

vcsTogether

Community Transport Forum

Notes of meeting Wednesday 2 May, 2007 2.00pm

Present:

Sandy Brand, Norfolk PCT

Andrew Campbell, Norwich and Norfolk Voluntary Services

Brenda Coldrick, First Focus Fakenham

Norman Cooker, Holt Caring Society

Polly Hind, Norwich and Norfolk Voluntary Services

Barry Langley, West Norfolk Community Transport

Mary Moore, Norwich and Norfolk Voluntary Services

Peter Morris, West Norfolk Voluntary Action

Sandra Ormerod, Age Concern Fakenham

Daphne Potter, BMA CCS (Burnham Market Area Community Car Scheme)

Brad Stein, West Norfolk Community Transport

Alison Taylor, BMA CCS (Burnham Market Area Community Car Scheme)

Margrete Thorsen-Moore, Norfolk Rural Community Council

Apologies:

Paul Gray, Eamon McGrath, Jane Murchie, Andy Turner, John Wratten

Groups' descriptions and contact details – Barry Langley

A list of organisations providing Community Transport schemes was circulated (and is attached). This will be updated and re-circulated in due course. Comments on this version to Barry Langley - barry@wnct.co.uk 01553 776971.

Norfolk PCT – Sandy Brand, Health Improvement

Norfolk PCT formed in October 2006 following the government reorganisation that amalgamated Norfolk's five PCTs. It is now one of the largest PCTs in the country.

It inherited a £47 million debt and is on a stringent debt recovery programme to recoup this by the end of the current financial year, and consequently has no additional funds available during the current financial year.

The new Norfolk PCT is structured with two discrete sections:

Provider Services - which provides a range of community health services, they including Community dental services; discharge liaison teams; district nursing and health visitors.

Commissioning – which is responsible for buying-in a range of services from the most suitable provider which could include voluntary and community groups. This section is also responsible for primary care liaison.

Robert Jones is Assistant Director Commissioning North Locality. He can be contacted at:

St James, Exton Road, King's Lynn PE30 5NU
robert.jones@norfolk-pct.nhs.uk
01553 816208

Doctors' surgeries have their own budgets and are expected to consult with their communities on the specific needs in the area.

Practice Based Commissioning is a new initiative just getting underway by which groups of GP practices work together to meet the needs of their geographic area. Practices are currently at an early stage of developing their business plans. In future this is a likely route for commissioning local transport services. Though each 'consortium' will operate in a different way, each will have to demonstrate that community views have been taken into account.

The long-term aim for the PCT is to deliver services closer to people's homes, so transport issues are going to be increasingly about accessing local services.

Sandy Brand will be circulating information about the criteria used currently to determine whether patients qualify for transport under current hospital schemes.

In order to make their case for funding, Community Transport operators need to quantify the value of their services to the PCT. ie 'How do CT schemes save doctors' time and money? eg reducing the number of missed appointments, helping prevent hospital admissions, supporting early discharge etc..'

A systematic approach to recording this data is needed in such a way that enables hospital trips; GP surgery transport; dentist and other journeys to be quantified separately.

Soft outcomes – monitoring information – Margrete Thorsen-Moore

Soft outcomes are those that cannot be evaluated by a number count. In community transport these could be benefits such as peace of mind provided for passengers and their relatives; the social relationship that develops between driver and passenger or between passenger and passenger; etc.

The information from soft outcomes is important because helps to identify 'the added value' of services provided by volunteers and helps to demonstrate why such services cannot be provided by other means.

Information needs to be gathered over time and involves collecting passenger comments and experiences from carers as well.

Concerns were expressed about the level of intrusion for passengers that this might involve.

Agreed:

Barry Langley and Brad Stein would draft a template to draw together both hard and soft data so that information already being gathered by groups could be collated in order to make a more powerful collective case.

Volunteer recruitment campaign

Campaign on track and contacts have been received. Groups were invited to complete volunteer request forms and return them to Polly Hind - polly.hind@nvs.org.uk – so that information can be added to the Dolt website and provided to the media if requested.

Noted that the County Council is considering a county-wide volunteer driver recruitment scheme.

vcsTogether Forum – Fakenham, Monday June 11, 9.30am

Theme will be Social Inclusion with a particular focus on the issue's significance for funding applications and how to find and make use of the statistics that demonstrate its impact. Transport and access issues are expected to feature prominently in the discussions.

The day, which will be an opportunity to meet other groups and share information, will also be the launch of the Northern Area VCS Forum for Children Young People and their Families.

Details of the day are on the vcsTogether website and a leaflet and booking form can be downloaded from there – www.nvs.org.uk/vcs_together_nn. If you are planning to come please let Andrew Campbell know – andrewcampbell@nvs.org.uk

AOB

BMACCS appeal to the Big Lottery against the refusal of an award on the grounds that an individual rather consortium approach should have been adopted – despite previous BL advice to the contrary, is still being pursued.

West Norfolk Borough Council is conducting research into the aspirations of people living in the area as part of the supporting information of their Local Development Framework.

Next meeting: 21 June 2pm, Hempton Memorial Hall
with Maureen Clarke, Active Communities Team at North Norfolk District Council will share information about the development of the NNDC Transport Plan and
Tracy Jessop, Head of Passenger Transport, Norfolk County Council