

# MIAA Solutions Transport Review Case Study

# Independent Support and Advice

MIAA Solutions is a NHS-hosted, not-for-profit consultancy. For over 35 years, we've helped organisations protect public funds, strengthen governance, and deliver better outcomes.

MIAA support more than 60 organisations — from the NHS to local authorities, police and fire services, central government bodies, and charities.

We bring an in-depth understanding of the complex environments that characterise public service organisations. Everything we do is grounded in public value — delivering practical, evidence-based solutions that improve services and strengthen resilience.

We offer UK-wide support and tackle complex challenges with expertise. Our commitment to customer focus, ensures a personal and tailored approach to adding value where it matters most for our clients.

Operating in partnership with clients, we provide external insight to address current and future challenges together, providing a cost-effective alternative to commercial consultancies.

By taking a personalised approach we can shape our services to the specific needs of each client.

We combine an experienced internal core team with a pool of over 100 associate subject matter experts.

This agile model enables a skill mix that blends expertise and experience, delivering the bespoke outcomes required by each client. We deliver a fully integrated support system tailored to meet your unique needs.

Contact our team for an informal conversation about our support offers;

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# Transport Review Case Study

- Delivered efficiency-based savings representing a 5-fold return on investment for the Provider
- Delivered efficiency improvements leading to a 33% cost reduction in non-emergency transport expenditure
- Reduced unnecessary journeys/routes
- Wait and return costs eliminated, where possible

## The Challenge

MIAA Solutions provided support to a large complex organisation with a number of historic transport contracts. The organisation requested an in-depth review into the efficacy of their current ad-hoc courier and patient transport contracts. The findings would then be used to inform a new organisational transport contract specification.

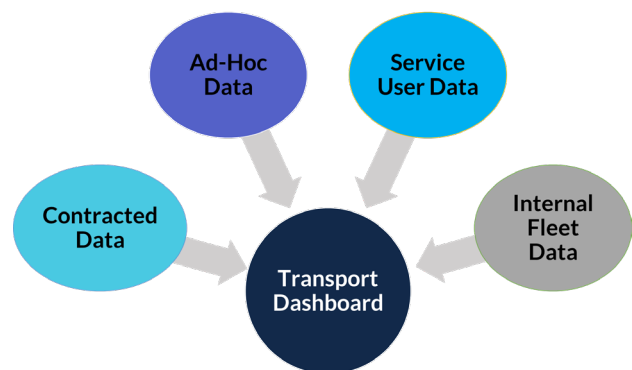
The Solutions team's objectives included the identification of improvements in contract management controls and a requirement to improve efficiency through the integration of transport contracts.

## The Approach

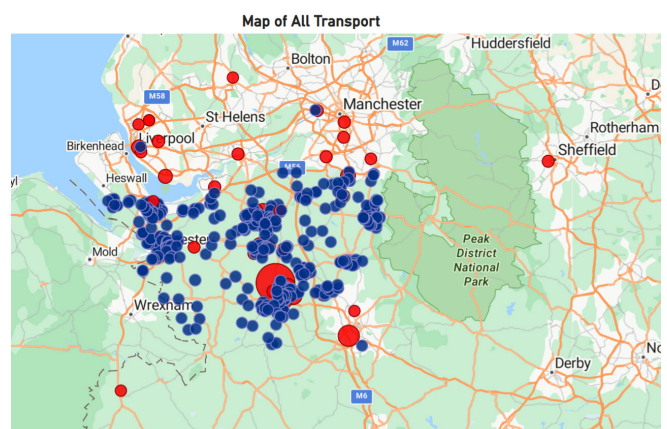
The Solutions team conducted a comprehensive analysis of courier and patient transport services for the client, looking at all the transport spend and booking data for the fiscal year 2023/24. The review involved combining contracted vehicle bookings, with ad hoc vehicle bookings; including an overlay of the route and costs contained within the existing contracts.

To ensure the data was reflective of the providers operational demands, workshops were held with high usage departments to facilitate a better understanding of the data in an operational setting.

Using data analytics, Solutions built a transport dashboard to provide visual insights into data distribution across geographical locations, enabling the team to track the distribution of courier service costs across the North-West region. Using spatial analysis enhanced the decision-making process by providing a clear, visual representation of geographical data.

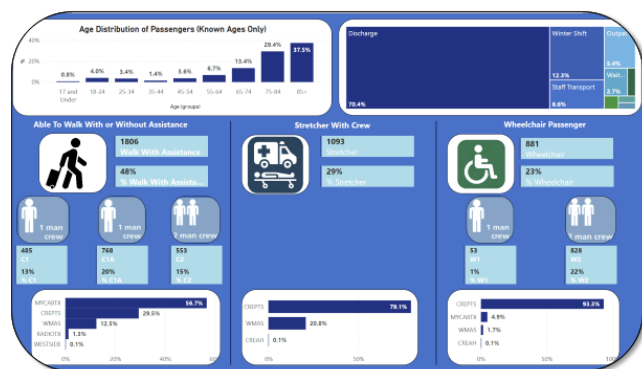


Transport dashboard data sources



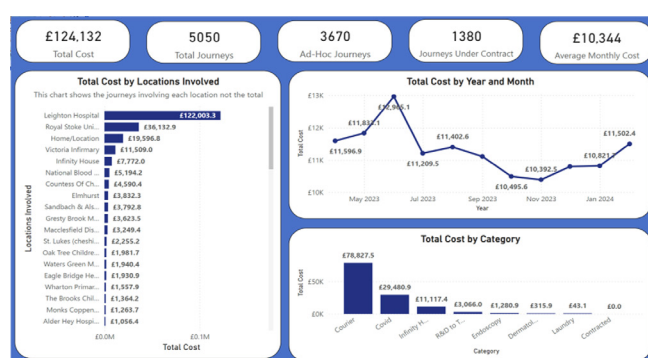
Extract from transport dashboard - courier drop/collection points.

In addition to the courier analysis examination, the patient/people transport gained insights into the characteristics and needs of the transport users and the process of requesting transport.



Extract from Transport dashboard - PTS Patient Profiles

The team identified periods of increased demand and the availability of specialist transport.



Extract from Transport dashboard - Summary of Courier journeys

Ongoing stakeholder engagement was essential to the success of this improvement project. Collectively reviewing insights with divisional managers enabled transparency and helped to drive ongoing accountability and improvement throughout the project.

## The Outcome

The review provided the organisation with a clear understanding of their patient and courier requirements, informed by detailed demand data, operational intelligence and geographical analysis.

The accompanying report outlined key findings and highlighted strategic recommendations to optimise transport services efficiency and improve contract management. The outcomes of the review pinpointed areas of duplication, inefficiency and areas requiring improved control measures.

The Solutions team supplemented these findings with the most recent 12-month transport costs. Overlaying the report's recommendations with current expenditure levels led to a 33% cost reduction for non-emergency transport through a reduction in unnecessary journeys/routes and the elimination of unnecessary wait and return costs. The efficiency-based savings alone represented more than a 5-fold return on investment for the provider.

## Further Opportunities

MIAA Solutions Transport Review also offers organisations an annual transport data review. This allows organisations to assess their data maturity, identify data gaps, provides opportunities to enable operational changes and facilitates data driven contract reviews. Ultimately the annual reviews identify year on year efficiencies, offer savings and cost avoidance opportunities and strengthen governance within the transport service.

## Client Feedback

*"In 2023, Mid Cheshire Hospitals Foundation Trust commissioned MIAA to conduct an audit of the Trust's transport services. The goal was to complete a comprehensive audit and provide a procurement ready specification document, which would form part of the Trusts plans to manage all services in-house, through one transport contract. Throughout all stages of the workstream, MIAA have been exemplary. From the data collection to the audit, providing workshop support, presenting realistic / achievable recommendations and the proactive nature in which they completed all elements of the scope. The team at MIAA have delivered exactly as briefed over the past 10 months, well within timescale and I would happily recommend them for future projects."*

Sustainability and Social Value Lead

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