

## Journey to GEM

Organisation: **Wolverhampton PCT and Wolverhampton Community Transport**

The GEM centre is a unique, specialist centre, offering a comprehensive range of health, social, education and voluntary sector services to families of children with special needs. It offers integrated care, using the 'team around the child' model of care to support children and their families in reaching their maximum potential for well-being.

The Journey to GEM is designed to provide specialist transport support to families in accessing these services. This will bring children with special needs from hard to reach groups to the GEM Centre. The service involves providing a 15-seater bus five days a week during opening hours. This is in response to poor public transport links to the venue, with only one, hourly hail and ride service passing in reasonable proximity to the centre.

The project allows Wolverhampton PCT, Wolverhampton Community Transport and Centro's Regeneration & Planning Team to target those socially isolated families in the city's priority neighbourhoods, to provide a specialist transport service to the centre.

This partnership aims to:

- Reduce the level of non-attendance at GEM centre clinics by 60% and improve consistency.
- Within the first year of the project, approximately 1500 children and their families will benefit from this new service.



**Picture:** Wolverhampton's Demand Responsive Service which is working with families across the city.

[Gem Centre](#)