COMMUNITY TRANSPORT ENQUIRY

VOLUNTEER TRANSPORT & ESCORT SERVICE
FORTH VALLEY - BRITISH RED CROSS

WRITTEN SUBMISSION

THE IMPACT OF A LACK OF COMMUNITY TRANSPORT AND STRATEGIC APPROACH

Current CT services are fragmented and do not work closely together. Door to door transport is increasing due to changes in government policy and should service the needs of social and statutory services and service users more cohesively. This will be achieved by a robust strategic approach that takes into account health and safety, funding and economies of scale, coordination of services and effective administration.

THE GROWING DEMAND FOR COMMUNITY TRANSPORT PROVISION

There has been an increase in demand for Red Cross Transport & Escort services since the implementation of the Scottish Ambulance Service eligibility criteria.

An aging population with increasingly complex health needs are often physically and geographically unable to access public transport on their own and are requesting our service knowing there will also be support available.

The Reshaping Care for Older People Agenda has led to an increase in older people being cared for in their own homes with little thought given to how they access wider needs such as shopping and health appointments.

A LACK OF COORDINATED APPROACH WITH NHS & CT PROVIDERS

The current system is fragmented with little liaison among current CT providers. A coordinated approach would benefit planning and organising a CT service and facilitate partnership working particularly at times when smaller organisations find demand outweighs supply.

ELIGIBILITY CRITERIA FOR NON-EMERGENCY PATIENT TRANSPORT

We provide non-emergency transport services to all members of the public who cannot access public transport or satisfy the Scottish Ambulance Service eligibility criteria in order for them to access health appointments and social engagements.
ACCESS TO CONCESSIONARY FARE SCHEMES

Many of our service users are older people who will now receive healthcare aligned to the Reshaping Care for Older People Agenda. Many of these people will be in receipt of concessionary scheme passes and be unable to use them due to limited mobility. As a registered charity, we have to charge fares for our service delivery and often to people who would otherwise have travelled free of charge.

Concessionary fare schemes need to take into account that not all journeys are medically orientated and those that are often require the additional support of an escort.

Volunteer Transport and Escort Service Forth Valley - British Red Cross
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