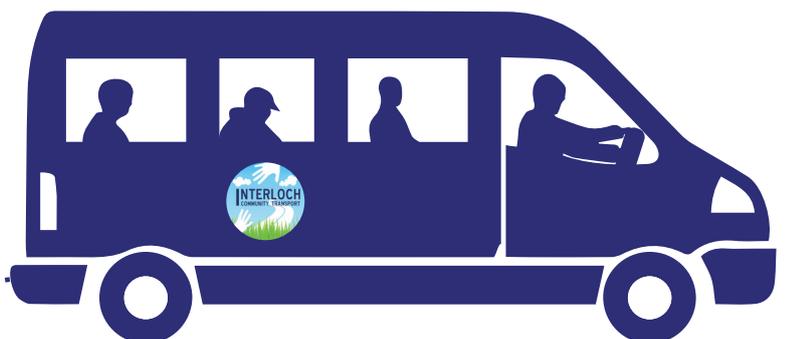


# Interloch Community Transport

We enable older residents and those facing challenging circumstances to stay connected to their local communities. We do this through the provision of flexible, affordable, compassionate Community Transport.



...compassion.....care.....connection.....community.....

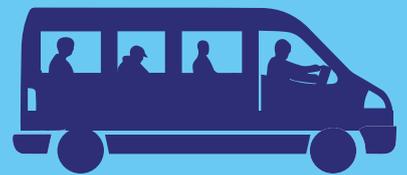
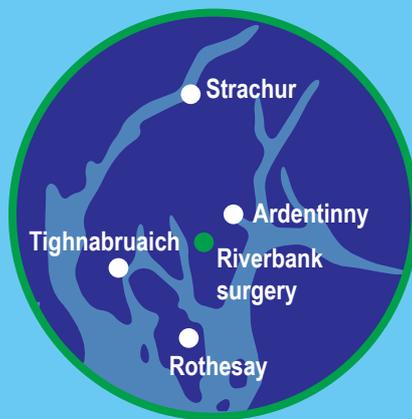


# Interloch Community Transport

From our base in Riverbank surgery on the shores of Holy Loch we transport passengers across Cowal and Bute.



## Our area



**A fleet of fully accessible vehicles and a highly professional team of drivers, staff and volunteers**

## Our focus

Interloch Transport provides effective community transport to vulnerable residents living in Cowal and Bute, Argyll.

We are a vital link to older people living across this stunning but remote and rural area.



## Our history

Interloch Transport was established in 2006. We are a registered charity set up to address the rising need for accessible door to door transport in the rural Cowal and Bute area of Argyll.

Initially focussing on linking isolated residents to public transport routes, Interloch Transport has grown and adapted in response to local need. As people remain in their homes for longer into retirement, they can easily end up being isolated, struggling to get to the shops, to socialise or to attend healthcare appointments.

Fourteen years on, we provide an extended range of services that help our elderly, disabled and vulnerable service users live well and independently.

From our base at the Riverbank doctor's surgery in Kilmun, our experienced and highly professional drivers operate a fleet of fully accessible vehicles. Our staff and trained volunteers support 450 service users, with additional 200 people needing our assistance during COVID 19. In 2019/20 Interloch Transport completed 18,162 journeys.

# Our impacts



**18,162**  
Journeys  
completed



**115,000**  
Miles  
travelled



**450**  
service users  
helped



**200**  
additional people  
supported during  
COVID 19

## Getting around in Argyll

Rooted in the community, Interloch has the local knowledge, flexibility and experience to keep people connected

**Years of austerity and budget cuts have put pressures on service everywhere, but rural Argyll faces particular challenges**

Residents and visitors love this part of Argyll for its tranquillity and its beautiful scenery of lochs and glens, but our area's rural nature greatly increases the need for accessible transport. Our communities are very spread out, and journeys often include long distances, challenging topography and even ferry crossings.

**Our public transport network works hard but is very limited in many areas and is rarely door to door**

Argyll has a rapidly ageing population. As people remain in their homes for longer into retirement, they can easily end up being isolated, struggling to get to the shops, to socialise or to attend healthcare appointments. Community transport is vital to help people stay in their local community, close to their family and friends.

**Limited transport services effect the access people have to health care**

Centralisation of NHS services places further pressure on rural communities: residents must often now travel huge distances to attend medical appointments. Limited budgets mean alternatives such as the Patient Transport Service must apply strict medical criteria - meaning many people miss out.

# Our Services

Interloch provides a range of practical, cost-effective services that bridge the gap between transport and care in our rural communities. Our services are designed to meet the needs of mainly elderly clients with moderate to high levels of physical disability. Support is also given to clients whose mental health impacts on their ability to leave the house or take public transport.

65+

25%

of people living in Argyll and Bute are aged 65+, the national Scottish average being 19% (National Records of Scotland, 2017).



80%

of members require additional assistance at their destination

84

The average age of our members is 84



5-10%

of members are wheelchair users

## Coronavirus response

We have been well-placed to respond rapidly to the Coronavirus pandemic. With most of our members shielding at home, we immediately scaled up our existing shopping and prescription delivery services, putting in place additional hygiene measures and introducing a secure cashless system.

Thanks to the efforts of our dedicated staff and volunteers, we have been able to offer this support to an additional 200 people over and above our usual service users.

We continue to support essential journeys such as vital medical appointments, and as the situation evolves, we are committed to providing flexible support where it is most needed.

“

**Interloch Transport are providing a critical, popular, well respected service in Cowal and Bute which the Council/HSCP could not match in terms of staffing/ vehicles or finance”**

Argyll & Bute Council Service Review (2018)

# We help all our members

Our priority is to help people with their medical needs, access local services and maintain an active social life. All the basics that a young able-bodied person takes for granted.

## 1 Medical

GP, Hospital, dental and optician appointments

## 2 Access to Services

Bank, chemist, Post Office

## 3 Social

Lunch clubs, activities, social engagements

**Priority level**

**As the needs of our members increase, often as people age, the amount of support we offer increases to match.**

### **Door to Door**

Unlike public transport we provide a door to door service allowing people to do leave their homes and do anything a more able-bodied person would do.

### **Extra assistance**

Many need extra support. This could be from help on and off the vehicle or carrying shopping to being escorted round the supermarket

### **Accessibility**

If someone needs further support still and are now using a wheelchair, it's not a problem, all of our vehicles are fully wheelchair accessible.

### **Delivery services**

If one of our members finds themselves unable to travel, we still have you covered. We will deliver your food, medicine and essentials to your door.



[interlochtransport.com](http://interlochtransport.com)

01369 840 474

[info@interlochtransport.com](mailto:info@interlochtransport.com)

Registered Charity Index No. SC 037541

.....compassion.....care.....connection.....community.....

