



Community Volunteer Car Schemes in Strathclyde

Committee Operations

Date of meeting 24 June 2016

Date of report 15 June 2016

Report by Assistant Chief Executive (Operations)

1. **Object of report**

To update the Committee on SPT's progress and developments of Community Volunteer Car Schemes in Strathclyde.

2. **Background**

Community Volunteer Car Schemes (CVCS) provide door to door transport to people in their local community to enable them to access services, in the main healthcare services such as doctor and hospital appointments. CVCS are Community Transport (CT) services operated primarily by CT operators through local volunteer drivers who make use of their own car. These services are vital to local communities as they provide transport options for vulnerable and older people, those living in rural areas and people with reduced mobility.

As the Committee will be aware, SPT has been working in partnership with the CT sector to support and assist in the development of the sector, including CVCS. This includes the establishment of the West of Scotland CT Network¹, the implementation of a quality framework, the Community Transport Public Social Partnership (PSP)² and funding support via grant funding. CVCS will play a key role in providing transport solutions as part of the West of Scotland Integrated Health and Social Care Transport Hub development that SPT is leading on³.

Growth in the number of CVCS is driven by the ageing population and increased demand for such schemes. This has been compounded due to the Scottish Ambulance Service re-focusing their Patient Transport Service (PTS) to ensure that only eligible patients (i.e. those with a "clinical need") are transported hence increasing the need for alternative forms of transport for people to access hospital appointments.

There are currently 21 CVCS operating in Strathclyde with SPT being instrumental in assisting in the development of a number of new schemes. Appendix I details a list of the CVCS. However, ongoing funding and sustainability, attracting and retaining volunteers, better co-ordination and lack of universal coverage due to geographical

¹ http://www.spt.co.uk/documents/op210111_agenda10.pdf

² http://www.spt.co.uk/documents/op310114_agenda10.pdf

³ http://www.spt.co.uk/documents/latest/rtp140815_agenda9.pdf

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gaps or condition based schemes (e.g. transport cancer patients only) remain as key challenges.

3. Outline of proposals

Building on the current support and to assist with overcoming the challenges, SPT is working in partnership with key stakeholders to continue to develop and grow CVCS in Strathclyde. Two key projects being developed are:

Regional CVCS Development

To help support the 21 CVCS, SPT has established a volunteer car scheme working group to bring these schemes together to network, develop ideas and share knowledge and experience.

The working group is currently investigating the development of a co-ordinated regional volunteer car scheme for health and social care patients in Strathclyde. This regional scheme will build on the current schemes and look to meet the following objectives:

- Develop a centralised co-ordination and planning of volunteer car schemes making use of SPT's Contact Centre as part of the integrated transport hub project, to meet the needs of patients and achieve economies of scale.
- Develop transport solutions for those who are unable to access health and social care services due to transport issues.
- Build the capacity and infrastructure of current volunteer car schemes.
- Develop schemes where there are gaps.
- Develop the sustainability of volunteer car schemes.

A proposal is currently being developed and will be presented to the Programme Board of the West of Scotland Integrated Health and Social Care Transport Hub, which is chaired by Councillor McKenna.

Development of Glasgow City CVCS for Cancer Patients

SPT has been working in partnership with the Macmillan Improving the Cancer Journey (ICJ) Project to develop a community car scheme for cancer patients in Glasgow.

The ICJ project is led by Glasgow City Council and is a partnership between Macmillan Cancer Support, Glasgow City Council, Glasgow Life, NHS Greater Glasgow & Clyde, Cordia, Social Work Services and Prostate Cancer UK. The service offers cancer patients in Glasgow a needs assessment to assess their concerns at significant points in their cancer journey. It provides dedicated support to all people affected by cancer including families and carers.

As part of the ICJ project patients were raising transport as an issue and it was decided to investigate the potential development of a volunteer car scheme. Although there are a number of volunteer car schemes who provide transport for cancer patients throughout Strathclyde, particularly in Lanarkshire and Ayrshire, there is no specific scheme in Glasgow.

A proposal for the development of a community car scheme for cancer patients has been developed and agreed by SPT and ICJ.

A working group is currently being established that will oversee the implementation of the proposal, including sourcing funding. SPT and the ICJ are currently in discussions

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with the Beatson Cancer Charity in relation to them becoming a key strategic partner in this development, including investigating funding opportunities.

4. Conclusions

CVCS are key alternative transport solutions, particularly for accessing healthcare services. This is seeing the demand for these schemes increasing against the background of an ageing population and of the recent developments of the Scottish Ambulance Service re-focusing their PTS to ensure that only eligible patients (i.e. those with a “clinical need”) can use the service to access hospital appointments.

The current support and assistance provided by SPT and the future developments of CVCS, along with the opportunities for partnership working with the CT sector and ICJ particularly the Regional CVCS and the Glasgow City CVCS for cancer patients, will continue to assist in addressing the key challenges of funding/sustainability, recruiting/retaining volunteers and meeting increasing demand. A key element of this will be the co-ordination of the schemes and journeys through SPT’s Contact Centre.

SPT continues to lead on the strategic development of CT in Scotland. The CVCS developments will continue to build on the support and development that SPT provides to the CT sector, through the West of Scotland CT Network and models such as the PSP, to meet the transport needs of local communities throughout Strathclyde.

5. Committee action

The Committee is recommended to note:

(a) contents of this report;

and

(b) update in relation to the support SPT is providing in relation to the development of CVCS in Strathclyde.

6. Consequences

Policy consequences: *In line with Regional Transport Strategy.*

Legal consequences: *None.*

Financial consequences: *None.*

Personnel consequences: *None.*

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Equalities consequences: *None.*

Risk consequences: *None.*

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For further information, please contact Gordon Dickson, Bus Development Manager on 0141 333 3407

LIST OF COMMUNITY VOLUNTEER CAR SCHEMES IN STRATHCLYDE

NAME OF SCHEME	LOCAL AUTHORITY AREA
Community Transport East Renfrewshire	East Renfrewshire
Getting Better Together	North Lanarkshire
Camglen Volunteer Car Scheme	South Lanarkshire
RVS Rural Clydesdale	South Lanarkshire
Lanarkshire Cancer Care Trust	North/South Lanarkshire
British Red Cross – Lanarkshire	North/South Lanarkshire
Ardgowan Hospice	Inverclyde
British Red Cross – Ayrshire and Arran	North Ayrshire
RVS Ayrshire and Arran	North Ayrshire
North Ayrshire Cancer Care	North Ayrshire
Irvine & Troon Cancer Care	North Ayrshire
Ayrshire Cancer Support	South Ayrshire
CAN – Girvan and South Carrick Community Action Network	South Ayrshire
BRICC – Ballantrae Rural Initiative Care in the Community	South Ayrshire
Ayrshire Hospice	South Ayrshire
Accord Hospice	Renfrewshire
South West Community Transport	Glasgow
Community Transport Glasgow	Glasgow
British Red Cross – Glasgow	Glasgow
West Dunbartonshire CVS	West Dunbartonshire
British Red Cross – West Dunbartonshire	West Dunbartonshire