

Public Document Pack

1

TORRIDGE DISTRICT COUNCIL

EXTERNAL OVERVIEW & SCRUTINY MEETING

Town Hall

Wednesday, 11 January 2017 - 6.00 pm

PRESENT Councillor S Inch (Chair)
Councillors P Pennington, R Darch, A Eastman, T Johns,
I Parker, A Whittle, A Dart and A Boyle

Non Elected Representatives: Mr P Topham

ALSO PRESENT Councillor P Hackett

Steve Boucher, South Western Ambulance Service Trust
Colin Bolsom, South Western Ambulance Service Trust
Vicki Rowe, Citizens Advice Bureau

S Kearney - Commercial & Leisure Services Manager
M Richards – Democratic Services

46. APOLOGIES FOR ABSENCE FROM THE MEETING

Apologies for absence were received from Councillor Boundy.

47. MINUTES

It was proposed by Councillor S Inch, seconded by Councillor Johns and –

Resolved:

That the minutes of the meeting held on 9 November 2016 be agreed and signed as a correct record.

(Vote: For 6, Abstentions 4)

48. ACTION LIST

The action list was reviewed and following updates noted:

Minute no. 14, 17/08/16 - Locality Officer, Torrington

The Commercial & Leisure Services Manager advised that currently there was no Locality Lead for Torrington. However, Devon County Council was reviewing the role of the Locality Leads and the role would be filled. In the meantime Ali Boyd or David Slocombe were covering.

Minute No. 32 - Holsworthy Transport; S.106 Agreement

Committee Members were informed that the S.106 was associated with the Tesco planning application which never proceeded. Therefore, monies were not forthcoming. It was uncertain whether Holsworthy Transport had been informed - the Commercial & Leisure Services Manager to follow up.

49. DECLARATION OF INTERESTS

Members were reminded that declarations of interest should be made as and when the specific agenda item to which they related was under discussion.

50. AGREEMENT OF AGENDA ITEMS PART I AND II

There were no Part II items.

51. URGENT MATTERS BROUGHT FORWARD WITH THE PERMISSION OF THE CHAIR

The Chair notified Members that North Devon Council had invited Torridge District Council to attend a Joint Special Meeting about the next round of NHS review decisions.

The date of the meeting had yet to be determined but would probably take place in March and would be opened up to Internal Overview & Scrutiny Committee Members also.

52. AMBULANCE RESPONSE TIMES (SWAST)

The Chair welcomed Steve Boucher, Head Of Operations for the West Division and Colin Bolsom, Operations Manager for ambulance services across North Devon.

An overview was given of the services provided by the South Western Ambulance Service, the resources available and the geographic area covered.

There were 7 ambulance stations across the region, with control rooms in Exeter and Bristol.

The geographical area was mainly rural but did include urban areas such as Bristol, Plymouth, Exeter, Bath, Swindon, Gloucester, Bournemouth and Poole. North Devon constituted one of the largest regions within SWAST.

The 999 emergency system, the NHS Pathway triage procedure and categories were explained. Approximately 3000 calls were received a day. Between 10% and 15% of all emergency 999 calls were managed over the phone and approximately 40% of the remaining calls would not result in a hospital visit.

Details were given about:

- The vehicle fleet and crews – at any one time on a shift, 16 ambulances (both double crew and single car crew) would be in operation, answering approximately 100 emergency calls a day.
- Community Responders who were volunteers.
- The work with other organisations to provide defibrillators.

The operational model was described and it was noted that a review of resources was in progress. The need for more conveying ambulances was acknowledged.

Many questions were raised and the following supplementary information was provided in response:

- The Staff who operated the Air Ambulance were employed by SWAST but the helicopters and equipment were funded by the Devon Air Ambulance Trust.
- The ratio of single to double crew ambulances was stated to be 85/15 but the future plan would be 70/30.
- The status plan dictated the positioning of ambulances and was based on historical analysis and experience indicating where incidents were most likely to occur. There were procedures in place to ensure ambulances got back to the best location as soon as possible.
- The BASICS Scheme provided a network of volunteer doctors across the region with specialised training in the emergency management of trauma and medical conditions outside hospital. They responded to incidents at the request of ambulance control.
- The 3 main standing bays in the Bideford area were at Atlantic Village, Bideford Quay and Northam.
- The need to train more people on the use of defibrillators was acknowledged and news was relayed of a national campaign to roll out resuscitation training through schools. There was also the 999 Academy based at Petroc College which aimed not only to provide individuals with knowledge and skills but also to raise awareness and to educate about careers within one of the emergency services.
- Funding levels were set by the Commissioners and were based on the previous year, generally incorporating a 4% uplift. Naturally, everybody would like more money, however, it was felt there was sufficient provision to continue to provide the current level of service but if there were any major changes such as, for example, closure of major units/hospitals, SWAST would have no hesitation in talking through additional needs with the Commissioners.
- Triage staff were not clinicians but had some clinical knowledge. All went through a 10-12 week training course.

- The NHS Sustainability and Transformations Plans provided the plan for future development of and improvements to SWAST.
- The Clinical Commissioning Group (CCG) would be able to provide more detail on hospital and community NHS services and it was recommended they be invited to a future meeting of the External Overview and Scrutiny Committee.
- There was a 15 minute window to transfer the patient from the ambulance trolley to the hospital trolley and to effect a handover to the hospital staff. On 16 January a 2 week programme would commence where the focus would be on improving hospital time frames, including clearing ambulance crews.

The Chair thanked Steve and Colin their informative presentation and for the excellent service SWAST provide.

53. CITIZENS ADVICE BUREAU

The Chair welcomed Vicki Rowe, Citizens Advice Bureau, Chief Executive of the Torridge, North, Mid & West Devon Citizens Advice Bureau.

Vicki gave a presentation on how the organisation operated, the type of advice required, case statistics and trends. Information was provided on how the funding from Torridge District Council was spent and how the services offered by the Citizens' Advice Bureau benefited Torridge District Council and the public.

Torridge, North, Mid and West Devon Citizens Advice (TNMWD) was a local charity, with 21 volunteers, who provided free, independent and confidential advice on all subjects. A huge increase in demand had been seen over the previous 6 months, with trends showing that, although more people were working, they were not earning enough to make ends meet. A surge in people seeking advice in respect of disability allowance had been identified as Torridge and North Devon fell within the post code areas for people to receive Personal Independence Payment (PIP) which replaces Disability Living Allowance.

A link to a video clip would be sent to External O&S Committee Members.

Vicki provided answers to Members' questions and offered to provide breakdowns of statistics if required. Ideas for future improvements to the Service were aired and Vicki confirmed lots of initiatives were being explored, such as a mobile unit and provision of a service from Doctors' surgeries.

Reference was made to the recent report by Virginia Pearson, DCC Director of Public Health, in which the link between deprivation and life expectancy was examined. Vicki spoke about resources for people who were unable to get to a CAB centre. These included the CAB's home service and facilities offered by other charities such as Living Options, Devon and Macmillan Cancer Support.

The Chair thanked Vicki for her attendance and for the Service provided by the CAB .

54. HEALTH, WELLBEING & SOCIAL CARE (STANDING ITEM)

There were no updates.

55. EXTERNAL GRANTS WORKING GROUP (STANDING ITEM)

The Commercial & Leisure Services Manager confirmed that, following consultation with the External and Internal Overview & Scrutiny Committees, it was recommended there would be no changes to the Grants budget.

56. CONSIDERATION OF THE FORWARD PLAN 2016/17

The Commercial & Leisure Services Manager advised that the ANOB had confirmed they would attend the meeting on 15 February.

Other items for the next meeting:

- ND+
- Tourist Information Groups
- Grant Review

The meeting commenced at 6 pm and closed at 8.09 pm.

Chair:

Date: