

## HAMPSHIRE COUNTY COUNCIL

### Decision Report

<b>Decision Maker:</b>	Executive Member - Environment
<b>Date:</b>	9 March 2010
<b>Title:</b>	Good Neighbour Support Service Contract
<b>Reference:</b>	1398
<b>Report From:</b>	Director of Environment

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### 1. Executive Summary

1.1. The purpose of this paper is to recommend that a two year single tender contract be awarded to the Good Neighbour Support Service with effect from 1 April 2010. The Good Neighbour Support Service provides direct support to the majority of voluntary car schemes in Hampshire. The contract would provide financial support to cover the costs of work undertaken by the Good Neighbour Support Service, in partnership with the County Council, to support and develop the work of voluntary car schemes in Hampshire. It would also increase the opportunity for the organisation to continue to be involved in developing a number of new initiatives.

1.2. This paper seeks to:

- set out the background to this contract
- consider the arrangements for this contract.

### 2. Contextual information

2.1. The Good Neighbour Support Service (formerly the Hampshire Voluntary Care Groups Advisory Service) is an umbrella organisation for voluntary care or good neighbour schemes in Hampshire, of which there are well over 100 such groups. The Good Neighbour Support Service provides advice and support to existing voluntary care groups and, where the opportunity exists, develops new groups. A significant activity of the majority of voluntary care groups is providing transport using volunteer car drivers and in view of this the County Council's Community Transport Team works very closely with the Good Neighbour Support Service in supporting this part of the voluntary and community transport sector in Hampshire.

2.2. The service provided by the Good Neighbour Support Service is largely funded through an existing arrangement with the County Council's Adult Services Department and the Hampshire Primary Care Trust, which provide the majority of its operating costs. The Environment Department has also provided financial support to the organisation through a two year single tender contract which runs until 31 March 2010. In addition to this, the Environment Department also provides funding through a grant scheme to cover the shortfall in operating costs which individual voluntary care groups incur.

### **3. New Contract for the Good Neighbour Support Service**

3.1. In view of the close working relationship with the Good Neighbour Support Service and the significant amount of transport provided by voluntary care groups in Hampshire, this report seeks authority to award a new two year single tender contract. In return for this financial support, the Good Neighbour Support Service will work with and support the County Council in the following ways:

- (i) promote good practice in the transport services operated by voluntary care groups;
- (ii) update the contact information which the Council holds for voluntary care groups providing transport;
- (iii) assist in the collection of information on the transport services provided by voluntary care groups for inclusion in the local Getting About Guides and other appropriate passenger transport publications produced by the County Council and on the Council's Passenger Transport Group website;
- (iv) collect annual statistics on the journeys provided by voluntary care groups for the Council;
- (v) organise conferences and training events for voluntary car schemes;
- (vi) ensure the views of voluntary care groups are represented at the various passenger transport forums which the Passenger Transport Group arrange and encourage groups to attend these events;
- (vii) publicise to good neighbour schemes the grants which are available from the Council;
- (viii) assist in the production of publications which are specifically aimed at good neighbour schemes;
- (ix) investigate the need for and develop new voluntary care groups where existing gaps in provision are identified through area reviews, etc; and

- (x) assist in developing new transport initiatives which will either impact on voluntary care groups or in which groups have a key role to play.

The funding for this contract will come from the Community Transport Budget.

#### **4. Outline of Options**

The following options exist:

##### **4.1. Option 1: Award a new contract.**

Risk Assessment: This would offer a practical opportunity to support, through the Good Neighbour Support Service, the work undertaken by voluntary car schemes and provide opportunities for developing the role of car schemes in Hampshire. It would also enable the Good Neighbour Support Service to continue to be involved in the development of a number of new initiatives and allow the partnership working which currently exist between the Good Neighbour Support Service and the County Council's Community Transport Team to continue.

##### **4.2. Option 2: Not to award a contract to the Good Neighbour Support Service.**

Risk Assessment: The opportunity for the County Council to jointly work with the Good Neighbour Support Service in a number of areas, including the development of new schemes, could be lost.

#### **5. Options Analysis/Comparison**

- 5.1. Option 1 is seen as the preferred way forward. Through this the County Council will be able to demonstrate its continued commitment to supporting and developing this valuable part of the community transport sector in Hampshire.

#### **6. Recommendation**

- 6.1. That a two year single tender contract commencing on 1 April 2010 be awarded to the Good Neighbour Support Service.

**CORPORATE OR LEGAL INFORMATION:****Links to the Corporate Strategy**

<b>Hampshire safer and more secure for all:</b>	no
Corporate Improvement plan link number (if appropriate):	
<b>Maximising well-being:</b>	yes
Corporate Improvement plan link number (if appropriate):	
<b>Enhancing our quality of place:</b>	no
Corporate Improvement plan link number (if appropriate):	

**Section 100 D - Local Government Act 1972 - background documents**

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

## **IMPACT ASSESSMENTS:**

### **1. Equalities Impact Assessment:**

- 1.1. The proposal in this report seeks to improve accessibility and promote social inclusion, particularly but not exclusively, for people in rural areas.

### **2. Impact on Crime and Disorder:**

- 2.1. None.

### **3. Climate Change:**

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

By providing transport on an as required basis, unnecessary journeys are avoided.

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

Transporting small numbers of people using volunteers and their cars will be more environmentally friendly than using a larger vehicle.