

## **Minutes of: PARTNER SCRUTINY COMMITTEE**

**Date of Meeting:** 9th September 2013

**PRESENT:** Councillor McInnes (Chair)  
Councillors Ashworth (substituting for Knowles),  
Cheetham (substituting for Shipley), Evans  
(substituting for Morris), Fletcher, Kenyon, Roberts

**IN ATTENDANCE:** Michael Orchard, North Manchester Ambulance  
Service  
Hadrian Collier, NHS Blackpool, Commissioner  
Sue Taylor, Accrington and Rossendale College  
Penny Heys, Accrington and Rossendale College  
Councillor Barnes  
Councillor Farrington  
Councillor Gill  
Pat Couch, Scrutiny Support Officer

2 Members of the public

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### **1. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Knowles, Morris and Shipley and Irene Divine, Co-opted Member

### **2. MINUTES OF THE LAST MEETING**

Resolved:

That the minutes of the meeting held on 10th June 2013, be approved as a correct record and signed by the Chair.

### **3. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **4. URGENT ITEMS**

There were no urgent items for discussion.

### **5. PUBLIC QUESTION TIME**

The Chair agreed to deviate from the Procedure for Public Speaking and allow members of the public to ask questions as the reports were discussed.

## **6. CHAIR'S UPDATE**

The Chair informed Members that at a recent meeting with representatives of the Clinical Commissioning Group the Minor Injuries Unit survey was discussed. The MIU will continue until 2017, however, the Service Provider will be identified through a competitive tendering exercise and an advert was due to go out shortly.

Members were also reminded of the Rossendale Connect Event on 21<sup>st</sup> September at Rossendale Primary Health Care Centre from 10am-12 noon, when everyone has the opportunity to give their views on local health service.

## **7. PATIENT TRANSPORT SERVICES (PTS)**

The Chair welcomed Michael Orchard, General Manager of the Patient Transport Service for North West Ambulance Service (NWAS) and Hadrian Collier from NHS Blackpool Commissioners.

The General Manager indicated that before 2010 there were numerous individual local contracts in the North West and these were amalgamated into one in 2010.

Appointment times used to be between 9am and 3.30pm Monday to Friday, with no obligation to accept hospital discharges.

In 2012 there was a full commercial tender of PTS contracts which required significantly higher standards for patients, which provided an opportunity for the ambulance service to improve their services.

There has been significant PTS contracts lost to the private sector.

North West Ambulance Services retained 4 PCT cluster areas with services for Greater Manchester patients being provided by Arriva Transport Solutions, which has an affect on some Rossendale patients, depending on which GP they are with.

The new contract core appointments were between 8am-6pm Monday to Friday, excluding bank holidays. Outpatient can now book PTS up to 2pm on the day of their appointment and discharge transfer request cut-off time was now 5pm.

Further contract changes were in relation to telephone answering, patient time on an ambulance, appointment times and collection times.

The NWAS also offer an Enhanced Priority Service specifically for renal and oncology patients as follows.

- Renal appointment times until 7.30pm with collection up to 1am (Monday to Saturday including bank holidays)

- Transport for cancer patients Monday to Friday including bank holidays

All patients when they book a PTS appointment are assessed for eligibility every time they need transport. Oncology patients are assessed every three months and renal/dialysis patients every six months. No bookings can be processed until they have been through the assessment process, with questions devised to ascertain a patient's ability to reach their appointment. There were between 10-15% of patients refused on assessment.

The number of Rossendale patient journeys since the commencement of the new contract were as follows.

- April 865
- May 878
- June 796
- July 909
- August 856

The top four destinations for patient journeys were Burnley General Hospital, Royal Blackburn, Rossendale Primary Health Care Centre and Royal Preston Hospital.

The NWAS take 150,000 patient journeys across the North West each year.

A number of questions were raised by Members, which both the General Manager and NHS Blackpool Commissioner responded.

Concern was raised by some Members of the issue of patients having to wait for the PTS service to take them home following their hospital appointment. The new target of 60 minutes collection times had been achieved for the last two months and this is currently top focus for the service at the present time.

It was also confirmed that NWAS was seeking Foundation Trust status

**RESOLVED:**

1. That Michael Orchard and Hadrian Collier be thanked for their presentation.
2. That Members request a further update at a later date.

**8. ACCROSS ROSSENDALE'S LOCAL COLLEGE (AccRoss)**

Sue Taylor, Principal of Accrington and Rossendale College provided an update on the Stubblelee Vocational Centre and an overview of Rossendale provision.

Following the closure of the Rossendale College site they are actually delivering more education and training. Stubbylee opened in October 2012 and was established after identifying a gap in local provision and is a partnership between AccRoss and Rossendale Borough Council.

Over the past year or two the College has been working with a range of partners in Rossendale to build a vibrant and exciting range of programmes for Rossendale residents.

In 2012/13 the Vocational Centre in Stubbylee offered motorcycle maintenance, which had 49 learners and General Construction Operations (GCO), which has 35 learners. 49% of motor engineering and 86% of GCO learners are Rossendale residents.

In 2013/14 there are 121 learners undertaking motor engineering, general construction and new for 2013/14 landscaping. This was an increase of 44% in learners and 31% increase in Rossendale residents.

There are a number of promotional activities taking place over 2013/14 including a Valley Careers event, taster sessions for local schools and links with the young people services.

Penny Heys, the Rossendale Lead gave Members an overview of her work with local businesses and community groups to ensure the college was being responsive to what is happening in the Valley and what would bring the most benefit to residents.

The AccRoss Employment Academy was approached by JobCentre plus earlier in the year to work on a pre-recruitment training programme with Morrisons. Following an initial meeting with Morrisons and the JobCentre plus, it was agreed to run a two week Customer Service/Employability Skills Sector Based Work Academy for 20 customers. Students were guaranteed an interview on completion of the training. From this 15 people gained work at Morrisons.

A majority of the 792 adult learners in Rossendale were on short courses and the College want to build on this year on year, term on term. They are the only College in the area that can do off-site delivery at places such as Haslingden Link and the Maden Centre, working closely with the Job Centre.

AccRoss are working closely with the Maden Centre to successfully deliver the nationally recognised Community Volunteering qualifications. The volunteers on the course must be taking part in voluntary work to gain the qualification. The course includes topics such as equality and diversity, communication, customer service. The qualification is recognised within organisations and enhances the volunteers CV for future progression.

Since July 2013 the JobCentre plus, Maden Centre and Accrington and Rossendale College have set up a partnership to offer sessions to support the community back to work through the Universal Job Match Project, with, so far, 50 successful students.

Students also receive training in CV Writing and Computer and Online Basics. These courses are free for anyone unemployed, in receipt of benefits and actively seeking work. The course allows people to gain valuable skills with computers, that then supports them to search for jobs and write CVs.

A number of questions were raised by Members which the Rossendale Lead and Principal of the College responded.

**Resolved**

The Chair thanked Sue Taylor and Penny Heys for their informative presentations.

**9. UPDATE ON TASK AND FINISH GROUP WORK**

The Scrutiny Support Officer provided Members with a brief update on the work of the two Task and Finish Groups as follows.

**Welfare Reforms** – work on Phase 2 of this piece of work commenced in August with a presentation from the CAB on the affect the welfare reforms were having on their service.

Further meetings are due to take place in Sept, October and December, with numerous witnesses in attendance.

**Public Rights of Way** - work commenced in July to agree the Terms of Reference. The Group agreed a questionnaire which would go online shortly and sent to numerous walking, riding and cycling groups throughout the Borough.

The Group has already heard from a number of organisations and plan to have further witnesses to future meetings which were planned for October and November.

**Resolved**

That the information be noted.

Signed .....  
(Chair)

Date .....