



SCRUTINY: HEALTH AND SOCIAL CARE REVIEW GROUP	AGENDA ITEM 10
--	---------------------------

DATE OF MEETING: 7th January 2016

REPORT OF: Service Director – Community Living

REPORT AUTHOR: Michael McMahon

TEL : 011582 546210

SUBJECT: Community Transport - Update

1. PURPOSE:

To provide members with an update of the Age Concern operated community transport service, which has been operating 2013.

2. RECOMMENDATION

For members to note the report.

3. REPORT

In September 2013, South Beds Dial A Ride (SBDAR) ceased the operation of their community transport service, which was being funded via a donation from London Luton Airport Ltd (LLAL), with a matter of a few days notice.

In response the officers enter into negotiations with Age Concern who initially provided interim service and subsequently agreed to expand their exiting community transport service, to offset the impact of the loss of the SBDAR service. Age Concern receives a donation from LLAL of £11k towards the costs of their community transport service.

In summary, the Age Concern service operates on the following basis:

The qualifying needs assessment considers 3 elements – the type of journey; the carriers available; the level of frailty (ability to walk) and any supplementary needs – for example if a person has dementia or a sight impairment and requires escort support.

Age Concern uses a bank volunteers drivers, who are paid £1 per mile. The £1 per mile is typical payment scale for community transport provision. They do not collect any money from the user. Volunteers' mileage claims are administered and paid by Age Concern. All bookings are managed by Age Concern.

Where there is more than one passenger that £1 per mile is a shared cost – which again keeps the cost down as low as possible to user. This is managed by Age Concern and collected monthly or as agreed with the user.

Age Concern spend at least 20 hrs per week administering the service – again this is supported by admin volunteers as much as possible.

South Beds Dial-a-ride are part of the Age Concern offer, who are able to provide safe transport for people in wheelchairs or who have additional equipment such as nebulisers.

Age Concern do not provide transport services outside of Luton boundary.

Age Concern will advise and link people to other appropriate transport services and if booked by them the user will receive rate negotiated by Age Concern.

The attached Appendix gives data on the numbers of users, their profiles, the types of journeys and a number of illustrative case studies.

However in summary, the service has been operating successful and is well received by users. .

APPENDIX:

Report from Chief Executive of Age Concern –community transport service.