

- *March 29th 2015: First bus 36 ceased serving CRH.*
- *May 1st 2015: Free bus provided by AP ceased running.*
- Patient Transport Support (PTS) is available for some however eligibility requirements are complex.
- PTS does not apply to visitors of those who are currently staying at CRH which means they must make the journey by car or bus if they are unable to drive (£4 for a First day rider).
- Many of those who require services from CRH are legally not allowed to drive.
- Public transport is expensive and not always available to those on low incomes.
- Public transport does not currently serve the site from Bristol's city centre – you have to catch a bus to south Bristol, walk along the main road, through a poorly lit and dangerous wooded area to the CRH site. This is not really appropriate for vulnerable individuals.
- There is a record of incidents occurring in the wood so Avon and Somerset Police actively discourage people from walking through in low light.
- *AWP: "The service had created a number of issues in relation to the offer of a transport service that was not aligned with the patient transport service [PTS], the staff transport service or expenses on all other Trust premises/sites" even though other sites within Bristol have free buses serving them alongside public transport.*
- Apparently there were low numbers of individuals using the bus service.
- First said that they re-routed the service because it was the worst performing one in Bristol, they believed that avoiding the delays caused by getting stuck on the roundabout by Tesco would eliminate the timekeeping issues.

What needs to be done?

In going forward, following in depth researching of the issue I have identified the following items as needing to be completed by relevant authorities at the soonest opportunity.

- The current walk way needs to be maintained and made more accessible through the installation of lights, surveillance and regular patrols from security of police officers until better access to the CRH site can be arranged.
- A full cost/benefit analysis needs to be completed retrospectively and made available or made available immediately if it has in fact already been done (although this is doubtful as the CEO of AWP stated that "A formal consultation to the service was not appropriate" (viii)
- Bristol City Council need to provide a full report on the investigations in to providing a new bus stop near CRH/Brislington Tesco.
- AWP and First need to, in the interim, examine ways to work collaboratively to increase the safety and accessibility of getting to the CRH site.