

Community Transport (CT) Report

There were 325 service users accessing the CT service from Aug 2014- 2015:

230 are still regularly conveyed in private cars by volunteer drivers.

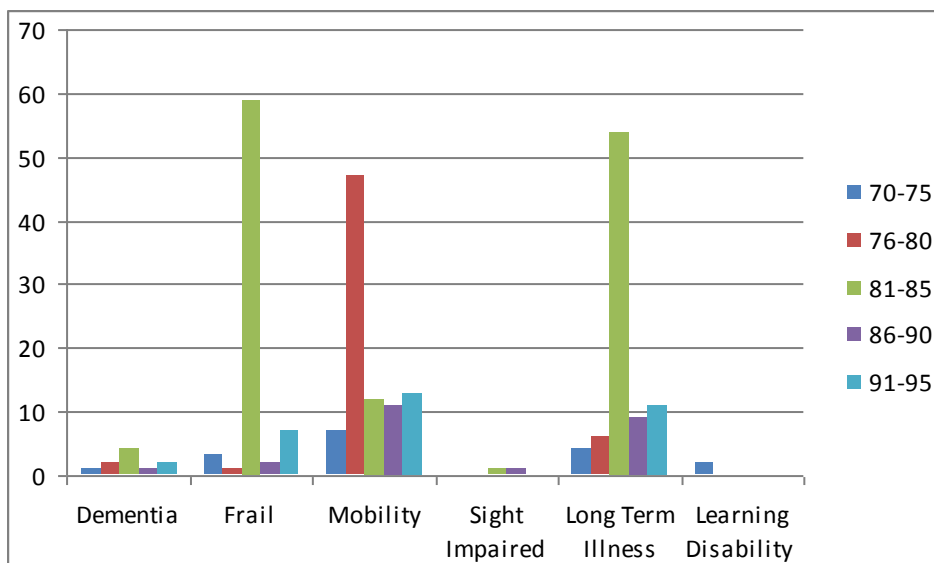
30 are still regularly conveyed on Dial a Ride

67 people had Personal Transport Plans created but not use either Dial a Ride or volunteer drivers. This is because they either already had a car and they, or their carer needed a Blue Badge (33), or they wanted to travel outside Luton. The transport arrangements for these people comprised application for bus and or rail passes (22), and contracts with private hire (12).

All service users are offered benefits assessments with our EL team to ensure that they are receiving enough income to pay for their transport needs. Those who do not qualify for extra help may be carried on the volunteer car scheme for free if they have low incomes. This is sometimes the case for people who are frail, those who have early stage dementia and others who do not yet qualify for Attendance Allowance.

Service user profile of people using CT (Dial a Ride or Volunteer Driver) by age and primary self reported disability

Age	Dementia	Frail	Mobility	Sight Impaired	Long Term Illness	Learning Disability
70-75	1	3	7	0	4	2
76-80	2	1	47	0	6	0
81-85	4	59	12	1	54	0
86-90	1	2	11	1	9	0
91-95	2	7	13	0	11	0



The Volunteer Car Scheme

There are 9 volunteers currently working on the scheme. They are aged 60-75 years old, have clean driving licenses and great hearts! They are selected for their emotional intelligence, reliability and safe driving record. Volunteers are generally paired with regular clients so that they build up a good rapport. Volunteers escort the passenger from door to door and make sure everyone safely reaches their destination. The volunteers are encouraged to socialize, stop for a cup of tea where time permits, keep a watchful eye on their passengers overall wellbeing and report any concerns to our Wellbeing Coordinator.

Over the past year we have undertaken a minimum of 500 and a maximum of 1,543 journeys each week. This is measured in individual journeys taken, though on some occasions several people may be in the same car. i.e. 3 people = 3 journeys. This has meant that, on the busiest weeks some of our volunteers may have completed over 171 journeys!

Typical journeys would be travel to essential medical, legal or housing appointments, visits to family members in hospital or perhaps in care, visits to housebound friends, social and religious events.

The service is fully compliant with CTAUK codes of practices relating to volunteer behaviour and car safety.

Most of our volunteers work 3 full days a week but some have just a few regular clients with whom they develop a close relationship.

90% of return journeys are less than two miles; given the cost of processing small cash payments we do not ask for a contribution from these clients. It is also often complicated to pick up money from these clients, many of whom do not handle their own finances.

South Beds Dial a Ride

The 30 clients traveling on Dial-a- Ride pay between £6 -12 for a return journey. This carrier was chosen for their excellent safety record.

Clients using Dial a Ride are typically physically infirm, wheelchair bound or using a lot of equipment which will not fit in an average saloon or hatchback.

Case Study – £102 better off each week

78 year old M is wheelchair bound and has multiple health problems. She was previously a passenger on the LBC free service and originally declined the new CT service, believing it would be unaffordable. Our EL team applied for and got her £19.13 Council Tax support, £82.10 Attendance Allowance and £25 pension credit totaling £126.23 extra income each week. Her Personal Transport plan via Dial a Ride costs £24 each week so she is still £102.23 better off on the new service.

Case Study – building confidence after a car accident

83 yr old S lost her leg in a car accident 8 years ago. Fear of getting into a car made it impossible for her to attend her medical and social appointments. It took a while but with the gentle persistence of our volunteer driver Mick S's confidence has grown so much that she now attends all medical appointments, lunch clubs, appointments, has been on coach trips with us and she will be going on holiday with her friends later in the year.

Case Study - Promoting self care and compliance with treatment

ASC asked us to provide community transport for a 48 year old man with learning difficulties and several serious long term health conditions that would not engage or go to his doctor's appointments. We paired him with our volunteer car driver Alan who took him to the hospital and waited with him whilst he had his tests before bringing him home. Alan advised that the trip went smoothly and he was able to reassure the client so minimising his distress.

Case Study – Supporting carers of people living with dementia

L's 88 year old father has dementia and had not left his house without her taking him since having a bad fall. We paired him with our volunteer car driver Eileen who takes him to local places he has loved from his youth e.g. Wardown Park. They enjoy a chat, a gentle walk and a coffee before she returns him safely home.

Case Study – Staying connected with family and friends

Frail 93 yr old J is partially blind and can't visit her husband who is in care unless escorted. Volunteer driver Eddie drops her off en route to picking up his next client who he takes for his weekly Doctor's appointment and when he takes her home a few hours later they have a cup of tea and a chat.