



**Scottish
Ambulance
Service**

Working in Partnership with Universities



David Kelly

david.kelly@ctauk.org

Our ref FOI 25-283

1st August 2025

Dear Mr Kelly,

FREEDOM OF INFORMATION REQUEST

Thank you for your email requesting information under the Freedom of Information (Scotland) Act 2002, which has now been processed.

Detail

1. Since the legislation was legally commenced on 1 October 2023, how has the Scottish Ambulance Service 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?
2. Since the legislation was legally commenced on 1 October 2023, how has the Scottish Ambulance Service 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?
3. Since the legislation was legally commenced on 1 October 2023, how has the Scottish Ambulance Service reported on: • the steps it has taken to comply with these duties under the Transport (Scotland) Act 2019; • the extent to which non-emergency patient transport services in its area have been effective and cost-effective; and, • further action it proposes to take to comply with these duties?

Response

- 1. Since the legislation was legally commenced on 1 October 2023, how has the Scottish Ambulance Service 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 Scottish Ambulance Service has embedded its obligations under Part 10, Section 120 of the Transport (Scotland) Act 2019 through its sustainable procurement duty under the Procurement Reform (Scotland) Act 2014. SAS evaluates, through weighted and scored contract award criteria, how its contracts, including those for Patient Transport Services (PTS), seek to improve economic, social, and environmental wellbeing.

SAS's previously contracted PTS provider (British Red Cross) had a community benefits plan for the Scottish Ambulance Service, focusing on local recruitment, training, and volunteer engagement to boost economic development, community resilience, and employment opportunities. The plan included measurable outcomes such as local job creation, apprenticeships, staff retention, and promotion of careers in health and social care, all while ensuring fair pay through the Scottish Living Wage.

- 2. Since the legislation was legally commenced on 1 October 2023, how has the Scottish Ambulance Service 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?

SAS continues to engage with relevant stakeholders, including community transport providers and advisory bodies such as the Mobility and Access Committee for Scotland (MACS), to explore collaborative models for delivering non-emergency transport. This engagement work will be built on over the coming months.

- 3. Since the legislation was legally commenced on 1 October 2023, how has the Scottish Ambulance Service reported on: • the steps it has taken to comply with these duties under the Transport (Scotland) Act 2019; • the extent to which non-emergency patient transport services in its area have been effective and cost-effective; and, • further action it proposes to take to comply with these duties?**

The Scottish Ambulance Service has developed an internal contract management process through which the delivery of community benefit commitments will be monitored and managed. Outcomes from this process will be reported annually through the organisation’s Procurement Annual Report, in line with the Procurement Reform (Scotland) Act 2014

Yours sincerely,
Siobhan Anderson
Information Governance

Review Procedure

If you are not satisfied with our response to your request for information, you may apply for a review of our decision in writing within 40 working days of the date of this notice and include:

- An address for further correspondence;
- A description of the original request; and
- The reason(s) why you are dissatisfied with our decision.

You should address your request for a review of decision to:

Katy Barclay
Head of Business Intelligence
Scottish Ambulance Service
National Headquarters,
Gyle Square,
1 South Gyle Crescent,
Edinburgh, EH12 9EB
0131 314 0000
E-mail: Katy.Barclay2@nhs.scot

The requests for a review would be passed to another manager who was not involved in the original decision to assess the application.

Following the review, you would receive notice of the result as soon as possible but in any case within 20 working days of us receiving it. Our response would explain the decision of the reviewer as well as details of how to appeal to the Office of the Scottish Information Commissioner if you remain dissatisfied with the review decision reached by us.

If you wish to appeal to the Scottish Information Commissioner, you may do so at the details below:

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
KY16 9DS

Telephone: 01334 464610
e-mail: enquiries@foi.scot

You can also make your appeal online via the Commissioner's website at [Appeal to the Commissioner | Scottish Information Commissioner \(foi.scot\)](#). This link gives you help in real time explaining exactly what is needed so the Commissioner can investigate your case quickly.