

**COMMUNITY TRANSPORT MEMBERSHIP ELIGIBILITY CRITERIA**

**To:** Economy and Environment Committee

**Meeting Date:** 10 January 2019

**From:** Graham Hughes - Executive Director, Place and Economy

**Electoral division(s):** All

**Forward Plan ref:** Not applicable      **Key decision:** No

**Purpose:** To consider the membership eligibility criteria for community transport schemes grant funded by Cambridgeshire County Council.

**Recommendation:** The Committee is recommended to:

- a) Agree the membership eligibility criteria, eligibility checking process and acceptable proof documents contained in this report, for inclusion in the Community Transport Grant Agreement.
- b) Delegate to the Executive Director (Place and Economy) in consultation with the Chairman and Vice Chairman of the Committee the authority to make minor changes to the eligibility criteria.

<b><i>Officer contact:</i></b>	<b><i>Member contact:</i></b>
Name: Paul Nelson	Name: Cllr Ian Bates
Post: Public Transport Manager	Post: Chair Economy & Environment Committee
Email: paul.nelson@cambridgeshire.gov.uk	Email: <a href="mailto:ian.bates@cambridgeshire.gov.uk">ian.bates@cambridgeshire.gov.uk</a>
Tel: 01223 715608	Tel: 01223 706398

## 1. BACKGROUND

- 1.1 There has been a major review of Community Transport in Cambridgeshire, culminating in a special meeting of the Audit & Accounts Meeting on July 31 2018. A twelve-page Action Plan, presented by the Chief Executive, was reviewed in detail. Additional actions were agreed during the meeting, and these have been added to a final full action plan.
- 1.2 The Action Plan which went to Committee on 31 July stated as an action (section 43):
- “Include in the revised Grant Agreement more detail around the expected checks of eligibility that recipients must undertake on new members. This should include some form of checking to independent documentary evidence to verify e.g. age, proof of address or other relevant documentation relating to the criteria under which membership is sought.”
- 1.3 The issue of eligibility criteria and the checks to be done was further discussed by the Audit & Accounts Committee on 31 October 2018. It was resolved at the meeting:
- “That full checks should be required for all new members retaining documentary proof of said checks, along with spot checks being undertaken on members to ensure continued compliance.”
- 1.4 This report proposes membership criteria to be used by community transport operators, a process by which to check this eligibility and evidence that should be used by them to assess applicants against this criteria.

## 2. MAIN ISSUES

- 2.1 The current eligibility criteria used by community transport operators in Cambridgeshire is inconsistent, both between schemes and against the requirements of the grant agreements. The current criteria are attached as Appendix 1.
- 2.2 In addition, the schemes have checking processes to ensure that members meet the criteria, which are not as rigorous as required by the Community Transport Action Plan. No documentary evidence is currently provided to any of the schemes.
- 2.3 In developing a proposal for a consistent set of membership eligibility criteria for all schemes, officers have reviewed eligibility criteria for a sample of other schemes elsewhere and sought to put forward a best practice model. It is therefore proposed that criteria for eligibility is standardised and restricted to the following:
- a) Must live within the area covered by the respective Dial-a-Ride scheme.
  - b) There is no public transport available (limited or no transport).
  - c) Although public transport is available, it does not run at times suitable (limited or no transport)
  - d) Difficulty using public transport due to disability.
  - e) Difficulty using public transport due to other reasons (including short term)
- 2.4 Although the current eligibility checks carried out by the schemes, usually by telephone, are consistent with many other schemes throughout the country this is not necessarily best practice. A proposed process for checking the eligibility of applicants against the above criteria is shown under Appendix 2. Officers have assessed the eligibility checks carried out by schemes in London, Hertfordshire and Richmond and propose the

evidence listed in Appendix 3 as proof required by members under the category of 'difficulty using public transport due to disability'.

### **3. ALIGNMENT WITH CORPORATE PRIORITIES**

#### **3.1 Developing the local economy for the benefit of all**

Dial-a-ride services are a vital way of allowing communities where there are limited alternative forms of transport, to access services they need and as such, is important for the overall health of the county.

#### **3.2 Helping people live healthy and independent lives**

Dial-a-ride services offer a convenient way of accessing businesses and public services; hence allowing people to live independently. This role is illustrated by the fact that journeys made are undertaken by residents with mobility difficulties.

#### **3.3 Supporting and protecting vulnerable people**

Dial-a-ride (DaR) services offer a convenient way of accessing businesses and public services; hence allowing people to live independently. This role is illustrated by the fact that journeys made are undertaken by residents with mobility difficulties.

### **4. SIGNIFICANT IMPLICATIONS**

#### **4.1 Resource Implications**

There are no significant implications within this category.

#### **4.2 Procurement/Contractual/Council Contract Procedure Rules Implications**

There are no significant implications within this category.

#### **4.3 Statutory, Legal and Risk Implications**

There is a risk that some Community Transport operators may refuse to introduce these new eligibility criteria, particularly where Cambridgeshire County Council is not the majority funder for the scheme.

There is also a risk that the change in eligibility criteria will cause an adverse reaction from some existing users of the DaR schemes.

#### **4.4 Equality and Diversity Implications**

The report above sets out details of significant implications in paragraphs 2.1, 2.3, 2.4 and Appendix 2.

#### **4.5 Engagement and Communications Implications**

There are no significant implications within this category.

#### 4.6 Localism and Local Member Involvement

There has been some early engagement with transport providers about these proposals.

#### 4.7 Public Health Implications

There are no significant implications within this category.

<b>Implications</b>	<b>Officer Clearance</b>
<b>Have the resource implications been cleared by Finance?</b>	Sarah Heywood – yes
<b>Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by Finance?</b>	Paul White – yes
<b>Has the impact on statutory, legal and risk implications been cleared by LGSS Law?</b>	Fiona McMillan – yes
<b>Have the equality and diversity implications been cleared by your Service Contact?</b>	Elsa Evans – yes
<b>Have any engagement and communication implications been cleared by Communications?</b>	Jo Shilton – yes
<b>Have any localism and Local Member involvement issues been cleared by your Service Contact?</b>	Christine May – yes
<b>Have any Public Health implications been cleared by Public Health</b>	Stuart Keeble – yes

<b>Source Documents</b>	<b>Location</b>
Audit and Accounts Committee, 31 July: Community Transport	<a href="https://cmis.cambridgeshire.gov.uk/ccclive/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/975/Committee/9/Default.aspx">https://cmis.cambridgeshire.gov.uk/ccclive/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/975/Committee/9/Default.aspx</a>

## **Appendix 1: Current Eligibility Criteria by Scheme (taken from the schemes' websites and application forms)**

### **1 FACT**

- 1.1 Must not have access to your own car during the day and can say YES to at least ONE of the following:-
- 1.2 There is no public transport available
- 1.3 Although public transport is available, it does not run at times suitable
- 1.4 Difficulty using public transport due to disability or frailty.

### **2. HACT**

- 2.1 Must not have access to your own car during the day and can say YES to at least ONE of the following:
- 2.2 Live in a rural location with limited or no access to public transport
- 2.3 Have to rely on family and friends to take you places
- 2.4 Have difficulty using local transport due to age or disability

### **3 Cambridge Dial a Ride**

- 3.1 Have any condition (other than age) which makes mobility difficult for you

### **4. Newmarket Voluntary Network**

- 4.1 The eligibility criteria for all services is "for those who find it difficult to use public transport"

The Voluntary Network no longer has paper application forms, assessment is made over the phone and recorded in their database. The other schemes currently have an application form to be completed by applicants.

## Appendix 2: Proposed eligibility criteria and process for checking eligibility.

Criteria	Process
Must live within the area covered by the respective DaR scheme	Recent (within 6 months) official letter which may be a utility bill or bank statement or may be one of the proofs in Appendix 3 where the address is given
There is no public transport available (limited or no transport)	Link to CCC website to check timetables <a href="https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/buses/bus-timetables/">https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/buses/bus-timetables/</a>
Although public transport is available, it does not run at times suitable (limited or no transport)	Link to CCC website to check timetables <a href="https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/buses/bus-timetables/">https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/buses/bus-timetables/</a>  Discretion is required to decide if the reason for travel could realistically be at a time that the needs could be met by public transport
Difficulty using public transport due to disability	Appendix 3, automatic eligibility
Difficulty using public transport due to other reasons (including short term)	Appendix 3, non-automatic eligibility

### Appendix 3: Acceptable proof of disability eligibility documents

Automatic Eligibility	Non Automatic Eligibility
a photocopy of one of the following would be required to support the application	
Higher Rate Mobility Component of Disability Living Allowance: Photocopy of the certificate of entitlement, or entitlement notice clearly showing name and address	Any documents related to the medical condition/history which support the application. For example a copy of a prescription for medication
Enhanced or Standard Mobility Rate for the Personal Independence Payment (PIP): Photocopy of your Letter of award PIP 0501 clearly showing name and address	Confirmation of the medical condition by a health or social care professional. For example: GP*, district nurse, occupational therapist, physiotherapist, consultant, social worker, care manager
Registered blind or partially sighted: Photocopy of evidence of registration with the local authority, a photocopy of the BD 8 or CV1, or membership of an appropriate organisation clearly showing name and address	Photocopies confirming any benefits received in relation to the disability
Higher Rate Attendance: Photocopy of certificate of entitlement, or entitlement notice clearly show name and address	
War Pension Mobility Supplement: Photocopy of official letter of award clearly showing name and address	

\*G.Ps may charge for this type of proof and it is recommended that the scheme's application form makes it clear that the applicant will have to meet these costs