

***Scrutiny Review – Service  
Based Transport in Adult  
Social Care***

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## **Why was Service Based Transport developed?**

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- Changing agenda for adult social care
- Increased value for money needed
- Increased flexibility for service users needed
- Improved support for carers needed
- Improved standard of vehicles needed

## **Policy Framework**

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- Valuing People (2001) and Valuing People Now (2007)
- National Service Framework for Older People
- Our health, Our care, Our say
- Local strategic frameworks

## **Decision Process**

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- Best Value Review
- External Consultancy
- Separation of commissioning and operational elements of PTU.
- Service based transport agreed by DMT November 2005.
- Approval Cabinet Procurement Committee 12<sup>th</sup> May 2006

## **The case for service based transport**

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- Increased flexibility for service users/carers
- Improved value for money
- Better/greener vehicles.
- Reduction in travelling times for LD clients
- Increased community access for service users in line with Well-being agenda

# Community outings



- Providing transport for our service users enables LD services to drop people off to their college course and other activities
- Service users enjoying a trip out to Golders Green Park with the new transport, alongside the same staff that support them on transport in the morning/evenings

# Flexibility



- The new minibuses have enabled LD services to support 4 service users to a art studio in central London. Because of the distance it was difficult to support via public transport and limited the amount of time spent in the studio



- Service users enjoying a evening out at a night club. With the new transport LD services were able to pick service users up from home late in the afternoon and support them home after 22.30pm that evening

## Day service manager OPS

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- *“A major improvement for older people arising from the service based model is that the vehicles are available during the day to facilitate client activities outside the OP Day Centres, e.g. attending an art/sculpture project in the National Gallery, attending consultation meetings, going to garden centres to purchase plants for centre-based gardening projects, undertaking escorted shopping trips to Wood Green and elsewhere for people with mobility difficulties.*
- **Managers, OPS Day Centres**



## **CSCI inspection report**

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- *“ A range of activities was also shown for each person and these were undertaken in the community and included visiting a library, going to the pub, cinema, parks, a club on a Monday evening and a weekly trampoline session in a community setting.”*
- **Extract from Unannounced CSCI inspection report July 2008**

## Supporting Carers

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- *“It’s better than before. There is better communication. I can get out and get my young son to school on time in the mornings because they have been able to pick my other sons up early for the centre.”*
- ***Mrs B, parent of two sons with LD who are users of adult day opportunities***

## Supporting Carers

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- *I have a lot of hospital appointments, some of them in Central London and I'm now able to get to them on time because the service can pick my son up early in the morning and if I'm late getting back from an afternoon appointment he is dropped home later."*
- ***Mrs F, elderly parent of Ermine road service user.***

## **Impact of separation from Children's transport**

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- Initial budget pressures balanced by subsequent efficiencies
- Some drivers redeployed to social care with small number of redundancies
- Reduced recharges to CYPS

## **Financial implications and Value for Money**

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- Spend in 08/09 on target.
- Increased efficiency and effectiveness of vehicle use for same budget
- Rolling programme of vehicle replacement leading to increased quality of vehicles for service users
- Adherence to new EU emission standards in 2010.

## **Conclusions**

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- Changing agenda for adult social care has been enabled
- Increased value for money achieved
- Increased flexibility for service users achieved
- Improved support for carers achieved
- Improved standard of vehicles achieved