQUESTS FOR SCRUTINY

To consider any requests for scrutiny received by the Borough Solicitor. A copy of the Scrutiny Work Plan Prioritisation Aid is attached.

B) WORK PROGRAMME

To consider the work programme (attached) for the Committee and any suggestions from Members for issues to be scrutinised.

Members are invited to consult the previous meeting's minutes.

C) OTHER SUGGESTIONS FOR SCRUTINY

5. REPORTS TO BE RECEIVED

(i) DIAL-A-RIDE

Update on progress of the scrutiny.

6. ANY OTHER BUSINESS

Note: Members please note that the Chairman has invited Dr Bob Pennells to attend this Overview and Scrutiny Committee meeting to provide advice on the potential scrutiny of Medical Accident and Emergency Response Services in Gosport.

**A MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE
WAS HELD ON 24 MARCH 2011**

Councillors Bradley, Dickson (P), Forder (Chairman) (P), Foster-Reed, Geddes, Hylands (P), Jacobs (P), Jessop (P), Kimber (P), Scard (P), Mrs Searle and Miss West (P).

51. APOLOGIES

An apology for inability to attend the meeting was submitted on behalf of Councillors Geddes and Mrs Searle.

52. DECLARATIONS OF INTEREST

There were no declarations of interest.

53. MINUTES

RESOLVED: That the minutes of the meeting of the Committee held on 26th January 2011 be approved and signed by the Chairman as a true and correct record.

54. REPORTS RECEIVED

(i) DRAFT ANNUAL REPORT

Consideration was given to the Draft Annual Report of the Chairman of Overview and Scrutiny Committee.

The Committee discussed the Annual Report, which received support from Members.

The Chairman wished to thank the Committee and Officers for their hard work over the last year. He also expressed a wish that the Membership remained the same for the next Municipal year.

RESOLVED: That the Draft Annual Report on the work of the Overview and Scrutiny Committee for the Municipal Year 2010/11 be received and be presented to the Council meeting on 6th April 2011.

(ii) DIAL A RIDE

Consideration was given to a verbal update of the Dial a Ride Working Group.

The Chairman explained that he had hoped that the Financial Services Manager would be present at this meeting but that due to a misunderstanding this had occurred. However, it was agreed that the Financial Services Manager present a progress report to the April meeting of the Dial a Ride Working Group. The Committee were particularly interested in seeing updates relating to the minutes from the January Overview and Scrutiny meeting.

Members expressed their wish for the Dial a Ride scrutiny to be progressed in a timely manner.

It was agreed that Dial a Ride would be discussed at the next meeting of Overview and Scrutiny Committee.

Members discussed travel tokens. It was agreed that the Borough Solicitor would send a note to all Members with an up to date position statement on the use of travel tokens.

Councillor Hylands declared a personal interest in this item and remained in the meeting room.

RESOLVED: That:

- a) the Financial Services Manager present a progress report at the April meeting of the Dial a Ride Working Group;
- b) Dial a Ride would be discussed at the next meeting of the Committee; and
- c) the Borough Solicitor be requested to send a note to all Members with an up to date position statement on the use of travel tokens.

55. DEVELOPMENT OF A WORK PROGRAMME

A) REQUESTS FOR SCRUTINY

No requests had been received.

B) WORK PROGRAMME

RESOLVED: That the Work Programme be noted.

C) OTHER SUGGESTIONS FOR SCRUTINY

No requests were received.

56. WORK PROGRAMME FOR THE NEXT MUNICIPAL YEAR

Consideration was given to the work programme for the next Municipal year.

24 March 2011
Overview and Scrutiny Committee

The Chairman explained how the Committee covers three types of scrutiny:

- 1) reports which have been received and discussed (such as the Disability and Equality Reports);
- 2) scrutiny of aspects of the Council's work (such as the Nursery and Dial a Ride); and
- 3) scrutiny of matters of interest to the Community which the Council does not have a direct influence over (such as post 16 education).

The suggestion was made that the budget making process may be a suitable area for scrutiny. It would focus on the progress of making the budget up to the budget Council meeting, with a view to allow more consideration of amendments prior to the budget meeting.

The suggestion was also made that, how funding was spent by Voluntary bodies, may be a suitable area for scrutiny.

A final suggestion was made for medical accident and emergency services that cover Gosport for scrutiny in the next Municipal Year. It was considered that an advisor with appropriate expertise would be necessary

The Committee would continue its scrutiny of Dial a Ride into the next Municipal Year.

RESOLVED: That the following be put forward as requests for scrutiny in the 2011/12 Municipal Year:

- a) the budget making process;
- b) funding to voluntary bodies;
- c) accident and emergency services that cover Gosport; and
- d) Dial a Ride.

57. ANY OTHER BUSINESS

There was no other business to discuss.

The meeting ended at 7.05 p.m.

CHAIRMAN

A MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

WAS HELD ON 19 MAY 2011

Councillors Bradley (P), Dickson (P), Forder (Chairman) (P), Foster-Reed (P), Geddes (P), Hylands (P), Jacobs (P), Jessop (P), Kimber (P), Scard (P), Mrs Searle (P), and Miss West.

1. APOLOGIES

An apology for inability to attend the meeting was received from Councillor Miss West.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. ELECTION OF CHAIRMAN

RESOLVED: That Councillor Forder be appointed as Chairman of the Overview and Scrutiny Committee for the Municipal Year 2011/12.

4. ELECTION OF VICE-CHAIRMAN

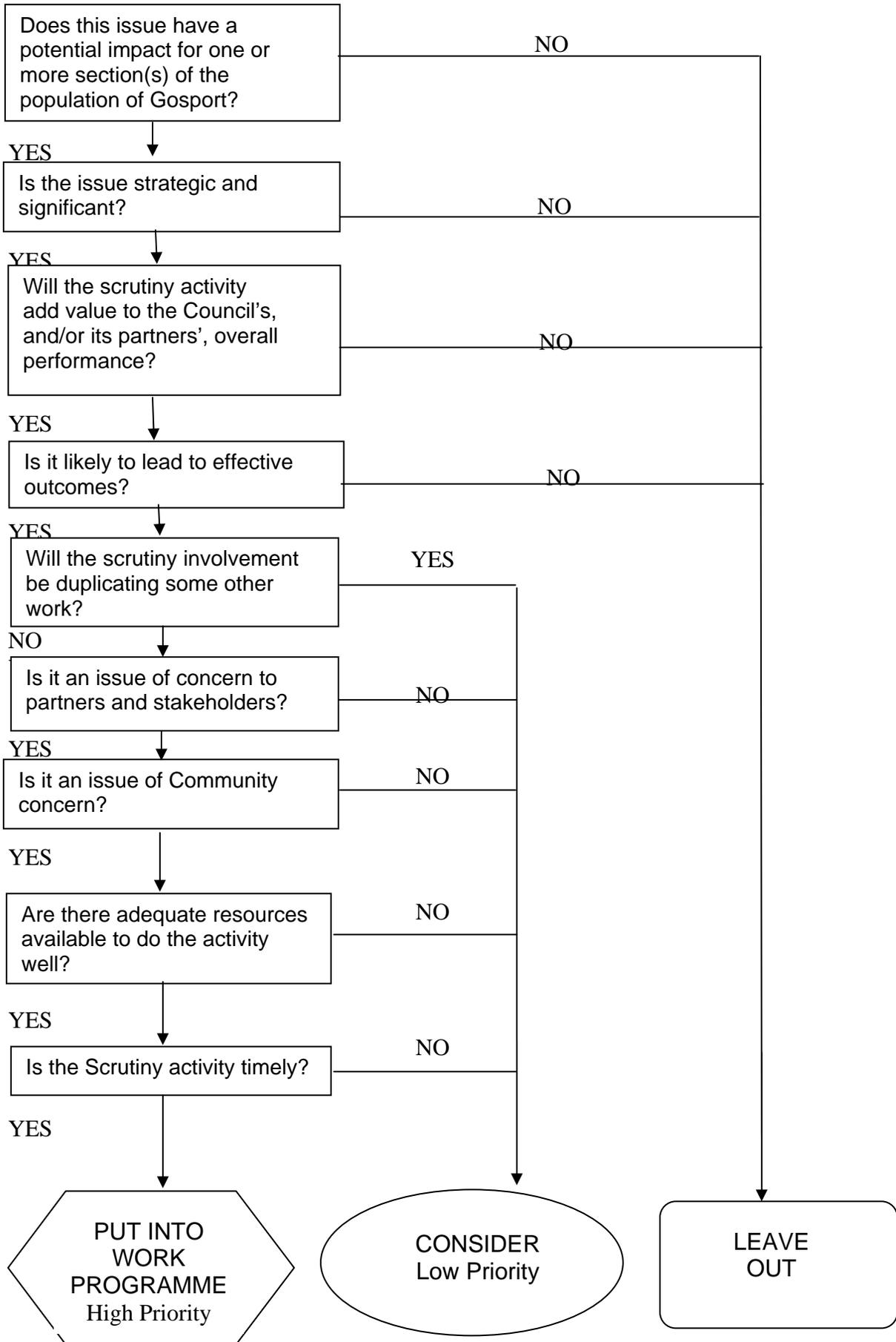
RESOLVED: That Councillor Jessop be appointed as Vice-Chairman of the Overview and Scrutiny Committee for the Municipal Year 2011/12.

5. OTHER BUSINESS

The Chairman advised Members that he would be looking to bring the next meeting of the Overview and Scrutiny Committee forward from 13 July 2011.

The meeting ended at 7.18 p.m.

CHAIRMAN



OVERVIEW AND SCRUTINY COMMITTEE: WORK PROGRAMME

Work Area	Lead Member/Officer	Date to be reported to Committee
Disability Equality Scheme: <i>Receive progress report on an annual basis</i>	Julie Petty	Annually: 2012
Single Equality Bill	Julie Petty	Annually: July 2012
Chairman's Annual Report 2011/12	Chairman	15 Mar 2012
Work areas: <i>Review at each meeting</i>		

GOSPORT BOROUGH COUNCIL

DIAL A RIDE WORKING GROUP

DATE 24th June 2011

ITEM FOR DISCUSSION

TITLE: Gosport Dial a Ride-Progress Report

AUTHOR: Financial Services Manager

1.0 PURPOSE

- 1.1 The Overview and Scrutiny Committee 26 January 2011 considered the report on Gosport Dial a Ride from this Working Group and made a number of resolutions relating to required improvements to the Dial a Ride Service. The Dial a Ride Working Group met in April 2011 to consider the report submitted by Community Action Fareham (CAF) on the Dial a Ride Service and to review progress towards these improvement objectives. (Appendix 3)
- 1.2 A further meeting of the Gosport Dial a Ride Working Group was arranged for 24th June 2011 in order that the current position relating to the performance of the Dial a Ride Service can be reported to the Overview and Scrutiny Committee in July 2011. CAF were requested to provide a further report for this meeting. (Appendix 1)

2.0 BACKGROUND

- 2.1 The Dial a Ride Working Group 18th April 2011 considered a covering report (Appendix 2) by the Financial Services Manager which summarised the position and progress that had been made at that stage. This report concluded that whilst it was shown that improvements had been made in the marketing of the Dial a Ride service no resulting increase in the number of trips had at that early stage been evident.

3.0 REPORT

- 3.1 The report from CAF suggests that a considerable improvement in the number of trips carried out in June 2011 has been achieved. CAF believe this is due to the article in coastline and the other marketing initiatives that have been undertaken. The estimated number of trips for June 2011 are over 500 although some caution has to be taken as this is an extrapolation of the performance to day 12 out of 22 days the service operates in June. Nevertheless this would appear to be a significant improvement on what has previously been achieved and if confirmed would comfortably meet the target set by the Overview and Scrutiny Committee of 12.5% increase in trips in six months.
- 3.2 A Fareham and Gosport Dial-A-Ride Review Meeting has been arranged for Wednesday 29th June 2011 (attended by CAF, GBC, HCC and FBC) where it is anticipated that a further update on the Gosport Dial a Ride performance will be available.
- 3.3 A revised set of posters has been produced which specifically refer to the £3 return fare (with half fare concession) for any Dial a Ride trip. This new charging regime has been in operation since April 2011.

4.0 CONCLUSION

- 4.1 The meeting of this working group 18 April 2011 concluded that whilst there was evidence that progress had been made with the marketing of the scheme there was no firm evidence that this had led to a significant increase in the performance of the Dial a Ride Service and in particular the number of trips carried out.
- 4.2 The monitoring report for May/part June 2011 supplied by CAF does much to allay these concerns in that the performance for June 2011 represents a considerable improvement on what has previously been achieved. Although the estimated trip numbers (as contained in the graph, Appendix 1) of over 500 trips must be viewed with some caution it is evident that a significant increase in the number of trips carried out by the service in June 2011 will be achieved.
- 4.3 It is likely therefore that the target of a 12.5% increase in passenger trips within six months will be met in June 2011 and it is anticipated that a further update on the June 2011 performance will be available at the Gosport Dial a Ride Review Meeting to be held on 29th June 2011.

<u>Appendices</u>	
Appendix 1	CAF Performance Report and Posters
Appendix 2	Previous Monitoring Report
Appendix 3	Previous CAF Report

Community Action Fareham

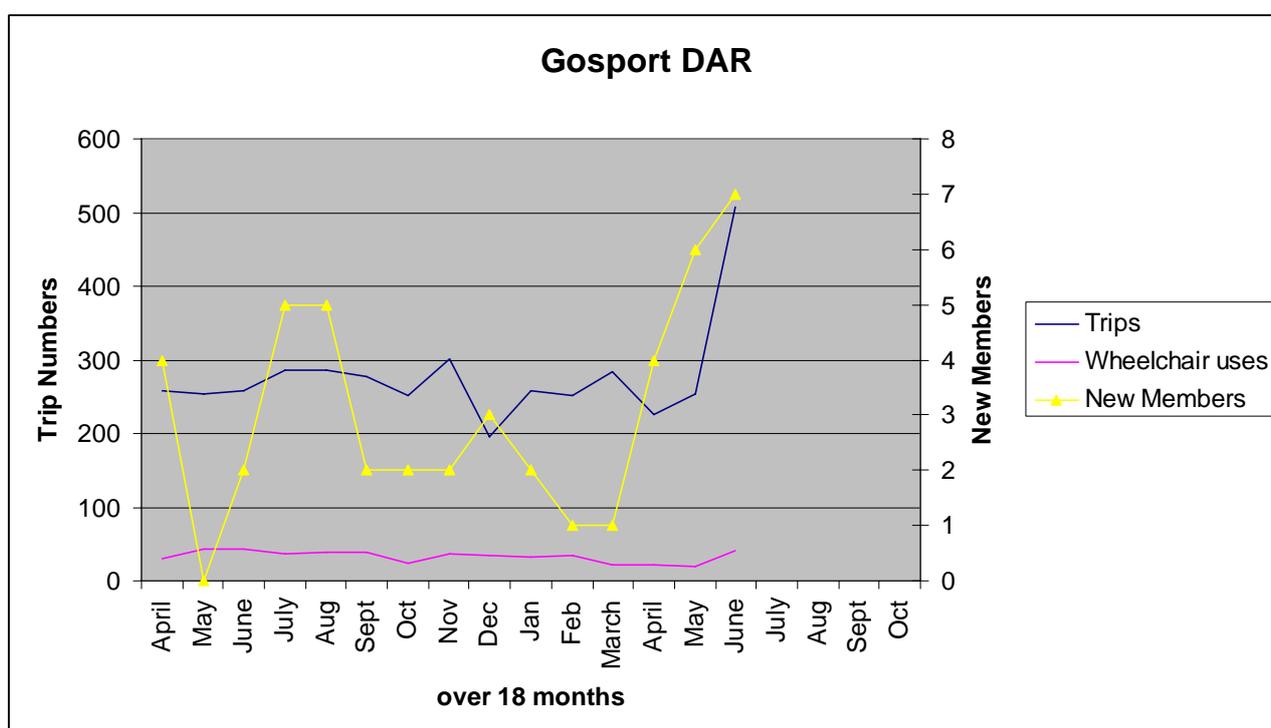
Gosport Dial a Ride

Summary

The performance has shown a dramatic improvement in June which we are working to sustain. We judge that this has been helped by the the article in Coastline. Further customer service improvements are being made.

Performance

Performance in June has been considerably better, the graph attached shows that if the early June performance is maintained then it will be a remarkable improvement. This shows Trips and membership has increased.



The following activities have been undertaken

- Article in Coastline has been published
- A shorter article is being devised for the late summer Coastline edition
- A second new set of posters for community notice boards has been produced
- A second Pull-up banner promoting the single fare has been produced.
- Busses are being fitted with additional leaflet holders for a wider range of information.

Paul O'Beirne
Community Action Fareham

Appendix

Statistics by Month

Gosport Dial-a-Ride Statistics 2010 and 2011

	Passengers		Wheelchair trips		DNA		Vehicle Mileage		miles per customer		New users	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
April	257	225	30	22	0	23	1445	1174	5.6	5.2	4	4
May	253	253	42	19	15	12	1601	1158	6.3	4.6	0	6
June	259	277	42	22	17	11	1800	745	6.9	2.7	2	4
July	286		36		12		1705		6.0		5	
Aug	286		39		14		1354		4.7		5	
Sept	278		39		7		1364		4.9		2	
Oct	252		24		8		1701		6.8		2	
Nov	301		37		16		1699		5.6		2	
Dec	196		35		35		1073		5.5		3	
Jan	258		32		26		1109		4.3		2	
Feb	252		34		12		1207		4.8		1	
March	284		22		19		1426		5.0		1	
Total	3162	755	412	63	181	46					29	14

Attached

PDF of Banner

PDF of New poster

**£3 anywhere
in Gosport**



Dial-a-Ride

Helping you get about

- For people who can't use buses
- Trips from 9am to 4pm
Monday to Friday
- From your door
- Go shopping or visiting
- Free membership
- Links to Shopmobility
- Help given with your bags

Tell a friend about it

Supported by Hampshire County Council,
Gosport Borough Council and Fareham
Borough Council in their boroughs. Working
with Gosport Voluntary Action

Contact us

163 West Street, Fareham, PO16 0EF

01329 223151

dar@actionfareham.org.uk

www.actionfareham.org.uk

Community Action Fareham
Registered Charity 1056395
Company limited by Guarantee 3181037

**£3 anywhere
in Gosport***



Helping you get about

- ◆ For people who can't use buses
- ◆ Trips from 9am to 4pm
Monday to Friday
- ◆ From your door and back
- ◆ Go shopping or visiting
- ◆ Free membership
- ◆ Links to Shopmobility
- ◆ Help given with your bags

01329 223151

9am to 3.00pm or leave message

dar@actionfareham.org.uk

www.actionfareham.org.uk

* £3 with Half Fare Consession



**Hampshire
County Council**



GOSPORT BOROUGH COUNCIL

DIAL A RIDE WORKING GROUP

DATE 18th April 2011

1.0 PURPOSE

- 1.1 The Overview and Scrutiny Committee 26 January 2011 considered the report on Gosport Dial a Ride from this Working Group and made a number of resolutions relating to required improvements to the Dial a Ride Service. It was also resolved that the Dial a Ride Working Group meet in April 2011 to review progress towards these improvement objectives.
- 1.2 The Overview and Scrutiny Committee 24 March 2011 further requested that the Financial Services Manager be directed to produce a progress report for the April meeting of the Dial a Ride Working Group and that Dial a Ride would be discussed at the next meeting of the Overview and Scrutiny Committee.

2.0 BACKGROUND

- 2.1 As stated above the meeting of the Overview and Scrutiny Board 26 January 2011 made a number of resolutions relating the Gosport Dial a Ride service namely:

a) The current service did not provide value for money with the cost per passenger trip being double the Hampshire average;

b) The number of trips must be significantly improved to secure value for money and therefore:

I. The remarketing of the Dial A Ride service and the further suggestions detailed in Recommendation 1 of the Working Group's report must be implemented immediately by Community Action Fareham ('CAF');

II. Promotion of the service through free press, local press, Coastline, community groups, health services and social services providers must be undertaken immediately by CAF;

III. CAF must give higher priority to ensuring new customer enquiries result in regular Dial A Ride users; and

IV. CAF must provide details of the number of new customer enquiries; how many of those then use the service and how regularly they use to the Financial Services Manager each month.

c) The target for a 12.5% increase in trips was acceptable but this should be achieved within 6 months rather than 12 months;

d) The Financial Services Manager continues to monitor the performance of CAF and Dial A Ride and also advises HCC of the Committees concerns;

3.0 REPORT

- 3.1 Community Action Fareham (CAF) have produced a report (Appendix A) relating to the progress on the requirements specified by the Overview and Scrutiny Committee. This report details a number of activities relating to the marketing of the service that have been undertaken together with others that are currently in progress. In addition there is information relating to number of trips undertaken by the service.
- 3.2 The report also refers to the fare structure and confirms that (subject to the customer being in possession of a half fare pass) a single fare of £3 return is applicable. This has not been possible to resolve until the concessionary fares scheme and it's application to Dial a Ride Services had been determined following the transfer of Concessionary Travel from the District Councils to the County Council from 1st April 2011. This issue has to some extent delayed CAF's remarketing of the Dial a Ride Service.
- 3.3 As stated in CAF's report there has been significant progress in raising the profile of the DAR service including banners and leaflets in the Town Hall and the addition of DAR on the Council website. As stated a draft article for inclusion in May Coastline has been submitted to the Council.
- 3.4 With regard to resolution B iii CAF have implemented a system of telephone feedback for newly registered customers to encourage use or assist in determining why they might not be using the service.
- 3.5 In relation to resolution d) the County Council have been informed of the Committee's concerns relating to the Gosport Dial a Ride service.

The County Council's agreement to support the introduction of a single fare is particularly welcomed.

- 3.6 CAF state that the reporting to the Financial Services Manager relating to the new users will now be undertaken following the introduction of a new reporting process.
- 3.7 The report gives details of number of trips carried out by Gosport DAR to March 2011. Although the numbers for March 2011 are marginally higher than those for March 2010 it is not believed that this in itself provides evidence of an sustained increase in usage and is still well short of the target of 12.5% increase in 6 months as specified in resolution c).

4.0 CONCLUSION

- 4.1 As evidenced from the report submitted to this Council by CAF significant progress has been made relating to the remarketing of the DAR service. It is also the case however that the remarketing has to some extent been stalled pending the final confirmation of the fare structure. The introduction of a single fare (£3 return for those holding a half fare pass) is seen as a key aspect of the successful remarketing of the service by both the Dial a Ride Working Group and CAF.
- 4.2 The report also states that there have been a small number of new users (25 Registered, 11 of which have used the service) since December 2010. This has not increased the number of trips to any great extent and although there was an increase of 12 in March 2011 compared to March 2010 this is not seen as significant at this stage and certainly is well below the target set for 6 months by the Overview and Scrutiny Board 26 January 2011.
- 4.3 FCA recognise in their report that there is still much progress to be made in terms of performance although they believe the work already undertaken and currently being progressed on the remarketing of the service will significantly impact on the performance figures over the next few months. They have also stated that these figures will be supplied to the Council on a monthly basis.

Community Action Fareham**Appendix 3****Gosport Dial a Ride****Summary**

A considerable amount of development work has been undertaken. A key idea to introduce a single fare stalled firstly because of cancelled meetings then the planned introduction of the HCC concessionary fares scheme. However with that the only practical way to address the changes was to use a single fare. This has been introduced as £3 to the passenger (with a half fare pass).

Performance

While the performance figures show some improvement there is much more progress to be made. The new publicity will take a while to have an effect but the figures appear to be moving in the right direction.

The following activities have been undertaken

- New eye catching leaflet and banner designed
- Currently a banner and leaflets are displayed at Gosport Town Hall
- The banner and leaflets will soon be moved to the Discovery Centre
- Tri-fold leaflets and posters distributed to 20 shops and other outlets in Gosport
- Attended a meeting of "YOU" at Gosport Methodist Church
- Combining with the Discovery Centre to promote its "books and banter"
- There is now one fare for Gosport Dial a Ride. This will make marketing that much easier.

In Progress

- Article to go into next edition of Coastline (Due to be published end of May to beginning of June)
- Posters to be put up on notice boards throughout Gosport borough we will try to time this with the release of Coastline
- Survey prepared to launch to look at ways to tailor the service to customers needs and a satisfaction survey.
- Article for GVA newsletter .
- We have had 11 new members who have used Dial a Ride since the beginning of the year. It is anticipated that as the advertising campaign gets under way this will significantly increase.
- It is fair to say that the work involved in letting customers know of the changes in concessionary fares has meant a delay in the launch of the advertising campaign. However, it is now well under way.
- The drivers are promoting the Dial a Ride service when not busy.

User members Feedback

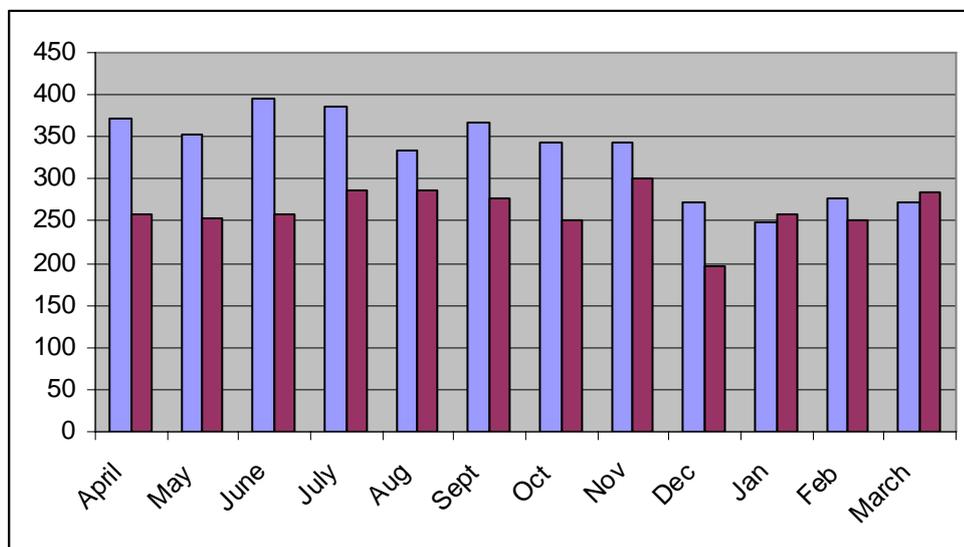
A system of telephone feedback has just been implemented for all new users. This will either encourage use or determine why potential users are not actually using the service.

Reporting

Since the beginning of December 25 new users have registered; 11 have used the service. We now have instigated a formal process for the monitoring and reporting of this information which will be provided to the Council's Financial Services Manager on a monthly basis.

	DAR 2009 Actual	Gosport 2010 Usage	+/-
April	373	257	-116
May	352	253	-99
June	396	259	-137
July	386	286	-100
Aug	334	286	-48
Sept	366	278	-88
Oct	344	252	-92
Nov	343	301	-42
Dec	273	196	-77
Jan	248	258	10
Feb	276	252	-24
March	272	284	12
Ave month nos	330	264	

The comparison with last year shows that the decline has been stopped and that there was a slight increase in use in Jan and March 2011



Paul O'Beirne
Community Action Fareham

**NOTES OF THE MEETING OF THE DIAL A RIDE WORKING GROUP
HELD ON 24 JUNE 2011**

Members of Working Group (all in attendance): Councillors Hylands (RH), Jacobs (CJ) and Scard (AS)

Officers: Julian Bowcher (JB) and Carly Grainger (CG)

- 1 The Working Group met to discuss the progress report from JB which was circulated to all Members of the Working Group on 21st June 2011.
- 2 JB informed the Working Group that upon seeing what was reportedly quite a marked improvement, he had inquired of Paul O'Beirne whether these figures were accurate and Paul O'Beirne had told JB that the report was indeed a fair reflection on the state of progress.
- 3 They agreed that there were positive improvements to the service since the Working Group last met. It was noted that the Dial a Ride Service looked set to comfortably meet the target set by the Overview and Scrutiny Committee of an 12.5% increase in trips in six months. The Working Group noted that this needed to be sustained in the future.
- 4 The Working Group noted the revised set of posters which specified the £3 return fare. It was confirmed that this new charging regime had been in place since April 2011.
- 5 The Working Group noted that the average miles per customer had reduced to 2.7 miles. This was a positive achievement as this was due to an increase in customers per trip.
- 6 The Working Group discussed the ideal number of users of the service. They concluded that figures close to the usership of the Fareham service would be ideal.
- 7 JB informed the Working Group that the Dial a Ride Service had recently employed two new drivers following the retirement of the previous postholder.
- 8 The Working Group agreed that a reliable log of new users was still needed. But they did note that the figures for new users for the first quarter of 2011/12 were encouraging.
- 9 JB noted that a Fareham and Gosport Dial a Ride Review meeting had been arranged for Wednesday 29th June 2011 (attended by CAF, GBC, HCC and FBC) where it was anticipated that a future update on the Gosport Dial a Ride performance would be available. The Working Group asked JB to raise the following:
 1. How many drivers did Dial a Ride employ?
 2. What were the up to date figures for June 2011?
 3. For CAF to provide further details concerning the marketing for

Dial a Ride.

4. How many people had paid the £6 rate?

It was agreed that further information would be provided at the Overview and Scrutiny Committee meeting in July in a verbal report by JB.

- 10** The Working Group discussed the different marketing strategies that CAF had employed. The Working Group encouraged all types of marketing, especially to attract new users.
- 11** JB advised the Working Group that he would endeavour to add the Dial a Ride service to the banner on the front page of the GBC website.
- 12** It was noted that the banner advertising the Dial a Ride Service was no longer present in the Town Hall Reception. JB was asked to ensure CAF locate another banner there.
- 13** The Working Group discussed marketing in Doctors Surgeries.
- 14** JB's role in the future supervision of Dial a Ride was discussed. It was agreed that a Financial Officer would continue to review quarterly statistics.
- 15** The Working Group discussed the general structure of Community Transport in Gosport and then the wider area, Hampshire. Community Transport was considered too fragmented. The Working Group decided that they would make a recommendation to suggest that HCC consider Community Transport in Hampshire as an area of scrutiny.
- 16** It was agreed that the papers circulated at the Working Group meeting and the minutes would be presented at the next Overview and Scrutiny Committee meeting on Monday 4th July 2011.