



Bill Baird – Service Manager
– East Fife CT & GN

Current Service and Future
Aspirations

ROYAL
VOLUNTARY
SERVICE

Together for older people

Fife - Local Service Details

East Fife (Commissioned Service) – Community Transport & Good Neighbours

- Community Transport approx 95% of our current activity
 - Good Neighbours approx 5% of our current activity
 - 35 volunteers / 300 service users registered in Fife
 - 120 trips per month servicing 100 clients
 - 5 to 10 good neighbours interactions per month
- **Minibus Services (Based In Anstruther)**
 - 2 Minibuses sponsored by Fife Council
 - Around 30 to 40 trips per month
 - Servicing approximately 250 elderly members of the community
 - **Hospital Services**
 - Shops, Cafe's, Ward Services



Fife - FUNDING

- **Community Transport & Good Neighbours Services**
 - **East Fife**
 - **Funded by Fife Council**
 - **Funded by Lady Skiffington Trust (Visually Impaired)**
 - **Funded by Lanchen Greig – Elie**



Fife – Service User Processing

Community Transport & Good Neighbours Services

- **Community Transport –**
 - **Must be over 50 and**
 - **Unable to use public transport for one reason or another.**
 - **Suffer from Isolation**
 - **Where the clinical need is not deemed to be too high.**
 - **We will take service users to any appointment (Medical, Shopping, Visit Friends or Just get out and about)**
- **Good Neighbours**
 - **Visiting service users in their own home**
 - **Collecting prescriptions, Posting Mail etc;**



Fife – Service User Processing

- **Registration**

- We require New Service Users to register directly with us over the telephone in order to complete a short personal & health questionnaire.
- On successful completion, the new service user can then use our services.

- **Using our Services**

- We generally ask for 3 working days notice but will endeavour to meet any request.
- Our Volunteers are all Disclosure Scotland checked and fully trained.
- We invoice our SU's monthly.

- **Minibus Services - (East Fife Only) – 2 Buses Available**

- Require at least 10 to 20 working days notice



Fife – Charging Policy

- **Good Neighbours**
 - No Charge.
- **Community Transport (Chargeable)**
 - £4 for the first 3 miles of any journey then 60p per mile thereafter.
 - Only while the service user is in the car.
- **Community Transport (Free)**
 - Visually Impaired
 - Residents of Elie
- **Minibus Services - (East Fife Only) – 2 Buses Available**
 - Calculation based on the number of hours and mileage of each trip



Our Vision, Aims & Objectives

- **Our Vision**
 - A world where every older person has the opportunity to get more out of life
 - To reach more than 2 million people in the next 10 years
- **Introduction of New Services**
 - **Supporting Your Recovery.**
 - On Ward – Discharge – Patient Transport
 - **Supporting You At Home.**
 - Restoring your confidence and independence.
 - **Supporting healthy and Happy Lives.**
 - Through social activities and personal support





Fife Hub – Contact Details

Volunteer House
16 East Fergus Place
Kirkcaldy
Fife.
KY1 1XT

Tel: 01592 269654

Email:

Fifegnhs@royalvoluntaryservice.org.uk

ROYAL
VOLUNTARY
SERVICE

Together for older people