

## Appendix E

**Updated Self assessment checklist for Regional Transport Partnerships, the ambulance service, NHS Boards, councils and other partners to improve transport for health and social care.**

<b>Action</b>	<b>Assessment of Current Position (Reported January 2012)</b>	<b>Comments on Current Position (Reported January 2012)</b>	<b>Progress Made since January 2012</b>
We routinely collect data on the activity, costs (including unit costs) and quality of services we provide	Yes – in place but needs improving	Financial monitoring and reporting is undertaken on all aspects of transport. Spends are reviewed and associated with each activity. Quality of service is routinely monitored for School Transport, whereby a Contract Monitoring Officer undertakes daily spot checks, undertakes site visits following complaints and produces bi-annual quality monitoring reports. There is less activity undertaken to monitor and collect information on the quality of Social Work Transport and in particular the councils in-house passenger transport.	We have identified the need to have performance indicators in place to monitor more closely how we are performing with all our transport services, which will in turn provide data on the quality of service and this will compliment our spend analysis. Primarily this will be focused around increased levels of routine monitoring of services and annual customer satisfaction surveys for those transported on councils in-house passenger transport. It is anticipated these will be introduced over the course of this financial year.
We routinely benchmark performance and cost to ensure resources	Yes – in place but needs improving	All School and Social Work transport is procured through the undertaking of a competitive tender process and where practical transport is conducted by utilising the Councils in-house	It is anticipated that the introduction of performance indicators, as above noted, will allow us to better draw a direct comparison between performance and

<p>are used efficiently</p>		<p>passenger fleet. This process allows the Council to ensure that transport procured is best value. As above noted performance is monitored by a Contract Monitoring Officer. More work could be undertaken to draw a direct link in terms of benchmarking performance and cost.</p>	<p>costs as we will have substantially more data to indicate how we are performing than at present.</p>
<p>We regularly review funding arrangements for transport for health and social care to ensure that they maximise value for money and reflect local need</p>	<p>Yes – in place but needs improving</p>	<p>All Social Care transport is subject to an assessment being completed by officers in Social Care and Wellbeing. Only if a client passes the assessment criteria, is transport put in place. Transport is arranged with operators who have been approved following a tendering process or they are transported using the council's in-house passenger transport ensuring low costs. Improvements can be made by increasing the levels of joint working.</p>	<p>Work is ongoing through HTAP for increased levels of working with partner organisations. The proposed introduction of a health transport information hub will allow the partner organisations to collate more data as to what the public needs are for access to health and social care. Since January it has been established that the Scottish Ambulance Service will manage the transport hub. Work is ongoing to establish a base for this and a staff resource, Scottish Ambulance Service officials have already identified a number of sources which are undergoing further investigation.</p>
<p>We have improved how we arrange transport services within our own organisation and considered the need for a central team or</p>	<p>Yes – in place and working well</p>	<p>As aforementioned all of the Council's passenger transport is arranged through the Public Transport Unit. This central point has allowed for greater integration between school, social work and in-house transport services. In addition we have utilised our in-house passenger fleet more effectively since early</p>	<p>No Action Required.</p>

coordinated approach		2010 by using these vehicles to provide School Transport, more ad-hoc social work transport and to provide a DRT service (Community Transport).	
We have reviewed the timing of appointments and care services to make sure that transport provision is considered.	Yes – in place but needs improving	The Public Transport Unit's primary Social Care service function is transport to day centre's and day activities. The timings of these cannot realistically be altered due to the nature of the service they provide. However a number of the centres do have staggered start times which allow for one vehicle to undertake transport for multiple establishments. Most of the on demand ad-hoc Social Care transport requests are flexible in their timings which allow the PTU to ensure the most appropriate and cost effective transport can be used, particularly allowing utilisation of the in-house passenger fleet. More consideration could be undertaken from a Social Care aspect as to the placing of clients, particularly respite clients, as transport does not appear to be given due consideration in this aspect.	The main problem identified in this area is the locations of respite placements as they often do not compliment existing transport arrangements for clients. This is not an easy matter to resolve as there is generally a good reason for a respite placement being where it is. However the PTU have been receiving respite information in advance from Social Work colleagues and the most recent round of information has certainly allowed for more efficient transport being arranged as we have had notifications further in advance than previously.
We have reviewed the use of taxis and considered scope for efficiencies within our own organisation and in partnership with others	Yes – in place but needs improving	All School and Social Work transport is subject to competitive tender, which ensures best value. We have examined the costs of using external operators against that of using our own in-house fleet. In the last year we have ceased using external operators to provide day centre transport and this is now fully delivered in-	Ongoing work through the HTAP no progress to report.

		<p>house. We have also utilised our in-house transport to deliver two more school transport services, along with using the in-house fleet to deliver as many of the ad-hoc, on demand Social Care transport requests as possible. Further work is required to examine the potential of working in partnership with others. Work is ongoing under the HTAP to identify opportunities for partnership working and to establish if efficiencies can be made. This level of work is likely to take a relatively considerable period of time.</p>	
<p>We have worked with partners to clarify responsibilities for planning and delivering transport for health and social care.</p>	<p>No – but action in hand</p>	<p>The Council has not undertaken any work on this aspect. However the matter has been raised and will be progressed through further work of the HTAP.</p>	<p>Ongoing work through the HTAP no progress to report.</p>
<p>We have put systems in place to routinely engage with service users to ensure that their views inform the development of transport for health and social care services.</p>	<p>Yes – in place but needs improving</p>	<p>This area is relatively poor. The Council has undertaken satisfaction surveys, but not to any great extent with regards to Education or Social Care Transport services and certainly measures are required to improve engagement. The Community Transport DRT service was designed following surveys and consultation with service users and we annually undertake satisfaction surveys with members of the service. Any suggestions are taken into consideration and issues are addressed. Action</p>	<p>As above noted we will soon be undertaking annual customer satisfaction surveys for all clients who are transported on the Councils in-house passenger fleet. We also hope to survey social work colleagues and establishments in the near future to establish their thoughts on how transport services are delivered. We would always discuss and consult on developments or changes to transport</p>

		is required in this area.	with Social Work colleagues.
We assess the impact of service changes on users and other services, taking account of transport needs.	Yes – in place but needs improving	All service changes require an Equality and Human Rights Impact Assessment to be completed. All PBB options which may have affected these services would also have been subject to Equality and Human Rights Impact Assessments. Improvements can be made by further engaging with service users and working with partner organisations to ensure viable transport options are available.	Ongoing work through HTAP. No progress to report.
We ensure that transport for health and social care services are based on an assessment of need and regularly monitor and evaluate them to ensure value for money.	Yes – in place and working well	Social Care transport is only put in place following an assessment for eligibility. This eligibility is reviewed by Care Managers on an annual basis. Transport is only put in place with operators who have been through a competitive tendering process, so this also ensures best value.	No action required.
We have ensured that staff members are well informed about all transport options in our area so that they provide good information to the public about available transport options, eligibility criteria and	Yes – in place but needs improving	This is an area which has weakened over the past couple of years. When the council operated Concessionary Travel schemes, the team administering these schemes had good knowledge about transport options in the region and was able to disseminate this information. With a reduction in the team and less involvement in this area knowledge certainly has been reduced and needs to be reviewed. Also, as aforementioned, consideration is being given	As above noted the health transport information hub is being further progressed through HTAP and is moving closer to implementation. We will also require a number of PTU staff, as part of their personal development plan, to refresh their knowledge of concessionary travel schemes and transport options over the next year.

charges.		to the creation of a 'health transport information hub'. This hub would have three main functions: to provide information on available transport services to those requiring transport for health purposes; where appropriate to broker trips e.g. on community transport services; and, to create an information database on trip requests for planning purposes as there is currently only limited information on unmet travel needs.	
We have put in place a plan to integrate or share services where this represents more efficient resources and better service for users, including considering an integrated scheduling system.	Yes – in place but needs improving	As above noted all of the Council's passenger transport is arranged through the Public Transport Unit. This central point has allowed for greater integration between school, social work and in-house transport services. Also we have utilised our in-house passenger fleet more effectively since early 2010 by using these vehicles to provide School Transport, more ad-hoc social work transport and to provide a DRT service (Community Transport). In addition investigations are being conducted looking at the possibility of a shared Public Transport Unit with Aberdeenshire Council. Aberdeen City Council currently does not use an integrated transport scheduling system. All transport is scheduled manually. Further investigations will also be considered under the HTAP to examine whether further integration or scheduling can be undertaken with partner organisations.	Ongoing work through HTAP. No progress to report.
We collect information	Yes – in	Applications for School Transport and Social	Ongoing work through HTAP. No

<p>on the personal characteristics of people who need transport for health and social care to allow monitoring of equality and diversity and to develop services that meet their needs.</p>	<p>place and working well</p>	<p>Care Transport Eligibility Forms/ Transport request forms require full information to be detailed with regards to each service user's requirements and needs. This includes mobility aids/wheelchair information, medical information, behavioural information and emergency procedure information, all being detailed. This, along with transport assessments, means we can ensure transport is tailored to meet service users needs, including whether they require an escort on transport. In addition, with the Community Transport services, users must notify the PTU at the time of booking of any mobility aids used / wheelchair type and any medical conditions.</p>	<p>progress to report.</p>
<p>We involve the voluntary sector in the planning and delivering transport for health and social care to meet the needs of the local population.</p>	<p>No – Action needed</p>	<p>Currently we do not undertake any large involvement with the voluntary sector. Discussions had been held in previous years around whether the Council and voluntary organisations could assist each other. It is anticipated that further work through the HTAP will allow this Council to be more proactive on this front.</p>	<p>Ongoing work through HTAP. We have however introduced a transport run whereby our in-house passenger transport is providing after school transport on behalf of VSA. This is sharing a transport resource already in operation for the Council and has been implemented as a trial. It has proved to be positive in opening lines of communication between the PTU and the voluntary sector and sharing a resource which is more cost efficient.</p>