

NEIGHBOURHOOD SERVICES SCRUTINY FORUM AGENDA



Friday 15 February 2008

at 10.00 am

**at West View Community Centre, Miers Avenue,
Hartlepool**

MEMBERS: NEIGHBOURHOOD SERVICES SCRUTINY FORUM:

Councillors Akers-Belcher, R W Cook, Coward, Cranney, Flintoff, Gibbon, Griffin, Henery, Richardson, Simmons and Turner

Resident Representatives:

Ann Butterfield, Alan Lloyd and Linda Shields

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 9 January 2008

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM

No items.

5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE

No items.

6. CONSIDERATION OF PROGRESS REPORTS/BUDGET AND POLICY FRAMEWORK DOCUMENTS

No items.

7. ITEMS FOR DISCUSSION

Scrutiny Investigation into the Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision

7.1 Supporting Access to Services

- (a) Covering Report – *Scrutiny Support Officer*
- (b) Presentation by the Estates Manager, North Tees and Hartlepool PCT

7.2 Feedback Report on Health Bus Service – University Hospital Hartlepool to University Hospital of North Tees – *Director of Neighbourhood Services*

7.3 Business Development Update on the Integrated Transport Unit (ITU) – *Consultant: Integrated Transport Unit Manager*

7.4 Feedback from Focus Group held on 11 February 2008 – *Scrutiny Support Officer*

- (a) Covering Report – *Scrutiny Support Officer*
- (b) Verbal Feedback from Scrutiny Support Officer

7.5 Evidence from Local Bus Companies;

- (a) Covering Report – *Scrutiny Support Officer*
- (b) Verbal Evidence from a representative of Stagecoach

7.6 Evidence from Hartlepool's Member of Parliament (MP)

- (a) Covering Report – *Scrutiny Support Officer*
- (b) Verbal Evidence from Iain Wright, MP for Hartlepool

8. ISSUES IDENTIFIED FROM FORWARD PLAN

9. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

Date of next meeting Wednesday 27 February 2008 at 5.00 pm at Belle Vue Community Sports and Youth Centre, Kendal Road, Hartlepool.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

MINUTES

9 January 2008

The meeting commenced at 4.00pm in the Belle Vue Community,
Sports and Youth Centre, Kendal Road, Hartlepool

Present:

Councillor: Stephen Akers-Belcher (In the Chair)

Councillors: Rob W Cook, Steve Gibbon and Christopher Simmons

Resident Representatives:

Ann Butterfield and Linda Shields

Officers:

Dave Stubbs, Director of Neighbourhood Services

Alistair Smith, Head of Technical Services

Charlotte Burnham, Scrutiny Manager

James Walsh, Scrutiny Support Officer

Angela Hunter, Principal Democratic Services Officer

Also Present: Jonathan Spruce, Tees Valley Joint Strategy Unit,

Elaine Bennington, North East Ambulance NHS Trust

Brian Glover, Tees Valley Health and Transportation Partnership

63. Apologies for Absence

Apologies for absence were received from councillors Sheila Griffin and Carl Richardson and resident representation Alan Lloyd.

64. Declarations of interest by Members

None.

65. Minutes of the meeting held on 28 November 2007

Confirmed.

66. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

67. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

68. Consideration of progress reports/budget and policy framework documents – Finalised Budget Proposals – Neighbourhood Services Department *(Scrutiny Manager)*

The Scrutiny Manager introduced the report which included the Executive's finalised budget proposals for 2008/09 and the Forum's views were requested to be fed back to Scrutiny Co-ordinating Committee to enable a scrutiny response to be formulated and presented to Cabinet on 11 February 2008. Attached to the report were Appendices A to E, which included the departmental pressures, contingencies, terminating grants, priorities and efficiencies. The Director of Neighbourhood Services presented additional information which highlighted the items that Cabinet did not wish to support.

A discussion ensued which included the following:

- Members were disappointed to note that Cabinet had decided not to support the funding for hanging and barrier baskets as it was felt that these provided a very pleasant aspect to visitors and residents of the town.
- Clarification was sought on the under recovery of parking fines and the loss of income likely when the car park in Albert Street was withdrawn from Council use. The Director of Neighbourhood Services informed Members that the under recovery of car parking income was included within this and that an analysis had been carried out in relation to the loss of income from the Albert Street car park income once the Council ceased to use this car park. This analysis had shown that this income would be compensated by moving permit holders from Albert Street to the multi-storey car park in Middleton Grange Shopping Centre. It was noted also that the Council would receive some income from car parking to be provided at the new transport interchange. Members were informed that a review of the car parking arrangements in the town centre near Park Road was being undertaken by the Shopping Centre Management with a view to improving accessibility to this area.
- Members questioned the review to be undertaken in relation to waste management/refuse collection. The Director of Neighbourhood

Services indicated that the current arrangements were not sustainable and that an additional refuse round was required.

Decision

That the Forum's comments and observations be presented by the Chair to the meeting of the Scrutiny Coordinating Committee on 18 January 2008 to enable a formal response to be made to Cabinet on 11 February 2008.

69. Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision – Evidence from Tees Valley Health and Transportation Partnership (*Scrutiny Manager*)

The Scrutiny Support Officer introduced the Chair of the Tees Valley Health and Transportation Partnership (TVH&TP), who was in attendance to provide evidence at today's meeting in relation to the Forum's on-going investigation. A copy of the Mission Statement and Terms of Reference was given to Members for their information.

In response to questions highlighted in the report, the representative indicated that the Hartlepool and North Tees Hospital Trust had recently attended a Partnership meeting and indicated that there were currently five sites being considered for the new hospital site. The Partnership would be mainly examining the long term accessibility of any new site.

A discussion ensued in which the following issues were raised:

- What were the key achievements of the Partnership since its formation? The representative from the TVH&TP indicated that the Partnership had gained a greater understanding of the issues faced through consultation with users, providers and the health authority who were often the procurer of services. Information sheets had been produced by the Partnership for users and they were currently developing more understandable maps for users.
- Members indicated their disappointment that the direct bus to James Cook Hospital from Hartlepool had ceased to operate. The Director of Neighbourhood Services indicated where bus routes were not proving to be financially viable bus companies would cease services on these routes and that Members should be mindful of this if discussing the use of public money to support unpopular routes. The Chair of the TVH&TP indicated that discussions were ongoing in relation to the possible creation of an additional rail link to James Cook Hospital.
- Members felt that the lack of information available about bus schedules at the hospitals was a significant problem for people needing to use public transport to return home from appointments or visiting patients.
- It was noted that the temporary 'Shuttle Bus' provided by Hartlepool Borough Council to link Hartlepool Hospital to North Tees Hospital only

had three stops in Hartlepool. The Director of Neighbourhood Services responded that the service was not licensed to operate more than three stops. The use of this service was currently being monitored and would be subject to full consultation should the Council wish to continue to operate this service. Members commented that a more creative solution should be considered and the Director of Neighbourhood Services informed Members that the use of social enterprise was currently being investigated should the service prove viable.

The representative from the Tees Valley Health and Transportation Partnership was thanked for his attendance and for answering Members questions.

Decision

- (i) Members noted the report and responses from the Tees Valley Health and Transportation Partnership.
- (ii) That a report relating to the 'Shuttle Bus' service will be presented to Members at the next meeting of this Forum.

70. Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision – Evidence from Tees Valley Joint Strategy Unit (*Scrutiny Manager*)

The Scrutiny Support Officer introduced the Senior Assistant Director from the Tees Valley Joint Strategy Unit (JSU), who was in attendance to provide evidence at today's meeting in relation to the Forum's on-going investigation. The presentation outlined the JSU's role in relation to transport in the region and how it linked with the Tees Valley Health and Transport Partnership. The importance of ensuring transport and accessibility was considered at the beginning of any project was discussed and although it was acknowledged that there were many variations to be considered for the journey from Hartlepool to a new hospital site, it was important that the appropriate information was readily available to users.

The presentation highlighted that significant improvements would be made to the transport infrastructure across the Tees Valley through the Bus Network Improvements major scheme which was due to start on site in summer 2008. It was noted that this scheme would examine the corridors of high frequency useage across the Tees Valley with the key issue being to ensure that the inter-changes and information points operate efficiently and effectively.

A discussion ensued in which the following issues were raised:

- The importance of co-ordinating planning and implementation was discussed. The representative from the JSU indicated that there were several options being examined including the possibility of a Tees

Valley Metro, however, this would not be the only solution and the combined use of any Metro, current heavy rail and bus services would need to joint up to provide an answer to transport issues across the Tees Valley. It was hoped that a brand for ticketing purposes could be created across the whole Tees Valley region ensuring users did not need to purchase separate bus and train tickets.

- Ensuring the transport system was simple to use was recognised as a key issue to ensuring the system was utilised fully. The representative from the JSU indicated that this was an aim of the scheme and added that different technologies were also being considered, for example, cashless ticketing with the use of mobile phones or the internet.
- Members were concerned that adequate information on transport services to and from hospital was not available. The representative from the JSU indicated that one option being considered was to include transport options available with appointment letters.

The representative from the Tees Valley Joint Strategy Unit was thanked for his presentation and for answering Members questions.

Decision

Members noted the report and responses from the Tees Valley Health and Transportation Partnership.

71. Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision – Evidence from North East Ambulance Service NHS Trust (*Scrutiny Manager*)

The Scrutiny Support Officer introduced the Assistant Director of Operations (Teesside) from the North East Ambulance Service NHS Trust (NEAS) who was in attendance to provide evidence at today's meeting in relation to the Forum's on-going investigation. The representative informed Members that the key stakeholders for the NEAS were the Planning Care Trusts, Hospitals, members of the public and the Public and Patient Involvement Forums. In relation to statutory and regulatory frameworks, rather than being governed by this, NEAS worked in partnership with local Primary Care Trusts (PCTs) and Hospital Trusts to commission services on behalf of patients on an annual basis.

As far as planning exercises for reviews of hospital services were concerned, the NEAS were usually invited to attend working groups during the planning phase of new transport developments. The representative from the NEAS stressed the importance of the NEAS being involved at an early stage in any new development or change to the provision of health care services. The NEAS had previously worked alongside the Tees Valley Health Transport Partnership in relation to transport issues. Members were informed that although the service was increasingly working towards providing treatment in

the patients home, additional services could be provided if funding was available from the PCT.

A Member had concerns about paramedics and drivers being from out of the town and lacking local area knowledge. The representative from the NEAS indicated that paramedics were in constant touch with the callers and all vehicles were equipped with satellite navigation systems. It was recognised that although Hartlepool did have dedicated teams, they were also utilised across the whole Tees area as and when the need arose.

The representative from the NEAS was thanked for her attendance and for answering Members' questions.

Decision

Members noted the report and responses from the North East Ambulance Service.

72. Public Transport to Hospital Sites – Feedback from Members who undertook journey(s) between 3 and 16 December 2007 *(Scrutiny Manager)*

The Scrutiny Support Officer introduced a report which gave the background to Members being offered the opportunity to undertake a journey to either the University Hospital of Hartlepool, the University Hospital of North Tees or the James Cook University Hospital via public transport. Written feedback had been received from four Members who had undertaken such journeys and these were given to the Forum for their information.

There were several issues highlighted by the Members who undertook the journey and they were:

- Bus shelters were uncovered
- The journeys were uncomfortable
- The timings were not always convenient
- In the evenings, there were issues in relation to poor lighting around bus stops
- Travel link were unable to confirm whether a low-loader bus would be in use, therefore making it difficult for a wheel-chair user to undertake such a journey without the guarantee of being able to return on a similar vehicle.

Decision

Members' views were noted and would be used to inform a future Focus Group.

STEPHEN AKERS-BELCHER, CHAIRMAN

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 February 2008



Report of: Scrutiny Support Officer

Subject: SUPPORTING ACCESS TO SERVICES –
COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members that the Estates Manager from North Tees and Hartlepool PCT will be in attendance to provide a presentation at today's meeting in relation to supporting access to services.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 28 November 2007 a question was raised relating to the eligibility criteria for the reimbursement of travel costs, incurred when travelling to hospital appointments. The Deputy Director of Health Systems and Estates Development from North Tees and Hartlepool PCT agreed that further information would be provided to Members at a later date.
- 2.2 Consequently, the Estates Manager from North Tees and Hartlepool PCT will be in attendance at today's Forum to provide a presentation outlining the eligibility criteria relating to the reimbursement of incurred travel costs for hospital appointments.

3. RECOMMENDATIONS

- 3.1 That Members note the content of the presentation and question the representative from North Tees and Hartlepool PCT accordingly.

Contact Officer:- James Walsh – Scrutiny Support Officer
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BACKGROUND PAPERS

No background papers were used in the preparation of this report.

Supporting Access to Services

Ek Bradwell
Hartlepool PCT & North Tees PCT



“Transport can be a barrier to accessing care. The Social Exclusion Unit estimates that 1.4 million people miss, turn down or simply choose not to seek health care because of transport problems.”

White paper – ‘Our health, our care, our say’



Two mechanisms of support

- Patient Transport Services
- Hospital Travel Costs Scheme

Patient Transport Services (PTS)

- Emergency
 - 999 calls
 - Transfer for critical care
- Non-Emergency PTS
 - Non-urgent, planned transportation of patients with a medical need for transport to and from NHS health service providers
 - May include escort / carer where required

Bookable only by NHS Staff

Hospital Travel Cost Scheme (HTCS)

HTSC provides financial assistance to patients who do not have a medical need for transport but who require assistance in meeting the cost of travel according to a range of eligibility criteria.

Eligibility to HTCS

Both criteria must be met:

- The journey
 - Made under care of consultant
 - Made for traditional hospital diagnostic test or treatment (wherever carried out)
 - For treatment paid for by NHS
- Entitlement to assistance through HTCS
 - For patients in receipt of specific qualifying benefits

Qualifying Benefits

Automatic Entitlement

- Income support
- Income based Jobseekers Allowance
- NHS Tax Credit Exemption Certificate
- Pension Credit – Guarantee Credit
- War disablement pension

OR when not automatically entitled as above:

- NHS Low Income Scheme
 - Means assessed according to income and savings
 - May be partially or fully reimbursed

Extent of Reimbursement

- Calculated on cheapest form of transport appropriate to patient ~ usually public transport
- Must demonstrate eligibility
- Must provide proof of travel e.g. receipt
- May include use of private vehicles or taxi if assessed as only feasible form of transport

Future.....

Likely to be available where services are provided in the community and if referred through routes other than consultant based referrals...if above criteria met. Awaiting guidance.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 February 2008



Report of: Director of Neighbourhood Services

Subject: BUS SERVICE – UNIVERSITY HOSPITAL OF
HARTLEPOOL TO THE UNIVERSITY HOSPITAL OF
NORTH TEES

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to update members on the details of the provision of the bus service H1, providing passenger transport from the University Hospital of Hartlepool to the University Hospital of North Tees between 17th December 2007 and 30th April 2008.

2. BACKGROUND INFORMATION

- 2.1 Hartlepool Primary Care Trust and North Tees and Hartlepool NHS Trust announced that they would be relocating Consultant Lead maternity Services and in-patient Children's Services from the University Hospital of Hartlepool to the University Hospital of North Tees on the 17th December 2007. The maternity service is to be relocated for a period of three months only, to facilitate the refurbishment of the existing unit.
- 2.2 The PCT, NHS Trust and Hartlepool Borough Council agreed that for the period 17th December 2007 to the 31st March 2007 they would equally fund a Local Bus Service to provide vital access to the outpatient appointments and visiting times for the residents of Hartlepool.
- 2.3 This service commenced operation on the 17th December 2007 as agreed, however due to delays in building works, on the morning of the 17th December the NHS trust announced that the relocation of services would be delayed until 28th January 2008.
- 2.4 Due to these delays the NHS trust have agreed to solely fund an extension to the current service which means that service will now operate until the 30th April 2008
- 2.5 The service commences at the University Hospital of Hartlepool, stopping at two other pick up points in the town (York Road Central Library and Queens

Meadow Business Park) and provides direct access to the University Hospital of North Tees. From the 17th December 2007 to the 1st January 2008, the service operated between the hours of 14:00 – 21:00. From the 2nd January 2008, the operational times were increased to 9:00 – 21:00.

2.6 The details below show the patronage for the service up until the 25th January 2008.

Passenger Journeys - 17 Dec 07 to 25 Jan 08

OUTBOUND JOURNEYS				
Date	Holdforth Road	York Rd	Queens Meadow	Total
17-Dec-07	0	2	0	2
18-Dec-07	1	8	0	9
19-Dec-07	2	6	0	8
20-Dec-07	4	8	0	12
21-Dec-07	1	6	0	7
22-Dec-07	0	2	1	3
23-Dec-07	1	0	0	1
24-Dec-07	0	5	0	5
27-Dec-07	5	5	0	10
28-Dec-07	0	3	0	3
29-Dec-07	0	5	0	5
30-Dec-07	0	1	0	1
31-Dec-07	2	9	1	12
02-Jan-08	2	5	2	9
03-Jan-08	2	1	0	3
04-Jan-08	2	2	0	4
05-Jan-08	1	3	0	4
06-Jan-08	2	4	0	6
07-Jan-08	4	6	2	12
08-Jan-08	6	7	1	14
09-Jan-08	2	6	5	13
10-Jan-08	0	4	0	4
11-Jan-08	5	6	0	11
12-Jan-08	1	5	0	6
13-Jan-08	0	5	0	5
14-Jan-08	7	3	0	10
15-Jan-08	5	4	0	9
16-Jan-08	2	9	0	11
17-Jan-08	1	5	0	6
18-Jan-08	1	9	0	10
19-Jan-08	6	13	6	25
20-Jan-08	8	3	2	13
21-Jan-08	2	8	0	10
22-Jan-08	0	7	0	7
23-Jan-08	4	8	2	14
24-Jan-08	12	9	10	31
25-Jan-08	6	14	6	26

RETURN JOURNEYS				
Date	North Tees Return	Queens Meadow	York Rd	Holdforth Road
17-Dec-07	2	0	2	0
18-Dec-07	9	0	9	0
19-Dec-07	5	0	5	0
20-Dec-07	11	0	7	4
21-Dec-07	2	1	0	1
22-Dec-07	8	3	3	2
23-Dec-07	4	0	3	1
24-Dec-07	2	0	2	0
27-Dec-07	6	1	2	3
28-Dec-07	7	2	3	2
29-Dec-07	5	0	5	0
30-Dec-07	1	0	1	0
31-Dec-07	9	0	6	3
02-Jan-08	8	2	6	0
03-Jan-08	2	0	1	1
04-Jan-08	7	1	3	3
05-Jan-08	6	0	5	1
06-Jan-08	5	0	4	1
07-Jan-08	13	0	10	3
08-Jan-08	15	0	12	3
09-Jan-08	11	2	8	1
10-Jan-08	5	0	3	2
11-Jan-08	15	0	9	6
12-Jan-08	7	0	4	3
13-Jan-08	5	0	5	0
14-Jan-08	15	0	6	9
15-Jan-08	8	0	6	2
16-Jan-08	10	0	10	0
17-Jan-08	6	0	6	0
18-Jan-08	4	0	3	1
19-Jan-08	16	6	8	2
20-Jan-08	7	4	3	0
21-Jan-08	9	0	5	4
22-Jan-08	10	3	7	0
23-Jan-08	7	2	4	1
24-Jan-08	15	1	9	5
25-Jan-08	12	0	8	4

Revised data will be made available to the forum on the 15th February 2008

- 2.7 The cost of the provision of the service for the period 17th December 2007 to 31st March 2008 will be £27,132.00, which will be jointly funded by HBC, the NHS trust and the PCT. The cost of the provision of the service from the 1st to the 30th April will be £7,406.88 and will be funded solely by the NHS Trust.

3. RECOMMENDATIONS

That Members of the Forum note the content of the report

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NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 February 2008



Report of: Consultant: Integrated Transport Unit Manager

Subject: Proposed: Integrated Transport Unit
(Forming part of the Restructure within the Directorate of Neighbourhood Services)

1. PURPOSE OF REPORT

1.1. The purpose of this report is to inform the panel of the proposed restructure of the current transport services within the Council in order to enable the services to meet the Council's Priority Areas and Objectives.

2. BACKGROUND INFORMATION

2.1. A study made by the Hartlepool Strategic Transport Group which examined the move towards an Integrated Transport Unit to ensure the development of combined procurement arrangements across Children's Services, Adult Services, Transport Services and Transportation Services ensuring clear links with Public Passenger Transport within Hartlepool Borough Council.

2.2. The progression towards a fully integrated transport system, will allow all users to move easily between different types of transport regardless of their mobility needs. It is recommended that the best long-term option for the people of Hartlepool is a single transport service that seamlessly joins a range of modes and operators, and which provides good links to a fully accessible 'mainstream' public transport system.

2.3. Recent studies have identified that the current structure within Hartlepool Borough Council restricts the availability of services as many journeys are provided for single users, thus wasting capacity. Transport provision is also plagued by variations in quality and quantity of service imposed by the widely differing levels of funding provided by differing definitions of eligibility. The current structure is also unclear to service users with descriptions of service including Transportation Service meaning Public and Sustainable Transport and Transport Services meaning Internal Vehicle Hire, Vehicle Procurement, Community transport and Workshop Management.

2.4 The solution is to ensure that the Council has explicit guarantees about minimum levels of service and introduce what redress can be expected if those guarantees are not met. In particular there should be quality standards specifically covering the

service areas identified in order to address the most common causes of dissatisfaction. Service quality standards should also be included in all relevant service delivery contracts. The Integrated Transport Unit structure has been adopted by a number of authorities and has demonstrated significant savings and changes in the delivery of high quality provision.

2.5. The Integrated Transport Unit will identify cashable and non-cashable efficiencies relating to

- Home to School Transport
- Transport for Adults
- Dial a Ride Services
- Transportation Service (including Public and Sustainable Travel)
- Council Internal Transport Staff
- Transport Services (including Internal Vehicle Hire, Workshop, Community transport and Vehicle Procurement)
- Whole Service Administration

DEVELOPING THE INTEGRATED TRANSPORT UNIT

2.6. It is important to note that from the work already undertaken and the background of significant changes in service requirements, it is clear that the current structure does not address the expanding needs of current service provision. This has left both the Council and the individual departments open to significant challenge. The current structures and approaches to passenger transport are fragmented and such a structure will not encourage co-ordination and cross departmental communication. The current arrangements are particularly heavily reliant on a small number of individuals with major implications if these people are not available.

2.7. The progression towards an Integrated Transport unit will include the full amalgamation of transport related services relating to Children's Services, Adult Services, Transportation (Public Transport) and Transport Services, located within the Directorate of Neighbourhood Services. This programme will ensure that selected staff providing transport scheduling and planning expertise are transferred to a new Integrated Transport Unit. It is recommended that this element of planning is to be implemented over a 12 month period in order to take into account other key timelines for individual services.

2.8. New Service Level Agreements will be set up with the key client departments however responsibility for budget monitoring will rest with the client department.

2.9. Responsibility for determination of eligibility for using services will remain with these client departments although in the case of mainstream schools transport where eligibility is primarily decided on distance grounds, it will be sensible for this determination to be handled by the Integrated Transport Unit. A GIS system will be introduced across services to maximise the co-ordination benefits of the new structure.

2.10. On 19TH March 2007 CMT approved a proposal to progress the development of an Integrated Transport Unit. As a part of this restructure the transport services within Transport, Transportation, and Children' and Adult Services will be transferred to the Directorate of Neighbourhood Services during July 2008.

2.11. Departments are currently working on further developments described in the Business Plan 2007/08 in order to take the new structure forward and complete the full Integration of the Integrated Transport Unit.

2.12. The Integrated Transport Steering and Su-Group meet on a regular basis to monitor the development of the Integrated Transport Unit. The group ensure full consultation and report to Members of the Council and Senior Officers.

2.13. It is envisaged that a proportion of the Council's existing Public Transport Section will during 2008 be transferred to the JSU. Although the details of this transfer have not been finalised, it is envisaged that some elements of the service and staff will remain with the Council, which will be included in the Community Transport Section of the Integrated Transport Unit. A further review of the current operational detail of the Dial A Ride Service will be completed by April 08. It is envisaged that both the progression of a Social Enterprise Scheme which will be considered early next year and the inclusion of additional community transport schemes will support the progression of a fully integrated transport unit.

2.14. Further consideration will also be given to the operation of a Yellow Bus Service in order to reduce cost relating Children's Services Transport and the current Swimming Programme. Current Subsidised routes will be included in this review in order to fully utilise the Yellow Bus Programme.

3. RECOMMENDATIONS

3.1. That Members of the Forum note the content of the report in order to gain further understanding of the proposed re structure, and make recommendations for improvement in relation to this development.

Contact Officer: - Paul Robson – Consultant: Integrated Transport Unit Manager

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 February 2008



Report of: Scrutiny Support Officer

Subject: TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
DEPARTMENT TRANSPORTATION PROVISION –
FEEDBACK FROM FOCUS GROUP

1. PURPOSE OF REPORT

- 1.1 To facilitate a discussion amongst Members of this Forum in relation to feedback received as a result of the Focus Group that was held in the Boardroom at the University Hospital of Hartlepool on the 11 February 2008.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 September 2007, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, at the meeting of this Forum feedback was received from Members who had undertaken journeys from Hartlepool, using public transport, to University Hospital of North Tees or James Cook University Hospital. It was agreed that this feedback from Members would be used to inform the Focus Group that will be held on the 11 February 2008 and verbal feedback provided to today's meeting of the Forum.

3. RECOMMENDATIONS

- 3.1 That Members consider the issues raised at the Focus Group on the 11 February 2008.

Contact Officer:- James Walsh – Scrutiny Support Officer
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BACKGROUND PAPERS

No background papers were used in the preparation of this report.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 February 2008



Report of: Scrutiny Support Officer

Subject: TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
DEPARTMENT TRANSPORTATION PROVISION –
EVIDENCE FROM STAGECOACH – COVERING
REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of this Forum that a representative from Stagecoach has been invited to attend this meeting to provide evidence in relation to this Forum's ongoing investigation into Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 September 2007, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, a representative from Stagecoach has agreed to attend this meeting to submit evidence of a local bus company's perspective to the Forum.
- 2.3 During this evidence gathering session with a representative from Stagecoach, it is suggested that responses should be sought to the following key questions:-
- a) Does Stagecoach have any statutory or regulatory requirements to provide transportation links to hospital services?
 - b) Currently there is no direct bus link from Hartlepool to the University Hospital of North Tees. With the introduction of the H1 bus by Hartlepool Borough Council, North Tees and Hartlepool NHS Trust & Hartlepool PCT, could Stagecoach envisage providing a similar service and by what criteria would a decision be made to provide this service or not?

- c) In relation to (b), would the same criteria apply to the provision of a direct bus service from Hartlepool to any new hospital; if it is not on a service route currently provided by Stagecoach?
- c) What format and by what means is information available to patients using public transport to access hospital services? Are there any future developments that might enhance user's experience?
- d) During the evidence gathering process this Forum received evidence from the Tees Valley Joint Strategy Unit (JSU), can Members be reassured that Stagecoach are working in partnership with the JSU to maximise the effectiveness of transportation links?
- e) What other advice / information are you able to provide this Forum, that would assist this scrutiny investigation?

3. RECOMMENDATIONS

- 3.1 That Members of the Forum consider the views of the representative from Stagecoach in relation to the questions outlined in section 2.3

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BACKGROUND PAPERS

No background papers were used in the preparation of this report.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

15 February 2008



Report of: Scrutiny Support Officer

Subject: TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
DEPARTMENT TRANSPORTATION PROVISION –
EVIDENCE FROM IAIN WRIGHT MP – COVERING
REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of this Forum that the town's Member of Parliament (MP) has been invited to attend this meeting to provide evidence in relation to this Forum's ongoing investigation into Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 September 2007, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, Iain Wright, the town's Member of Parliament (MP) has agreed to attend this meeting to submit evidence of a local perspective to the Forum.
- 2.3 During this evidence gathering session with the town's Member of Parliament, it is suggested that responses should be sought to the following key questions:-
- a) During recent surgeries with your constituents, what comments have been made regarding the current transportation links to hospital services, particularly from those constituents who need to access services now located at University Hospital of North Tees and/or James Cook University Hospital.
 - b) Speaking on behalf of your constituents of Hartlepool, do you feel that information on transportation links to hospital services is sufficient, if not how would you like to see this improved?

- c) Hartlepool Borough Council in partnership with Hartlepool Primary Care Trust and North Tees and Hartlepool NHS Foundation Trust launched a 'Health Bus' on 17 December 2007. Has the MP received any feedback on this service, or any personal views on who the onus for providing such transport should be with?
- d) During the scrutiny process, this Forum heard evidence from the Tees Valley Joint Strategy Unit who talked about the vision of a co-ordinated transport infrastructure across the Tees Valley. Part of this 'vision' involved the creation of an 'Oyster card' for Tees Valley, is this something the MP would encourage and what are his personal experiences of the Oyster Card?
- e) In relation to d) there was also discussion relating to a Tees Valley Metro. What are the MP's views on such a proposal and what outcomes would he like to see for the benefits of the Town?
- f) Regarding the location of any new hospital serving Hartlepool, what key recommendations would the MP like to see in relation to transportation links to any new facility?
- g) What other advice / information are you able to provide this Forum, that would assist this scrutiny investigation?

3. RECOMMENDATIONS

- 3.1 That Members of the Forum consider the views of the Town's MP in relation to the questions outlined in section 2.3

Contact Officer:- James Walsh – Scrutiny Support Officer
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