

NAILSEA & DISTRICT COMMUNITY TRANSPORT

SOCIAL VALUE POLICY Version 2

VERSION HISTORY

File Name	OneDrive:\09) POLICIES, PROCEDURES AND HANDBOOKS\Policy Documents\Social Value Ver 2.docx
Version 1	May 2017
2020-02-07	Converted to Word and updated to standard format. Membership figures
2020-02-22	Approved at Management Meeting
Version 2	Reviewed November 2021. Minor typo corrections.

CONTENTS

PAGE

Table of Contents

Version History	2
Contents Page	3
1.0 Introduction	4
2.0 The Role of the Organisation and Benefits	4
3.0 Estimating the Cost of Loneliness	6
4.0 Conclusions	6
5.0 Review	7

1.0 Introduction

1.1 The Public Services (Social Value) Act came into force on 31 January 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. This document responds to the Public Services Act and demonstrates how N&DCT operations deliver the wider benefits.

21.2 N&DCT provides community transport in North Somerset, specifically covering Nailsea, Clevedon, Portishead and the surrounding areas which are not well covered by regular public transport.

1.3 The following information has been sourced from several published documents but is directly applicable to the role that N&DCT plays in the local community within the North Somerset area.

2.0 The Role of the Organisation and Benefits

2.1 There is a growing evidence base of the advantages community transport can play in addressing a range of social issues, not just loneliness and isolation. These impacts can benefit a wider population cohort (such as youth and the working age population) and have positive outcomes in areas such as employability, crime prevention and victim support. Community transport has also been shown to help build social capital and help meet environmental targets. N&DCT can play a role in addressing loneliness and isolation (especially for older people). Literature suggests the impacts can be categorised into community transport influencing outcomes through two channels.

2.2 The first of these channels operates through community transport schemes reducing the prevalence of loneliness and isolation among segments of the aged population, i.e. by tackling the causes of isolation or loneliness or both. As a result all of the direct and indirect effects of loneliness and isolation are reduced.

Examples of how these benefits arise include:

- Providing access to social opportunities.
- Providing opportunities to leave the house.
- Giving a chance to socialise with the driver and other passengers.

2.3 The second channel through which community transport can impact loneliness and isolation is by addressing the symptoms and so reducing the effects of loneliness and isolation can have on both individuals and the rest of society (but not reducing the numbers experiencing the condition).

Social Value Policy

(cont)

Examples include:

- Improving access to GPs and healthcare facilities, by providing a low cost and high quality means of transport for those who require it. The result is early diagnosis and treatment. In turn this leads to reduced mortality rates, improved health outcomes, reduced health inequalities and lower healthcare costs.
- Allowing people to live independently for longer, reducing demand on expensive nursing and residential care. This is achieved by allowing people to access services they require to live independently (e.g. supermarkets, luncheon clubs and health services).
- Replacing expensive domicile health visits by more frequent visits to the relevant health facility.
- Reducing non-attendance for health services by ensuring those with transport difficulties do not miss their scheduled appointments.
- Enabling people to be discharged earlier from hospitals by providing a solution to get people home, where not otherwise available, and also ensuring they have access to the services they need while they recover at home (e.g. trips to the supermarket and hospital check-ups).
- Reducing demand on expensive Patient Transport Services by offering a suitable alternative.
- Providing prescription delivery services to reduce the number of required trips for users and so the resulting stress and cost.
- Reducing the stress of difficult journeys for those who are isolated.

2.4 Drivers can identify early warning signals of problems due to their regular contact with an otherwise isolated person and so attempt to mitigate future problems. This may directly benefit the individual and also reduce the potential indirect costs to society.

2.5 N&DCT offers these benefits where other schemes are not suitable. Public transport, even where reliable and frequent is not door-to-door. For many isolated and lonely people who are frail, older or disabled the distance to a bus stop or station is insurmountable.

2.5 In the outer areas of towns and in the rural areas especially, substantial reductions in bus services have left very infrequent or no public transport provision. For many individuals, taxis do not provide a suitable alternative, and not just in relation to availability and costs which many regard as prohibitively expensive. Taxis do not always offer door-to-door service, with responsibilities usually finishing at the kerbside. People with a variety of disabilities including those using wheelchairs can be hampered by vehicle design and inadequate driver training. All are vehicles are wheelchair accessible, and all drivers are MiDAS trained. The nature of community transport operators and their drivers means that the direct social benefit from using community transport scheme as opposed to another mode

3.0 Estimating the Cost of Loneliness

3.1 Using the predicted future demographics for N&DCT (as at December 2016) based on the North Somerset Demographics Report conducted in 2014, the estimated N&DCT population (2025) for the over 60s is approximately 20,000.

3.2 Deloitte produced a major piece of research on the economic cost of loneliness and isolation "Tackling Loneliness and Isolation through Community Transport", which has been used here to estimate the potential financial cost within the N&DCT area.

3.3 Using Deloitte's information extracted from the document by ETC Charity "Why Community Transport Matters" and proportioning it to the estimated population for N&DCTs over 60's of 20,000; taking into account the estimated culmination of the cost associated with:

- Earlier admittance into residential or nursing care
- Increased use of home care and day care services
- Higher rate of non-elective hospital admission
- Increased proportion of domicile GP visits
- Increased number of A&E visits

it suggests that the estimated cost to the State (including both national and local authorities), is approximately £13.52m per year for all the over 60s. N&DCT currently has approximately 350 members (and increasing) and therefore the estimated saving is in excess of £237,000 per annum.

4.0 Conclusions

4.1 Community transport enables older people to remain independent and engaged in society, removing barriers that would otherwise exist. As a result, older people are more able to continue their normal lives; maintaining social links, addressing their personal needs and accessing relevant services. Importantly, community transport operators provide unique services which are not filled by traditional operators in the public or private sectors.

4.2 From Deloitte's research, it is estimated that N&DCT is able to bring a saving in-excess of £237,000 per annum to the State by operation of its service.

This document is to be reviewed as required and at least every three years.