

## Statement of Purpose

### OBV Secure Transport

#### Introduction

OBV Secure Transport is a 24/7 specialist transport service providing safe, reliable, and person-centred journeys for adults and children across healthcare, social care, and public service sectors.

We deliver tailored transport solutions for individuals requiring enhanced levels of safety, supervision, and support, working in collaboration with NHS providers, private hospitals, care homes, local authorities, social services, and police services. Our service is designed to meet the growing demand for professional, safety-led transport, particularly in complex, urgent, or high-risk situations.

We are committed to openness and transparency in all aspects of our service. Every enquiry is carefully considered, and where requests fall outside of our scope, we communicate this clearly while supporting partner agencies to identify safe and appropriate alternatives.

Our long-term ambition is to establish OBV Secure Transport as a trusted, nationwide provider, delivering consistent, high-quality support across the United Kingdom.

#### Our Purpose and Vision

OBV Secure Transport has been developed to address recognised gaps within current health and care transport provision. We aim to provide a reliable benchmark for safe, compassionate, and CQC-aligned practice within a sector where consistency and availability can vary.

Our purpose is rooted in supporting individuals during vulnerable moments. We recognise that transport is not simply a logistical function—it is a critical part of a person's care journey. Every transfer is approached with professionalism, attention to detail, and a commitment to dignity and respect.

We are particularly focused on reducing delays and distress in scenarios such as:

- Urgent or out-of-hours transfers
- Transport involving individuals detained under the Mental Health Act
- Rural or long-distance journeys where provision is limited
- Transfers involving vulnerable individuals or individuals with complex needs

Drawing on extensive experience within mental health and care services, we aim to provide a dependable, well-resourced alternative to overstretched systems, supporting improved outcomes for individuals and partner organisations alike.

## **Our Aims**

At OBV Secure Transport, our service is guided by clear and purposeful aims:

We aim to deliver safe, high-quality transport with compassion, ensuring that every individual is treated with dignity, respect, and understanding throughout their journey.

We aim to build a trusted reputation nationwide, becoming a recognised provider of secure, care-based transport through consistent service delivery, professionalism, and positive outcomes.

We aim to develop strategic partnerships across health and public services, including NHS providers, local authorities, social services, and police services. Through formal partnerships and collaborative working, we seek to provide consistent, reliable, and trusted support that strengthens wider service delivery systems.

We aim to remove the stress and uncertainty associated with transport decisions, offering a seamless and dependable solution for patients, families, and professionals.

## **What We Offer**

OBV Secure Transport delivers a specialist transport service designed to provide safe, reliable, and well-coordinated support for individuals requiring enhanced supervision or care. Our approach is grounded in clear communication, careful planning, and a consistent focus on the individual's needs, ensuring that each journey is managed professionally and with minimal disruption. We prioritise stability, dignity, and reassurance throughout, enabling services to rely on a transport solution that is both dependable and responsive in complex or high-pressure situations.

### **Core Services Include:**

- 24/7 secure transport for individuals requiring enhanced support or supervision
- Planned and urgent transfers across healthcare and social care settings
- Transport for individuals under mental health or safeguarding considerations
- Support for vulnerable children and adults
- Rural, long-distance, and out-of-hours journeys
- Professional and trained staff accompanying each journey to provide reassurance and support
- Coordinated communication between referring and receiving services

We are not simply a transport provider—we are a specialist solution for safe, supported, and dignified movement, filling a critical gap within current service provision.

## **How We Deliver Our Service**

### **1. Specialist Transport Team**



Every journey is supported by trained professionals who are equipped to manage complex and sensitive situations. Staff are trained in de-escalation and, where necessary, safe and lawful restraint techniques, operating at all times within a least-restrictive practice framework. This ensures both safety and dignity are maintained.

## **2. Consultation and Transfer Planning**

We offer consultation and planning support for complex transfers, working collaboratively with partner agencies to assess risk, coordinate logistics, and ensure safe and effective movement.

## **3. Real-Time Communication and Coordination**

Clear and consistent communication is central to our service. We provide updates throughout each journey, ensuring all stakeholders remain informed and reassured from collection to arrival.

## **4. Flexible and Transparent Approach**

We actively welcome enquiries and are committed to exploring solutions wherever possible. Where requests fall outside our scope, we are transparent and supportive in identifying alternative options.

### **Our Objectives**

To achieve our aims, we operate within a structured framework of objectives focused on quality, safety, and continuous improvement.

### **Workforce Development**

We are committed to building a team of skilled, confident, and compassionate professionals. Through structured training, supervision, and development opportunities, we ensure staff are equipped to deliver safe, high-quality care.

### **Governance and Quality Assurance**

We maintain robust governance systems supported by regular audits across service delivery, staff compliance, and operational processes. Findings are reviewed by leadership to identify trends, implement improvements, and embed learning.

### **Staff Wellbeing**

We prioritise the well-being of our workforce through structured debriefs, regular supervision, and accessible support systems. A supported team is essential to delivering consistent, high-quality care.

### **Feedback and Service Development**

We actively seek feedback from service users and partner agencies, using this to inform service development and continuous improvement.

## **Observation and Incident Management**

Each journey is supported by structured observation and documentation, ensuring accountability and transparency. Incidents are reported, reviewed within 48 hours, and used to drive learning and improvement.

## **Safe Practice and Professional Integrity**

We operate strictly within our scope of competence. Where needs exceed our capabilities, we act transparently to ensure safe alternative arrangements are made.

## **Growth and Sustainability**

We aim to expand our service responsibly over the next three years, increasing our national footprint while maintaining quality and safety.

## **Commitment to Standards and Partnership Working**

OBV Secure Transport is committed to operating in line with NHS expectations, CQC standards, and public sector requirements. We are actively working towards full tender readiness, ensuring our governance, safeguarding, training, and data protection processes meet regulatory expectations.

We aim to demonstrate:

- Strong clinical and operational governance
- Clear social value and cost-effectiveness
- Transparent and fair pricing structures
- Scalable and reliable service delivery

Through this approach, we seek to establish long-term partnerships across health and public services, contributing meaningfully to system-wide resilience and patient care.

## **Our Approach to Care**

Our mission is to remove the stress from transport decisions by delivering a seamless, compassionate, and reliable service.

We recognise that transport can be a source of anxiety, particularly for vulnerable individuals. We therefore prioritise:

- Clear communication
- Person-centred planning
- Emotionally intelligent support
- Calm and safe environments

Our staff are trained to understand the holistic needs of individuals, using de-escalation, communication, and compassionate care to ensure every journey is safe, respectful, and supportive.



We go beyond transportation, we act as a trusted partner, supporting patients, families, and professionals through complex and often challenging situations.

## **Conclusion**

OBV Secure Transport is committed to delivering a high-quality, specialist service that places safety, dignity, and partnership at its core. Through strong governance, skilled staff, and a person-centred approach. Ensuring that OBV is the solution when other options are limited.