

**Partnership Working  
and  
Accessibility Planning**

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# Social Exclusion Unit Report

Making the Connections:  
Final Report on Transport  
and Social Exclusion



The key idea at the centre of the report: can people get to key services at reasonable cost, in reasonable time and with reasonable ease?

# Key Services

Focuses on access to opportunities that have most impact on life chances;

- Employment
  - Learning
  - **Health care**
  - Affordable healthy food
- and
- Social, cultural and sporting activities

# The Problem

- Health care
  - Over 1.4 million people have missed, turned down or not sought medical help in the preceding 12 months because of transport problems.
- Affordable healthy food
  - 16% of people without a car find access to supermarkets difficult, compared with 6% of the population as a whole.

# Five Barriers to Getting to Services

- The availability and physical accessibility of transport.
- Safety and security when travelling.
- The cost of transport.
- Poor information and individuals' limited travel horizons.
- The location of services.

# Improving Accessibility

- Enhance transport provision to service
- Offer service locally
- Combination of both
- Make transport easier to use
- Make services easier to use

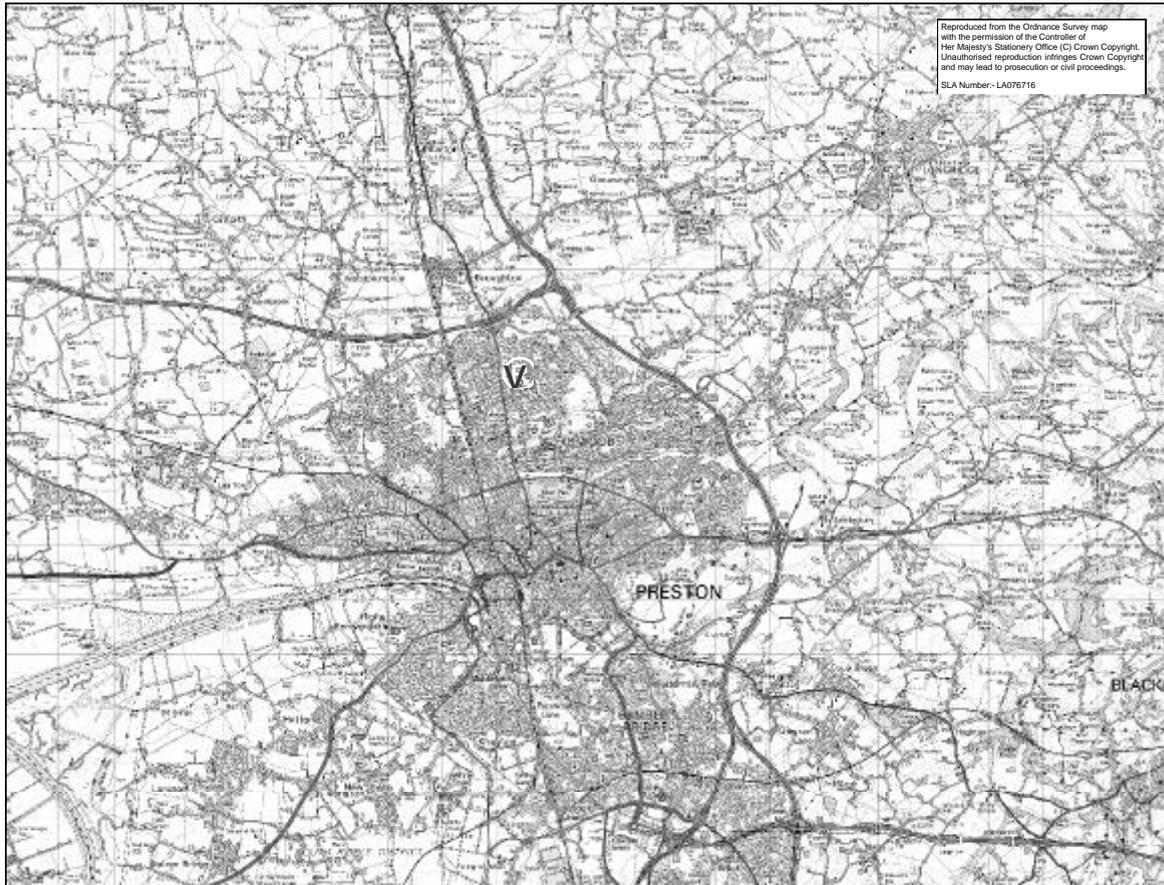
# Why Partnerships?

- To access a service, a client often uses a complex system. Problems with any one element can create a barrier
- Key to effective solution development is bringing partners' strengths to bear on the problem

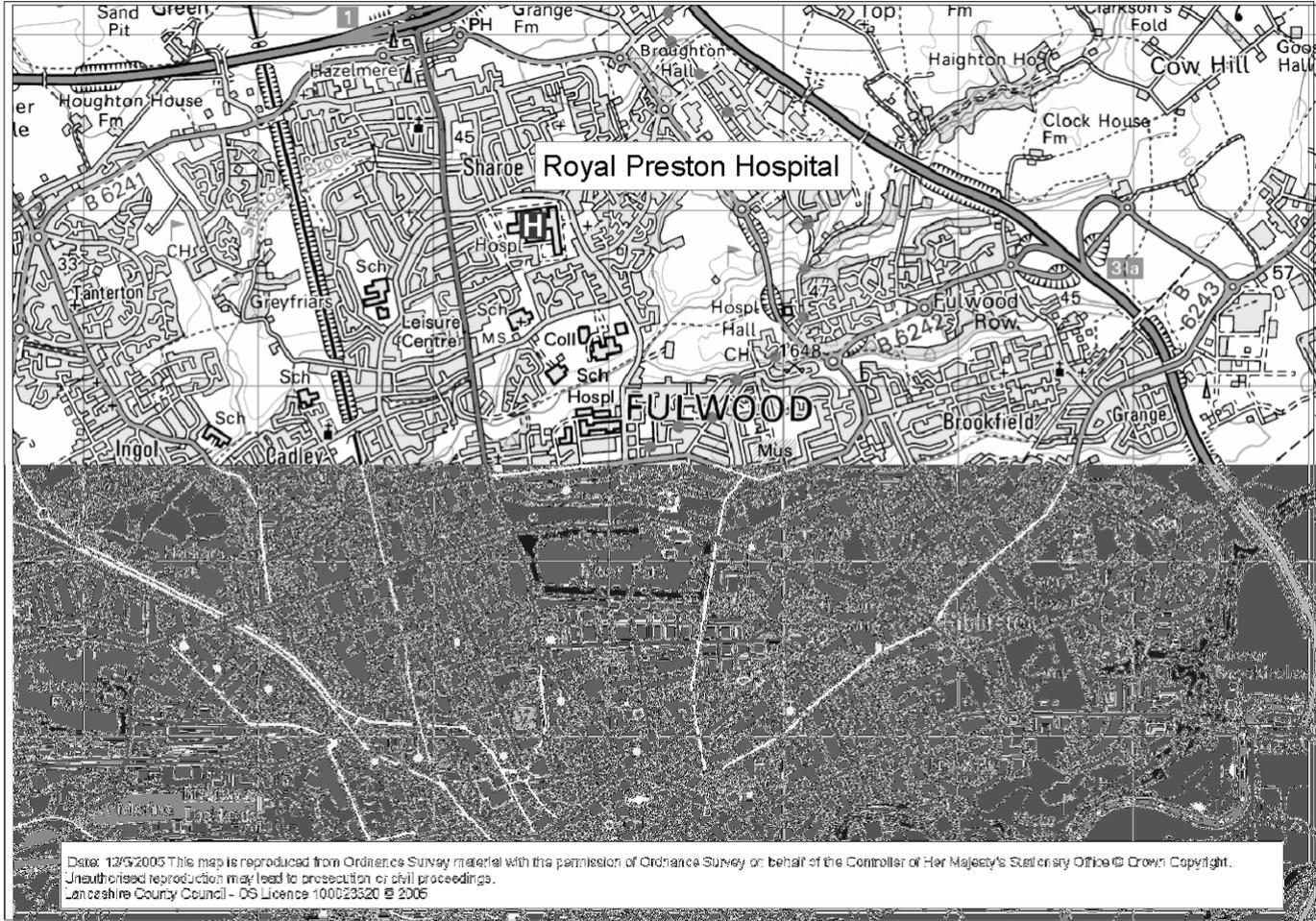
# How the Partnership Works

- Examine the system
- Identify the problem
- Identify those involved with the issue
- Consider the options for solution with partners
- Identify who can deliver the solutions

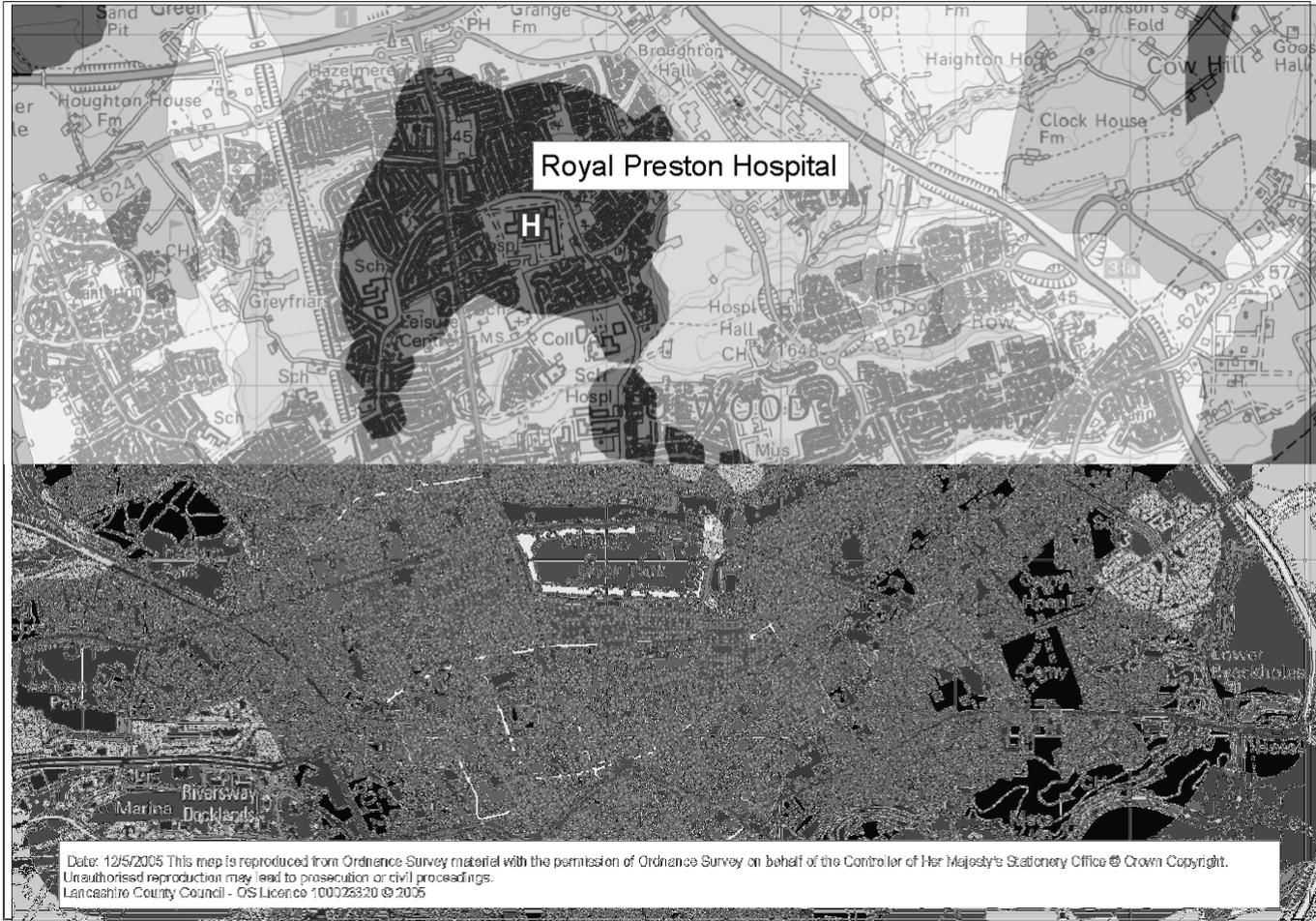
# Preston



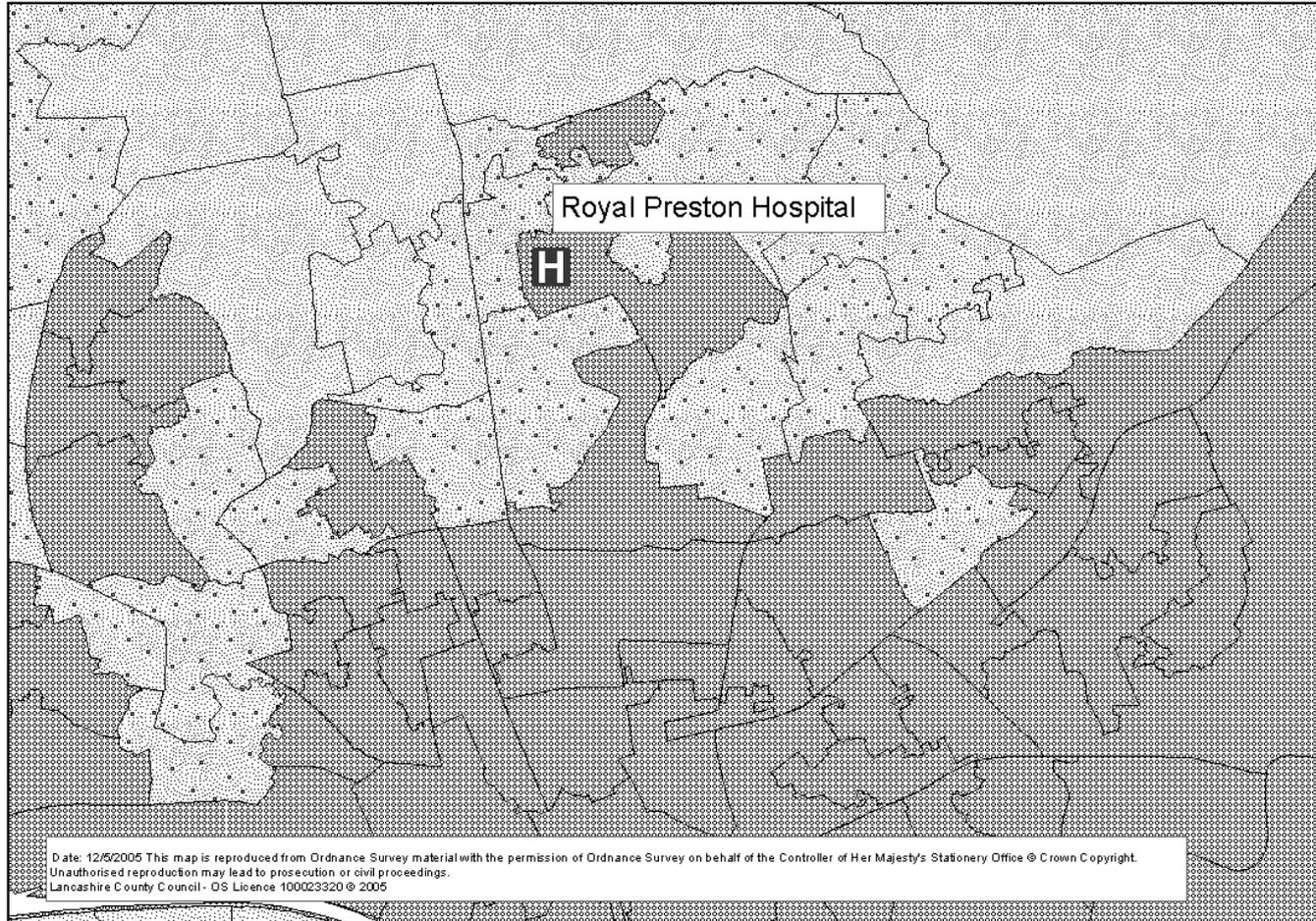
# Royal Preston Hospital



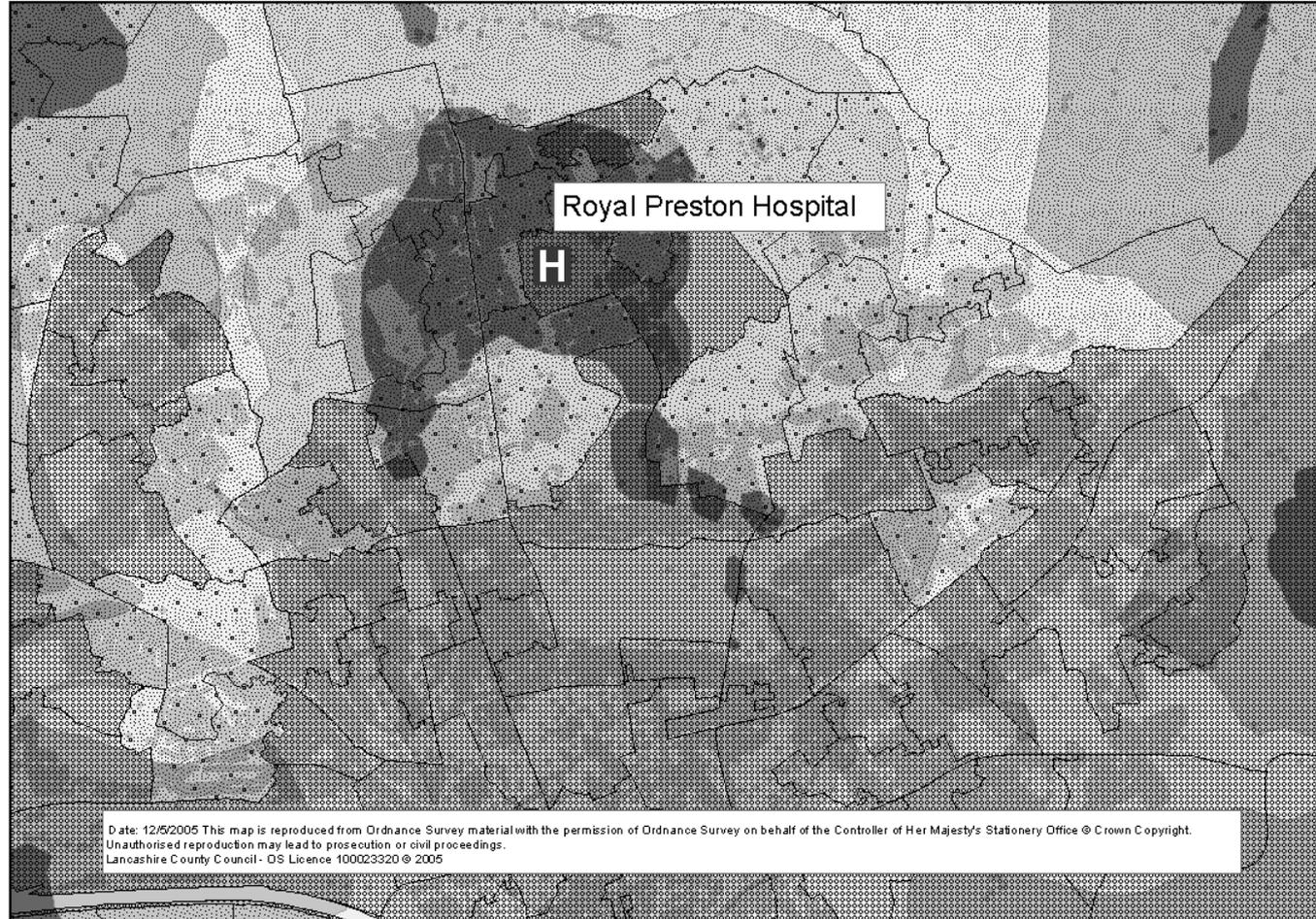
# Access to Royal Preston Hospital



# Health Deprivation and Disability



# Access and Deprivation



# Optimum<sup>2</sup> in Lancashire

- A Pan-European Project Supported by European Regional Development Funding
- Based on hospitals in Preston and Chorley
- Aims to develop a sustainable transport information system for patient travel

# Partners

- Led by Lancashire County Council and including
- Preston Primary Care Trust
- Chorley and South Ribble Primary Care Trust
- Lancashire Teaching Hospitals NHS Foundation Trust
- Lancashire Ambulance Trust
- Local Bus Operators

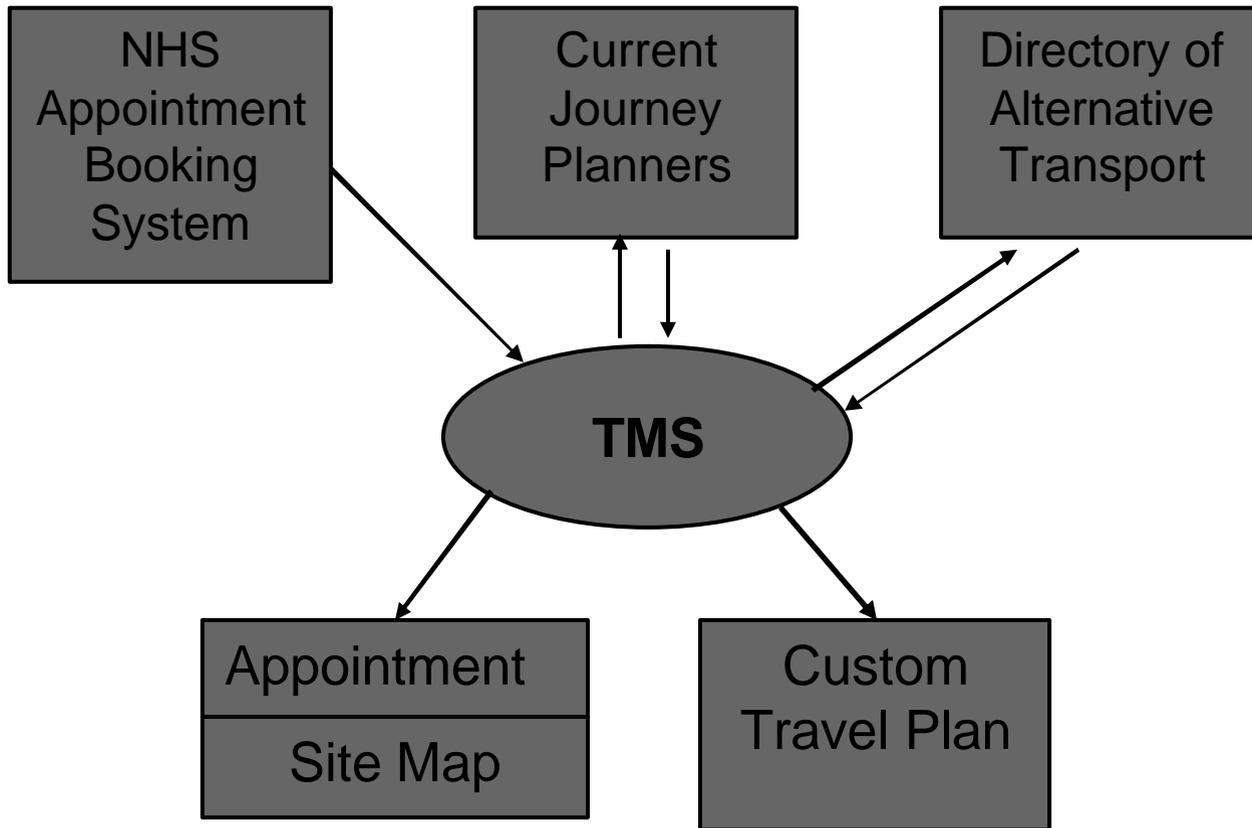
# The Four Project Strands

- Data Collection/Research
- Marketing
- **Travel Management System (TMS)**
- Co-ordination and Monitoring

# TMS Overview

- A Foundation for Future Development
- Custom Travel Plan with Appointment Booking
- Focus Initially on Out-Patients
- Focus Initially on Preston Hospital

# TMS Basic Interface Diagram



# Conclusion

Partnership working is able to provide solutions to these access problems that could not be achieved working individually