Bill Baird – Service Manager
– East Fife CT & GN

Current Service and Future Aspirations
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