

SERVE and VA Oundle Year 1 monitoring (April 2014 – March 2015) – Outcomes and targets to be achieved

Year 1							
1 April 2014 to 31 March 2015							
Outcome to achieve	Key activities	Milestones	Outcome measured by	Q1 Target	Q2 Target	Q3 Target	Q4 Target
Accessible and affordable community transport services for medical-related appointments across East Northamptonshire	Medical trips being provided across the district by the consortium	Map areas of service	No. of medical trips taking place across the district	6200 / 6249	6250 / 5886	6300 / 6546	6400 / 6928
	Close working with GP and Health practices on increasing take-up of transport for medical related trips	Referral process in place	No. of new clients accessing services		25 / 37	102	50 / 108
			No. of medical trips referred from GP and Health practices	5 / 14	5 / 25	7 / 16	7 / 34
	Draw up programme of key target areas for increasing medical trips	Target areas identified and programme in place by end of Q1	No. of medical trips in target area	10 / 9	125 / 130	150 / 192	200 / 248
		List targeted areas – target area decided each quarter	Woodford	Thrapston	Thrapston	Thrapston	
	Promote the services across the district	Key outlets identified	List key outlets	See report	See report	See report	See report
Enhanced range of community transport solutions	Work with organisations including ENC to establish users' needs for accessing services across East Northamptonshire	On-going	List organisations	See report	See report	See report	See report
	Develop and promote a range of flexible and responsive transport options to people who are 'transport disadvantaged'		% increase in users of the services who are transport disadvantaged	7% 65 increased to 80 – 23%	8% 65 = 0%	9% 54 = -16%	10% 65 = 0%
	Reduce isolation for residents in communities who have a high Index of Multiple Deprivation score for access to services		% increase in medical related trips by residents in communities identified as having a high index	6% - Baseline 389	7% 385 = -1%	9% 396 = 2%	10% 392 = 1%



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			score by the IMD				
			% increase in non-medical trips by residents in communities identified as having a high index score by the IMD	4%	5%	6%	7%
				Baseline	326 =	262 =	298 =
				380	-14%	-31%	-22%