



Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on Community Transport Sussex

During the pandemic Community Transport Sussex (CTS), which operates across the county as:

- Bluebird Community Transport (Mid Sussex)
- Horsham District Community Transport
- Crawley Community Transport
- Henfield Community Bus
- East Grinstead Dial-a-Ride
- Hurst & Hassocks Community Bus



has had to switch its focus from, taking potentially isolated people out and about, to getting essential things to those people.

CTS, also manage Dial-a- Ride Southern Services, in Adur & Worthing, has liaised with the West Sussex County Council's Community Hub to help with the delivery of food parcels, the collection of prescriptions and delivery of Personal Protective Equipment. CTS offered support to the COVID 19 Community Support Groups for members to get essential medical appointments and other non-emergency journeys.

CTS has continued to provide special educational need (SEN) home to school transport for the children of key workers and the most vulnerable children throughout the lockdown. As well as providing support to other smaller Community Transport groups with up to date Government guidance on transport issues.

The team has been in communication with Age UK West Sussex & Brighton and Hove and Age UK Horsham District to assist with the delivery of emergency food parcels and to explore ways that this service can assist in getting some services up and running as we all come out of lockdown.

CTS will be starting to operate a semi-scheduled shopping service in all its areas, so that those who wish to venture out can do so in as safest way possible. This service operates on a membership basis, with members being mostly older people and those with disabilities. These are some of the most isolated of all, during lockdown. Some are desperate to get out

for independent shopping and other activities, but some are very nervous about going out at all.

The focus over the coming months will be to provide a service which is needed and that their passengers are completely happy that they are safe and being looked after. CTS hopes that this service will gradually increase to a point where it can fully introduce Dial-a-Ride, although vehicle capacity is likely to be reduced for some time due to social distancing.

The service thinks it will be some time before it can re-introduce the group hire services or excursions.

For more information about CTS <https://ctsussex.org.uk/>

All of the insight we collect from people across West Sussex is collated and anonymised and forms part of the evidence that Healthwatch gather to identify common themes around what works and what could be improved for local people. **This insight is used to influence service development and can feed into**

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- Sussex Health and Care Partnership workstreams (the NHS Integrated Care System for Sussex).

Healthwatch West Sussex also share reports with the Care Quality Commission (who are responsible for the registration and inspection of services which deliver regulated activities) and to Healthwatch England to form part of the national picture used to influence national developments, such as the NHS Long Term forward plan.



Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**. Email helpdesk@healthwatchwestsussex.co.uk, Website www.healthwatchwestsussex.co.uk.

healthwatch
West Sussex

You can also follow our social media channels:
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If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Lead, email: cheryl.berry@healthwatchwestsussex.co.uk