

Appendix D: Action Plan

| Outputs | Actions and Targets | | Responsibility / Partners |
|---|---|---|--|
| | First year by 31 August 2011 | Second year by 31 August 2012 | |
| 1. More suitable volunteering candidates | <ul style="list-style-type: none"> Support operators in effective marketing to attract volunteers. Targeted campaign to attract local drivers. Increase volunteer recruitment. | <ul style="list-style-type: none"> Targeted campaign to attract local drivers. Increase volunteer recruitment. | St Albans CVS with input from the operators |
| 2. Target marketing | <ul style="list-style-type: none"> Support operators to develop a marketing template (similar to that being developed by East Sussex County Council and mentioned in 5.2 Best Practice Examples). Be careful not to make things too impersonal (e.g. just websites) as the social element to community transport is important. | <ul style="list-style-type: none"> Review the marketing approach being used – is it being implemented successfully? Be careful not to make things too impersonal (e.g. just websites) as the social element to community transport is important. | St Albans CVS in partnership with Local Authority and operators |
| 3. Appropriate community transport services | <ul style="list-style-type: none"> Identify the areas and sectors most in need of community transport services – using Accessibility Modelling (or similar) to identify areas of lowest accessibility (such as was used in East Sussex) and then identify which groups are most in need – why are there so few services for the youth? Are they adequately served for example? | <ul style="list-style-type: none"> Review the services being implemented – are they focused on delivering a service to groups which are most in need; is there a demand for the services? | Local Authority |
| 4. Vehicle optimisation | <ul style="list-style-type: none"> Audit the use of Council owned vehicles (e.g. Social Services, Youth Services and Transport Services) – are they being used effectively? Is there spare capacity which could be used by a community transport operator (assuming the appropriate contracts are completed?) Review the usage of community transport operators minibuses – how are the trips scheduled? Could the usage be planned differently to still enable journeys to occur at key times whilst freeing up other times when the vehicle could be used for social group outings or hire to generate funds? | <ul style="list-style-type: none"> Monitor vehicle usage and review opportunities to improve scheduling and usage of vehicles to maximise vehicle operation. | Hertfordshire County Council St Albans CVS with input from the operators |
| 5. Improved vehicle selection | <ul style="list-style-type: none"> Provide independent vehicle selection advice to operators looking to expand – type of vehicle, model and engine, physical size, reliability, maintenance, new / second hand etc. | <ul style="list-style-type: none"> Provide independent vehicle selection advice to operators looking to expand – type of vehicle, model and engine, physical size, reliability, maintenance, new / second hand etc. | Hertfordshire County Council Transport Services or the St Albans CVS |
| 6. Better information | <ul style="list-style-type: none"> Provide detailed information to operators on vehicle licensing legislation, tax, insurance, CRB, disability training, volunteer recruitment, and the identification of grant funding opportunities. Provide fact sheets on how to remove and adjust minibus seats to accommodate wheelchairs – the process can be difficult depending on the vehicle. Provide links to/from partner websites (e.g. Health; Local Authority; CVS etc) | <ul style="list-style-type: none"> Provide detailed information to operators on vehicle licensing legislation, tax, insurance, CRB, disability training, volunteer recruitment, and the identification of grant funding opportunities. Provide information on how to remove and adjust minibus seats to accommodate wheelchairs – the process can be difficult depending on the vehicle. | St Albans CVS Hertfordshire County Council Transport Services; the St Albans CVS; LSP |
| 7. Improved link between Health and Community Transport Operators | <ul style="list-style-type: none"> Formal acknowledgement of the scale of assistance provided by operators towards patient travel. Support community transport services which contribute to health (medical appointments, patient travel etc). Develop a Hertfordshire Community Transport Hospitals Parking Policy – the current system causes great confusion for Operators. Create a universal parking permit for Hertfordshire hospital sites. Clarify the purpose of signing in at hospitals and which hospitals it's necessary at, if any. Make regular requests that appointments at Hospitals and GP Surgeries are not scheduled first thing in the morning for those passengers having to travel by community transport. | <ul style="list-style-type: none"> Support community transport services which contribute to health (medical appointments, patient travel etc). Monitor the effectiveness of the Hertfordshire Community Transport Hospital Parking Policy. Monitor the effectiveness of the universal parking permit Make regular requests that appointments at Hospitals and GP Surgeries are not scheduled first thing in the morning for those passengers having to travel by community transport. | Hertfordshire NHS and Primary Care Trusts Hertfordshire NHS and Primary Care Trusts with input from operators Primary Care Trusts and GP Surgeries |
| 8. Community Transport Directory | <ul style="list-style-type: none"> Maintain and update directory of St Albans community transport services, provide general information, contacts and explanation of who can use the services. | <ul style="list-style-type: none"> Update the community transport directory with new service information received. | St Albans CVS with input from operators |

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| 9. Operator Engagement | <ul style="list-style-type: none"> Facilitate a Voluntary Car Scheme Group – meet regularly to discuss relevant topics, what they need help with, share knowledge and best practice. Facilitate a Minibus/Dial-a-Ride Group – meet regularly to discuss relevant topics, what they need help with, share knowledge and best practice. | <ul style="list-style-type: none"> Continue to hold regular Voluntary Car Scheme Group meetings Continue to hold regular Minibus/Dial-a-Ride Group meetings | St Albans CVS to coordinate with input from operators |
| 10. Effective use of Taxi Vouchers | <ul style="list-style-type: none"> Agree on the value for money provided by the Taxi Vouchers by assessing the local journeys currently taking place with the vouchers. Are the users most in need, and is the journey adding value and improving access to the users? Would community transport solutions provide a better overall service and access to users? If reducing the extend to which Taxi Vouchers are provided through the introduction of tighter eligibility criteria or removal of the scheme all together, use the 'saved funding' to support the implementation of the other measures within the Action Plan and the expansion of further community transport schemes. | <ul style="list-style-type: none"> Invest funding 'saved' from the reduced Taxi Voucher programme, into the support and expansion of community transport services. | St Albans District Council |
| 11. Expanded community transport services | <ul style="list-style-type: none"> Invite expressions of interest for expansion of services and support the development of their proposals where appropriate. Encourage the creation of a business case from each interested operator. (Is a suitable need illustrated? Is the expansion proposed the most suitable suggestion – e.g. is the purchase of a new vehicle requested? If so, could another existing vehicle be better used?) Engage with Commissioning Officers in relevant sectors depending on proposed expansion details – e.g. if health related journeys, link with Practice Based Health Commission to discuss implementation and funding. Implement expansion measures where appropriate and following an evidenced need and funding availability. | <ul style="list-style-type: none"> Implement expansion measures where appropriate and following an evidenced need and funding availability. | <p>St Albans CVS with input from Operators</p> <p>Operators with assistance from St Albans CVS and LSP</p> <p>Operators and Commissioning Consortia</p> <p>Operators and Commissioning Consortia</p> |
| 12. Allocation of funding | <ul style="list-style-type: none"> Review current community transport support being provided and the funding allocated to these bodies. Redistribute funding between responsible bodies where appropriate to account for reduced or additional roles and responsibilities. | <ul style="list-style-type: none"> Maintain a review of where and how community transport support is provided and the funding allocated. | Local Authorities and LSP |