

THE IMPORTANCE OF COMMUNITY TRANSPORT SPT's STRATEGY TO DEVELOP SOCIAL TRANSPORT PROVISION IN THE WEST OF SCOTLAND

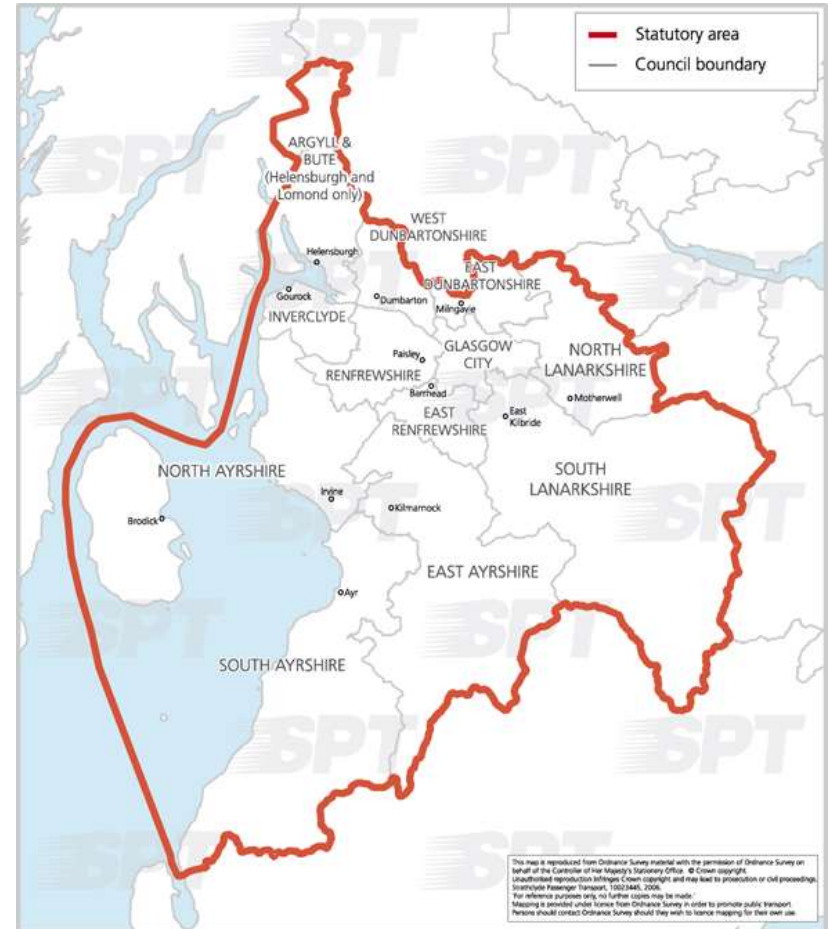
**FIT FOR PURPOSE 2016 AND BEYOND CONFERENCE
Wednesday, 9 March 2016**

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1. Background to SPT
2. What is Community Transport?
3. Why the growing need for Community Transport?
4. SPT's Strategy for the Development of Community Transport
5. Community Transport Services
6. Community Transport Public Social Partnership (PSP) Development
7. PSP/Community Transport..... Next Steps

- One of 7 Regional Transport Partnerships (RTPs)
- Transport (Scotland) Act 2005
- Partnership working on behalf of 12 councils and 2.15 million people
- The SPT region covers an area of approximately 9300 km²
- An operator and an authority



- ☐ Develop and implement the Regional Transport Strategy
- ☐ Operate the Subway (13 million passengers each year)
- ☐ Provide socially necessary Bus Services – MyBus
- ☐ Developing Community Transport throughout Region
- ☐ Deliver school transport
- ☐ Subsidise bus services (7% of Bus Network)
- ☐ Develop integrated ticketing, e.g. Zonecard
- ☐ Provide bus infrastructure
- ☐ Provide travel information
- ☐ Leading on the development of the Integration of Health and Social Care Transport Agenda in the west of Scotland



WHAT IS COMMUNITY TRANSPORT?



- ❑ Community Transport is the provision of transport services, on a not for profit basis, for members of the community who do not have access to conventional public transport services due to:
 - ❑ availability
 - ❑ accessibility
 - ❑ affordability or
 - ❑ safety and security concerns
- ❑ CT are Third Sector Organisations run by the community for the community
- ❑ Most CT Organisations use mixture of paid and volunteer drivers
- ❑ They provide a wide array of services, including:
 - ❑ Community Car Schemes
 - ❑ Minibus Operation for Community Groups
 - ❑ Door to Door Service on demand
 - ❑ Community Bus Services



WHY THE GROWING NEED FOR COMMUNITY TRANSPORT?

- ☐ Shrinkage in Commercial Bus provision
- ☐ 286 million unfulfilled trips in Scotland each year – Mobility and Access Committee for Scotland Report
- ☐ Ever increasing elderly population - Over 60 population will increase by 31% in 20 years
- ☐ 25% of West of Scotland population registered with some form of disability/mobility issue and this is likely to increase
- ☐ Reduction in public expenditure – estimated at 20% over next 5 years
- ☐ The Scottish Ambulance Service Patient Transport Service Eligibility Criteria focused on “clinical need”
- ☐ Changes in the way Health and Social Care Services are delivered



The health and social costs of loneliness and isolation to the state and the potential impact of Community Transport scheme can be summarised as follows:

There are approximately 14 million people over the age of 60 in the UK of which over 4 million may be suffering from loneliness and isolation.



A growing problem

The direct effect of suffering from loneliness and isolation can lead to a deterioration in well-being. Reductions in personal wellbeing including:



Depression



Disrupted sleep and memory loss



Stress and anxiety



Difficulties in regulating behaviours

... and these direct effects can have follow-on indirect effects across society. More individuals suffering impose costs across society including:



Greater health costs



Greater pressure on carers



Greater social care costs

... these effects will impose an additional cost on public services...

That is causing individual harm and putting pressure on public services



... and these additional costs from loneliness and isolation can be significant...

Between £1.3 billion and £2.9 billion a year

This compromises increased costs from:

- Earlier admittance into residential or nursing care
- Increased use of home and day care services
- Higher rates of non-elective hospital admissions

- Increased proportion of domicile GP visits
- Increased A&E visits

Even at an individual borough level, the costs can be significant. It is estimated in Ealing the costs could reach £10 million a year

... there are nonetheless mitigations that can be pursued to reduce these costs...

And is imposing a significant and growing cost to the public purse



Community Transport Schemes are one such mitigation...
Community Transport Schemes can reduce loneliness and isolation amongst the elderly through:



Opportunities to
socialise



Access to public services
sooner and more readily

Savings of between £0.4 billion and £1.1 billion a year

At the level of Ealing, savings could reach £4 million a year

... which can save money for the public purse and relieve pressure on public services.

But for which
mitigations
exist, such as
community
transport

SPT's STRATEGY FOR THE DEVELOPMENT OF COMMUNITY TRANSPORT

- Since 2008 provided funding of over £4.7m and leased 22 low floor buses
- Established the West of Scotland Community Transport Network – launched in March 2013 - endorsed by the Traffic Commissioner
- Network has developed a Quality Framework, linked to Membership of the Network
- Developing Community Transport throughout West of Scotland in areas where there is little or no provision – North Lanarkshire, South Ayrshire, West Dunbartonshire and North Ayrshire
- 30 services funded/supported
- Developed and set up Back Office and Ticket Machine support to enable CT to deliver community bus services in future
- Developing a Community Transport Public Social Partnership
- Developed Website – www.spt.co.uk/community-transport





The Network is a partnership between Strathclyde Partnership for Transport and the Community Transport Sector throughout the West of Scotland and has been established to assist in bringing:

- co-ordination;
- enhanced quality; and
- better use of resources within the sector

➤ **Main aims are to:**

- Work in partnership with CT Operators to deliver community and demand responsive transport
- Establish and maintain standards for CT services across the network
- Build the capacity of existing CT operators in relation to social impact, financial sustainability, training, volunteering, quality management and fleet development
- Develop new CT initiatives to address gaps in the network
- Promote the sector to communities, funders and service commissioners

➤ CT Quality Framework:

- Standards that support the development of a professional and accountable CT sector and are appropriate to the legal and practical framework of the CT sector
- **Main Quality Areas:**
 - Vehicle Management
 - Governance
 - Finance/Planning
 - Operations
- 23 Members (1/3 of CT Operators in the West of Scotland)
- Support and training is available to CT Orgs. experiencing difficulties in achieving or maintaining standards from SPT and members of the WoSCTN Steering Group



TRANSPORT SOLUTIONS DELIVERED BY COMMUNITY TRANSPORT ON BEHALF OF STATUTORY PARTNERS

- Timetabled Community Bus services
- Hospital Evening Visiting Transport Service
- East Ayrshire Social Work Transport
- Social Work Voluntary Club Runs Transport
- ASN School Transport

➤ **GCC SOCIAL WORK VOLUNTARY CLUB RUNS TRANSPORT:**

- ☐ Was costing £500K overtime only
- ☐ SPT scheduled journeys to achieve savings with runs operated by CT sector, utilising Council's fleet
- ☐ Result? TOTAL cost now < £300K per annum and with more clubs added – 6 years on!!
- ☐ A delivered saving of 42% per annum over last 6 years - £1.2M saving
- ☐ Feedback from user groups is that the service is delivered better than before

➤ **CARDINAL WINNING SCHOOL**

- 2 ASN schools in Glasgow merging
- SPT planned their transport requirements with CT delivering the service
- Moved from traditional house pick up to nearest bus stop
- Increased number of pupils picked up by 50% within the allocated timescale
- Has assisted with independent travel for pupils
- Increased from initial 2 vehicles to 6
- Taxi saving for the Council of £60K per annum

COMMUNITY TRANSPORT PUBLIC SOCIAL PARTNERSHIP (PSP) DEVELOPMENT

How can PSPs be defined?

‘A strategic partnering arrangement which involves the third sector earlier and more deeply in the design and commissioning of public services’

Source: Scottish Government, ‘A Formal Guide to Forming & Operating Public Social Partnerships’ July 2011

- ☐ Voluntary partnerships involving one or more organisation from both the public and third sectors, and potentially from the private sector
- ☐ Applicable to a range of services
- ☐ Based on co-planning approach where organisations jointly design services based on service user needs, with the model building in an opportunity to pilot services to ensure effectiveness
- ☐ Requires resources (financial and/or people) to be contributed by all parties
- ☐ The public and third sector organisations share responsibility for managing the PSP, designing and piloting the services
- ☐ Once piloted, the new service can be competitively tendered

SPT Community Transport PSP

- ❑ Main Partners – SPT, Service Users, CT Network, The CTA
- ❑ The partners agreed that the aims of the Network and the challenges faced by the Network and SPT could be met through the development of a PSP
- ❑ In order to achieve this two work streams were identified:
 - ❑ **Design/Re-design Demand Responsive Transport Services:**
 - ❑ User engagement
 - ❑ Identification of service gaps
 - ❑ Design of pilot projects for delivery by CT organisations
 - ❑ Commercial tendering
 - ❑ **Build the capacity and capability of the CT sector:**
 - ❑ Map and engage with the CT sector in the West of Scotland
 - ❑ Develop and deliver D1 training Programme
 - ❑ Develop and deliver volunteering and employability programme
 - ❑ Identify, design and fund IT Scheduling Software for CT Operators

➤ **DEMAND RESPONSIVE TRANSPORT SERVICE DELIVERY:**

- SPT and CT Network currently working in partnership to look at designing and piloting Demand Responsive Transport (DRT) Services
- **Current Projects:**
 - North Lanarkshire Transport for Employment, Education and Services (TEES) Project
 - South Ayrshire Carrick Villages Service
 - SPT MyBus DRT Service
- **Future Projects:**
 - Integrated Transport Hub Transport Services
 - Design and pilot DRT services, where identified
- Long-term vision is to enable CT Network to tender and deliver SPT's MyBus Services (DRT door-to-door service)

➤ **CAPACITY BUILDING OF THE CT SECTOR:**

➤ **Mapping Exercise of CT Sector in West of Scotland:**

- 63 Organisations identified
- Key challenges facing sector:
 - Training – 39% cost and access to qualified D1 drivers
 - Volunteers – 47% issues with attracting more volunteers
 - Funding – 60% problems finding funding – reducing grants

➤ **IT Infrastructure:**

- Implementing Scheduling Software to 10 CT Operators – This software will integrate with SPT's Systems to enhance future integration opportunities

➤ **CAPACITY BUILDING OF THE CT SECTOR:**

➤ **D1 Training Programme:**

- 29 eligible candidates have been referred by member organisations to date
- 9 have passed – 100% pass rate – 48% National pass rate
- 20 are going through the training process
- Early indications show up to 50% reduction in costs of training – D1 training costs between £1,000 - £1,300 per person
- 2 of the candidates, one long-term unemployed for 5 years and one unemployed for 12 years, commenced employment with their local CT Organisation on obtaining their D1 licence including a driver for the TEES PSP Project in North Lanarkshire

➤ **CAPACITY BUILDING OF THE CT SECTOR:**

➤ **Volunteering and Employability Programme:**

- 2 strands – Volunteering and Employability
- Employability – 2 pilots – Glasgow & Ayrshire
 - Glasgow – working with DWP – identify long-term unemployed
 - Ayrshire – working with Third Sector – identifying their clients
 - Programme involves 10 week training and work experience programme
 - Aim is to link into Commercial Bus Sector
- Volunteering:
 - Working in partnership with Volunteer Scotland
 - Developing an awareness and marketing strategy aimed at attracting people in local communities to volunteer for Community Transport

➤ **ADDITIONAL BENEFITS:**

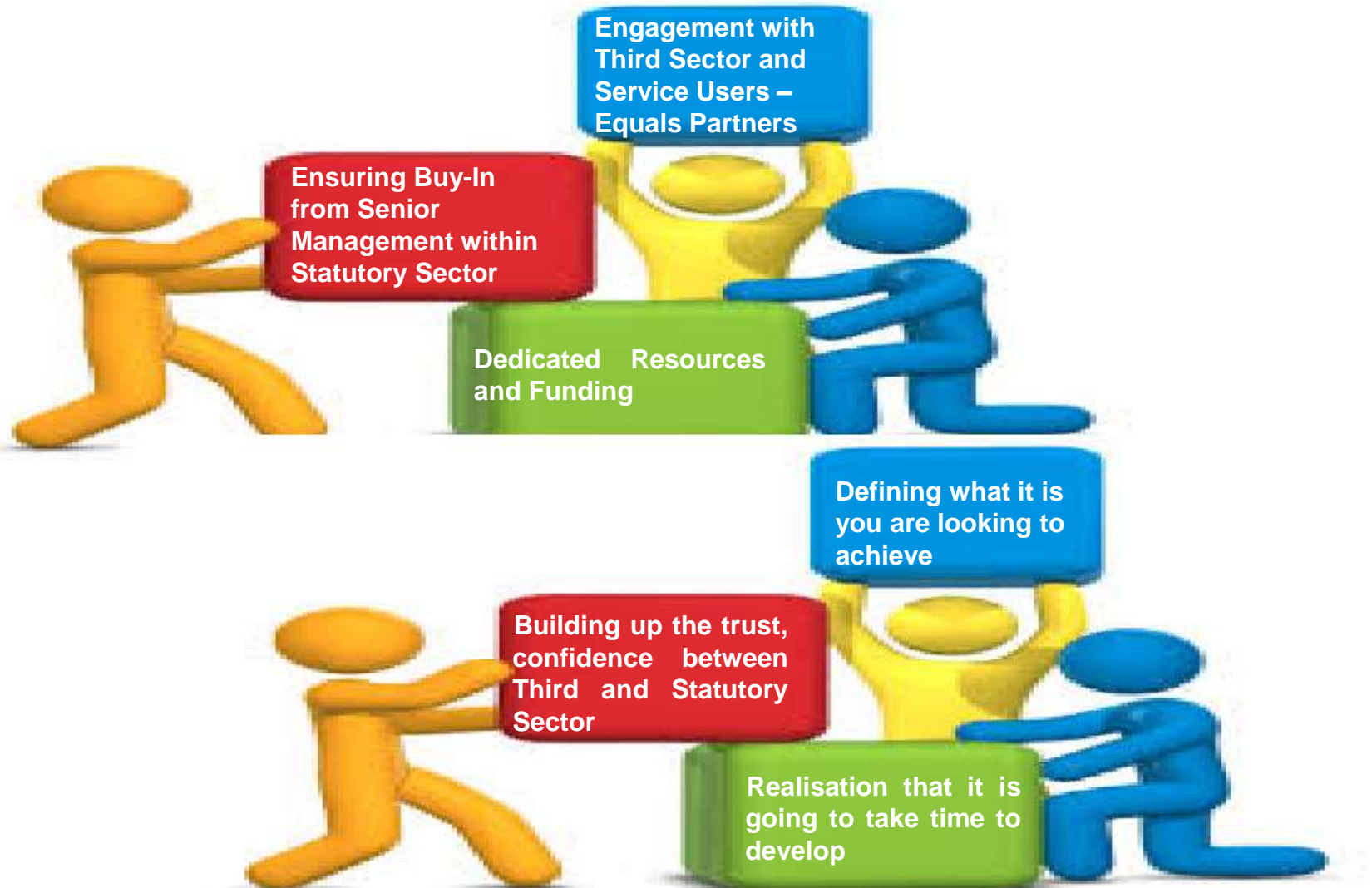
- An additional 5 CT Organisations have become members of the West of Scotland Community Transport Network so that they can access the D1 Training Programme
- 8 CT Organisations were successfully awarded onto SPT's Bus Services Tender Framework following a EU wide tendering exercise. This is 30% of operators on the framework

❑ **SUPPORT FROM READY FOR BUSINESS TEAM**

The Ready for Business Team are part of the Governance Group and the two work stream groups. The initial set up, development and implementation of the PSP may not have been realised or been as successful without their knowledge, assistance, support and guidance throughout the life of the project to date.




BUILDING BLOCKS TO A SUCCESSFUL PSP







BENEFITS OF PSP MODEL – SERVICE USERS/CT SECTOR




Service Users - Designing services that deliver real value through service user engagement



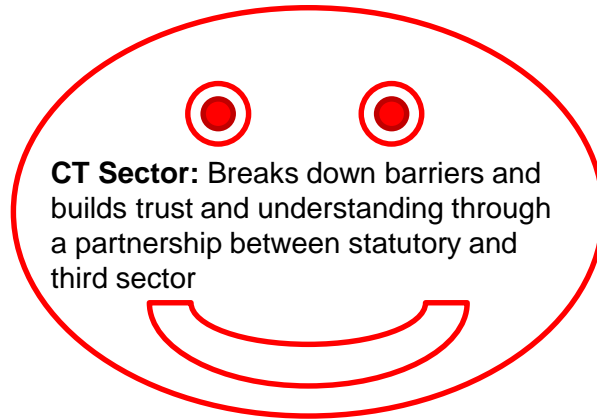
CT Sector: Builds up the experience of CT to deliver services given them more confidence to tender for services in the future




CT Sector: Opportunity to deliver services through a pilot phase prior to tendering services



CT Sector: Equal partner in the redesign /design of services commissioned by statutory sector



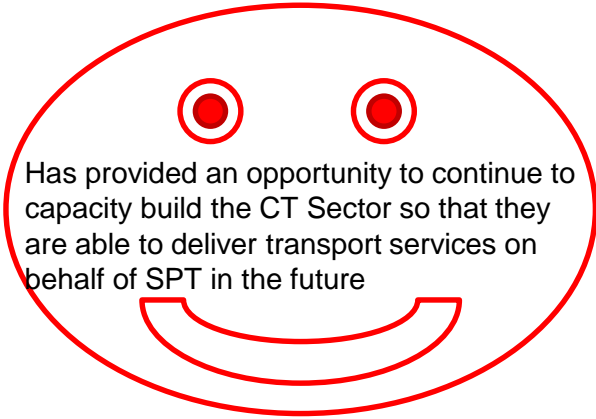
CT Sector: Breaks down barriers and builds trust and understanding through a partnership between statutory and third sector



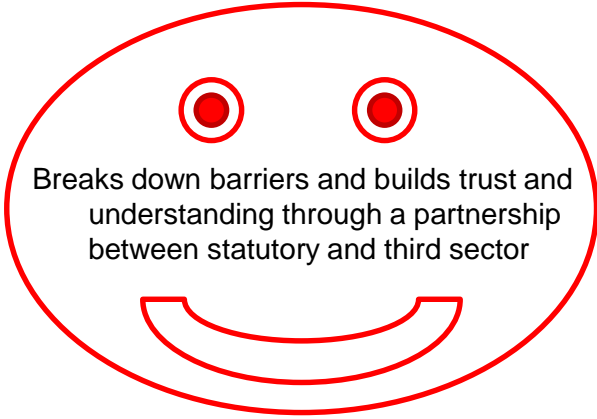
CT Sector: SPT PSP has provided an opportunity for the CT sector to continue to capacity build




BENEFITS OF PSP MODEL – STATUTORY SECTOR




Has provided an opportunity to continue to capacity build the CT Sector so that they are able to deliver transport services on behalf of SPT in the future




Breaks down barriers and builds trust and understanding through a partnership between statutory and third sector




Allows the piloting of redesigned or new designed services prior to tendering them



Builds up commissioners confidence in the CT sector to be able to deliver services



Potential cost-savings associated with service changes



Creates of a more dynamic market-place for services, offering greater choice

PSP Model should be seen as an opportunity not a threat by all partners!!



West of Scotland
Community Transport
Network



Ready for Business



AWARD WINNING PSP!!



**SPT's Community Transport PSP
Social Enterprise Scotland 2015 Awards
– Buy Social – Market Builder Winner**

PSP/COMMUNITY TRANSPORT

..... NEXT STEPS

❑ OVERALL AIM:

“Design and deliver transport solutions, through service user engagement, to meet the needs of those unable to use mainstream public transport”

This will be achieved by:

- ❑ Developing closer partnership working with Community Transport
- ❑ Design and deliver innovative transport solutions – embedding the PSP Model
- ❑ Develop Mobility and Accessibility Strategy, including:
 - ❑ Independent Travel Training
 - ❑ Buddy Schemes
 - ❑ Awareness Raising

❑ CT INVOLVEMENT IN INTEGRATION OF HEALTH AND SOCIAL CARE TRANSPORT AGENDA

- ❑ SPT is leading on an Integrated Transport Hub – partners include 3 NHS Boards, Scottish Ambulance Service, Scottish Government, CT and Local Councils
- ❑ Partners see CT being able to play a key role in the delivery of health and social care transport going forward
- ❑ CT able to deliver flexible, innovative, affordable and person centred transport solutions – Renal Dialysis, Outpatient, Cancer, Discharge – Making use the PSP Model, where relevant
- ❑ Scoping out the development of a Regional Volunteer Car Scheme, built around the existing car schemes in the West of Scotland – using PSP Model

ANY QUESTIONS?

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