

Strategy -

3a Directors report on liaison between RTPs, and with the Scottish Government and Others

- Purpose of Report

The purpose of this report is to update the Board on liaison with other RTPs and with the Scottish Government and other organisations.

- Background

The following series of meetings have been agreed by the Board or have evolved through the meetings agreed by the Board:

- RTP Chairs and the Minister for Transport to meet twice yearly.
- RTP Chairs to establish an Association and to meet quarterly.
- Nestrans Liaison Sub Committees appointed for meetings with HITRANS/ ZetTrans and TACTRAN as neighbouring RTPs.
- RTP Lead Officers meeting quarterly now including Scottish Government and CoSLA.
- LABOF, Health and Transport & Freight Forum Steering Group meetings

- Recent Developments

Since the last Board meeting on 20 June 2012, the following meetings have been held:

- ❖ **Scotland railway planning, Glasgow, 26 June 2012**

This meeting was organised by Network Rail and was attended by the Regional Transport Partnerships excluding ZetTrans. The meeting discussed:

- The Route Utilisation Strategy (RUS) recommendations
  - This provided an update on progress
- Alternative RUS consultation
  - This provided a discussion on alternatives that Network Rail have been considering including:
    - Trams/ light rail
      - Needs heavy passenger flows and frequent stops to be effective
    - Community rail
      - Involves permitting the community to participate in ensuring the community benefits from the railway. (See the meeting with Transport Scotland below)
- Strategic Business Plan for Control Period 5
- Long Term Planning Process
  - This discussed proposed changes to the Rail Utilisation Strategies and their processes

❖ **SCDI dinner with the Transport Minister, Aberdeen, 26 June 2012**

This meeting was postponed as the Minister was called to speak in Parliament. The dinner has been re-arranged for 19 September 2012.

❖ **Press briefing, Aberdeen, 04 July 2012**

This was a dinner arranged to:

- Introduce the new Chair to the local press
- Update the press on our access to Heathrow campaign
- Update the press on progress with various transport projects across the North East.

The dinner was attended by Peter Argyle, Stephen Archer, Maggie Bochel and Derick Murray from Nestrans along with Dave Macdermid from BIG. The press represented were BBC, STV, P&J & EE.

The meeting consisted of a thorough chat through on progress on various issues and projects providing a good background knowledge for the journalists.

This resulted in a number of positive reports about a number of projects currently underway.

❖ **Health and Transport Action Plan Steering Group, Aberdeen, 17 July 2012**

The minutes of this meeting are attached as Appendix 1.

❖ **Nestrans/ Hitrans meeting with Transport Scotland re Aviation policy, Edinburgh, 18 July 2012**

This was a meeting attended by Derick Murray and Dave Duthie of Hitrans with Transport Scotland to discuss the findings of the joint Nestrans/ Hitrans report into access to Heathrow and London. The meeting was also intended to discuss how we were going to use the report in influencing MP's/ MSP's/ MEP's/ DfT/ CAA & the EU in advance of the various consultations over the autumn/ winter period on aviation policy.

The conversation also included the following issues:

- 3<sup>rd</sup> runway at Heathrow
- BA takeover of BMI
- Importance of frequency of flights rather than simply capacity
- Importance of NE economy to Scottish and UK economy and the very significant and growing foreign workload of NE companies
- The mobility of the companies operating from the NE (i.e. how they could choose to re-locate away from the UK)
- Landing charges at Heathrow and Gatwick deterring domestic travel
- Air Passenger Duty
- The level of detail we will need to have to influence
- The role of the EU in setting air policy

## ❖ **AGCC Chamber Breakfast on Transport, Aberdeen, 26 July 2012**

This meeting was attended by Peter Argyle, Ramsay Milne & Derick Murray. The meeting heard presentations from Derek Provan on the airport masterplan, John Wilson (AWPR Managing Agent) on the progress with the AWPR and Derick Murray access to Heathrow, rail issues and road issues.

## ❖ **RTP Lead Officers, Perth, 15 August 2012**

This meeting included a meeting with the Confederation for Passenger Transport (CPT) and a meeting of the RTP/ Transport Scotland Working Group looking at closer collaboration.

- Bus Issues
  - (i) CPT Liaison Meeting (See below)
  - (ii) Bus Stakeholder Group – Bus Investment Fund; Bus Policy Legislative Review
    - Bus Investment Fund
      - i. A paper was circulated asking for comments on the operation of a 3 year £3m/annum fund. This has been circulated to Aberdeen City and Aberdeenshire Councils for comment. The RTP Chairs meeting will be discussing an RTP view
    - Bus Policy
      - i. A paper was circulated on this and again this has been circulated to the Councils for comment. This will also be discussed at the RTP Chairs meeting. The paper includes:
        1. Registration of bus services
        2. BSOG
        3. Concessionary fares
        4. Statutory quality partnerships
        5. Community Partnerships
  - (iii) SPT 10-point plan
    - This was noted as a good starting point but needed to be widened to reflect the different conditions across the country. This ties in with the bus policy paper discussed above
- Rail Issues
  - (i) InterCity East Coast Franchise consultation
    - Nestrans requested Transport Scotland assistance in pressing the Department for Transport to hold a consultation meeting in Aberdeen.
    - The RTP's agreed to try and generate an all RTP response
  - Health & Transport update
    - (i) SAS Scheduled Care Programme Board Revised Terms of Reference
      - A draft version was issued but not discussed

- Electric Vehicle Infrastructure
  - (i) 2012/13 Plugged In Places funding
    - Noted the early stages of a fund to increase the number of publicly available charging points
  - (ii) E-Cosse initiative
  - (iii) Jewel & Esk College
    - An Edinburgh based partnership working on extending the use of electric vehicles
- National Roads Maintenance Review
  - (i) Travel Information
    - Noted progress on the initiative underway to extend real time traffic information across Scotland. Currently Transport Scotland and Aberdeen City Council are working on this.
- Scottish Government/SEPA Technical Working Group on Air Quality update
  - a. Noted the setting up of a Scotland Wide working group. The North East is represented by Aberdeen City Council through the North Area Quality Group and the RTP's will be represented by Sestrans.
- CoSLA Liaison
- Agenda for Chairs meeting on 5<sup>th</sup> September 2012 at Swestrans

The RTP meeting with CPT discussed the following:

- Bus Funding
  - Bus Service Operators Grant
    - The Companies are working with the new system trying to determine actual impacts across the board
  - Concessionary fares
    - Bus operators noted that this is a statutory scheme and operator participation is compulsory but that the scheme is capped and therefore not fully funded. The net effect is that re-imburement is available in the early part of the financial year but may not be available in the later part of the year.
    - The Operators noted that it would be very useful to receive as early as possible notification of the timing of the operation of the budget cap although accepting such a calculation was difficult
    - The Operators noted a need for consultation on the operation of the scheme which should include eligibility criteria (age at which the scheme is applicable, noted an age increase could reduce return to

the operator) and the possibility of a nominal fare (say 20p) being applied to journeys.

- Noted that the current Transport Scotland investigation is only on the no better, no worse off case for operators rather than wider entitlement issues
- Bus reliability
  - There was a discussion on the impacts of trying to achieve improved punctuality (increased journey time and/or reduced frequencies) and the impact that this has had on passenger numbers. There was discussion on the issue of there being no evidence to support the 95% rule and the possibility of commissioning some Scotland wide research on these issues.
- Other issues discussed
  - Integrated ticketing
  - Travel information
  - Demand responsive transport
  - Park and Ride
  - Coach parking/ drop off in city centres

The RTP/ SG Working Group discussed:

- Minute of meeting on 16<sup>th</sup> May 2012 and Matters Arising
- Work Programme – to agree leads and process
- Progress Reporting to RTP Chairs and Minister

❖ **LABOF, Aberdeen, 16 August 2012**

Draft minutes of this meeting are attached as Appendix 2.

❖ **Transport Scotland re Rail matters, Aberdeen, 20 August 2012**

Rab Dickson and Derick Murray met with John Maxwell of Transport Scotland on Monday 20 August to discuss a wide range of rail matters. A summary of the key points discussed and a short note of progress/status on each of them is included below:

- Aberdeen to Inverness Rail Improvements Project: The GRIP 3 study being conducted by Network Rail for Transport Scotland has now been received by TS, but has been returned with an instruction to reprioritise the phasing. This is likely to ensure that those elements of highest impact, including more trains within the city regions at either end of the line and the opportunity for new stations at Kintore and Dalcross, are able to be brought forward as early as possible. The reworking of the

GRIP 3 is now scheduled to be published in November/December in order to be included in Network Rail's Strategic Business Plan by spring 2013.

- Kintore station: Upgrading the capacity of the line between Aberdeen-Inverurie is a key element of the Aberdeen-Inverness proposals and may enable the construction of a new station at Kintore. The GRIP 3 study will assess the demand and enable this key proposal to be taken forward. Transport Scotland emphasised that it will be necessary for local funding contributions to enable this project to be implemented.
- Proposal to develop a commuter service beyond Aberdeen: Linked to the Aberdeen-Inverness upgrade, Nestrans has aspirations to expand trains from the north across Aberdeen to enable cross-City journeys (in conjunction with more trains from the Central Belt through to Inverurie, providing a regular local service as an add-on to the national train services). However, it was indicated that this work would likely be abortive in advance of the completed and agreed GRIP 3 study and it is therefore unlikely that it will be possible to undertake this work this financial year.
- Opportunities to reduce journey times on the Aberdeen to Central Belt rail corridor: Transport Scotland has now received a consolidated report from Network Rail outlining all the works so far undertaken on reducing journey times. This is a factual record of the works so far considered and their expected outcomes. This report includes consideration of line enhancements, demand, electrification, express services and different rolling stock. Any improvements that come from the report or further considerations that provide improvements are currently thought likely to be projects for consideration in CP6 i.e. 2019 – 2024. Transport Scotland will need some time to consider this latest report and are likely to discuss this with Nestrans further in autumn/ winter 2012.
- December 2012 timetable: Nestrans has been engaging with ScotRail and Tactran to initiate further stops at local stations in the next timetable review. An announcement on the new timetable is scheduled for mid-September. As has previously been indicated, this is likely to include additional stops at Portlethen and some improvements to stopping patterns at Laurencekirk. Nestrans agreed to cooperate with Transport Scotland in ensuring that publicity and promotions surrounding the announcement and the introduction of the new timetable are maximised.
- Dyce Station: As members will be aware, Nestrans has been working with partners towards a design which would enable bus access to the west side of Dyce station to facilitate better access, enabling larger buses and potentially increased frequency of the service 80 shuttle bus, currently branded as Jet Connect. Transport Scotland have engaged Network Rail to develop an "Access for All" scheme to improve accessibility at the station, which is expected to include a new overbridge with ramps and/or lifts enabling full access for people with mobility difficulties. This may also include station enhancements such as waiting rooms, ticket office and possibly car park upgrade. Cycling and pedestrian facilities will also be incorporated. It is intended that all of these will be developed in conjunction to upgrade the station, scheduled by March 2014.
- Progress on the next ScotRail Franchise: as members will be aware, the next franchise for rail services within Scotland is scheduled to operate from 2014. In addition to announcements relating to the length of franchise and the separation of the Sleeper services (discussed in more detail at item 6b), a number of items were further discussed -

- a. Station Investment Fund, will provide £30million over 5 years for new and upgraded stations, over and above those already committed but requiring promoters to identify funding contributions;
  - b. Service provision, likely to include at least the current levels of service at stations; and
  - c. Rolling stock, where bidders will be expected to provide details of their plans to introduce more comfortable carriages.
- Update on the East Coast franchise: Nestrans has requested Transport Scotland assistance in trying to secure a consultation meeting for those areas north of Edinburgh. Transport Scotland has agreed to discuss this with the Department for Transport. They have also offered to discuss the Nestrans aspirations for these services and try to agree an agreed script for inclusion within their submission to the Department of Transport.
- Community Rail Partnerships – Governance and eligibility: The Scottish Government are keen to promote Community Rail Partnerships in order to “harness the enthusiasm of communities to play a part in the railway”. Transport Scotland is considering how best to capture this enthusiasm to ensure that all communities gain the maximum benefits from their railways. This could include “adopt-a-station” type co-operations, making best community use of stations or best local promotion of use of the railways for local areas. The Government are considering how best to formalise and include partnerships in the future planning of the railways.

❖ **Health and Transport Action Plan Steering Group, Aberdeen, 21 August 2012**

A meeting of the Health & Transport Action Plan Steering Group met at University of Aberdeen on 21 August. The agenda consisted of a single item – to agree the establishment and outline the requirements for a Transport to Healthcare Information Centre. A summary of the paper is attached as Appendix 3 to this report, outlining the key recommendations which were approved and indicating the main roles and functions of the Information Centre.

• Future Programme of Meetings

❖ **RTP Chairs, Stranraer, 5 September 2012**

❖ **Virgin Airways Parliamentary reception, Edinburgh, 5 September 2012**

❖ **ACSEF Summit, AECC, 7 September 2012**

❖ **ACSEF/ Nestrans/ Hitrans Westminster reception, Westminster, 12 September 2012**

❖ **SCDI dinner with the Transport Minister, Aberdeen, 19 September 2012**

❖ **Nestrans/ Hitrans meeting with the Civil Aviation Authority, London, 20 September 2012**

❖ **Health and Transport Action Plan Steering Group, Elgin, 25 September 2012**

❖ **ACSEF Holyrood reception, Edinburgh, 2 October 2012**

❖ **RTP Lead Officers, Perth, 3 October 2012**

- Recommendation

The Board is recommended to note progress on liaison arrangements with other RTPs, the Scottish Government and others and arrangements for future meetings.

RGM 08 Aug 2012



HTAP Steering Group Meeting  
Tuesday 17 July 2012  
University of Aberdeen, MacRobert Building.

**Present:**

Gerry Donald [Chair] (GD), NHS Grampian  
Derick Murray (DM), Nestrans  
Mark Skilling (MS), Aberdeenshire Council  
Richard McKenzie[RMc], Aberdeenshire Council  
Heather Kenney [HK], Scottish Ambulance Service  
Gordon Holland [GH], Moray Council  
Jillian Evans [JE], NHS Grampian  
Alex Geddes (AG), HTAP Programme Manager

**Apologies:**

John Gallagher, NHS Grampian  
Rab Dickson, Nestrans  
Maggie Bochel, ACC  
Stewart Rogerson, NHS Grampian  
Ewan Wallace, Aberdeenshire Council

Minutes of Meeting

Item	Note	Action
1	<p><b>Welcome &amp; Apologies</b></p> <p>GD welcomed all present and noted apologies.</p>	
2	<p><b>Presentation by Dot.Rural, University of Aberdeen.</b></p> <p>An overview of the work being carried out by the University of Aberdeen's Dot.Rural team in relation to their Flexible Integrated Transport System [FITS] was provided and this demonstrated how their work could support the Integrated Transport Information Hub proposed for NE Scotland.</p> <p>The group appreciated the presentation and asked what would support further delivery of FITS and the following actions were agreed.</p> <p>AG: To contact HTAP members to request information on real time data to be sent to the Dot.Rural and access to healthcare sub group.</p> <p><b>AG: To contact HTAP members to request eligibility criteria for existing services to be sent to the Dot. Rural team.</b></p> <p><b>AG: To contact HTAP members and request current service provision in relation to transport to healthcare to be sent to the Dot.Rural team.</b></p> <p><b>JE: To send details of postcode analysis of transport provision to HK.</b></p>	<p>AG</p> <p>AG</p> <p>AG</p> <p>JE</p>

	<p><b>Dot.Rural team to be requested to send AG questionnaire to distribute to HTAP members.</b></p> <p><b>AG/ID/RD : To compile a communications strategy, to include an introductory meeting with the public sector, HTAP and Access to healthcare sub group along with the third sector and FITS team including a demo of the platform.</b></p>	<p>AG</p> <p>AG/ID/RD</p>
<p>3</p>	<p><b>Minutes of the previous meeting:</b></p> <p>To be discussed at the next HTAP meeting:</p>	
<p>4</p>	<p><b>Update on meeting with the Scottish Government:</b></p> <p>GD advised that the recent meeting with Scottish Government [SG] officials was beneficial and provided the new members of staff there with clarity on the work of the HTAP.</p> <p>GD advised that currently the departments within the SG were restructuring and as part of that a hold had been put in place on any requests for funding and this may not be cleared until early 2013, following a review on criteria for any future bid requests.</p> <p>Due to this, the group then discussed how the hub could be delivered in the short term with a view to seeking further funding once the criteria are confirmed.</p> <p>HK confirmed that the first six months of staff salary would be provided by the Scottish Ambulance Service [SAS].</p> <p>GD confirmed that NHS Grampian would provide the accommodation and running costs of the hub for the first year with a contribution towards the remaining six months' salary costs.</p> <p>DM confirmed that Nestrans would provide an equal share of the remaining salary costs.</p> <p>GD advised he had been in talks with EW and an equal share of the remaining salary costs would be met by Aberdeenshire Council. MS confirmed agreement of Aberdeenshire Council.</p> <p>MB to confirm on her return the position of ACC and GD to discuss with MB and Gordon McIntosh.</p> <p>HK advised that since recent talks one of the SAS staff members may be looking to relocate to their Inverness Patient Transport Service Hub so may no longer be available to transfer to the proposed hub for NE Scotland.</p> <p>GD asked if this position could be clarified as soon as possible, but in the interim Moray Council and NHS Grampian to check their re-deployment register to identify potential staff should this become a reality.</p>	<p>GD</p>

	<p>HK: To confirm staff position within SAS and update AG.</p> <p><b>GD/GH: To check re-deployment lists within their respective area and feedback to AG.</b></p> <p>The group then discussed timelines and the need for clarity on the remit of the hub personnel at least for the first year.</p> <p>It was agreed that AG/ID and RD should prepare a paper for the next HTAP Steering Group in mid August and this needed to reflect the remit and detailed workplan for the 2 staff members; what would be the expected benefits within the first 9 month period; confirmation of who will write the business case; line management and the communication and engagement strategy.</p> <p>AG/ID and RD to present paper outlined above to the August HTAP Steering Group for approval to proceed.</p> <p>AG suggested that the recent Audit Scotland Report would be a good starting point for the remit of the hub personnel which was agreed and GD asked if the recommendations from the short term working group could also be added. This was also agreed and HK tasked with circulating the draft paper to the group via AG.</p> <p>HK: To pass the most recent draft paper by the short life working group to AG for circulation to the HTAP members.</p> <p><b>The group then discussed the potential efficiencies from such a service as fleet begin to move in a more co-ordinated way in the long term and the need for community transport providers to be linked into the project at an early stage.</b></p> <p><b>AG advised that such links had been established at an early stage and those at the table keen to see delivery of such a proposal and would welcome the invite to return to the table now the delivery phase is planned to start in September subject to August approval of the detailed work plan by the HTAP Steering Group.</b></p> <p><b>AG suggested that a morning workshop may be beneficial to bring all providers to the table to provide an update on progress and to incorporate a session requested by the UoA on how providers see a fully integrated system perform in the future.</b></p> <p>AG: To organise a workshop session mid August.</p>	<p>HK</p> <p>GD/GH</p> <p>AG/ID/RD</p> <p>HK</p> <p>AG</p>
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	<p><b>DM asked RMc if he was content with the earlier demonstration of FITS. RMc advised he could see the long term benefits of the software, but in the short term foresaw no information hub benefit until after the data gathering exercise is completed.</b></p> <p><b>This was agreed by the group, but continuing work to support future development of FITS agreed as there was a clear need for the FITS platform to be developed further and this could only be done by direction from the front line staff within the hub highlighting strengths and weaknesses of the current platform.</b></p> <p><b>Some key requirements were also noted to support the implementation of the hub:</b></p> <ul style="list-style-type: none"> <li>• Key staff may be required to be "ring fenced" for short periods to get the information required in the actions above.</li> <li>• Top two priorities to be identified were : Efficiencies to be gained; and Quality of service provision to be maintained or improved.</li> <li>• Need for heads of service to look at current restrictions placed and identify if they can be removed or relaxed.</li> </ul> <p><b>The meeting closed at 12:15 hours</b></p>	
5	<p><b>DATE OF NEXT MEETING</b></p> <p><b>21 August 2012 at 09:30 in the MacRobert Building, University of Aberdeen.</b></p>	

**LABOF STEERING GROUP**

**Minutes of Meeting  
Thursday 16<sup>th</sup> August 2012**

**Nestrans Board Room, 29 King Street, Aberdeen**

**In Attendance:** Derick Murray, Nestrans (DM), Kirsty Morrison, Nestrans (KM), Maggie Bochel, ACC (MB), Andrew Jarvis, Stagecoach (AJ), Ewan Wallace, Aberdeenshire (EW)

**1. Minutes of Meeting of LABOF Steering Group, 18<sup>th</sup> June 2012**

The minute of the meeting on 18<sup>th</sup> June was agreed.

**2. Matters Arising**

**Concessionary Travel** – Steven Archer has a response from Scottish Government but, as with the response to Nestrans, this says that they currently have no plans to change the concessionary scheme for young people. DM reported that at the RTP lead officers meeting there seems to be support for changing the concessionary scheme as a whole but not at a political level. The advice to Ministers from RTPs is that they need to look at it. CPT is also giving this message.

**BPIP** – RTP lead officers have also had discussions around the Traffic Commissioners 95% target and the Vosa changes. It was questioned whether we should be writing to the Traffic Commissioner again. DM reported that other parts of the country do not report the same issues regarding journey times as experienced here. In Edinburgh the main issues are the tram works and utilities works on the diversionary routes that are in place. There is not significant support to take this issue further.

**Wi-fi** – wi-fi is now available on over 50% of the Stagecoach fleet and AJ has statistics on its use which he will circulate. The average time people spend using the wi-fi on the service 305 is 33 mins. **AJ to circulate statistics**

**3. Integrated and smart ticketing update**

The update to the actions contained within the Fares & Ticketing Strategy was noted and it was agreed that this should be reported to the Nestrans Board at their meeting in August. **Action KM**

DM reported that SPT are still setting up their smartcard system.

The Steering Group supported the proposal to approach Transport Scotland to discuss the potential for a smart ticketing pilot in the north east based on mobile phone technology.

#### 4. Review of Quality Partnership standards & targets

The Executive Group has carried out a review of the standards & targets and proposed changes and these were noted. DC questioned if target 9 on punctuality was realistic and if we should be trying to achieve this given the implications for journey times.

TAS has done a research paper (mainly relating to England) on punctuality targets and their recommendation was that they should be at least 90%. It is felt by the operators that a target in the low 90% is much more achievable while still maintaining a high standard for punctuality. EW reported that there is a precedent for this already as the road works commissioner targets are evidence based and not nearly as onerous.

DM reported that the RTPs have discussed trying to put together a research package on this issue and perhaps this is something worth considering further. This opportunity should be explored further as there may be opportunities for joint funding. The major operators may also be interested in this as well. **Action: DM to raise with RTPs**

#### 5. LABOF Executive Progress

A draft letter to the Traffic Commissioner to request updates on our previous letter and on the Vosa changes was provided and this was approved to be sent. **Action: KM**

Market Street paramics testing – it was questioned whether the option of a double right turn from Guild Street into Market Street, southbound, was tested and whether this option could be re-run with the updated model in the same way that the option to reverse the flow through the bus station is to be re-tested. **Action: ACC**

Festive traffic management – the Police have attended the first festive traffic management meeting and the sub-group on promotion however were not able to attend the previous meeting. MB suggested that the meeting invites be copied to the initial contact she made with Murray Mair in order to ensure they are kept involved. **Action: KM**

Multi-operator ticketing – Aberdeenshire have met with both operators and are developing a draft agreement for multi-operator ticketing. Surveys are being carried out by Stagecoach and Aberdeenshire to scope out the risk and opportunities for joint ticketing.

ARI – Bus operators reported that parking was fairly chaotic for the first week or so of the new bus lane being in place on Foresterhill Road as people got used to the changes but that this has all now calmed down. AJ highlighted that there may be a further issue when the on-street parking charges are increased.

Ellon park and ride – EW reported that there are still issues with the small strip of land but that they may just continue with the work.

Tenders have been returned for improvements to Fraserburgh bus station.

#### 6. AOCB

Scottish Government bus stakeholder group – DM circulated a minute of this meeting at which SPTs 10 point plan was discussed. The reaction to this plan was that it is a

good start but that it needs to be looked at in more detail to establish the wider impacts across the whole of Scotland.

DM circulated a bus policy paper for comment. DM happy to collate comments and formulate a North East response on this to feed into a joint RTPs response. Comments to be provided by 7<sup>th</sup> September so they can be collated and fed into a joint RTPs response by 14<sup>th</sup> September. **Action: DM to circulate paper by email and all partners to provide comments to DM by 7<sup>th</sup> September.**

Aberdeenshire real time information – EW reported that the tender process for this project has now begun. EW will forward on the report on QR codes and NFC for information. **Action: EW**

## **7. Date of Next Meeting**

The next meeting of the Steering Group is scheduled for Thursday 8<sup>th</sup> November however it was agreed that this should be re-arranged as a number of people are unable to make this. **Action: KM to circulate alternative dates**

KM/ 20 Aug 2012

**Summary of paper considered by HTAP Steering Group 21 August 2012**

**Grampian Health Transport Action Plan Steering Group  
21 August 2012**

**Implementation of Integrated Transport Hub**

**POSITION PAPER**

**Background**

In November 2009, the Scottish Government published its Healthcare Transport Framework to set out how NHS Scotland was meeting its commitment to deliver a more accessible service through more 'joined-up' solutions between service providers. In August 2011, Audit Scotland published a report on Health and Social Care Transport. The Audit Scotland report pointed to opportunities to secure greater joint planning across health, social care, voluntary sector and local authorities more generally. In addition, the Audit Scotland report draws attention to *Integrated Transport Units* as an example of how to bring together NHS bodies, local authorities and the third sector, to provide more seamless and harmonised services, such as in booking and scheduling. The over-arching objective is to ensure a coordinated, patient focused *one-stop service*.

In response to the findings of the Audit Scotland Report on Health and Social Care Transport, the Grampian HTAP (Health and Transport Action Plan) Steering Group has prioritised the development of an Integrated Transport Hub as one of its key objectives in its overall plan to improve access to healthcare.

Membership of the Grampian HTAP Steering Group includes local representatives of the range of organisations highlighted in the Audit Scotland report, namely;

- NHS Grampian
- Nestrans
- Aberdeen City Council
- Aberdeenshire Council
- Moray Council
- Scottish Ambulance Service

Access to transport is vitally important to the health and wellbeing of the population, the ability to attend hospital appointments is a key part in helping the region's population remain healthy, and reducing the need for emergency and unplanned admission to hospital. Scotland has an ageing population, which is set to increase over the next ten years in the north east of Scotland. With this increase comes an increased requirement for transport to hospital, and a demand for a central point of information to help the population identify transport options. The proposed Integrated Transport Hub seeks to provide such a point of contact and information for the people of the Grampian Region.

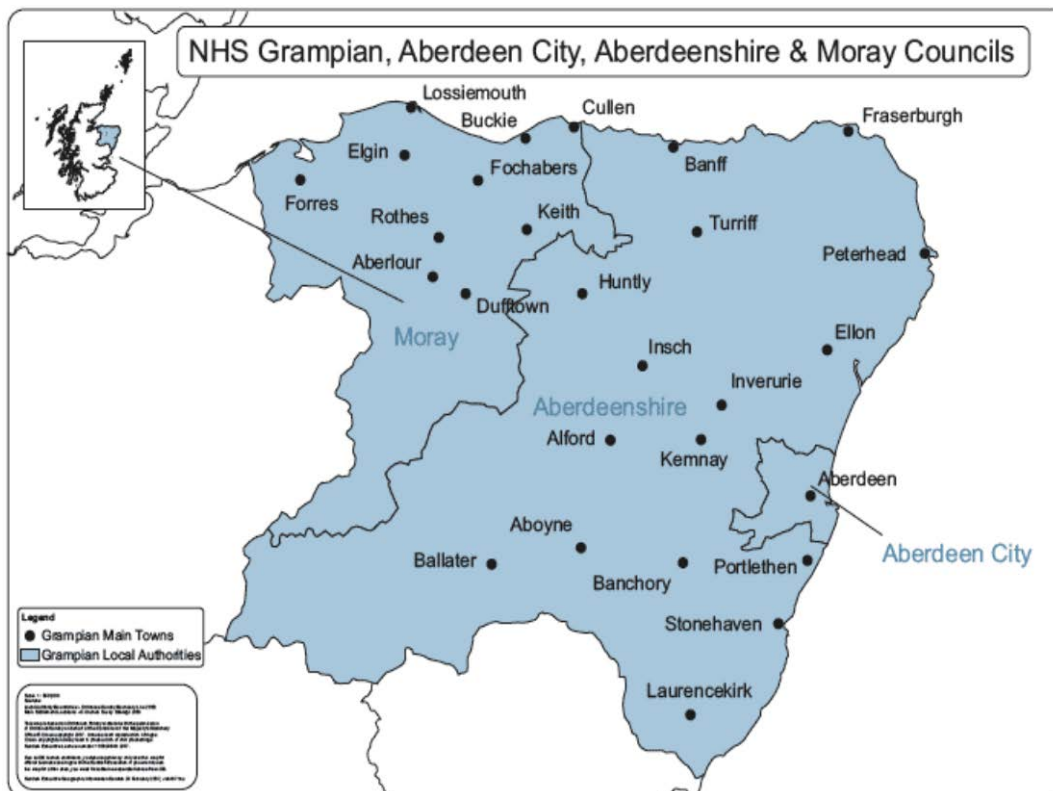
**Hub Function & Principles**

The plan to develop an Integrated Transport Hub for the Grampian Region is based on some core principles around improving quality and efficiency and has the following key aims:



- ~ To offer **patients** a central access point for information on transport options available to them.
- ~ To ensure **patients'** journeys to healthcare facilities are the most appropriate for their needs.
- ~ To **assist** partner organisations with the co-ordination of patient journeys, with their fleet movement and avoid unnecessary or duplicate journeys.
- ~ To **develop** an open and transparent auditing process to ensure the partnership can track and account for spend by all partners through an agreed quality audit review system.
- ~ To **promote** improved coordination and integration of transport services through effective ongoing executive sponsorship and commitment from the local Health Board, Local Authorities, Regional Transport Partnerships, Scottish Ambulance Service and all Transport Providers supporting access to healthcare.
- ~ To **establish** clear governance arrangements to support integrated working arrangements through the HTAP steering group.
- ~ To **create** an environment in which the partnership can support an incremental and phased development of the integrated transport operation with **clear milestones** for achieving improvement against a set of key performance measures and quality indicators.

The catchment area for the Hub covers the operating areas of NHS Grampian, Aberdeen City Council, Aberdeenshire Council and Moray Council as illustrated in the following map.



## Hub Deliverables

### Deliverables from Initial Development Phase of the Hub

- A collaborative approach developed to progress the recommendations from the Audit Scotland Report on Health and Social care transport with a joint action and improvement plan underpinning the development of the Hub. **[Key recommendation 1: Take account of the findings and recommendations of the Audit Scotland Report and the short life working group]**
- To develop a detailed understanding of the baseline position including detailed analysis of activity/demand, resources, capacity and cost within the locality and agree measures for improvement. **[Key recommendation 2: Collect routine and accurate data on the activity, cost {including unit costs} and quality of services transport providers are offering and routinely benchmark performance and costs to ensure resources are used efficiently]**
- Develop and maintain a comprehensive database of all transport providers in the North East of Scotland, including public transport, statutory providers and third sector organisations. **[As per recommendation 2]**
- Develop a register of areas where there is limited or no public / scheduled or third sector transport available and work with partners to develop appropriate alternative solutions. **[Key recommendation 3: Assess the impact of proposed service changes on users and other providers of transport]**
- Provide telephone advice to callers on local transport options to support their access to healthcare appointments. **[Key recommendation 4: Ensure staff have up-to-date information to be able to inform the public about available transport options, eligibility criteria and charges].**
- Work in conjunction with the University of Aberdeen's Dot.Rural team in relation to the development of their Flexible Integrated Transport System [FITS]. **[Key recommendation 5: Integrate or share services where this represents more efficient use of resources and better services for users, including considering an integrated scheduling system]**
- Ensure users' needs are accurately identified to ensure appropriate transport provision is scheduled. **[Key recommendation 6: Ensure that transport for health is based on an assessment of need and that it is regularly monitored and evaluated to ensure value for money]**
- Improve planning and delivery of services. **[Key recommendation 7: Use the Audit Scotland report [Appendix 3] checklist to help improve planning, delivery and impact of transport for health through a joined-up, consistent approach]**
- Where appropriate, liaise directly with hospital departments and clinics on behalf of callers in order to link appointments with available transport. **[As per Key recommendation 7]**

As the hub project progresses and in addition to the above, the hub personnel will:

- Act as a "personal travel plan advisor" and support service, for those patients/clients facing transport difficulties;
- Act as a conduit between patient and provider to arrange the best option for patients;

- Act as a link between patients and NHS Grampian clinics where appointment times do not fit with transport provision, to ascertain whether times can be re-arranged to make patient experiences more needs driven;
- Support NHS Grampian staff in agreeing the best time for patients to be discharged so this improves the current system in place, and will be the data collection point for current and future issues that need to be addressed;
- Initially operate between the hours of 08:00 – 1630 [To be revised as part of the evaluation process].

It is recognised that over time, technological solutions will be developed to provide an electronic interface between transport providers with the ability within the Hub to directly book transport for patients/clients. However, it is also recognised that vulnerable groups may need human interaction to resolve transport issues and Hub staff will play a key role in this issue.

Through the HTAP Steering Group, the partners have agreed that the hub will have access to resources and transport fleet availability and will work collaboratively to ensure patient demands are met. In addition to the key partners highlighted earlier in the document, strong relationships have been established with the third sector transport providers such as Dial a Bus, WRVS etc. who have given a strong commitment to work in partnership with the proposed hub.

Furthermore, the University of Aberdeen's Dot.Rural Team have agreed to support the establishment of the Hub by developing an Integrated Transport System software application, part of which relates specifically to patient transport, known as the Flexible Integrated Transport System ( FITS )

#### **Location of Hub**

NHS Grampian has agreed to provide office accommodation at Maryhill Health Centre, Elgin. The accommodation is sufficient to host two staff along with the necessary office furniture and associated hardware such as computers, telephones and printers.

#### **Staffing of the Hub**

Agreement has been reached between the Scottish Ambulance Service and HTAP Steering Group Partners to meet the staff costs associated with the running of the Hub for the first operational year.

#### **Funding the Hub**

The HTAP partners have agreed in principle to jointly meet the costs of operating the proposed hub for an initial period of twelve months.

#### **Provision of FITS Software**

The dot.rural project which is being run in conjunction with Aberdeen University is developing a software package (Flexible Integrated Transport System - FITS) to provide a platform from which to deliver the transport options advice to callers that the Hub intends to provide. Agreement has been reached with alternative transport providers to allow the uploading of resource information onto the system, to support the work of the Hub personnel.

#### **Hub Staff Line Management Arrangements**

The Scottish Ambulance Service will second one member of staff to operate the Hub and the partners are to explore opportunities within their organisations to identify the second member of staff. These staff will be Managed from a Scottish Ambulance Service perspective by the Scheduled Care Area Service Manager responsible for the North PTS Regional Centre, with

partner input from the HTAP Programme Manager, with particular emphasis on meeting agreed Key Performance Indicators and Objectives for the Hub.

## Recommendations

**In addition to the recommendations contained above, it is proposed that HTAP Steering Group approve the establishment of a Integrated Transport Information Hub for the Grampian Region.**

**It is proposed the initial set up timeline would read:**

- **21 August 2012 confirm agreement for partnership funding;**
- 1 September- 30 September 2012: Commence work on communications strategy: Update Community Planning Partnerships and other key stakeholders including patient and disability groups etc. : Recruit second member of staff for the Hub: Confirm all office requirements are identified and in place prior to 1 October:
- 1 October-31 October 2012: Office set up and build data base: finalise communication strategy for partner circulation: Liaise with potential partners for benchmarking opportunities: Liaise with the Patient Focused Booking team to create links to services:
- 1 November- 30 November 2012: Test technological links and have an internal "test service" running during November: Prioritise support to resolve any "issues" identified during the test phase: Highlight any issues that will halt progress to the HTAP Steering Group on 22 November: Confirm test outcome and the Hub capacity to move to test phase 2.
- 1 December-31 December 2012: Start Phase 2 test period with 6 key healthcare service locations within Grampian and evaluate Phase 2 and operational readiness of the Hub.
- **7 January 2013- Go live in Grampian.**
- 7 January- 28 February 2013: Lessons learned from the test phase to be evaluated: Call analysis operational evaluation [volume] : Confirm satisfaction survey content: Confirm benchmark criteria and create links to other schemes:
- 28 February- 31 March 2013: Collate outcomes of performance for first quarter: Provide a summary report on progress to HTAP Steering Group: Explore potential links to social care services: Explore links to operational web site, apps etc.
- 1 April – 31 May 2013: Collate all data and outcomes achieved from 1 October 2012 and start draft business case for continued support of the Hub.
- 3 June 2013: Prepare business case for consideration of the HTAP Steering Group.