

Free Travel Scheme

Problem Requiring Improvement

- **Lack of staff and patient parking spaces across all sites**
- Staff parking in patient car parks.
- **Complaints from patients either late for appointments or missing them altogether due to parking.**
- Staff stress levels high and morale low in relation to daily commute and parking.
- **Carbon concerns due to large numbers of staff vehicles on the road - not in line with our Green Plan or Sustainability goals.**

Key Contributing Factors

- **Expansion of services and workforce, but no option to extend parking provision**
- No parking charges - more people bringing vehicles to site
- **Staff not updating permits, meaning we are unable to contact them to address issues.**
- Lack of affordable alternative travel options for staff commute - cost of living crisis, £80 for a Peterborough Megarider
- **Safety concerns over travelling on foot, especially with dark mornings and evenings.**

Aim For Improvement

- **Reduce number of cars on site to free up spaces and reduce carbon footprint.**
- Supporting patients and visitors
- **Supporting staff - including service provider colleagues; financial relief, reduced stress, increased morale.**

Measures

- **Monitoring of complaints re: parking, from patients, staff and visitors**
- Monitoring of uptake, month on month.
- **Regular deep dives into database and invoicing to monitor ticket purchasing and usage.**
- Feedback from user base.

Actions Taken

- **Research and networking re: subsidised schemes at other Trusts, and analysing their results to ascertain suitability for NWAFT.**
- Inclusion of service provider colleagues and volunteers, and encouragement to neighbouring Trusts to implement similar schemes.
- **Securing Executive buy-in**
- Promotion and information sharing via intranet pages, posters, internal and external messages - with huge amounts of help from our Communications Team.
- **Training undertaken to allow members of the team to deal with front-line technical queries.**
- Frequent reviews with Stagecoach to implement QI practices and make changes and improvements to the delivery of the scheme.

Results

- **Noticeable reduction in complaints re: parking, from patients, staff and visitors, confirmed through monitoring of correspondence and feedback from PALS and Reception teams.**
- Proven continuous uptake, month on month, with over 2500 eligible colleagues now registered.
- **Almost 10,000 tickets have been used, with 70% of these purchases being 28-day travel tickets.**
- Reduction in carbon output due to reduced vehicle use
- **Fabulous feedback from users in relation to cost savings, reduced stress, increased morale.**
- Positive message from service providers feeling a sense of "family" following their inclusion in the scheme.

Learning and Next Steps

- **Different approach to other Trusts meant no clear/easy way to manage scheme at first, and no prior guidance.**
- Gaps in technical knowledge required to manage the scheme were rectified with training.
- **Parts of the scheme open to misuse, which we identified and fixed along the way with input from key stakeholders**
- **Strict exclusion process agreed and implemented to ensure continuation of partnership.**
- Changes made to process for corporate schemes and Stagecoach App interface itself, now benefits other organisations offering similar schemes.
- **Unprecedented engagement and enthusiasm, prompting us to continue offering the scheme indefinitely.**