

Item:
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Report to Partnership Meeting 3 June 2014

RESEARCH AND STRATEGY DELIVERY

Highland Integrated Transport Provision Pilot Project

PURPOSE OF REPORT

To inform the Members of the current status of the Highland Integrated Transport project which secured funding from the Scottish Government as one of two pilot integrated transport projects designed to explore new approaches to the provision and integration of health and social care transport.

PROJECT DETAIL

The Highland Integrated Transport Provision Project is an on-going action learning (Pilot) project focusing on the Lochaber area aimed at developing a model that can be expanded across the entire Highland area.

The main driver for this project is the Audit Scotland Report on Transport for Health and Social Care of August 2011 which identified that transport services for health and social care are fragmented and there is a lack of leadership, ownership and monitoring of the services provided.

There are 4 project partners – NHS Highland, Scottish Ambulance Service, Highlands and Islands Transport Partnership (HITRANS) and The Highland Council.

Developing partnership working – amongst the project partners, transport providers and community representative organisations – is an important principle and goal for this project, enabling a better co-ordinated and integrated transport response for all users.

The scope of the project incorporates the key sectors of health and social care, and in addition, the requirement to support social inclusion and to consider aspects of home-to-school transport delivery in rural areas in developing an overall integrated transport service capable of meeting the project objectives.

The Pilot Project is the introduction of the Lochaber Transport Advice & Bookings Service (referred to as the central project initiative).

To guide progress towards achieving the Audit Scotland aim of delivering an integrated transport service through promotion of a co-ordinated hub, a two-stage implementation model has been designed for this project:

- I. an initial starting point with two points of access for enquirers – the SAS Scheduled Care Planning and Contact Centre (Patient Transport Service); and the new Lochaber Transport Advice & Bookings Service.
- II. an end point of an integrated transport hub with a single point of access for all enquirers.

The pilot project will support the delivery of the central project initiative over a 19-month period involving three phases: set-up (3 months); operations and evaluation (12 months); and a tendering/operations maintenance phase to establish the means of delivering the on-going provision of the core service management (4 months).

The key project milestone delivered to date in the project is the appointment of the third sector delivery partner. This role has been awarded to Voluntary Action Lochaber (VAL). VAL will manage and operate the new Lochaber Transport Advice & Bookings Service. VAL will also manage local community engagement utilising their existing networks and engaging with community organisations including the Lochaber Transport Forum.

VAL have begun stakeholder engagement in Lochaber and have reported back to the project on the early findings from this process. The pilot project has been well received from all stakeholders, partners and transport delivery partners engaged with to date. Even at this early stage of the project it is clear that there are a number of issues emerging around fragility of Community Transport Groups and weakness in the pool of volunteer drivers currently available. We believe that the existing community groups have current difficulties in recruiting, retaining and managing volunteer drivers with suitable D1 driving licences. Recruitment of staff for the project is complete and with a full time LTABS Co-ordinator and 2 x part time operators appointed by VAL.

PROJECT COSTS

Forecast project costs for each of the three phases are: set-up - £16,262; operations - £77,171; tendering and maintenance - £23,388; leading to a total projected cost for this part of the overall project of £116,821.

The total projected cost of £116,821 is financed by contributions from: Scottish Government - £66,262; Highland Council - £25,559; and Highland and Islands Transport Partnership (HITRANS) - £25,000.

The proposed funding schedule for the delivery of the central project initiative is given in Table 1, below.

Table 1: Financial Summary

SET-UP PHASE (January 2014 – March 2014)	
<i>Projected costs</i>	£16,262
<ul style="list-style-type: none"> Financed by Scottish Government 	£16,262
OPERATIONS PHASE (April 2014 – March 2015)	
<i>Projected Costs</i>	£77,171
Financed by:	
<ul style="list-style-type: none"> Scottish Government 	£50,000
<ul style="list-style-type: none"> Highland Council 	£13,586
<ul style="list-style-type: none"> HITRANS 	£13,585
TENDER / MAINTENANCE PHASE (Provisional: April 2015 – July 2015)	

<i>Projected Costs</i>	£23,388
Financed by:	
• Highland Council	£11,973
• HITRANS	£11,415
TOTAL PROJECT COSTS	
<i>Projected Costs</i>	£116,821
Financed by:	
• Scottish Government	£66,262
• Highland Council	£25,559
• HITRANS	£25,000

Recommendation

1. Members are asked to note this report.

Risk	Impact	Comment
RTS delivery	√	Supports RTS objectives in improving accessibility to healthcare.
Policy	√	Supports the RTS Horizontal Measures designed to support Community and Health Transport.
Financial	-	The project is identified in the Business Plan.
Equality	√	The project will improve accessibility and reach of health transport for access to healthcare facilities.

Report by: Ranald Robertson
Designation: Partnership Director
Date: 26th May 2014