

Information Governance  
Department  
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University Hospital Crosshouse  
Crosshouse  
Kilmarnock KA2 0BB



David Kelly  
Director for Scotland  
Community Transport Association  
david.kelly@ctauk.org

Date 07 May 2025  
Your Ref  
Our Ref 0317-2025

Enquiries to Freedom of Information  
Extension 26112  
Direct line 01563 826112  
E-mail [foi@aapct.scot.nhs.uk](mailto:foi@aapct.scot.nhs.uk)

Dear Mr Kelly,

**REQUEST FOR INFORMATION  
FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

Thank you for your request for the provision of the following information.

I would like to submit a Freedom of Information request for information pertaining to the following questions:

1. Since the legislation was legally commenced on 1 October 2023, how has NHS Ayrshire and Arran paid due regard to community benefit in non-emergency patient contracts, and the extent to which such contracts will improve economic, social or environmental wellbeing, to comply with its duty under Part 10, Section 120 of the Transport (Scotland) Act 2019?

The Procurement Reform (Scotland) Act 2014 requires the Board, as a minimum, to consider including community benefit requirements when tendering a contract with a value equal to or greater than £4,000,000 and if it decides not to it must include a statement of its reasons. At its meeting of 23 August 2022, the NHS Ayrshire & Arran Community Wealth Building Programme Board approved the mandatory inclusion of Community Benefits in contracts over £50,000 for goods and services and £1,000,000 for work contracts.

We are currently engaging with community transport services to explore how they can support us with a non-emergency patient transport service.

2. Since the legislation was legally commenced on 1 October 2023, how has NHS Ayrshire and Arran worked with bodies which provide community transport services in its area in providing non-emergency patient transport services to comply with its duty under Part 10, Section 121, Subsection 1 of the Transport (Scotland) Act 2019?

Please see response to question 1.

3. Since the legislation was legally commenced on 1 October 2023, how has NHS Ayrshire and Arran reported on:

a) the steps it has taken to comply with these duties under the Transport (Scotland) Act 2019.

Please see response to question 1.

b) the extent to which non-emergency patient transport services in its area have been effective and cost-effective; and,

Please see response to question 1.

c) further action it proposes to take to comply with these duties?

Consider community transport option before extending taxi contract.

4. In each of the last 5 years, how much did NHS Ayrshire and Arran spend on non-emergency patient transport?

FY	Total
2020/21	£440,851.52
2021/22	£702,976.58
2022/23	£1,110,373.43
2023/24	£1,370,133.41
2024/25	£1,159,863.67

5. In each of the last 5 years, how much did NHS Ayrshire and Arran spend with private taxi firms on non-emergency patient transport?

FY	Taxi
2020/21	£440,851.52
2021/22	£522,154.58
2022/23	£595,809.43
2023/24	£741,616.41
2024/25	£593,822.67

6. In each of the last 5 years, how much did NHS Ayrshire and Arran spend with non-profit organisations which provide community transport services on non-emergency patient transport?

FY	Non Profit
2020/21	-
2021/22	-
2022/23	-
2023/24	£10,784
2024/25	£14,349

I trust this response is helpful. However, under the Freedom of Information (Scotland) Act 2002 if you are dissatisfied with our response you are entitled to request a review. A request for a review must be made in writing to Mrs Marie Lynch, Interim Head of Information Governance and Data Protection Officer, NHS Ayrshire & Arran, 14 Lister Street, University Hospital Crosshouse, Kilmarnock, KA2 0BB or email

DataProtectionOfficer@aapct.scot.nhs.uk, no later than 40 working days from 08 May 2025. You must provide your full name, an address for correspondence, details of your original request and say why you would like a review.

If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal appeal to the Scottish Information Commissioner at <https://www.foi.scot/appeal>

Please do not hesitate to contact me should you require any further advice or assistance.

Yours sincerely,

Tara Palmer LLM  
Freedom of Information Officer  
NHS Ayrshire & Arran