

Report of the Interim Director

PRESENTATION BY SHIRE COMMUNITY SERVICES

1 Purpose of report

- 1.1 To introduce the presentation by Shire Community Services Ltd.
- 1.2 The presentation relates to the work that Shire Community Services carries out through delivering community transport services in support of the council's priorities.

2 Executive summary

None.

3 Appendices

Appendix: Presentation submitted by Shire Community Services

4 Proposed action:

- 4.1 The committee is invited to RESOLVE to note the presentation, and;**
- 4.2 The committee is invited to discuss issues relating to the work of Shire Community Services and identify any matters it RECOMMENDS be reported to relevant policy committees for their attention.**

5 Background

This presentation forms part of the general programme for the Partnerships and Performance Committee, reviewing the work of partners.

6 Discussion

- 6.1 The committee receives presentations from organisations who are either funded by the council, or who play an important part in the life of the borough.
- 6.2 Each presentation gives members an opportunity to learn more about the organisation and its impact on the borough. After the presentation there is a chance to ask questions of the presenter.
- 6.3 If any items of significance arise, members may wish to request a further report from a relevant officer or make a recommendation for action by a policy committee.
- 6.4 As part of the current voluntary sector funding arrangements, the council gives support to a door to door community transport service across the borough to enable residents to access services in the community at an affordable price; the priority being older and disabled people.

- 6.5 The main specification is based upon the following requirements:
- (a) Promote & provide a range of 'day to day' community transport options with the emphasis on older and disabled people
 - (b) Offer a monthly programme of excursions which offer people the opportunity to socialise with others, alleviate loneliness and isolation and expand personal horizons
 - (c) Promote and provide a variety of mobility aids for hire
- 6.6 The contract has a value of £25,000 per annum and runs from April 2016 to March 2018. The council has a contract with Shire Community Services to fulfil this brief. However, the organisation was unable to fulfil the whole specification for the price so was initially awarded a contract for £20,000 per annum to fulfil parts (a) and (b). Subsequent negotiations and the sharing of business aims and plans resulted in an additional award of a single payment of up to £25,000, subject to need. This transition payment was based on the charity securing alternative funding or relocating to new premises as soon as possible to allow the complete contract obligations to be fulfilled, and build the sustainability of the organisation into the future.

7 **Legal powers**

The Local Authorities (Alternative Arrangements) (England) Regulations 2001 empower the council to establish one or more overview and scrutiny committees. Whilst the council no longer has a designated overview and scrutiny committee, the Partnerships and Performance Committee has been given the role of reviewing and monitoring the performance of council services and services provided on behalf of the council by external bodies. A local authority may invite persons other than members or officers of the authority to attend meetings of such a committee.

8 **Financial and value for money implications**

There are no such implications arising directly from this report. However, effective review is one of the means by which the council secures effective use of its resources.

9 **Risk analysis**

A risk table is usually completed for any report setting out a proposed course of action that entails risks at the outset of the project or if the risks change along the way. This is not relevant in respect of this report.

10 **Implications for resources, stronger and safer communities, and equalities**

There are no direct implications arising directly from this report.

11 **Author and contact officer**

Gill Chapman, Principal Community Support Manager.

12 **Consultees**

None.

13 **Background papers**

There are no background papers to this report.

Shire Community Services

Founded in 1973

Our mission:

To support some of the most vulnerable members of our community by offering services which offer simple, practical help and have a real impact on health and well-being whilst allowing individuals to live independently for longer.

Put simply we provide:

- Wellibus – A demand led door to door bus service
- Volunteer Medical Car Service – Taking individuals to vital medical appointments
- Shopmobility – Offering a range of mobility aids to residents and visitors to the town centre.

The detail:

- 6 mini-buses – all fully adapted
- Highly trained, vetted and experienced drivers for Wellibus
- 30 Volunteer Drivers
- Excellent training and support for volunteers
- Small but very experienced staff team
- Firmly embedded in the community

Funding:

- Borough Council of Wellingborough
- Northampton County Council
- NHS
- Comic Relief (April 2017 – March 2019)

Costs:

- The running costs of each service
- Costs to service users
- High quality – low cost
- Careful control of all expenditure
- Dedicated team of volunteers

Facts and Figures:

- Members
 - Wellibus 978
- Demographics
 - 55% of Maxi-users are aged over 80 years
 - 56% of Rural Members are aged over 80 years
- Passenger Numbers
 - Carried 1207 passengers in one week (July 2016)
 - Average 887 each week
- Purpose
 - 36% shopping
 - 53% social and leisure
 - 11% excursions

Facts and Figures (cont.)

- Members
 - Medical Car Service 1117
- Number of journeys
 - 15,471 patients taken to appointments and returned home
 - Average 329 journeys each week
- Purpose
 - 33% of appointments are for Kettering General Hospital
 - 20% of appointments are for local GP
- Volunteer Drivers
 - Top three volunteer drivers completed 5051 trips
 - Earliest appointment 6.30am
 - Latest home 11.15pm

Challenges:

- Managing the demand
- Balancing success against resources
- Impact of funding cuts
- What's next.....