

# Total Transport Pilot Fund

## Application Form



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Guidance on the Application Process and this application form are available at:

[www.dft.gov.uk/](http://www.dft.gov.uk/)

Applications must be emailed to [buses@dft.gsi.gov.uk](mailto:buses@dft.gsi.gov.uk) by **Wednesday 11 February 2015**.

If you have any questions about the bidding process, please contact **Steve Blackmore** on 020 7944 3339 or by email: [steve.blackmore@dft.gsi.gov.uk](mailto:steve.blackmore@dft.gsi.gov.uk)

# 1. Project Summary

**Guidance on the Total Transport Pilot Fund has been published alongside this application form. The guidance provides useful advice on how to develop and write a successful proposal and should be referred to when filling in this application form.**

## Applicant Information

**Local transport authority name(s)\*:**

Nottinghamshire County Council (NCC) Lead Authority

Nottingham City Council (Nottm)

\*(If the bid is a joint proposal, please enter the names of all participating local transport authorities and specify the lead authority)

**Senior Responsible Owner name and position:**

Mark Hudson, Group Manager, Transport and Travel Services

**Bid Manager name and position:**

James Lewis, Project Manager, Transformation Team

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## 2. Overview

### 2.1 Project name:

Total TITAN (Towards Integrated Transport across Nottinghamshire)

### 2.2. The Geographical Area:

The area covered by this proposal encompasses the three rural districts of Nottinghamshire – Bassetlaw, Newark & Sherwood and Rushcliffe (see Annex 1). Each of these districts meets the criteria for the 'rural-50' classification and the additional maps outline the extent of the isolation that these communities face and the reliance on private vehicles.

### 2.3. Description of the types of transport provision covered by the bid:

- Local bus - Operated by a range of external providers under contract to NCC including in-house fleet
- Home to school (mainstream and SEN) – Operated by a range of external providers under contract to NCC (including NCC in-house fleet)
- Adult Social Care - Operated largely by NCC in-house fleet
- SEN & Adult Social Care transport integrated by Nottingham City Council
- Non-Emergency Patient Transport (NEPT) services – contracted to Greater East Midlands Commissioning Support Unit (GEMCSU) on behalf of the six Clinical Commissioning Groups in Nottinghamshire (three of which are included in this bid)
- Voluntary and Community Sector minibus and social car schemes
- College transport
- Ad hoc and regular taxi provision across all partners

### 2.4. Description of Proposal:

We will undertake the following **Actions**:

- Scoping studies of passenger journey requirements
- Integrating all the transport services set out above
- Integrating IT booking and planning systems of different partners
- Feeding in all client requirements
- Considering particular needs of client against types of transport and non-transport solutions available
- Providing the most appropriate method of transport or alternative for each client
- Allocating transport on basis of assessed need and availability
- Sharing booking, transport and staff resources

These will deliver the following **Outputs**:

1. An enhanced 'Travel Solutions Hub' and a single point of contact for clients
2. Integrated booking and journey planning software
3. A better utilised fleet of internal and external vehicles
4. A team of highly trained staff matching people to travel solutions
5. A mosaic of travel solutions to match users' needs
6. More efficiency in health appointments – less 'no shows'
7. More travel choice in rural areas
8. Expanded Independent Travel Training offer

These Outputs will deliver the following **Benefits and Outcomes**

- More efficient use of transport resources within Notts CC / Nottm City / other partners
- Efficiency savings to all partners as own transport services utilised more efficiently / own clients transported most appropriately
- Enhanced travel opportunities for older people, younger people, low income residents, disabled persons, college and school students, hospital patients and unemployed people
- Improvements to existing or delivery of new local bus services, especially in isolated rural areas

### 2.5. Total DfT funding sought (£)

Administration and management of feasibility & scoping studies	£130,000
IT support to integrate booking software	£25,000
3 pilot demonstrations (3 x £30,000)	£90,000
Monitoring and Evaluation	£25,000
Independent Travel Training (ITT) Pilot Scheme	£30,000
<b>Total</b>	<b>£300,000</b>

## 3. Progress on integration to Date and Further Scope to Integrate Services

### 3.1 Progress to date in integrating public road passenger transport services

- Integrated transport unit at NCC ('Transport and Travel Services') established in 2008
- NCC has been working to establish an integrated transport model for the procurement and operation of transport services on behalf of its own internal departments
- NCC defined a 'Travel Solutions Hub' whereby one central team organises all transport, having access to all potential options which might meet the travel need identified in order to arrive at the most appropriate, most value for money solution (see diagram in Annex 2)
- NCC Corporate Leadership Team has approved plans to move towards greater integration. Working towards bringing together the transport commissioning, planning and procurement into a single function which will also be empowered to challenge eligibility and entitlement decisions
- Integrated mainstream and home to school transport at NCC
- Integrated SEN and ASCH transport in Nottingham City
- Integrated NCC Adult Social Care transport and local bus services; 12 contracts at present or planned
- Ongoing investment in transport software (Trapeze) by NCC to streamline the scheduling process
- Community Transport capacity used on SEN and NHS contracts
- Community Transport Sector partnership: sharing resources and capacity
- CT4TC co-located with Bassetlaw Action Centre - lottery-funded project in East Bassetlaw offering more travel opportunities to residents Bus operators, taxi companies and Community Transport operators all on preferred tenderer list
- NCC and Nottingham City examining 'Shared Services' for transport service provision

### 3.2 Further scope to integrate services

- Total Transport Pilot would incorporate Non-Emergency Patient Transport into the Travel Solutions Hub, arranging travel on behalf of Bassetlaw, Newark & Sherwood and Rushcliffe Clinical Commissioning Groups
- The Pilot will seek to integrate the organisation of NEPT services and college transport services with those transport services procured by NCC and Nottm
- Booking staff would assess client travel needs (including NEPT) and arrange appropriate transport
- The timing of the pilot is particularly relevant as the current NEPT contract ends in early 2017 and GEMCSU is considering more cost-effective transport procurement arrangements from mid-2017
- A single call centre would coordinate all bookings, finding the most appropriate, most efficient and best value for money solution, passing on the savings to the relevant bodies
- The Central booking service will provide transport 7 days per week to reflect the proposed extension of NHS appointments to weekends; similarly, some local bus users will benefit from the 7 day service
- Promoting greater independence by expanding ITT provision (currently for SEN clients) to encompass Adult Social Care and NEPT clients
- Serving a wider set of journey needs – more NEPT clients will be eligible for transport
- Demonstrating the scope for greater efficiencies in transport provision
- *Letters of support for the proposed pilot are provided in Annex 3*

### 3.3. Why the integration described in section 3.2 is a priority

The integration provides us with the opportunity:

- To address funding issues through providing a more efficient and value for money system
- To remove duplication of scarce resources in rural areas (e.g. NEPT, ASHPP and local bus services)
- To open up Sunday travel opportunities for many rural residents
- To take advantage of the highly opportune timing with regard to the current NEPT contract end date
- To separate transport procurement from provision which will provide a more efficient solution
- For rural residents who do not qualify for NEPT services for medical reasons, but could make use of available brokered services in their locality
- To use NCC in-house fleet capacity to integrate NEPT and college services across all providers
- To meet the needs of vulnerable groups and wider set of transport clients
- To maximise the utilisation of vehicles across a whole service mosaic

## 4. Description of Proposal

### Proposal

**Provide an outline model of how you propose to deliver service integration in your specified area.**

The accompanying Gantt chart in Annex 4 provides a visual representation of the tasks and timelines detailed here in the text below.

#### **1. Governance** Duration: 24 months (March 2015 – Feb 2017)

To steer, manage and deliver the pilot project in line with the project plan, including:

- Appointment of a Steering Group to oversee the project
- Appointment of a Management Group to oversee project delivery
- Development of a Project Plan
- Recruitment of consultants to manage the project on a day-to-day basis
- Procurement of other necessary services and supplies

#### **2. (a) NEPT and (b) College Transport Scoping Studies** Duration: 3 months (June – August 2015)

To obtain a clear understanding of the full extent of the NEPT and college transport services, including:

- Eligibility criteria to qualify for NEPT
- Approximate numbers of clients within the pilot areas
- Number and types of vehicle deployed on contract(s)
- Journey requirements in pilot areas
- Service specification(s) for NEPT & college contracts
- Contract performance issues in pilot areas
- NEPT call centre contract / college transport contracts
- Procurement procedures, procurement strategy and timelines
- Marketing and promotion issues, including electronic and digital information provision
- Mapping of current transport provision and passenger / client journeys
- Accessibility mapping of access to services
- Map current transport planning and booking IT tools.

#### **3. IT Integration Feasibility Study** Duration: 3 months (June – August 2015)

To explore options for integration / co-operation of Trapeze and Cleric software, including:

- SWOT analysis of booking software for NEPT, college and NCC transport services
- Options for maintaining separate systems and providing NEPT, College and NCC transport services
- Practicalities of integrating two IT systems within a specific time period
- Associated costs of integrating or co-locating software

#### **4. Integrated Travel Hub Feasibility Study** Duration: 3 months (June – August 2015)

To examine the practicalities of introducing an integrated call centre including:

- Location / co-location
- Operational protocols
- Staffing and resourcing
- Recharging arrangements
- Service monitoring arrangements
- Detailed costings

#### **5. Staff Training Scoping Study** Duration: 2 months (August – October 2015)

To understand the extent of expertise in existence across all transport provision with a view to:

- Reviewing staffing arrangements across all booking services

- Determining training requirements
- Devising a training package

**6. Implementation of Pilot** Duration: 3 months (October – January 2016)

To establish the basis for the Pilot by:

- Integrating IT systems
- Establishing the call centre
- Training staff
- Assessing and allocating driver & vehicle resources

**7. Pilot Operation** Duration: 9 months (January 2016 – October 2016)

- Delivery of the Total TITAN services in the 3 pilot areas

**8. Independent Travel Training Pilot** Duration: 12 months (October 2015 – October 2016)

- Provision of ITT services to Adult Social Care clients
- Provision of ITT services to NEPT clients
- Provision of ITT services to rural residents

**9. Monitoring and Evaluation** Fieldwork 3 x 1 month (August 2015, Feb 2016 and October 2016)  
Analysis (August 2015 – December 2016)

Assessing the costs, benefits and impacts of the Pilots through the:

- Development of an Evaluation & Monitoring Plan
- Setting of success criteria
- Development of impacts and measures to be collected and assessed, e.g.
  - Nos. of service users (NCC, NHS, Others)
  - Capacity utilisation of vehicles
  - Efficiencies and savings
  - Qualitative survey of service users
  - Mapping of new transport provision and passenger / client journeys
  - Accessibility mapping of new access to services

***Further detail of proposed monitoring and evaluation is provided in section below***

**What benefits are expected to result from the integration of those services? Please set out why you think the total transport model will prove beneficial for your area**

**The Key benefits we anticipate are:**

- Cost savings – e.g. use of NCC in-house fleet or CT services rather than bespoke ambulance or taxi services
- Fewer cars on roads in rural areas and entering hospital grounds, relieving congestion
- Consideration of availability of alternative transport solutions in pilot areas *before* passengers are granted or refused the NEPT service
- One telephone number for all transport bookings – providing a better passenger experience and removal of confusion, and the ability to make online bookings
- All rural communities will benefit from an improved NEPT service
- Availability of vehicles and deployment through the Travel Solutions Hub makes transport available for vulnerable groups at times and geographic locations not previously possible
- Brokerage ensures all transport provision loading is maximised and that the transport provided is most appropriate to clients' needs
- Better service provided for clients from a service more tailored to their needs
- Better coordination of links provided between health appointments and transport provision
- Efficiency savings realised

- Meeting the needs of vulnerable groups and wider set of transport clients
- Alternative non-direct transport provision will be provided; such as ITT to access the bus and community transport network, thus improving the sustainability of rural bus services and CT provision
- Wider set of journey needs will be served
- Demonstrating the scope for greater efficiencies in transport provision and act as 'Exemplar' project for the provision of total transport solutions
- Providing appropriate transport opportunities to access health services
- Using integrated transport provision to provide 7 days per week travel opportunities for rural communities
- More usage of environmentally friendly vehicles; leads to improved air quality e.g through the use of electric buses

**What monitoring and evaluation will be carried out to understand the success of the new approach?**

**Provide detail around the budget set aside for monitoring and evaluation, and provide details around the methodology to be used to carry out this work.**

**The tasks for the evaluation and monitoring programme are set out below:**

- Development of an Evaluation and Monitoring plan
- Setting success criteria
- Establishment of impacts and measures to be assessed / collected, e.g.
  - Cost of provision
  - Customer satisfaction surveys – re. booking, journey experience, staff, etc.
  - Software suitability
  - Replicability / scaling of pilot
  - Efficiency savings
  - Quantification of benefits
  - Systems performance, e.g. software
  - Impacts on travel time
  - Impacts on travel experience
  - Impacts on costs
  - Impacts on fleets
  - Level of integration achieved
  - Benefits for vulnerable groups
  - Benefits for rural areas / rural residents
  - Additional financial and social benefits levered
- Setting a Future Action Plan

£25,000 has been set aside for monitoring and evaluation; the data collection will take place at three distinct project stages:-

- Before (to assess the current situation) 6K
- During (to assess the position at beginning of pilot implementation) 6K
- After (to assess the position at end of pilot and compare with before and during situations) 6K
- Analysis, comparison & reporting 7K

To summarise we feel that the Total Transport Pilot Fund provides us with a very real and present opportunity to investigate whether we can work collectively across Nottinghamshire to improve access to health, care, education and employment for isolated communities. We feel that if our bid were successful then we would be able to demonstrate that our pioneering approach, for which we have widespread support, could provide a new model for collaborative passenger transport across the public sector.