

Scrutiny Review Service Based Transport
23rd January 2009

1. Apologies

Apologies were received from Cllr Butcher.

2. Urgent Business

None received

3. Declarations of interest.

None received.

4. Minutes of the last meeting.

Matters arising:

- It was noted that answer machines have been installed at Day Centres in the Older Peoples Service
- It was requested that briefing notes regarding the provision of passenger services through Ashley Road depot and the condition of Keston Road Day Centre be distributed to the Panel.
- In respect of the provision of specialist transport advice to Adult Social Care, the Panel was made aware that a new Transport Manager had been appointed at Ashley Road.
- The Panel were informed that transport routes would be mapped in the final report.

Agreed: The Panel approved the minutes of the meeting held on 30th October 2008.

5. Report from Adult Social Care

Adult Social Care presented a paper to the Panel detailing how day centres intended to monitor transport provision across the service. The report detailed what data the services would aim to collect and provided specimen monitoring sheets which would be used to capture this data. The report also provided a preliminary analysis of the data that this system would yield.

A summary of the main discussion points to arise from this report are as follows:

- The service reported that transport data is now routinely collected across the day centres.
- The service was aware that given the large number of vehicles involved (n=25), there was the potential to create a large amount of data which may become unmanageable. It would monitor the situation closely to ensure that only data that was strictly necessary would be collected.

- The service is currently in the process of devising a more effective system to analyse monitoring data. In future, monitoring sheets will be collated and analysed through a central administrative team rather than in the day centre.
- Although a number of suggestions had been put to the service about data collection and service monitoring, the Panel was keen to emphasise that it did not wish to burden the service unnecessarily. It therefore suggested that the service needs to carefully prioritise what data it needed to collect.
- The Panel also highlighted that it may be useful to develop a range of service standards which related to the monitoring data: this could include maximum journey lengths, pick-up or drop off times.
- The Panel noted that the cost of individual passenger journeys was approaching £30. The Panel noted that this appeared to be a high and would naturally precipitate questions about alternative methods of transportation (underlining the need to illustrate what was included within this cost).

6. Report back from consultation with key stakeholders

The Panel noted the report detailing the consultation findings with the three key stakeholder groups: service users, carers and staff. A presentation was given to the Panel highlighting the main findings from this consultation process (attached). The key points to arise from analysis of data from the three consultations were:

- Service reliability and safety of paramount importance to carers.
- High levels of service satisfaction among both service users and carers.
- There is evidence to suggest that new system has improved transport provision.
- Punctuality of service was good; though there were areas where improvements can be made.
- Journey times were also perceived to be good; though targeted work needed to improve (i.e. route planning)
- New transport has provided consistency in drivers/ escorts: improved care for service users.
- High levels of satisfaction with drivers/ escorts.
- New transport flexible: improved access to day opportunities.
- Although new transport is more responsive to carers, there is need for more flexibility (working carers).
- Implementation of new system has unresolved staff issues: training, terms & conditions, cover.
- Lower levels of satisfaction with Keston Road services (imps. for service change)
- New vehicles have enhanced service provision– more sensitive procurement process.

7. Review of evidence

This being the penultimate meeting of the review, the Panel reviewed the key evidence that it had received. It was noted that the Panel had received evidence through:

- Panel meetings
- Reports from Adult Social Care
- Representations from service users, staff and carers
- 3 site visits (The Grange, Ermine Road, and Keston Road)
- Consultation feedback from service users, carers and staff.

The Panel noted some key areas where it would consider recommendations for the review:

- Availability of community transport for other older and vulnerable people in the community.
- Project management – Project initiation and ongoing monitoring
- Financial monitoring - Financial control, cost effectiveness
- Service Monitoring – improving management tools, monitoring performance and operational effectiveness
- Journey times & punctuality – establishment of service standards
- Provision of specialist transport advice to Adult Social Care - route planning and service efficiencies
- Utilisation of vehicles outside of day centre hours - linkage with other transport services
- Resolving workforce issues – staff training, terms & conditions and cover
- Service user and carer satisfaction (ongoing)
- Future improvements to the service

The Panel noted that it would consider the evidence and make more detailed recommendations in the final review report.

8. Review completion process

The Panel expressed the view that it would like the final report to go to the main Overview & Scrutiny Committee on 16th March 2009. The Panel agreed that it would aim to finalise the review report in time to meet reporting timeframes for Overview & Scrutiny Committee.

9. Date of next meeting.

The Panel agreed that this would be arranged once Members had developed recommendations for final report and synchronised with the above timeframe.