



Congleton Town Council

Historic market town

Town Clerk: **BRIAN HOGAN**



1st June 2012

Dear Councillor,

Community, Environment and Services Committee – Thursday 7th June 2012

You are requested to attend a meeting of the Community, Environment and Services Committee, to be held in the Town Hall, High Street, Congleton **on Thursday 7th June, 2012 at 7.00pm.**

The Public and Press are welcome to attend the meeting. There may be confidential items towards the end of the meeting which the law requires the Council to make a resolution to exclude the public and press.

Yours sincerely,

TOWN CLERK

AGENDA

1. Apologies for absence. (Members are reminded of the necessity to give apologies in advance of the meeting and to give reasons for absence).
2. Minutes of Last Meeting

To confirm the minutes of the meeting held on the 22nd March 2012 as a correct record (copy enclosed).

3. Declarations of Interest

Members are requested to declare both "personal" and "personal and prejudicial" interests as early in the meeting as they become known.



Congleton
beartown
where friends are made

Congleton Town Council, Town Hall, High Street, Congleton, Cheshire CW12 1BN

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4. Outstanding Actions

CAE/41/1011

1. A feasibility report on a possible project be developed for a shelter in Congleton Park. The Youth Committee to be consulted on this project.

2. CAE/40/1112

A report on the Boat on the River Dane noted that a group of local businessmen had offered to remove the boat at no cost. .

Councillor G Baxendale to contact the planners at CEBC to ascertain what can be done about the Weavers Cottage's.

Councillor Mrs A Martin to contact the local businessman to identify the status of the offer to have the boat removed.

Mrs Williamson to discuss the notion of a "Smartest Shop Project" with the Partnership and LAP.

5. Community Payback Scheme

To consider correspondence from Cllr Paul Bates on the Community Payback Scheme. (enclosed)

6. Public Transport Consultation

To receive and consider the Cheshire East Public Transport Consultation. (enclosed)

7. Health Watch

To receive and consider correspondence and a questionnaire from Cheshire East Borough Council relating to Healthwatch England, part of the CQC (Care Quality Commission, and Local Healthwatch which will be established in October 2012 as part of the implementation of the Health and Social Care Act 2012 (enclosed).

8. Resolution to exclude the Public and Press

To consider passing a resolution in accordance with the Public Bodies (Admission to Meetings) Act 1960, that public and press be excluded from the meeting for the matters set out below on the grounds that it could involve the likely disclosure of private and confidential information or staff matters.

9. Cheshire Police

To receive and consider a verbal report from a representative of Cheshire Police on Policing matters affecting Congleton.

To	Members of the Community and Environment Committee
	Appointed Member, Hon Burgess Mrs M M Williamson
ccs.	Other members of the Council and Honorary Burgesses (4) for Information; Press (3)

CONGLETON TOWN COUNCIL

**MINUTES OF THE MEETING OF THE COMMUNITY AND ENVIRONMENT
COMMITTEE HELD ON THURSDAY, 22ND MARCH, 2012**

PRESENT: Councillors D Fletcher (Chairman)
 G Baxendale
 D T Brown
 J S Crowther
 G R Edwards
 G P Hayes
 Mrs A M Martin
 D A Parker
 Mrs J D Parry
 G S Williams
 Mrs M M Williamson
 Co-opted member

1. APOLOGIES

Apologies for absence were received from Councillor N T Price. Also, received from Councillor L D Barker and Councillor Mrs E Wardlaw who are not members of this particular committee.

2. MINUTES

CAE/35/1112 RESOLVED: That the minutes of the meeting held on the 9th February, 2012 be confirmed and signed as a correct record by the Chairman.

3. DECLARATIONS OF INTEREST

Members were requested to declare both "personal" and "personal & prejudicial" interests as early in the meeting as they become known.

Councillor G Baxendale and D Brown declared a personal interest in any matters related to Cheshire East Borough Council.

4. OUTSTANDING ACTIONS

CAE/41/1011

A feasibility report on a possible project be developed for a shelter in Congleton Park. The Youth Committee to be consulted on this project. Noted this is now being dealt with at the next Youth Council meeting.

5. UNAUTHORISED ENCAMPMENT BARN ROAD

The committee considered the disruption that the traveller's encampment caused to businesses on the Barn Road Estate. It was noted that Cheshire East Borough Council have installed double yellow lines on the road and this ought to give police the power to remove traveller's who are illegally parking.

CAE/36/1112 RESOLVED: That the situation at Barn Road be continued to be monitored.

6. CHESHIRE EAST FLOOD DEFENCES

Correspondence from Diane Bramhall of Cheshire East Borough Council relating to the siting of CCTV cameras on the flood defences in the area was considered.

CAE/37/1112 RESOLVED: That the correspondence be received and noted.

7. FELLOWSHIP HOUSE LUNCHEON CLUB

A list of duties and responsibilities for the Fellowship House Luncheon Club Sub-Committee was presented to members.

CAE/38/1112 RESOLVED: That the list of duties and responsibilities for the Fellowship House Luncheon Club Sub-Committee be approved.

8. NATIONAL GRID

Correspondence from National Grid detailing the work being carried out in the areas on overhead power cables was considered.

CAE/39/1112 RESOLVED: That the correspondence be received.

9. BOAT ON THE RIVER DANE

A report on the Boat on the River Dane produced by Councillor Mrs A Martin was presented to members. It was also noted that a group of local businessmen had offered to remove the boat at no cost. Some concern was also expressed at the state of repair of Weavers Cottages.

CAE/40/1112 RESOLVED That:-

1. The report be received.
2. Councillor G Baxendale to contact the planners at CEBC to ascertain what can be done about the Weavers Cottage's.
3. Councillor Mrs A Martin to contact the local businessman to identify the status of the offer to have the boat removed.
4. Mrs Williamson to discuss the notion of a "Smartest Shop Project" with the Partnership and LAP.

10. RESOLUTION TO EXCLUDE THE PUBLIC AND PRESS

There was no resolution to exclude the press and public.

11. CHESHIRE POLICE

There were no members of the police present.

12. A.O.B.

Mrs Williamson reported on the status of the Jubilee Celebrations planned in the Town.

1. All 16 schools in Congleton have planted Jubilee trees.
2. A Jubilee Art competition has been arranged with 5 categories.
3. 2 x wrought iron gateways commemorating the Jubilee are being produced for the Community Garden.
4. On the 4th June there is a Love-i-lee Jub-i-lee event in the Park.
5. A floral plaque is being planted in the Park.
6. There will be a floodlit beacon placed in a prominent position in Congleton which will be lit at 10.15pm on the 4th June.
7. A Jubilee avenue of trees will be planted alongside the A34 at West Heath in November.

D Fletcher
Chairman

Brian Hogan

From: Paul Jigsaw RTM <paul@jigsawrtm.co.uk>
Sent: 12 April 2012 09:52
To: Bob Edwards; Brian Hogan
Cc: david.brown@cheshireeast.gov.uk
Subject: Re: Community Payback Question For Congleton Town Council

Brian,

Thanks for your response ,

The criteria is clear for the scheme and anything that is done by the handymen should not be considered for the scheme.

Having spoke to a facilitator for the scheme in Manchester I considered it appropriate on two fronts for CW12.

1. The justice in the community angle as people do like to see justice done, rather than a slap on the wrist.
2. Lowest cost application/cost saving .

If the work is of an unsatisfactory level I guess that we/you as the applicant must specify what is the standard to which we/you want the task completed specifically. The old Specific, Measurable, Achievable, Realistic and Timed (SMART) principle to project management and task setting. I only ever envisaged the scheme to be used on longer term objectives rather than ones with immediate requirements.

I would still like to see the scheme adopted and would encourage some debate on the matter at the appropriate Council Meeting. I know its not a fix for all ,but it exists and exists for a very good reason and I believe should be a route to complete tasks when applicable and appropriate.

Therefore can I suggest each councillor comes along with a longer term task(s) they feel would meet criteria (via their good contacts with community groups , churches , schools etc.) and then that application is then submitted.

Then a time scale of actions versus applications could be put together and we have an ongoing program of continuous improvement in the community .

Would be a really nice page on the town council web site with timelines for each successful application!

Best regards

Paul

----- Original Message -----

From: [Brian Hogan](#)

To: [Bob Edwards](#) ; [Paul Jigsaw RTM](#)

Cc: [david.brown@cheshireeast.gov.uk](#)

Sent: Thursday, April 12, 2012 8:03 AM

Subject: RE: Community Payback Question For Congleton Town Council

Paul,

During our last Finance and Policy meeting we considered an application from St Peter's Church and it was suggested that we should try the Community Payback Scheme before providing a grant

The difficulty with this was twofold:-

1. The scheme is not particularly responsive at they have to assess the merit of the application and carryout some basic health and Safety checks first
2. St Peter's have used the scheme before and were very unimpressed with the quality of the work and needed to get this job done

The scheme does have merits though and we will try and use it where appropriate, but, many of the jobs that we tackle through our Handymen Service are urgent and the public want us to eradicate the problem quickly which is what we try and do.

Brian

From: Bob Edwards [mailto:bobed@sky.com]
Sent: 11 April 2012 16:51
To: 'Paul Jigsaw RTM'; Brian Hogan
Cc: david.brown@cheshireeast.gov.uk
Subject: RE: Community Payback Question For Congleton Town Council

I will let you answer this one Brian

Paul – we had already considered this as Brian will tell you

Bob

From: Paul Jigsaw RTM [mailto:paul@jigsawrtm.co.uk]
Sent: 11 April 2012 15:45
To: 'Brian Hogan'
Cc: david.brown@cheshireeast.gov.uk; bobed@sky.com
Subject: Community Payback Question For Congleton Town Council

Question for Congleton Town Council.

Rather than the Council spend large amounts of funding on tidy up jobs and graffiti removal i.e £1200.00 on St. Peter's Churchyard although it is well spent can I ask that the Council makes its first port of call the Community Payback scheme run by the Probation Service nationally.

Every year across the country local communities benefit from over 5 million hours of community payback work carried out by offenders under probation supervision.

In Greater Manchester alone over 600,000 hours are completed by offenders annually.

This work often goes unnoticed, but the public of Congleton can play a greater part in deciding on the kind of work they would like to see offenders carry out.

If you have a scheme or project which you think would be suitable as a Community Payback project, all the council has to do is complete a nomination form. The Council can even take nominations via its web site. Projects undertaken by offenders that have been of benefit to local communities include; litter clearance, graffiti removal, repairing and redecorating community centres and environmental work such as maintaining public open spaces and churchyards. Offenders usually work as part of a team, monitored by a supervisor. There are some opportunities for individual placements.

All projects combine hard work and the chance for the offender to develop important life skills. They help to reduce the risk of re-offending and so make our communities safer. It is also a punishment as the offender is giving up their freedom

to carry out work which pays back the community for their crime. Offenders must wear orange high-visibility jackets, marked **Community Payback**, so that the public can see what offenders are doing to pay back.

Community Payback – Project Criteria

I want Congleton residents to nominate the projects that they would like to see carried out. Community Pay Back offer a nomination process and encourage individuals, faith groups, businesses, voluntary groups and local authorities to nominate projects. Once the work has been completed, a plaque may be displayed with the Community Payback logo. This will indicate where offenders have positively contributed to improving a neighbourhood.

To be considered, a project must meet the following criteria:

- It must reduce the fear of crime by making the community safer.
- It must benefit the local community.
- It must not take paid work away from others.
- No one must make a profit from the work.
- It must be worthwhile, constructive and improve offenders' skills.
- Offenders must be seen to be positively contributing to the local community.
- It must take a minimum of 8 people.

I encourage the Council to adopt this as its first port of call for Community Cleanup projects.

Its is part of the **Justice Seen, Justice Done Campaign**

Paul

Paul Bates -Managing Director



Jigsaw R.T.M.Ltd.



Winner Tourism and leisure Award 2012

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Our charity for 2011 is Animal Asia www.animalsasia.org putting an end to Bear Farms.

Bearmania www.mybeartown.co.uk/bear-mania-news.htm

Sue Holmes Director

Tel: 07812 652099 e sue@jigsawrtm.co.uk

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To Town and Parish Councils
within Cheshire East

Cheshire East Transport
Floor 6, Delamere House
Delamere Street, Crewe
CW1 2LL

Email: transportpolicy@cheshireeast.gov.uk
Visit: www.cheshireeast.gov.uk/travel

DATE: 03 May 2012

Dear Chairman

PUBLIC TRANSPORT CONSULTATION 27 APRIL – 22 JUNE 2012

You may be aware of the Public Transport Consultation currently taking place in Cheshire East. The Council spends around £2.2 million each year supporting bus services throughout the Borough for routes that are not run on a commercial basis. Changes in central government funding have led the Council to look carefully at its budgets - to manage the balance between delivering key services to our customers, and reviewing the allocation of funding for non-statutory services. The support we offer in the form of direct financial subsidies for some public transport services is not immune to these pressures: put simply, Cheshire East Council is seeking to reduce the amount it spends on public transport subsidy.

This consultation is being brought to your attention as some of the services currently supported by Cheshire East Council may operate within your Town or Parish. The financial challenge we are facing affects Cheshire East, your Council and our residents and we believe that we can best meet this challenge by working together to identify where there may be ways to continue to meet the transport needs of residents, but in a more financially sustainable way. We would welcome your assistance with promoting the consultation both to the Members of your Council and also more widely in your local area, particularly if it results in suggestions as to how the Council can prioritise service provision and best meet community needs in the future. The consultation is running until **Friday 22 June 2012**.

You will see from the documentation attached that the Council is suggesting a number of proposals in relation to Supported Bus Services, Flexible Transport and Community Transport and before any key decisions can be made, it is essential for us to consider the impact at a local level. This consultation provides the opportunity for local people and partner organisations to 'have your say' either by completion of an online survey or by attending one of our 'drop in' sessions where officers will be available to discuss local transport needs and record any feedback and alternative suggestions to the current proposals.

Yours faithfully

Chris Williams
Transport Manager

PUBLIC TRANSPORT CONSULTATION



27 April - 22 June

Local people and partner organisations are invited to take part in a consultation exercise.

The Council is proposing changes to:

- **Supported Bus Services**
- **Flexible Transport**
- **Community Transport**

Respond by **22 June** to share your views on how funding should be spent in the future.



Have your say....

Full details and a survey can be obtained from your local library, Council office or online:

www.cheshireeast.gov.uk/travel

Or you can visit us to share your views:

Sandbach Library

09 May 1.45-3.45pm & 4.30-6.30pm

Alsager, Wesley Place Methodist Church

10 May 2.00-4.00pm & 5.00-7.00pm

Wilmslow Library

14 May 1.45-3.45pm & 4.30-6.30pm

Macclesfield, Heritage Centre

16 May 2.00-4.00pm & 5.00-7.00pm

Nantwich, Brookfield Hall

18 May 2.00-4.00pm & 5.00-7.00pm

Crewe, Municipal Buildings

21 May 1.45-3.45pm & 4.30-6.30pm

Poynton Civic Hall

22 May 2.00-4.00pm & 5.00-7.00pm

Congleton, New Life Church

24 May 2.00-4.00pm & 5.00-7.00pm

Middlewich Community Church

28 May 2.00-4.00pm & 5.00-7.00pm

Knutsford, St John's Wood Community Centre

11 June 1.45-3.45pm & 4.30-6.30pm



Public Transport Consultation

27th April - 22nd June 2012

www.cheshireeast.gov.uk/travel

Cheshire East
Council

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PUBLIC TRANSPORT CONSULTATION



27 APRIL – 22 JUNE 2012

1. INTRODUCTION

The recent changes in central government allocation of funding have increased pressure on local authority budgets and the funding available to support public transport. The Council's Business Plan 2012-15 includes a saving of £500,000 in the support for local bus services, which represents an 18% reduction in funding.

The challenge is how best to meet the transport needs of local communities within the context of reduced budgets. The Council is still committed to spending £1.7 million per year on supporting public transport and through this consultation we would like you to contribute your views on how this funding is spent in future.

The purpose of the consultation is to review all the public transport services supported by the Council to understand the impact if any of these services were changed, provided in a different way, or no longer existed. As a starting point, the Council has identified bus services that it currently subsidises that are either not well used, are relatively expensive or otherwise do not meet the needs of residents. The services have been compared with a list of strategic issues that the Council has established to try to rank its support. We are seeking the views of all bus passengers on how these proposals impact on their travel needs.

In addition, there are suggested ways to provide transport in different ways, such as by offering pre-bookable / demand responsive services. These are known by different names (dial-a-ride, ring-and-ride, flexible transport) but all share common features – they have to be pre-booked, they often operate only at specific times or on specific days, and seek to provide transport to meet essential needs (so only visit the nearest suitable town centre).

Finally, there are highly local transport solutions, often provided by volunteers, but sometimes requiring an element of subsidy or other funding in order to be sustainable. Such local provision is by its nature dependent on local voluntary sector organisations, individuals, and carers / friends / neighbours. The Council believes that by devoting a small amount of increased funding to such organisations there will be significant benefits from increasing the number of volunteers able to help fellow residents.

The consultation is therefore centred on 3 different types of transport provision:

1. **Supported Bus Services:** operates to a regular fixed route timetable
2. **Flexible Transport:** operates "on demand" through a telephone booking system
3. **Community Transport:** voluntary sector schemes tailored to local needs

Our approach is to be open and transparent about our proposals. The consultation provides the opportunity for local people and partner organisations to 'have your say' on how the Council should support public transport in future.

Please take the time to read through the Council's proposals below and remember to feedback any comments during the consultation period: **27 April – 22 June 2012.**

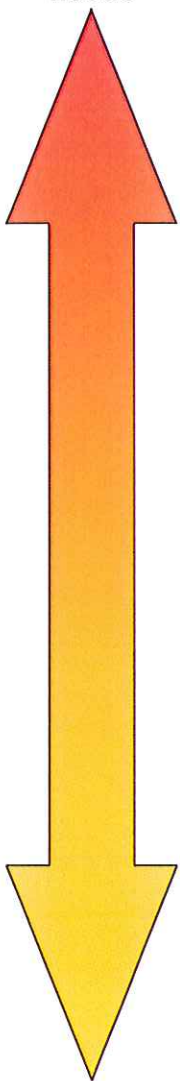
2. OUR PROPOSALS

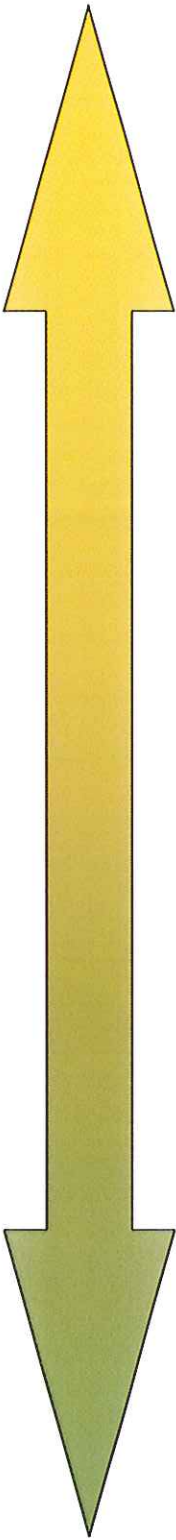
Supported Bus Services

The majority (90%) of bus services in Cheshire East are operated commercially by local bus operators without needing any subsidy from the Council. **These services are therefore unaffected by our proposals.**

The bus services which are the subject of this consultation are those which receive funding from the Council, which is approximately 10% of the bus network in Cheshire East. These services receive support because they are not commercially viable (there are insufficient revenues to cover the cost of operating without subsidy).

The Council currently spends £2.2 million on supporting local bus services which operate to regular, fixed route timetables. The list of supported bus services is shown below:

Ranking	Number	Service Route
 <p>Least meet strategic needs</p>	891	Middlewood – Poynton High School
	20	Crewe – Hanley
	K80	Congleton Area – Eaton Bank School
	K95	Congleton Area – Eaton Bank School
	K96	Congleton Area – Eaton Bank School
	68	Coppenhall – St.Thomas More/St.Marys
	100	Middlewich – Northwich, St. Nicholas
	K44 *	Weston – Shavington/Malbank Schools
	69	Bradfield Green – St.Thomas More/St.Mary's
	79	Rode Heath Alsager
	95	Goostrey – Holmes Chapel
	78	Crewe – Malbank School
	K98	Park Lane – Brine Leas
	77	Betley – Brine Leas
	K98	Park Lane – Congleton High School
	71	Aston/Wrenbury – Brine Leas/St.Thomas More
	K78	Mossley/Congleton – All Hallows
	71	Tytherington – Poynton High School
	63	Swanwick – Brine Leas/St.Thomas More
	E41	Lach Dennis – Holmes Chapel School
	737	Weston – Shavington/Crewe
	108/E78	Leek – Macclesfield
	K79	Congleton – Macclesfield, All Hallows
	61	Audlem - Nantwich
	85A *	Newcastle – Madeley – Crewe (early)
	378 *	Stockport – Handforth – Wilmslow (evening)
	108	Ashbourne – Leek – Macclesfield (Fri/Sat evenings)
	130 *	Macclesfield – Manchester (evening)
	127	Chesterton – Crewe
	44*	Crewe – Shavington – Nantwich (peak journeys)
	45*	Crewe – Marshfield – Nantwich
	56	Tiverton – Nantwich
	83	Bulkeley – Chester
	85A *	Newcastle – Madeley – Crewe (evening)
	391	Poynton - Stockport
	5/6	Macclesfield – Weston Estate (evening)
	130 *	Macclesfield – Manchester (early Saturday journeys)

	84 *	Crewe – Chester
	378 *	Stockport – Handforth – Wilmslow (Sundays)
	8 *	Crewe – Wistaston Green (early & evenings)
	9/10A *	Macclesfield – Moss Rose/Bollington
	15 *	Crewe – Sydney – Elm Drive
	390	Bramhall – Poynton – Stockport
	9 *	Crewe – Rope Green
	16 *	Crewe – Sydney
	38 *	Crewe – Macclesfield (Sunday evening)
	44*	Crewe – Shavington – Nantwich (early & evenings, all via Hough)
	300 *	Knutsford Town Service
	5/6	Macclesfield – Weston Estate (Sundays)
	8 *	Crewe – Wistaston Green (Sundays)
	45 *	Crewe – Marshfield
	11	Macclesfield – Bollington
	37 *	Crewe – Winsford
	319	Sandbach – Holmes Chapel – Goostrey
	14 *	Crewe – Elm Drive
	45A *	Crewe – Marshfield
	32	Sandbach – Crewe
	SB1	Sandbach – Cookesmere Lane
	SB2	Sandbach – Sandbach Heath
	SB3	Sandbach – Ettiley and Elworth
	38 *	Crewe – Macclesfield (early & evening journeys)
	27	Macclesfield – Knutsford
	58	Bakewell – Buxton – Macclesfield
	77 *	Kidsgrove – Mow Cop – Congleton
	315	Alsager – Congleton
	321	Scholar Green – Newcastle
	6E *	Shavington – Crewe – Leighton Hospital
	60	Disley – Macclesfield
	64	Glossop – Macclesfield
	130 *	Macclesfield – Manchester (Sundays)
	200	Wilmslow – Manchester Airport
	6 *	Shavington – Leighton Hospital
	19	Macclesfield – Prestbury
	47	Lower Peover – Knutsford – Warrington
	88	Knutsford – Wilmslow – Altrincham
	39	Crewe – Nantwich, Crewe Flexirider
	392/3	Macclesfield – Poynton – Stockport
	72/73	Nantwich – Whitchurch
	75	Wrenbury – Market Drayton
	14	Langley – Macclesfield
	51	Nantwich – Cronkinson Oak – Delamere Rd
	52	Nantwich – Manor Road
	52A	Nantwich – Reaseheath
	53	Nantwich – Millfields
	108	Ashbourne – Leek – Macclesfield (daytime)
	289	Northwich – Knutsford – Altrincham
	42	Crewe – Middlewich – Congleton
	78	Nantwich – Sandbach – Alsager
Most meet strategic needs		

Note: Services marked * are only part funded by Cheshire East Council. This could be, for example, to cover additional evening or weekend journeys etc.

Please note that pupils who are travelling on services that could be affected by the review and who are entitled to free or assisted transport to/from school in accordance with the Council's Home to School Transport Policy, will be re-allocated to an alternative service or provision if the route becomes affected by any future decisions.

Proposals:

The current level of subsidy is no longer affordable and the Council is seeking to reduce support for fixed route bus services by £500,000. To achieve this saving, we are exploring the following options:

- **Reduce the number of days that the bus service is operating**
For example, a bus service that currently is supported to operate each day of the week would be supported on only weekdays, or instead of each weekday would operate one or two days a week.
- **Reduce the frequency or hours of operation**
For example, a bus service currently supported to operate every half-hour would be supported to operate every hour, or early morning or evening journeys would be reduced.
- **Withdraw evening journeys**
No services after 18.00 would be supported.
- **Withdraw weekend journeys**
No services after 18.00 Friday to 06.00 Monday would be supported.
- **Replace the fixed route bus service with a flexible transport service**
For example, whilst a timetabled service might no longer be supported, a pre-bookable, demand responsive service would be supported for essential journeys.

We know that each of these proposals to change the bus services will affect many local residents, and before any decisions are made, we would like to seek your views on what impact these proposals will have on local communities and partner organisations. Please complete Section B of the questionnaire – the results will inform future decisions.

Flexible Transport

There is currently limited flexible transport provision across the borough. The Council supports some services – available primarily for residents with physical disabilities – in the south of the borough. In April 2012, a pilot flexible transport service was launched in the north of the borough that is available to the general public. The purpose of both these types of services is to provide access to the nearest town for essential facilities and services, such as basic shopping needs, accessing healthcare and social facilities, banking and financial services, etc.

It is recognised that – should the proposals for reductions in subsidy for public transport outlined above be implemented – there may be adverse impacts on the ability of some residents to access local services. Whilst not a replacement for public transport, flexible transport services such as ring-and-ride can meet some transport needs that otherwise would not be met. This is especially the case for residents who might have difficulty using public transport due to physical disability, do not have public transport available in the local area, or may need special assistance with occasional journeys (e.g. to and from health care appointments).

Working with Cheshire Community Action, the Council has carried out a mapping exercise of all transport provision across the borough. This has revealed a number of rural areas which currently have no access to any type of transport provision (i.e. fixed route, flexible or community transport). This is an issue the Council is seeking to address through the proposals below.

Proposals:

Our proposal is to expand the flexible transport network across the whole of the Cheshire East area. This could be achieved by zoning the borough into a number of operating areas (for example 6) and ensuring that each area has access to a flexible transport service on at least one day per week. This would provide fair and equitable access borough-wide to a limited service for transport to the nearest town or village, intended to be on a weekly basis. The service would operate on a pre-booked basis using a telephone booking system.

The Council is prevented by law from subsidising transport where there is existing commercial provision that meets the needs of users. It is therefore intended that flexible transport would be aimed at disabled residents and others who either find it impossible to use public transport, or where there is no suitable public transport in the area. It is therefore proposed that some form of application process would be necessary for people to prove their entitlement to flexible transport.

The advantage of this type of service is that it can provide a demand responsive, personalised, door-to-door service. The disadvantage is that access is limited to 1 or 2 days per week and would only provide access to the nearest town or village, not a choice of destination. These types of services can also operate as “feeder” services to the core fixed route bus network and to rail stations.

Please complete Section C of the questionnaire – the results will inform future decisions.

Community Transport

Community transport takes various forms – but includes any local transport scheme operated by the voluntary sector or by individuals as a not-for-profit transport service. Historically, the majority of the Council’s funding to support community transport has been directed at only a limited number of charitable organisations to provide demand responsive transport services. The Council wishes to expand the number of local organisations it supports, particularly those that are seeking to recruit more volunteers, and those seeking to establish and operate voluntary car schemes, Shopmobility scooter loan schemes, etc.

There are many examples across the Cheshire East area of voluntary car schemes – such as “good neighbour” car schemes, hospital cars etc – which are tailored to local needs and provide community-led solutions to transport problems. The Council is keen to encourage, nurture and support these grassroots initiatives where possible and appropriate, recognising the limitations of volunteer based schemes.

Proposals:

Our proposal is to be more proactive in working with the whole community and voluntary sector to encourage, nurture and support community transport schemes and initiatives. The aim is to work with a wider range of organisations and community groups and seek to match up demand for transport with potential supply through a voluntary scheme.

The proposal is to pump-prime innovation and new ideas put forward by local people to meet local needs. The Council seeks to support this work with advice, guidance and financial contributions towards the “back office” booking systems etc. In addition, the Council proposes to investigate subsidising the contributions made by passengers to the volunteer drivers (or to the organisation arranging the transport). The Council would be seeking to work with the sector to prepare Business Plans demonstrating how the initiatives would become financially sustainable and ensure maximum value for money for any taxpayer support granted to voluntary organisations and community groups.

Please complete Section D of the questionnaire – the results will inform future decisions.

3. HAVE YOUR SAY

We welcome your views and ideas on the consultation proposals and you can feed these back to us in any of the following ways:

Online: to complete the survey online, please visit us at www.cheshireeast.gov.uk/travel

Post: you can complete and return a paper copy of the questionnaire to: Cheshire East Council, Public Transport Consultation, FREEPOST CW247, Floor 6, Delamere House, Delamere Street, Crewe, Cheshire CW1 2LL

Email: you can email us at transportpolicy@cheshireeast.gov.uk

Alternatively, you may wish to share your views with us face to face at one of our consultation drop-in sessions. You can attend any session at any time, where Council staff will be on hand to discuss the proposals with you and record your feedback.

Where	Date	Times	Venue
Sandbach	09 May	1.45 - 3.45pm & 4.30 - 6.30pm	Sandbach Library, The Commons, Sandbach, CW11 1FJ
Alsager	10 May	2 - 4pm & 5 - 7pm	The Hall, Wesley Place Methodist Church, Lawton Road, Alsager, ST7 2RU
Wilmslow	14 May	1.45 - 3.45pm & 4.30 - 6.30pm	Wilmslow Library, South Drive, Wilmslow, SK9 1NW
Macclesfield	16 May	2 - 4pm & 5 - 7pm	The Whitaker Room, Heritage Centre, Macclesfield, SK11 6UT
Nantwich	18 May	2 - 4pm & 5 - 7pm	Council Chamber, Brookfield Hall, Shrewbridge Road, Nantwich, CW5 7AD
Crewe	21 May	1.45 - 3.45pm & 4.30 - 6.30pm	Council Chamber, Municipal Buildings, Earle Street, Crewe, CW1 2BH

Poynton	22 May	2 - 4pm & 5 - 7pm	Council Chamber, Poynton Civic Hall, Park Lane, Poynton, SK12 1RB
Congleton	24 May	2 - 4pm & 5 - 7pm	Social Room, New Life Church, West Road, Congleton, CW12 4EY
Middlewich	28 May	2 - 4pm & 5 - 7pm	Main Hall, Middlewich Community Church, 34-36 Brooks Lane, Middlewich, CW10 0JG
Knutsford	11 June	1.45 - 3.45pm & 4.30 - 6.30pm	St John's Wood Community Centre, Longridge, Knutsford, WA16 8PA

Alternative formats of the consultation proposals and survey will be made available upon request. Responses to the consultation must be received no later than Friday 22 June 2012.

4. WHAT HAPPENS NEXT

DATE	ACTION
27 th April	Launch of the 8 week public consultation
9 th May – 11 th June	Drop-in sessions take place across the borough (see above)
22 nd June	End of the consultation period
25 th June – 20 th July	Analysis of consultation results and feedback
23 rd July – 17 th August	Developing proposals for Cabinet decision
20 th August	Cabinet Meeting
21 st August – 19 th October	Public communication period
22 nd October	Implement any changes to public transport services

5. QUESTIONNAIRE

Please complete the survey using the following paper copy of the questionnaire or online at www.cheshireeast.gov.uk/travel



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PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

Thank you for taking the time to complete this questionnaire. Your feedback will help us learn more about your transport needs, which will inform any decisions about which bus services the Council continues to fund and the type of transport provision available in future. The questionnaire should only take 5 -10 minutes to complete.

Data Protection

Your personal information will be held and used in line with the Data Protection Act 1998. Cheshire East Council will use the data you provide solely for the purpose of this consultation and to guide decision making. We will not pass on your details to any other third parties without your prior consent.

IMPORTANT - please refer to the proposals within the attached consultation document before answering this questionnaire.

Section A - Introduction

- A1. Please provide us with your postcode.** This is essential because it will enable us to identify which locations have the greatest need for transport services. It will not be used for any other purpose.

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- A2. Which town or village would you normally travel to in order to access key services and facilities?** (e.g. bank, supermarket, GP)

.....

- A3. How are you responding to this consultation?** (please tick one box only – if you wish to submit a response both as an individual and on behalf of an organisation, please complete two surveys)

As a member of the public ☐

On behalf of an organisation, business or other group ☐

(please give the name of the organisation you are representing)

.....

As an elected member of a council or Parliament ☐

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

Section B – Supported Bus Services

B1. Please tick all services that you currently use from the list below:

SERVICE	ROUTE	Tick	SERVICE	ROUTE	Tick
5/6	Macclesfield – Weston Estate		75	Wrenbury – Market Drayton	
6 *	Shavington – Leighton Hospital		77	Betley – Brine Leas	
6E *	Shavington – Crewe – Leighton Hospital		77 *	Kids Grove – Mow Cop - Congleton	
8 *	Crewe – Wistaston Green		78	Crewe – Malbank School	
9 *	Crewe - Rope Green		78	Nantwich – Sandbach - Alsager	
9/10A *	Macclesfield – Moss Rose/Bollington		79	Rode Heath Alsager	
11	Macclesfield – Bollington		83	Bulkeley - Chester	
14 *	Crewe – Elm Drive		84 *	Crewe – Chester	
14	Langley – Macclesfield		85A *	Newcastle – Madeley – Crewe	
15 *	Crewe – Sydney – Elm Drive		88	Knutsford – Wilmslow - Altrincham	
16 *	Crewe – Sydney		95	Goostrey – Holmes Chapel	
19	Macclesfield – Prestbury		100	Middlewich – Northwich, St. Nicholas	
20	Crewe – Hanley		108	Ashbourne – Leek – Macclesfield	
27	Macclesfield – Knutsford		108/E78	Leek – Macclesfield	
32	Sandbach – Crewe		127	Chesterton – Crewe	
37 *	Crewe – Winsford		130 *	Macclesfield – Manchester	
38 *	Crewe – Macclesfield		200	Wilmslow – Manchester Airport	
39	Crewe – Nantwich		289	Northwich – Knutsford – Altrincham	
	Crewe Flexi Rider		300 *	Knutsford Town Service	
42	Crewe – Middlewich - Congleton		315	Alsager – Congleton	
44*	Crewe – Shavington – Nantwich		319	Sandbach – Holmes Chapel – Goostrey	
45*	Crewe – Marshfield – Nantwich		321	Scholar Green – Newcastle	
45 *	Crewe – Marshfield		378 *	Stockport – Handforth – Wilmslow	
45A *	Crewe – Marshfield		390	Bramhall – Poynton – Stockport	
47	Lower Peover – Knutsford – Warrington		391	Poynton - Stockport	
51	Nantwich - Cronkinson Oak – Delamere Rd		392/3	Macclesfield – Poynton – Stockport	
52	Nantwich – Manor Road		737	Weston – Shavington/Crewe	
52A	Nantwich – Reaseheath		891	Middlewood – Poynton High School	
53	Nantwich – Millfields		E41	Lach Dennis – Holmes Chapel School	
56	Tiverton – Nantwich		K44 *	Weston – Shavington/Malbank Schools	
58	Bakewell – Buxton – Macclesfield		K78	Mossley/Congleton – All Hallows	
60	Disley – Macclesfield		K79	Congleton – Macclesfield, All Hallows	
61	Audlem - Nantwich		K80	Congleton Area – Eaton Bank School	
63	Swanwick – Brine Leas/St.Thomas More		K95	Congleton Area – Eaton Bank School	
64	Glossop – Macclesfield		K96	Congleton Area – Eaton Bank School	
68	Coppenhall – St.Thomas More/St.Marys		K98	Park Lane – Brine Leas	
69	Bradfield Green – St.Thomas More/St.Mary's		K98	Park Lane – Congleton High School	
71	Aston/Wrenbury – Brine Leas/St.Thomas More		SB1	Sandbach – Cookesmere Lane	
71	Tytherington – Poynton High School		SB2	Sandbach – Sandbach Heath	
72/73	Nantwich – Whitchurch		SB3	Sandbach - Ettiley and Elworth	

Note: Services marked * are only part funded by Cheshire East. This could be, for example, to cover additional evening or weekend journeys. Routes operated commercially are not included in the Council's proposals.

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

B2. Have you indicated that you use any of the fixed route bus services on the list?

Yes ☐ (now go to question B3)

No ☐ (now go to **Section C – Flexible Transport**)

B3. How regularly do you use the bus service(s) you have ticked on the list? (please write the service number(s) you use in the left hand column and tick one box only for the frequency that you use this service. Use a separate line for each service)

Service No.	Daily	2-3 times per week	Weekly	Monthly	Infrequently
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B4. Please indicate which days and times that you usually travel? (please write the service number(s) you use in the left hand column and tick all days / times that apply. Use a separate line for each service)

Mon-Fri peak journeys: 0630-0930 and 1530-1830

Mon-Fri off peak journeys: 0930-1530

Weekend daytime journeys: 0630-1830

Evening journeys: 1830-2300

Service No.	M-F peak time	M-F off peak	M-F evening	Sat. daytime	Sat. evening	Sun. daytime	Sun. evening
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

B5. Please indicate what the main purpose of your journey is when using the bus service(s)? (please write the service number(s) you use in the left hand column and tick **one main reason** for using the service – use a separate line for each service. If you use more than 3 services, you can provide further details in section **E1**)

Service No.	Work	Education	Shops or services	Medical/ health	Leisure	family/ friends	or day centre	Social event	Other
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B6. Please indicate any OTHER purpose of your journey when using the bus service(s)? (please write the service number(s) you use in the left hand column and tick **all other reasons** for using the service – use a separate line for each service. If you use more than 3 services, you can provide further details in section **E1**)

Service No.	Work	Education	Shops or services	Medical/ health	Leisure	family/ friends	or day centre	Social event	Other
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

B7a. If the timetable of your bus service was changed in any of the following ways, how significant would the impact be on you?

*please write **one** service number in the left hand column then tick **one box for each option** (0 = no impact, 1 = high impact, 2 = fairly low impact, 3 = moderate impact, 4 = fairly high impact, 5 = high impact or n/a if not applicable)*

*This question is repeated so that you can respond for each service that you use. If you only use one service, please complete this question then skip to **B8***

Service No.	0	1	2	3	4	5	n/a
.....	no impact					high impact	
Number of days reduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service frequency reduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early morning journeys withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening journeys withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday service withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday service withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service reduced to peak times only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service replaced with Flexible Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B7b. If you have indicated that any of the above changes would have a high impact on you (either 4 or 5), then please explain why:

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

B7c. If the timetable of your bus service was changed in any of the following ways, how significant would the impact be on you?

please write one service number in the left hand column then tick one box for each option (0 = no impact, 1 = high impact, 2 = fairly low impact, 3 = moderate impact, 4 = fairly high impact, 5 = high impact or n/a if not applicable)

This question is a repeat of the above so that you can respond for each service that you use. If you only use two services, please complete this question then skip to B8

Service No.	0	1	2	3	4	5	n/a
	no impact					high impact	
Number of days reduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service frequency reduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early morning journeys withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening journeys withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday service withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday service withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service reduced to peak times only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service replaced with Flexible Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B7d. If you have indicated that any of the above changes would have a high impact on you (either 4 or 5), then please explain why:

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

B7e. If the timetable of your bus service was changed in any of the following ways, how significant would the impact be on you?

please write **one** service number in the left hand column then tick **one box for each option** (0 = no impact, 1 = high impact, 2 = fairly low impact, 3 = moderate impact, 4 = fairly high impact, 5 = high impact or n/a if not applicable)

This question is a repeat of the above so that you can respond for up to 3 bus services. If you use more than 3 services, please complete this question and provide further details in section E1

Service No.	0	1	2	3	4	5	n/a
	no impact					high impact	
Number of days reduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service frequency reduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early morning journeys withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening journeys withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday service withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday service withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service reduced to peak times only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service replaced with Flexible Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B7f. If you have indicated that any of the above changes would have a high impact on you (either 4 or 5), then please explain why:

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

B8. If a flexible transport service was introduced in your area on 1 or 2 days per week, how would this affect you?

Section C – Flexible Transport

C1. If flexible transport was introduced in your area, which day of the week would you prefer to travel? (please tick one box only)

- | | | | |
|-----------|--------------------------|----------------|--------------------------|
| Monday | <input type="checkbox"/> | Friday | <input type="checkbox"/> |
| Tuesday | <input type="checkbox"/> | Saturday | <input type="checkbox"/> |
| Wednesday | <input type="checkbox"/> | Sunday | <input type="checkbox"/> |
| Thursday | <input type="checkbox"/> | I wouldn't use | <input type="checkbox"/> |

C2. Which time of the day would you prefer to travel on flexible transport? (please tick one box only)

- | | |
|--|--------------------------|
| Weekday peak times (0630-0930 and 1530-1830) | <input type="checkbox"/> |
| Weekday off peak (0930-1530) | <input type="checkbox"/> |
| Weekend daytime (0630-1830) | <input type="checkbox"/> |
| Evening (1830-2300) | <input type="checkbox"/> |
| I wouldn't use | <input type="checkbox"/> |

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE



As part of the English National Concessionary Travel Scheme (ENCTS), older and disabled people are entitled to free off-peak travel on fixed route bus services. However, it is not a statutory duty (i.e. requirement by law) to provide free off-peak travel on flexible transport services.

In terms of flexible transport, the Council is unable to subsidise the cost of concessionary travel and provide a high frequency of service – only one or the other can be afforded. Please answer the questions below to help us prioritise which of these issues is most important to you:

C3. Which of the following options would you prefer the Council to implement for concessionary pass holders on flexible transport services? (please tick one only)

Free travel but with a limited frequency of service

(e.g. once per week / fortnight)

☐

Apply a part subsidy and part passenger fare, with a moderate

frequency of service (e.g. once / twice per week)

☐

Apply a full fare and provide the maximum frequency of service possible

☐

C4. Are you a concessionary pass holder (as part of the ENCTS described above)?

Yes ☐

No ☐

C5. Do you wish to share any specific views on how the proposals about Flexible Transport would affect you or do you have any suggestions you wish to share with the Council?

Section D – Community Transport

Voluntary Car Schemes – These schemes are very often operated by voluntary, church or community groups and are set up to meet the needs of a specific community. The schemes have a number of drivers to call on who can use their own vehicles to transport residents to hospital / doctors appointments, or to other essential services. Users will register to use the service, book their transport in advance through the organisation and then reimburse the driver's expenses to cover fuel costs etc.

D1. Are you aware of a voluntary car scheme operating in your local community?

Yes ☐

No ☐

Not sure ☐

D2. If yes, do you use the voluntary car scheme?

Yes ☐

No ☐

Shopmobility – The service operates in towns and is often provided by community and voluntary groups for those with restricted mobility. The scheme allows users to hire out electric scooters for a few hours giving them access to town centre services.

D3. Are you aware of a Shopmobility scheme operating in your local town?

Yes ☐

No ☐

Not sure ☐

D4. If yes, do you use the Shopmobility scheme?

Yes ☐

No ☐

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE



D5. Would you be interested in participating in a local voluntary transport scheme?

No ☐ (please skip to E1)

Yes ☐ (if yes, and you would like to work with the Council, please provide details below)

Name

Contact Number.....

Email.....Tel.....

Area of Interest.....

Section E – General Comments

E1. If you have any general views on how any of the Council's proposals will impact on you or your local community, please provide details below

Section F – About You

The following section tells us more information about you and helps us to determine who is taking part in the survey. It also helps us to identify which groups of people could be affected by any future changes to transport services. Please be assured that your details will be kept confidential and will be used solely for the purpose of the consultation.

F1. What is your gender? (please tick one box)

Male ☐

Female ☐

F2. What age group are you in? (please tick one box)

Under 16 ☐ 45 – 54 ☐

16 – 24 ☐ 55 – 64 ☐

25 – 34 ☐ 65 – 75 ☐

35 – 44 ☐ Over 75 ☐

F3. What is your ethnic group? (please tick one answer)

White

English / Welsh / Northern Irish / British ☐

Irish ☐

Gypsy / Traveller ☐

Other White background (please specify) ☐

Mixed or Multiple Ethnic Groups

White and Black Caribbean ☐

White and African ☐

White and Asian ☐

Other Mixed/Multiple background (please specify) ☐

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE

Asian or Asian British

- Indian ☐
- Pakistani ☐
- Bangladeshi ☐
- Chinese ☐
- Other Asian background (please specify) ☐

Black / African / Caribbean / Black British

- African ☐
- Caribbean ☐
- Other Black background (please specify) ☐

Other Ethnic Groups

- Arab ☐
- Other ethnic group (please specify) ☐

F4. Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you or is likely to affect you over a period of time)

Yes ☐ No ☐

F5. If you have answered 'yes' to the above question, does this illness or disability limit your activities in anyway?

Yes ☐ No ☐

F6. Which of the following best describes your current status? (please tick one box)

- In full-time employment (more than 30 hours per week) ☐
- In part-time employment (less than 30 hours per week) ☐
- Self employed – full or part time ☐
- In full-time education (school / college / university) ☐
- In part-time education (school / college / university) ☐
- Unemployed ☐

PUBLIC TRANSPORT CONSULTATION – QUESTIONNAIRE



- Retired ☐
- Looking after home / family ☐
- Permanently sick / disabled ☐
- Other (please specify) ☐
-

F7. Do you or anyone in your household own or have access to a car?

Yes ☐ No ☐

Thank you for taking the time to complete this survey, which should be returned to the **FREEPOST** address below by **Friday 22 June 2012**. If you have any questions or comments about the survey, please contact us:

By email: **transportpolicy@cheshireeast.gov.uk**

By post: **Transport Consultation,
FREEPOST CW247,
Cheshire East Transport,
Floor 6 Delamere House,
Delamere Street,
Crewe CW1 2LL**

Brian Hogan

From: CRAWSHAW, Mike <Mike.Crawshaw@cheshireeast.gov.uk>
Sent: 29 May 2012 10:50
To: RAINOW; NETHER ALDERLEY; CREWE GREEN; ROSTHERNE; WARDLE; NEWHALL/SOUND & DISTRICT; SPURSTOW/STOKE & HURLESTON; ALPRAHAM; Bowland, Annette; ASHLEY; Pointon, C; ASTON BY BUDWORTH; Brian Hogan; BOLLINGTON; BOSLEY; LOWER WITHINGTON; BRADWALL; BUERTON; BULKELEY & RIDLEY; BUNBURY; CALVELEY; STAPELEY & DISTRICT; STYAL; CHOLMONDELEY & CHORLEY; MINSHULL VERNON & DISTRICT; BICKERTON & EGERTON; ACTON EDLESTON & HENHULL; CHORLEY; MARTON; ALDERLEY EDGE; Alsager Town Clerk; BURLAND; HASSALL; HOLMES CHAPEL; MIDDLEWICH; MOBBERLEY; PLUMLEY WITH TOFT & BEXTON; Sandbach Town Council; TABLEY; WRENBURY CUM FRITH; Roz Middleweek; WESTON & BASFORD; CHURCH LAWTON; PEOVER SUPERIOR; DISLEY; HIGH LEGH; EATON; MARBURY & DISTRICT; GAWSWORTH; WARMINGHAM; BARTHOMLEY/CHURCH MINSHULL; HANDFORTH; HATHERTON & WALGHERTON; SMALLWOOD; ADLINGTON; CHOLMONDESTON & WETTENHALL; HOUGH & CHORLTON; JACKIE WEAVER; HASLINGTON; WORLESTON & DISTRICT; CHELFORD; MILLINGTON; MERE; ARCLID; PEOVER INFERIOR; NORTH RODE; POYNTON; GREAT WARFORD; CRANAGE/SOMERFORD/TWEMLOW; HENBURY; NANTWICH; DODCOTT CUM WILKESLEY; PRESTBURY; AUDLEM; GOOSTREY; PICKMERE; POTT SHRIGLEY; BETCHTON; DODDINGTON AND DISTRICT; LITTLE WARFORD; ODD RODE; MOTTRAM ST ANDREW; HANKELow; SIDDINGTON; SHAVINGTON CUM GREYSTY; SNELSON; KNUTSFORD; TOGAY, Sue; OLLERTON AND MARTHALL; BRINDLEY & FADDILEY; SWETTENHAM; WILMSLOW; SUTTON; HIGHER HURDSFIELD; WILLASTON; WISTASTON; WYBUNBURY
Subject: Healthwatch
Attachments: Healthwatch briefingScript.ppt

Good Morning Colleague,

Healthwatch England, part of the CQC (Care Quality Commission, and Local Healthwatch will be established in October 2012 as part of the implementation of the Health and Social Care Act 2012.

CEC dedicated officers are working with a Local Healthwatch Steering Group whose members include representatives from the CCGs (Clinical Commissioning Groups); Health; Cheshire East Local Involvement Network (CELINK) and the Voluntary Sector.

I have attached a power point which may be printed off as a 'Handout' document.

There is also an electronic link here:

<http://owacluster.ourcheshire.cccusers.com/owa/redir.aspx?C=7fc4c83e0f3c46f7abf75bf18351ab9b&URL=http%3a%2f%2fwww.cheshireeast.gov.uk%2fsocial%20care%20and%20health%2fadult%20social%20care%2fyour%20say%20on%20care%2fconsultation%20and%20participation%2fhealthwatch.aspx>

which will take you to the Cheshire East Council website questionnaire.

I would be grateful if you could make your Town and Parish Councillors aware of the contents of this email.

Mike Crawshaw
Projects and Performance Manager
Cheshire East Council
Integrated Commissioning
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Healthwatch

The New Consumer Champion for
Health and Social Care in Cheshire
East.

- Healthwatch England, part of the CQC, and Local Healthwatch will be established in October 2012 as part of the implementation of the Health and Social Care Act 2012.

- CEC dedicated officers are working with a Local Healthwatch Steering Group whose members include representatives from the CCGs; Health; Cheshire East Local Involvement Network (CELINK); the Voluntary Sector.

Introduction

Here to tell you:

- What Healthwatch is
- What it will do
- How you can get involved

What is Healthwatch?



- Healthwatch is a new organisation to be set up by Local Authorities
- It will replace LiNk, taking on the same as well as additional responsibilities
- It will officially take on its role - April 2013

• Establishing a Local HealthWatch is a statutory obligation placed on Cheshire East Council.

• Local HealthWatch will replace the current function of the Local Involvement Networks (LiNks) by developing and extending their role as the consumer champion for both health and adult social care.

• They will start in shadow form from October 2012 and will support people to speak out and they can give those who want to get more involved the opportunity to do so.

• LiNks are community-based, locally accountable networks of individuals, groups and organisations designed to strengthen the patient, public and user voice in the commissioning, provision and scrutiny of local health services.

• Healthwatch will build on the strengths of the current system, address its weaknesses, and take on additional functions, recognising in particular that it will be in the interest of all partners, including the local authority, that local Healthwatch is able to operate independently and represent the voice of local people in the strengthened system of strategic needs assessment and commissioning decision-making.

What will Healthwatch do?



- Provide information and advice to the public on health & social care
- Monitor and listen to the views of the public on health & social care
- Influence the way health & social care services are provided in the future.

Healthwatch Set Up



- Healthwatch will be a standalone organisation - a social enterprise
- It will be supported by a not for individual profit organisation which we will procure
- It will need to be cost effective, unique and representative of the community

EXAMPLES –

Single supplier

•A local independent organisation (for example, CAB, CIL, CVS, local social enterprise) could offer to provide all the HealthWatch services in its area as a natural extension of its existing remit.

•A group of local people (for example existing LINKs members) could set up a local independent organisation to offer all the HealthWatch services in their area. This could be a charity or a community interest company.

Multiple suppliers

•The local authority could divide the HealthWatch functions into two or three contracts and commission each separately from independent suppliers, requiring each to operate a service under the HealthWatch brand, and each to collaborate with the other

Franchised supplier

•A regional or national body could offer to provide HealthWatch services in a locality – they would need to have a distinct local identity, so that people could relate to them; the regional or national body could provide expertise and infrastructure, but there would need to be local management of the work plan. The 'host' body could be a charity, a social enterprise, a private sector organisation.

•However, CEC can define what sort of organisation it wants to deliver Healthwatch through your feedback.

Setting up Healthwatch



- There is a lot of scope for determining how Healthwatch meets its duties
- We are consulting to find out how it can meet local need:
 - 2 stakeholder events
 - Questionnaire
 - focus groups with 'harder to reach groups'
- We need you to be involved in this!

• the duties on services-providers to respond to reports and recommendations made by local Healthwatch;

• the duties on services-providers to allow entry to authorised representatives of local Healthwatch;

• the duty on local Healthwatch to refer matters to local authority overview and scrutiny committees and to the CQC as part of HealthWatch England.

Stakeholder events –

28th June 1pm – 4pm @ Crewe Alex FC:

29th June 2pm – 5pm @ Congleton New Life Church.

Next Steps



- Consultation will allow us to write a specification for the Healthwatch
- Aim to have a shadow Healthwatch set up in October 2012.
- This will raise awareness with the public and test functions until Healthwatch is officially launched in April 2013

•A 'Specification' will inform what we put into the contract – it will define what we want Healthwatch to be and to do, based on your feedback to this consultation.

Healthwatch Summary



- **A statutory function**
- **A Body Corporate**
- **Local Consumer Champion**
- **Influencing role in strategic commissioning**
- **Be Independent**
- **Have real influence**
- **Support individuals to access information and independent advocacy**

In summary, our intention is that local Healthwatch will:

- carry out statutory functions;
- be a corporate body, embedded in local communities with a creative and innovative Chair having the strength and confidence to sit on the Health & Wellbeing Board and able to feed into Healthwatch England.
- act as local consumer champion representing the collective voice of patients, service users, carers and the public, on statutory Health and Wellbeing board;
- play an integral role in the preparation of the statutory Joint Strategic Needs Assessment and joint health and wellbeing strategy on which local commissioning decisions will be based;
- have real influence with commissioners, providers, regulators and Healthwatch England using their knowledge of what matters to local people; and
- support individuals to access information and independent advocacy if they need help to complain about NHS services.

Conclusion



- Explained what Healthwatch is – providing advice and information, influencing decision making on health and social care services.
- Consultation – 2 events in June, Focus Groups & engaging with local groups.
- Shadow CE Local HealthWatch in place – October 2012.

We will define success as follows –

- **People know it is there;**
- **understand what it does;**
- **know how to use it;**
- **and know that it makes sure that their voices are heard and represented.**

Healthwatch Survey

Councils across England have been asked by the Government to set up a new organisation in their local area known as Healthwatch. This will act as the new local consumer champion for Health and Social Care.

Its main role will be to:

- Provide information and advice to the public on Health and Social Care services
- To monitor and listen to the views of the public on Health and Social Care services
- To influence the way Health and Social Care services are provided in the future.

Cheshire East Healthwatch will formally offer these services from April 2013 and will replace Cheshire East LINK which has a smaller set of responsibilities.

Please give us your answers to the questions below which will help us shape Healthwatch in Cheshire East.

Section 1: LINK

1. Have you heard of Cheshire East LINK before?

- Yes ☐
- No ☐
- Not Sure ☐

2. If so, do you have any comments about its work?

Section 2: Healthwatch - How should it be set up?

3. There are two main ways that we could set up Healthwatch in Cheshire East. Please could you tick your preferred option.

☐ **Model One – A Membership which elects a Board**

In this model, a Healthwatch board would be elected by Healthwatch Members. This board would help determine the work Healthwatch should concentrate on. This has the advantage that it is democratic. However, the risk is that the people who are elected may only reflect a small section of the Cheshire East community e.g. no young person may be elected and no one from an ethnic minority.

☐ **Model Two – Appointed Board**

In this model, no elections would occur instead people would apply to be on the Healthwatch Board. Candidates would then be chosen by an independent selection panel on the basis of their skills and experience. The advantage of this is that it would be possible to ensure the Board reflects the makeup of the community and has the right skills. The downside would be that it wouldn't be democratically elected.

4. Healthwatch will need an active group of volunteers to help run it. This will include to make decisions on local priorities and to carry out some of its functions such as providing information and advice. What would encourage you to get involved as a volunteer? (tick a maximum of two options only)

- | | |
|---|--------------------------|
| Knowing that I can make a real difference | <input type="checkbox"/> |
| Making getting involved fun | <input type="checkbox"/> |
| Limiting the amount of time it will take up | <input type="checkbox"/> |
| Holding meetings at flexible times | <input type="checkbox"/> |
| Paying expenses for attendance | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

If you ticked other, please tell us your idea below:

Section 3: Healthwatch - What should it do?

5. The following is a list of services that Cheshire East Healthwatch will offer - how would you prioritise these services? Please number these in order of importance (1 - being the most important, 5 - being the least).

- | | |
|---|--------------------------|
| Inspections of services | <input type="checkbox"/> |
| Reports and research on local social care issues | <input type="checkbox"/> |
| Providing information and advice about health and social care | <input type="checkbox"/> |
| Holding events on local health and social care issues | <input type="checkbox"/> |
| Influencing decision-making by health and social care organisations | <input type="checkbox"/> |

6. What areas of health and social care services do you think Healthwatch should particularly focus on? (tick a maximum of two options only)

- | | |
|--|--------------------------|
| Care Homes | <input type="checkbox"/> |
| Day Care (social care) | <input type="checkbox"/> |
| Home Care (social care) | <input type="checkbox"/> |
| GPs | <input type="checkbox"/> |
| Short break/respite services (social care) | <input type="checkbox"/> |
| Voluntary sector health and social care related services | <input type="checkbox"/> |
| Hospital services | <input type="checkbox"/> |
| Fostering/adoption services | <input type="checkbox"/> |
| Childrens homes | <input type="checkbox"/> |
| Carers Services | <input type="checkbox"/> |
| Mental health services (social care and health) | <input type="checkbox"/> |

Please write any other comments you have below:

Section 4: Healthwatch - Information and communication

7. How could Cheshire East Healthwatch best communicate with local people about its work? (tick a maximum of two options only)

- | | |
|---|--------------------------|
| Website | <input type="checkbox"/> |
| Email | <input type="checkbox"/> |
| Newsletter | <input type="checkbox"/> |
| Local Press | <input type="checkbox"/> |
| Public Meetings | <input type="checkbox"/> |
| Radio | <input type="checkbox"/> |
| Drop-in meetings at places like libraries | <input type="checkbox"/> |
| Social media e.g. Facebook | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

If you ticked other, please write your idea below:

8. How do you currently get advice and information about Health and Social Care services? (please tick all that apply)

- | | Health | Social Care |
|---|--------------------------|--------------------------|
| Family/friends | <input type="checkbox"/> | <input type="checkbox"/> |
| Pharmacy | <input type="checkbox"/> | <input type="checkbox"/> |
| Patient & Advice Liaison Service (PALS) | <input type="checkbox"/> | <input type="checkbox"/> |
| Cheshire East LINK | <input type="checkbox"/> | <input type="checkbox"/> |
| GP | <input type="checkbox"/> | <input type="checkbox"/> |
| NHS website | <input type="checkbox"/> | <input type="checkbox"/> |
| Cheshire East Council website | <input type="checkbox"/> | <input type="checkbox"/> |
| Voluntary organisation | <input type="checkbox"/> | <input type="checkbox"/> |
| Council office | <input type="checkbox"/> | <input type="checkbox"/> |
| Hospital | <input type="checkbox"/> | <input type="checkbox"/> |
| NHS Direct helpline | <input type="checkbox"/> | <input type="checkbox"/> |
| Library | <input type="checkbox"/> | <input type="checkbox"/> |
| Family Information Service | <input type="checkbox"/> | <input type="checkbox"/> |

Please write any other comments you have below:

9. How do you think Healthwatch should provide advice and information to people? (tick a maximum of two options)

- | | |
|--|--------------------------|
| Regular drop-in meetings at places like libraries or village halls | <input type="checkbox"/> |
| Telephone Helpline | <input type="checkbox"/> |
| Website/email | <input type="checkbox"/> |
| At Healthwatch offices located in key towns | <input type="checkbox"/> |
| By joining up with other organisations | <input type="checkbox"/> |
| Leaflets | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

If you ticked other, please write your idea below:

Section 5: About you

Note: This information will allow us to check we have consulted with a representative sample of people.

10. Are you:

Male ☐

Female ☐

11. Please tell us your postcode:

12. Please tell us which age group you belong to:

Under 18 ☐

18-39 ☐

40-59 ☐

60-74 ☐

75 and over ☐

13. Do you consider yourself to be disabled or to have a long-term health related condition that impacts on your ability to carry out normal day-to-day-activities?

Yes ☐

No ☐

Prefer not to say ☐

14. What is your ethnic group?

White/British	<input type="checkbox"/>	Asian/British Asian	<input type="checkbox"/>
White/Irish	<input type="checkbox"/>	Asian/Pakistani	<input type="checkbox"/>
Mixed	<input type="checkbox"/>	Asian/Bangladeshi	<input type="checkbox"/>
White & Caribbean	<input type="checkbox"/>	Asian/Indian	<input type="checkbox"/>
White & African	<input type="checkbox"/>	Black/British Black	<input type="checkbox"/>
White & Asian	<input type="checkbox"/>	Black/Caribbean	<input type="checkbox"/>
Gypsy/traveller	<input type="checkbox"/>	Black/African	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>

Section 6: Healthwatch – Future information

If you are interested in hearing more about Cheshire East Healthwatch in the future, please give us your contact details.

Name:

Preferred means of contact (e.g. email, telephone or postal address):

Your personal information will be held in line with the Data Protection Act 1998. Cheshire East Council will use the data you provide solely for the purpose of this consultation and to guide decision making. We will not pass on your details to any other third parties without your prior consent.

Thank you for completing this survey. Your feedback will help us shape how Healthwatch is set up in Cheshire East. Please return to Consultation and Participation Team, Cheshire East Council, Floor 4, Delamere House, Cheshire, CW1 2JZ