

**Open Report on behalf of Richard Wills, Executive Director for
Environment and Economy**

Report to:	Highways and Transport Scrutiny Committee
Date:	26 October 2015
Subject:	Total Transport Update Report

Summary:

The purpose of this document is to provide a summary of the current status of the Total Transport Initiative (titled TotalConnect) project being undertaken by the Passenger Transport Unit (PTU).

Members will recall that the intention of the project is to explore integration of public sector commissioning and delivery of transport services. Specifically this could include demand-responsive local bus services, non-emergency patient transport (NEPT), community transport, home-to-school, adult care and children's social care transport.

Actions Required:

Members of the Highways and Transport Scrutiny Committee are invited to consider and comment on the report.

1. Background

Lincolnshire County Council was awarded £400,000 in order to deliver its TotalConnect project, which seeks to

- undertake a comprehensive feasibility study of integration opportunities,
- test the findings of this through the implementation of pilot schemes
- use the evaluations to develop the business case for integration

1.1 Consultancy firm Integrated Transport Planning (ITP) has been appointed to support the project with modelling, option appraisals and developing the case for change.

1.2 Initial work with the NHS Clinical Commissioning Groups (CCG's), NHS Commissioners and the current NEPT service provider, NSL, has identified the following work streams:

- The need to identify any obstacles to joint working on organising and delivering transport services across their sector.
- The need to explore the potential costs and benefits of bringing the different types of transport together within a 'one-stop-shop' hub concept.
- The identification of geographic areas and health care facilities across which a pilot could be implemented for evaluation.

1.3 Copy of the service specification and contract conditions that currently apply to the Lincolnshire NEPT services have now been received. This will help the PTU understand the differences and constraints on joint working such as vehicle equipment, operator requirements, data standards etc. Suggestions for how to marry these requirements with our own will be shared and agreed with the nominated health leads.

1.4 PTU and NHS are investigating the payment structure and fee levels that apply to service provision under the NEPT contract. This will provide essential input to the cost-benefit analysis. There is obvious sensitivity around both patient and financial data and all requests have to go through the NHS Information Governance (IG) board. As a consequence progress on this element has been relatively limited to date.

1.5 Agreement has now been reached with the IG team for the CCG's to share some historic countywide trip data. This will be compared against other service operations including CallConnect and Community Transport journeys for the same period to assess synergy and potential benefits and costs based on the journeys hypothetically being shared. This will serve to validate anecdotal evidence of crossover and will build on the small sample comparison of historic data that was done by the Council and NSL last year before TotalConnect was formally adopted.

1.6 Community Transport operators are being engaged through the Community Transport Forum. There is a significant level of variation between C.T Operators and the schemes that they currently operate. Operators are being invited to work with us and a number have already indicated a willingness to participate in feasibility studies and pilots.

1.7 There has been significant success in developing cross boundary working. North Lincolnshire Council is keen to introduce demand responsive transport services within their area. Based on a shared service model, the PTU will help them to develop and deliver 4 new Demand Responsive Transport (DRT) services. This and other work streams will result in improved partnership working with North Lincolnshire Council which is in line with the DfT's Total Transport aspirations. The new North Lincolnshire services will also offer; some new journey options for Lincolnshire residents, savings on LCC vehicle deployment especially in the Caistor/Brigg area, income for using LCC's expertise in scheduling and despatching of the services, plus an extension of the CallConnect brand.

1.8 Peterborough Council is also fully engaged and attends every meeting. They are keen to provide support and to help facilitate trial projects. Given that there is significant movement from Lincolnshire to Peterborough Health Centres and Hospital the option of a cross boundary trial in this area will be explored.

1.9 Due diligence checks are currently being undertaken with regards to the availability and functionality of Software and Telematics Solutions which will support a Total Transport approach. Lincolnshire is currently taking the lead on this aspect, acting in behalf of a number of other LA's seeking similar ICT solutions. A member of the LCC IT Team has been co-opted on to the Total Transport Board to provide advice and technical support on this aspect.

1.10 The project is required to make regular updates to the DfT. Progress continues to be in line with the agreed project plan.

PHASE 1: Comprehensive feasibility study		
Development of detailed pilot implementation plan		
Development of detailed monitoring and evaluation plan	01/06/2015	31/12/2015
Feasibility study report drafted for Steering Group		
Feasibility study report finalised for funder		
PHASE 2: Establish and operate a TotalConnect Strategy, delivering individual projects across selected areas of the county	01/01/2016	31/06/2016
Operation of pilot projects		
Monitoring and evaluation of TotalConnect Strategy & pilot projects		
Dissemination events and communication		
PHASE 3: Establish Business Case (with evaluation report above)	01/07/2016	01/09/2016
Evaluate and establish most appropriate future business model and proposed costs and savings		
Agree targets to be achieved		
PHASE 4: Adoption and roll out of Business Case		
Implementation of new working arrangements		
Monitoring and evaluation of new working arrangements	01/10/2016	01/04/2017

2. Conclusion

The TotalConnect project is making good progress toward integration with significant input and motivation from all stakeholders and it remains on target in terms of spend and timescale.

3. Consultation

a) Policy Proofing Actions Required

This report does not require policy proofing.

4. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Total Transport Initiative – Highways and Transport Scrutiny Committee (1 June 2015)	www.lincolnshire.gov.uk

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