

The Highland Council

Lochaber Area Committee – 25 November 2014

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| Agenda Item | 6 |
| Report No | LA 35/14 |

Integrated Transport Project - Update

Report by Director of Community Services

Summary

This report updates Members on the Project being carried out under the governance of the Council's Corporate Improvement Programme, to examine the options for improving the integration of transport services for health and social care and social inclusion.

1. Background

1.1 Audit Scotland carried out an audit of Transport for Health and Social Care in 2011 and the key findings of that report were reported to the Transport, Environmental and Community Services Committee on 15 March 2012 (Report TECS-31-12).

1.2 Audit Scotland's report, which reviewed the position across Scotland, stated:

“Transport services for health and social care are fragmented and there is a lack of leadership, ownership and monitoring of the service provided. The Scottish Government, Regional Transport Partnerships, Councils, NHS Boards and the ambulance service are not working together effectively to deliver transport for health and social care or making the best use of resources.”

1.3 To address the Audit Scotland concerns Highland Council, in conjunction with the Scottish Ambulance Service, NHS Highland, and Highlands and Islands Transport Partnership, established the Integrated Transport Provision Project. Lochaber was selected as the pilot area and the main project initiative, the Lochaber Transport Advice and Bookings Service (LTABS), became operational on 16 June 2014. It will operate for one year, until mid-June 2015; with a provisional operating period of a further four months should it be determined that there is merit in expanding the functionality to other parts of Highland. Voluntary Action Lochaber delivers the LTABS service on behalf of the project partners.

2. Lochaber Transport Advice and Bookings Service (LTABS) Activity

2.1 Key activities for LTABS are:

- Work with NHS Highland, Scottish Ambulance Service (SAS), Highland

Council, community representative organisations and transport providers to aid the co-operative development of transport solutions.

- Provide an information service to provide enquirers with appropriate travel options. This is about the interpretation of the enquirer's overall travel needs in order to determine how a person should most appropriately travel.
- Build the working relationships and query with the Patient Bookings Service and Patient Transport Service whether appointments and eligibility decisions can be reviewed.

2.2 The promotion of the LTABS service has been considerable and will continue, seeking engagement in the coming weeks with community councils and health professionals. The leaflet developed for promoting the service is included as **Appendix 1** to this report.

2.3 Health-related transport requirements predominate; this was borne out in the overview of solutions developed by the Lochaber Transport Advice and Bookings Service. LTABS received 77 enquiries requiring action in the first 4 months of operation (mid-June to mid-October 2014). 43 of 52 positive solutions were healthcare related, primarily for travel to 3 healthcare venues – Raigmore Hospital, Belford Hospital and Fort William Health Centre.

2.4 Whilst this health transport focus reflects the flow of enquiries into LTABS, there are continuing efforts to ensure that the social inclusion dimension is not unattended. LTABS are making direct contact with Lochaber Community Councils and are currently assisting Acharacle Lunch Club with a review of transport options for a thrice-weekly service. LTABS has previously assisted Lochaber Sensory Care, High Life Highland and Meet4lunch Club (Treslaig Hall) with solutions for their social inclusion transport requirements.

3. Transport Programme

3.1 Highland Council's transport programme has emerged through the process of identifying ways to reduce expenditure over 2015-19. Led by Highland Council, under the sponsorship of the Director of Community Services, the programme has participation from NHS Highland, Scottish Ambulance Service, Highland Third Sector Interface, Community Transport Association, Voluntary Action Lochaber and Highlands and Islands Transport Partnership.

3.2 Activity will focus on identifying savings potential within Highland Council's public and school contracted transport services. To enable the most cohesive approach with Transport Programme Partners they have been invited to identify and share their transport expenditure and savings targets.

4. Implications

4.1 Resource Implications: there are no new resource implications for Integrated Transport Provision Project – the project has secured the second tranche of Scottish Government funding as a result of the September interim report being approved.

- 4.2 Equalities Implications: at the core of the work of the Lochaber Transport Advice and Bookings Service is to work towards transport solutions specific to the needs of the user; as a result, the capabilities and circumstances of each case are central to the options developed.
- 4.3 Climate Change/Carbon Clever Implications: LTABS seek to provide the most effective solutions. Whilst it is difficult to secure benefit in the provision of solutions for individuals the provision of solutions for organisations creates better opportunities to be more carbon clever.
- 4.4 Risk Implications: LTABS operates in close co-operation with commercial and community transport providers, and with the health professions to ensure that transport options proposed are appropriate for each particular purpose.
- 4.5 Gaelic and Rural Implications: there are no specific implications associated with these matters. It is readily apparent that options are typically restricted the more rural the location; LTABS puts significant effort into finding solutions in such circumstances and has assisted in locations such as Strontian, Mallaig and the Small Isles.

Recommendation

5.1 Members are invited to note the progress of the Integrated Transport Provision Project and to support its ongoing endeavours through the Lochaber Transport Advice and Bookings Service.

5.2 Members are invited to note the advent of the Transport Programme and its focus to generate savings over 2015-19.

Designation: Director of Community Services

Date: 13th November 2014

Authors: Stephen Graham (Project Manager)

Background Papers: N/A

Appendix 1 – LTABS LEAFLET



Our aim is to provide an information service, to offer advice and assistance on appropriate transport options for groups or individuals within the Lochaber area.








Seirbheis Comhairle is Clàraidh Còmh-dhail Loch Abar





Seirbheis Comhairle is Clàraidh Còmh-dhail Loch Abar
Lochaber Transport Advice and Booking Service



Do you need help with :-
 Getting to your lunch club ?
 Getting to a health appointment?
 Getting to the shops ?
 Organising transport for patients ?

Then contact LTABS on

01397 701 022
info@ltabs.org.uk

