Pilotlight Design Brief

Client	East Renfrewshire Health and Social Care Partnership
The Challenge: Link back to the original barrier. For example, 'to make information about SDS more accessible to people with mental health problems'	Lack of accessible transport to enable people to engage in community activities to combat social isolation
Background: Provide some information about why you believe 'the challenge requires a new solution'	East - West cross links in East Renfrewshire are poorly served by public transport. Taxi firm charges additional rate for accessible vehicles.
Solution proposed:	Maximising use of community, staff and private vehicles to support older people to access community activities through up skilling and supporting volunteer drivers and health and social services workers.
Current stage of the solution: What stage is the development for the idea?	Initial proposals developed by 'Using all our assets' working group
Goals / objectives: • What are you trying to achieve with this new product / service? • What does success look like? • How does your product differ from competitors?	Increased number of older people accessing community activities. Reduced numbers of older people self-reporting lonliness.
Who: • Tell us about your target audience e.g. their age, technology use, knowledge of SDS • Tell us a key insight about your target audience • What support would someone need to use this service? e.g. an introduction from a practitioner or none, people shouldn't require support	Older people living in own homes in East Renfrewshire. Prefer face - to - face contact. Need to know about the service (practitioners should be able to signpost). Should be able to use it by telephone booking. Some are disabled and will require people handling assistance to use.
What 1: • Outline what it is that people using the product / service should be able to achieve • Tell us where it is going to be used e.g. online, printed materials to pick up • What content will be published?	Book accessible transport (with driver that can provide people handling assistance if required) to access community activities. Printed flyers Added to community asset map
What 2 : What activities will your solution involve?	• Recruitment of part time coordinator to carry out duties of advertising, recruiting volunteer drivers • Support / supervision • Expenses - mileage (financial management of project) • Induction / training (including people handling) - to meet the needs, outcomes of the service users • Charge mileage and costs of running / sustaining a service
What 3: • Describe the look and feel of the product / service • Describe the tone of voice that product / service should have	

What 4: What resources does the solution need?	• PT Coordinator • People with time / cars • Appropriate clean driving licenses • MOT in place / insurance • Variety of cars - including wheelchair accessible • Access to community vehicles • PVG? • Knowledge of East Renfrewshire community assets Finance Options : • East Renfrewshire communal budget for travel reimbursement • Charging Policy? Could be subscription based on mobility component (DLA)
What 5: What are the possible barriers?	Moving, handling, complex needs, personal care Risk assessments Need for support / assistance during journey
Inspiration: Please include links to other effective and relevant solutions. These can be examples you find inspiring, have ideas you like, speak in the right tone of voice or have the right values.	
Delivery: • Timescale for the initial prototype • Deadline for final prototype	