

## QUAD OF AIMS (MEMBERS' REQUEST FOR ITEM TO BE CONSIDERED BY SCRUTINY)

### SECTION 1 TO BE COMPLETED BY MEMBERS

**NOTE** – This document should only be completed if there is a clearly defined and significant outcome from any potential further work. This document should **not** be completed as a request for or understanding of information.

#### ARRIVA

<b>REASON FOR REQUEST?</b>	<b>RESOURCE (WHAT OFFICER SUPPORT WOULD YOU REQUIRE?)</b>
<ol style="list-style-type: none"> <li>1. To explore how Arriva bus services can be improved in terms of:               <ol style="list-style-type: none"> <li>a. quality</li> <li>b. reach of services</li> <li>c. punctuality</li> </ol> </li> <li>2. To hear evidence about real or perceived concerns about Arriva bus services</li> <li>3. To hear evidence from Arriva about their:               <ol style="list-style-type: none"> <li>a. current performance</li> <li>b. plans to improve services</li> <li>c. complaints procedure</li> </ol> </li> <li>4. To hear evidence from Transport Officers about what is being done and what can be done to improve bus services in Darlington</li> </ol> <p>To hear evidence from Transport Officers on any complaints received about bus services in Darlington</p>	<ol style="list-style-type: none"> <li>1. Members (key resource)</li> <li>2. Relevant Portfolio Holder</li> <li>3. Democratic Services</li> <li>4. Transport Officers</li> <li>5. Arriva Management</li> </ol>
<b>PROCESS (HOW CAN SCRUTINY ACHIEVE THE ANTICIPATED OUTCOME?)</b>	<b>HOW WILL THE OUTCOME MAKE A DIFFERENCE?</b>
<ol style="list-style-type: none"> <li>1. To gather evidence from elected Members</li> <li>2. To hold one meeting to assess evidence and hear responses</li> <li>3. To hold one meeting with Arriva Management</li> <li>4. Set up a Task and Finish Group</li> </ol>	<ol style="list-style-type: none"> <li>1. To assess the need for improvements to Arriva bus services where necessary</li> <li>2. Improved communication channels between Arriva Management and elected Members</li> <li>3. On-going partnership between Darlington Borough Council and Arriva</li> </ol>

**Signed Councillor .....**

**Date .....**

**SECTION 2 TO BE COMPLETED BY DIRECTORS/ASSISTANT DIRECTORS**  
**(NOTE – There is an expectation that Officers will discuss the request with the Member)**

	<b>Criteria</b>
<p>1. (a) Is the information available elsewhere? Yes ..... No .....X.....            If yes, please indicate where the information can be found (attach if possible and return with this document to Democratic Services)            .....</p>	<p>1. Information already provided/or will be provided to Member</p>
<p>(b) Have you already provided the information to the Member or will you shortly be doing so?             As a pre-cursor to agreeing or defining a Quad of Aims I would recommend Scrutiny Committee have a Presentation from TVCA on Strategic Provision for Public Transport and the buses bill.</p>	<p>2. Extent of workload involved in meeting request</p>
<p>2. If the request is included in the Scrutiny Committee work programme what are the likely workload implications for you/your staff?             This would require additional work for colleagues who have ongoing pressures with current workloads and would not be able to contribute to the process.</p>	<p>3. Request linked to an ongoing Scrutiny Committee item of work and can be picked up as part of that work</p>
<p>3. Can the request be included in an ongoing Scrutiny Committee item of work and picked up as part of that?             I am not aware of any current Committee work focussing on this issue</p>	<p>4. Subject to another Council process for enquiry or examination (such as Planning Committee or Licensing Committee)</p>
<p>4. Is there another Council process for enquiry or examination about the matter currently underway?             The Council as part of TVCA are developing as bus vision and examining provisions in the new Buses Bill. Members should be aware of this prior to confirming any Quad of Aims. Therefore, it is recommended the Scope of the Quad of Aims be reviewed after a presentation.</p>	<p>5. About an individual or entity that has a right of appeal</p>
<p>5. Has the individual or entity some other right of appeal?             I am not aware of anything.....</p>	<p>6. Some other substantial reason</p>
<p>6. Is there any substantial reason (other than the above) why you feel it should not be included on the work programme?             As per point 4. A piece of Scrutiny work needs to be carefully considered to ensure it does not impact on the work TVCA are undertaking.</p>	

Signed .....D. Winstanley..... Position ...Assistant Director ..... Date ...March 2018.....