

Date: 13 July 2017

Item: Social Needs Transport

This paper will be considered in public

1 Summary

- 1.1 At its meeting on 30 January 2017, the Panel noted a paper on TfL's plans to improve Social Needs Transport in London. The paper laid out TfL's aim to provide a more integrated service with other providers, to meet the rising demand while remaining efficient. The Deputy Chair of TfL suggested that a Social Needs Transport Champion be nominated from amongst the Panel to review this issue. Members welcomed the proposal and suggested that a workshop would be useful; also that the scope and terms of reference for the role be considered before a nomination was made.
- 1.2 This paper formalises the discussions of a workshop held on 10 May 2017 and proposes next steps for the Social Needs Transport Champion's review.

2 Recommendations

- 2.1 **The Panel is asked to note the paper and:**
- (a) endorse the proposed Terms of Reference for the Social Needs Transport Champion's Review as stated in Section 4;**
 - (b) note progress to date with TfL's Social Needs Transport roadmap and appoint the Champion to support further progress; and**
 - (c) endorse the new name for Social Needs Transport, as stated in Section 6.**

3 Background

- 3.1 The number of people in London eligible for Social Needs Transport services is growing as the number of Londoners with reduced mobility is set to rise. It is predicted that by 2018 there could be nearly 40,000 more people with reduced mobility, and by 2031 there could be a further 150,000. This would bring the total of Londoners with reduced mobility to more than one million. Even without this increase in demand, there is already a pressure on spend:
- (a) boroughs are reducing their spend on Social Needs Transport; this is having a detrimental impact, with declining financial support for Taxicard and a decline in the consistency of the Taxicard service offer across London; and**

(b) TfL now provides the vast majority of funding for non-statutory door-to-door schemes in London, contributing £45m towards the overall costs of £46.5m for Dial-a-Ride, Taxicard and Capital Call.

3.2 While the need for change is clear, due to the complex nature of Social Needs Transport provision, TfL has been working to gradually improve the efficiency of the services which it controls and influences. The changes are detailed in TfL's Social Needs Transport Roadmap which was discussed at the Panel meeting on 30 January 2017, alongside the confirmation that a Social Needs Transport Champion would lead a review of the Roadmap to ensure TfL's plans kept the customer's needs at the centre of its work.

3.3 At the 10 May 2017 workshop, the discussion included the need for TfL to not just focus on existing customers but the broader spectrum of potential users – making greater use of data available on existing travel needs. There was also an acknowledgement of the financial constraints and complexity of provision given the involvement of services outside of TfL management (but which TfL funded). The workshop also noted the recent London Assembly report: *Door-to-Door Transport in London – Delivering a user-led experience*.

4 Terms of Reference for Social Needs Transport Champion Review

4.1 Arising from discussions at the 10 May 2017 workshop between Panel members and TfL officers, the proposed Terms of Reference for the Champion Review are:

- (a) to consider the current Social Needs Transport population and usage trends and existing provision in respect of not only door-to-door services but public transport services (using the disabled Freedom Pass) and private car use (using Blue Badge provision);
- (b) to consider potential current Social Needs Transport users, in particular young people, who are not accessing the public service provision and may be using private cars, to understand why and how modal shift to public transport and/or Social Needs Transport provision might be achieved;
- (c) to consider the future Social Needs Transport customer base and related demographics to inform predictions of future requirements for Social Needs Transport services, in support of the Mayor's draft Transport Strategy, and how they should be funded;
- (d) to develop, in support of the Mayor's Transport Strategy, a revised roadmap outlining the transition from current service provision to new proposals over time; and
- (e) to define the role of the Social Needs Transport Champion: to challenge, champion and support the development of proposals as to what core Social Needs Transport services are required to support the mainstream transport network, what they should look like and who should provide them. These should be considered in the context of the new draft Mayor's Transport Strategy.

- 4.2 We are aiming to complete the review and have proposed recommendations for the Panel's consideration at its meeting on 1 November 2017.

5 Social Needs Transport Roadmap Progress

- 5.1 The Panel was updated on progress on implementing TfL's current Roadmap, which is subject to change in light of the new Review, at its 30 January 2017 meeting. There are many stakeholders in the Social Needs Transport market. TfL has made progress on areas under its direct control, though progress has been slower where we need to work with other parties. Progress on the Roadmap since the 30 January 2017 meeting is reported below:

Customer Contact Experience	
Goal	Update
<p>Short term: Following joint tendering, move to a single customer complaints and feedback process, a single set of eligibility criteria and a single membership process for Dial-a-Ride, Taxicard, Capital Call and, where applicable, the TfL Travel Mentoring service. This will result in a service that is much simpler for customers to use and understand and one that is cheaper to administer.</p>	<p>TfL has been in continued discussions with London Councils on how to progress the short and medium term goals.</p> <p>A joint tender (short term goal) will be published at the end of this month (July 2017) with contract award planned for April 2018.</p>
<p>Medium term: Work to introduce a single booking process for customers. Initially this could mean a single phone number, with calls connected through to the relevant call centre. The fundamental step will be to move to an integrated booking centre providing an integrated service for users of Dial-a-Ride, Taxicard, Capital Call and Travel Mentoring, providing a single booking point for all services. Following these steps, trials of a local, decentralised booking process (as requested by a number of stakeholders, who believe this would lead to more effective booking and scheduling and a more personalised customer service) could take place.</p>	
<p>Long term: Seek to expand the role of the integrated operation to secure more cooperation and coordination with other providers across London, with the aim of commissioning provision from the most appropriate and cost-effective providers.</p>	
Transport Services	
Goal	Update
<p>Short Term: TfL will re-let its current contractual arrangements for Dial-a-Ride's</p>	<p>Dial-a-Ride has re-let its MOAT contracts and expanded its</p>

<p>Multi-Occupancy Accessible Transport (MOAT) contracts, currently in place with six community transport providers, in a form that would incentivise contractors to invest in the vehicles, drivers and training. This will provide ongoing support for the community transport sector.</p>	<p>contractor base from six to ten community transport providers. The contracts provide greater contractual and financial security for operators alongside an encouragement to operate to Dial-a-Ride best practice driver and vehicle quality standards. TfL hopes to diversify the use of the Dial-a-Ride fleet, contracting out to other service providers who also have a need for the fleet's specialist vehicles and trained drivers. This would improve the overall efficiency of the fleet and start to integrate the services TfL provides with those in the education and health sectors.</p> <p>Also, Dial-a-Ride has been separated into delivery and commissioning parts in preparation for potential commercial opportunities.</p> <p>The first new MOAT 2 contracts started work with Dial-a-Ride in June 2017, with the other contractors (a mixture of existing and new operators) activating the new contracts between this date and October 2017.</p>
<p>Medium Term: The taxi and private hire industry already provides significant transport services to both Dial-a-Ride and Taxicard. In partnership with London Councils and boroughs, TfL will develop a new contracting framework, letting a series of contracts to meet the requirements of the service. The new contracts will include enhanced standards of customer service including enhanced training requirements</p>	<p>The first step to achieving this goal is covered by the joint tender mentioned in Customer Contact Experience.</p>

6 New Term for Social Needs Transport

- 6.1 At the 10 May 2017 workshop, it was considered whether a more appropriate term should replace Social Needs Transport. As a result, it is proposed Social Needs Transport is now renamed 'Assisted Transport Services'. This term seeks to better identify the wide range of services that encompass social needs transport beyond the traditional 'door-to-door' services such as Dial-a-Ride and

Taxicard. For example, the Travel Mentoring service is not a form of transport itself but clearly has a role to play from a customer perspective.

- 6.2 Should the Panel agree to this replacement term, or indeed any alternative, TfL will use the new term in its future documentation, in the first instance in TfL's own publications.

7 Response to London Assembly Report

- 7.1 The London Assembly report: *Door-to-Door Transport in London – Delivering a user-led experience* has two recommendations for TfL:
- (a) 'TfL should set out a timed plan for implementation of its roadmap towards integration of door-to-door services. In view of the slow progress since the committee's last report, TfL should also provide written progress reports to the committee every six months for the remainder of this Mayoral term. We ask that TfL write to the committee by the end of July 2017 setting out its response to this recommendation.'; and
 - (b) 'TfL should explore the feasibility of introducing a system of personal budgets to an integrated door-to-door service, with a timed action to do this added to the service integration plan. This work should be carried out with a view to introducing a pilot scheme in a London borough to test the concept. We ask that TfL write to the committee by the end of July 2017 setting out its response to this recommendation.'
- 7.2 As a result, TfL has considered local pilots in two London boroughs; one in inner London and one in outer London. The pilots will involve virtual cash budgets for use on selected Social Needs Transport schemes and seek to provide greater choice and flexibility for customers than is the case with existing schemes. TfL has been in contact with London Councils and the proposed boroughs to secure support. The details and implementation timelines are subject to successful discussions with London Councils and relevant boroughs, as well as the Social Needs Transport Champion. That said, we would hope to launch the pilots in April 2018, with the implementation plans in place by end of December 2017. TfL's response to the Assembly Report will provide more detail on these proposed pilots.

List of appendices to this report:

None

List of Background Papers:

Social Needs Transport, Customer Service and Operational Performance Panel, 30 January 2017

London Assembly Report: *Door-to-Door Transport in London – Delivering a user-led experience*, 28 April 2017

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