

RoWToP
Ross-on-Wye Town Plan

Report on Transport Meeting with Debbie Griffiths of the WRVS

Meeting Date: 15/11/07 at 12:00 p.m.

Met By: Brian Atherton, following email consultations with the Chairman and the other members of the Stage 2 sub-group, Rob Brain and Dai Harries.

Debbie has wide experience of the various voluntary and statutory agencies that can provide transport and associated services for the frail and the disabled. Ross is well served by such agencies. Of course, more could be done – it always can and it usually requires additional funding.

The services are not co-ordinated and consequently less useful to the residents than they could be. In particular, there is no central clearing point and some of the agencies restrict their responses to their own service. They do not refer the caller to alternatives. Co-ordination would make the services more widely available and could lead to better services for a similar expenditure.

At the moment, to collect a complete list of all services available at any one time involves contacting the NHS; Herefordshire Council; Gloucestershire Council and a significant number of voluntary groups including The Red Cross; St John's Ambulance; the WRVS etc. There are probably more than 10 in total. Some of these services are grouped on one website www.ablehereford.com but by no means all and, of course, the internet is not available to all. There is some cross-border co-operation, particularly with Gloucestershire and there is need for more.

The individual resources of the various agencies, if properly co-ordinated, would satisfy a significant proportion of the needs within Ross; less so when the town's service area is included.

SUGGESTION FOR THE STAGE 3 GROUP.

In the meeting with Cllr Brian Wilcox, he said that "CHDC is looking at how they might contribute to better integration". How much easier might that be if Ross has its own co-ordination centre, readily and easily available to all? It would not be difficult. It requires a small team of people, responsible for a 24/7 telephone and internet service that is always up to date; can direct the caller to an appropriate service and "put them through". The cost should be easily within HR9's resources.