

## COVID-19 Vaccination Transport

We are delighted to be offering **FREE** transport for people with mobility challenges to get their **FIRST** and **SECOND** vaccinations.

Any person who has mobility challenges getting out and about due to age, disability, health issues (short-term or long-term), additional support needs or geographic remoteness is eligible to use the service. A carer and or 3 members of the same household can travel with you if required.

Bookings are subject to availability so telephone your local office as soon as you have your appointment and we will do our very best to help get you to your appointment and home safely.

To book travel, please telephone 0131 447 9949 for transport in Edinburgh, East Lothian or Midlothian.

A passenger from Edinburgh receiving her free transport for her vaccination appointment



For travel in West Lothian, please telephone 01506 633953. You can also make a booking by email or letter.

We have also been assisting the NHS along with other Community Transport Operators in Edinburgh, transporting medical staff to deliver vaccines in care homes and in peoples' homes in the wider community operating 7 days per week.

Dial-A-Ride has remained operational, albeit limited in accordance with Government guidelines. We are providing transport for people with hospital or medical appointments, essential shopping and funerals.

The Dial-A-Bus service is still awaiting Government guidance on returning, we will let passengers know when the service starts back as soon as we are able through our website, facebook and twitter page.

A nurse out in the community administering vaccination jobs



### Inside this issue:

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### Points of interest

- Free Vaccination Transport
- Contactless Payment
- COVID-19 procedures
- Staff Updates
- A Happy Home

## Profile Raising

We have been continuing to increase our presence on social media so that more people can learn of HcL and the Dial-A-Ride and Dial-A-Bus services. We want to ensure more people know of our services and can benefit from them. Liking and sharing our Facebook posts and retweet our tweets all help to raise our profile.

**Facebook - @handicabs.org.uk Twitter - @TransportHC**

We have also been updating the website with news stories:

<https://www.hcltransport.org.uk/news>

## Feedback

Statements and quotes from passengers on our services are a huge help with funding applications and funder reports. If you can pop any feedback you have to either your driver, local office, or you can add a review to our Facebook page, that would be hugely appreciated.

## How you can help raise awareness

Word of mouth is still the best way to raise awareness so it would be great if our lovely passengers could help us.

If you have any suggestions of local newsletters, magazines, radio stations that would help us raise our profile further, please contact Gary or Laura at—

[bathgate@handicabs.org.uk](mailto:bathgate@handicabs.org.uk) or [laura.kearney@handicabs.org.uk](mailto:laura.kearney@handicabs.org.uk)

## Become a Member

If you are a user of HcL and want to become more involved with the Charity how about becoming a member?

You can attend the Annual General Meeting in October and have your say about how HcL should be run.

Members receive regular newsletters, and membership fees go towards the running costs of the Charity—membership fee £5.00 annually

If you are interested in becoming a member you can either speak to a driver, your local office or on our website.

[Hcltransport.org.uk](http://Hcltransport.org.uk)

# Annual General Meeting

We will be holding our A.G.M on Monday, 11th October 2021 at 2.00pm details will follow. A copy of our annual report and financial statement will be available to download from our website.

If you require any information, please contact your local office.



FRESH,  
NUTRITIOUS  
MEALS  
PREPARED BY  
CAFÉ LIFE IN  
STOCKBRIDGE

## MEALS ON WHEELS

DELIVERED TO YOU  
HOT AND READY TO EAT

AVAILABLE TO OVER 65S IN SELECTED AREAS OF  
NORTH EDINBURGH - FREE OF CHARGE

### CafeLife

Heart of the Neighbourhood

LIFECARE (EDINBURGH) LIMITED - 2 CHEYNE STREET, EDINBURGH, EH41JB CHARITY NO SC012641

TWO COURSE MEALS – WITH TWO CHOICES FOR MAIN COURSE (ONE ALWAYS VEGETARIAN). ALL SPECIAL DIETARY REQUIREMENTS AND ALLERGIES CAN BE CATERED FOR.

#### WHO IS ELIGIBLE?

CLIENTS MUST BE 65 OR OVER AND LIVING IN STOCKBRIDGE, COMELY BANK, FETTES, CRAIGLEITH, MURRAYFIELD, DRYLAW, BLACKHALL, DAVIDSON'S MAINS, MUIRHOUSE, GRANTON, PILTON, TRINITY, NEWHAVEN, WARRISTON, CANNONMILLS, BONNINGTON, LEITH, BALGREEN AND GORGIE.

WE ARE PARTICULARLY LOOKING TO SUPPORT INDIVIDUALS ON PENSION CREDIT, THOSE WHO HAVE HAD THEIR CARE SUPPORT REDUCED, THOSE WHO HAVE HAD THEIR DAY/LUNCH CLUB SUSPENDED OR ANYONE ISOLATED DUE TO THE PANDEMIC.

ALL MEALS PREPARED IN A COVID SAFE PROFESSIONAL KITCHEN AND DELIVERED BY HELP AT HOME AND CAFÉ STAFF WEARING APPROPRIATE PPE.

MEALS AND THEIR DELIVERY ARE FREE OF CHARGE.

IF YOU ARE INTERESTED PLEASE CALL US ON  
0131 343 0940

### LifeCare

Help at Home

LIFECARE (EDINBURGH) LIMITED - 2 CHEYNE STREET, EDINBURGH, EH41JB CHARITY NO SC012641

## LifeCare Edinburgh

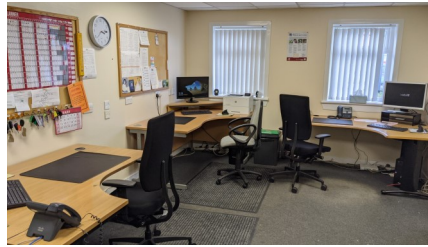
LifeCare supports people across Edinburgh in a variety of ways, through their services in the community, their bright, welcoming day clubs and at their community centre and community café.

They support older people, those living with dementia or poor health, and the people who care for them. Their services help people to live well at home, tackle isolation and loneliness and to stay connected to their communities and continue to do the things they love and enjoy.

They are providing a Meals on Wheels service. Fresh, nutritious meals – delivered hot and ready to eat, for the over 65s in selected areas of North Edinburgh. Meals and their delivery are free of charge as the project is fully funded.

## Bathgate Office Renovations

Funding was received for renovation work to be carried out at our Bathgate Office. A new kitchen was fitted; painting throughout and all flooring replaced, by local companies. We have attached some photos of the work done.



Before



After

See page 9 for a list of funders.



## Visit from Cllr Andrew McGuire, Armadale & Blackridge

Thank you to Cllr Andrew McGuire for visiting our Bathgate Office, on 29th October 2020.

We really appreciated the time that he took to come and learn more about HcL and the services we provide to help raise the profile of our Charity.



Cllr Andrew McGuire

## Visit from Cllr Harry Cartmill, Bathgate

On 5th November 2020, Cllr Harry Cartmill, visited our Bathgate Office to learn more about HcL's services that we provide. Kelvin showed Harry around our vehicles and introduced him to staff present.

It was our pleasure to meet with him and tell him more about the difference our services makes to our passengers.



Kelvin Cochrane, Chief Executive  
Cllr Harry Cartmill

## COVID-19 Procedures

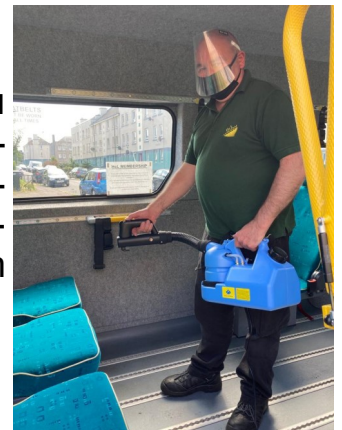
We have updated our procedures and introduced additional cleaning measures in light of COVID-19 and to ensure the safety of our passengers and drivers. Drivers will follow Government guidelines re attending work and are provided with appropriate personal protective equipment (PPE).

Up to 4 passengers may travel from the same household. Physical distancing does not apply to members of the same household and any carer or escort. Rear screens have been fitted to all Dial-A-Ride vehicles.

We commissioned a short film demonstrating cleaning procedures introduced as a result of COVID-19 to ensure a safe Dial-A-Ride service for our passengers, many of whom feel at risk. The video can be viewed on our website, facebook and twitter page showing what we are doing to reduce the risk of COVID-19 when travelling with HcL. Throughout their shift, drivers will sanitise/clean:

- ◇ door handles, doors, grasp rails;
- ◇ seatbelts, seatbelt clips and wheelchair tie down;
- ◇ floors and passenger lifts;
- ◇ steering wheels and dashboards;
- ◇ Clean all areas of the vehicles that drivers, passengers or escorts have come into contact with;
- ◇ hand sanitiser stations in vehicles for all passengers.

In addition all vehicles will be disinfected monthly by using a ULV fogger disinfectant mist sprayer. What is a ULV fogger you say? ULV fogger disperses a fine mist or fog of high grade disinfectant that kills 99.999% of bacteria. It is far reaching so eliminates bacteria in hard to reach places like, ceilings, walls, crevices as well as furniture, floors and equipment, leaving them safe to use.



At the time of booking you will be asked:

- ◇ do you have any symptoms associated with COVID-19?
- ◇ do you have a high temperature?
- ◇ do you have a new continuous cough?
- ◇ have noticed any difference in your taste and smell?
- ◇ are you self-isolating?

If you answer yes to any of the above questions, transport will be refused. Passengers and escorts are required to wear face coverings on vehicles unless they have a medical exemption. When arriving at your home, drivers will be wearing a face covering. They will ask you the same questions again to see if there has been any changes since booking. The driver will still provide any assistance you require from your home, to the vehicle and entering/exiting the vehicle - either by the side door or passenger lift.

# **Dial-A-Ride (West Lothian): 'Quality of Life' Survey**

## **Introduction**

West Lothian Dial-A-Ride users were given the opportunity to take part in a survey to assist HcL with service improvement. The survey allowed passengers to express their opinions and provide any comments on the service's availability, fares, drivers, vehicles, bookings, office staff, accessibility and safety. Eighteen individuals took part in the survey and this report highlights their responses, along with any comments received. Please note, there were instances where certain questions were not answered and therefore have not been counted in the total.

## **Key Points**

The majority of the respondents are happy with the availability of Dial-A-Ride trips.

78% of participants are very satisfied with Dial-A-Ride fares. This is consistent with feedback received in previous surveys.

Most cited 'Door through Door' as the most important aspect of the Dial-A-Ride service.

78% of respondents were in agreement that the service helped them not have to rely on others.

All 18 of the participants advised they were very satisfied with the Dial-A-Ride drivers

All who took part in the survey advised they were required to wear a seat belt whilst travelling in a Dial-A-Ride vehicle.

The majority of participants answered yes when questioned on whether or not the drivers wore identification.

When contacting the office all of the participants were satisfied with the courtesy of staff, with some leaving positive feedback. The majority reported that when contacting the office the telephone wasn't engaged and rang less than five times.

All of the participants were of the opinion that the service provided by Dial-A-Ride met their needs.

Everyone who had used Dial-A-Ride to travel in a wheelchair reported they felt safe.

## **Additional comments/ Suggestions**

*Without HcL I would be unable to travel beyond our local area and certainly not to The Centre. The friendliness of the drivers and staff is another reason I use HcL.*

*It gives me some independence. I don't have to rely on my family to get me to and from church.*

*DAR gives me freedom to travel. I use it for outings and hospital appointments I see the staff as a credit to the organisation.*

# **Dial-A-Bus (West Lothian): 'Quality of Life' Survey**

## Introduction

West Lothian Dial-A-Bus users were given the opportunity to take part in a survey to assist HcL with service improvement. The survey allowed passengers to express their opinions and provide any comments on the service's availability, fares, drivers, vehicles, bookings, office staff, accessibility and safety. Twenty five individuals took part in the survey and this report highlights their responses, along with any comments received. Please note, there were instances where certain questions were not answered and therefore have not been counted in the total.

## **Key Points**

All respondents were happy with the availability of Dial-A-Bus trips.

Participants were very satisfied or reasonably satisfied with Dial-A-Bus fares. This is consistent with feedback received in previous surveys.

Over all, there was a positive response to the cleanliness of Dial-A-Bus vehicles.

The respondents were all in agreement that the service enabled them to get out and about and interact with others.

There was an extremely positive response when the participants were asked about driver attitude, with all passengers stating they were very satisfied.

All who took part in the survey advised they were required to wear a seat belt whilst travelling in a Dial-A-Bus vehicle.

The majority of participants answered yes when questioned on whether or not the drivers wore identification.

When contacting the office all of the participants were satisfied with the courtesy of staff, with some leaving positive feedback. The majority reported that when contacting the office the telephone wasn't engaged and rang less than five times.

All of the participants were of the opinion that the service provided by Dial-A-Bus met their needs. Previously, 93% had answered yes to this question in 2018.

The main reported problem with access to vehicles was the steps being too high. This feedback is consistent with comments in the 2018 survey.

## **Additional comments/ Suggestions**

*I don't know how I would manage shopping if it was not for the availability of Dial-A-Bus. The office staff are kind and helpful and the drivers are cheerful and extremely kind in carrying ones shopping into the house.*

*I am 83 years old and do not drive, Dial-A-Bus gets me to the shops and the capable drivers help me get my shopping to the house. Grant, Reg and Steven are first class from pick up to return. I couldn't manage without their help as I have a walking stick.*

## Contactless Payment

We have fitted card readers in all of our Dial-A-Ride vehicles.

We can now offer passengers contactless payment options. The card readers can use chip and pin, and

other contactless options. Please look out for the contactless payment signs in the vehicles.



## Staff Update

Staff Leavers:

Edinburgh:

Billy Armstrong (Senior Driver),

Stuart Duffy (Driver),

Alastair Inglis (Relief Driver).

We wish them well.

Staff training and development is an ongoing process. Managers provide; MiDAS

(Minibus Driver Awareness Scheme); Manual Handling Training. Other agencies provide: First Aid Training; Disability Awareness Training and Understanding Autism.

Staff have been trained on enhanced cleaning measures in the vehicles due to COVID-19.



## Service Awards

We would like to congratulate the following members of staff for their long-term service but due to COVID-19, we have been unable to present some of them with their awards.

Tony Brice, Senior Driver

(30 years service)

Frances McCallum, Senior Despatcher (20 years service)

Julian Ogilvie, Senior Driver (20 years service).

John Watson, Senior Driver (15 years service).



## GIFT AID

For every £1 donated to us we can claim 25 pence in gift aid.

If you have not completed a Gift Aid form for HcL and your donations are eligible, we would really appreciate you completing a form.

Anyone who has paid the same amount (as their donation to a Charity) or more in Income Tax or Capital Gains Tax in the same tax year can complete a Gift Aid form. This includes money you earn from employment; profits you make if you're self-employed; some state benefits; most pensions, including state pensions, company and personal pensions and retirement annuities; rental income; income from a trust; or interest on savings over your savings allowance.

Just ask the office who can arrange for a form to be sent to you.

*giftaid it*  
making donations go further



## Fundraising Update

As HcL is a Charity, it is really important we raise funds from other sources. Laura continues to apply for funds from various Trusts and Funders to help cover costs for equipment and new projects. In the last 6 months we have secured funding from:

SCVO - Communities Recovery Fund  
Energy Savings Trust - Transport Retrofit Fund  
Skipton Building Society Charitable Foundation  
Prudential M&G Community Fund  
Edinburgh Airport Community Fund  
The Barrack Charitable Trust  
Souter Charitable Trust  
SCVO – Response, Recovery and Resilience Fund  
Row Fogo Charitable Trust  
Tesco COVID-19 Fund - Dalkeith



### **Frederick Street Coop; Raeburn Place Coop and Coop Funeral Care, Queensferry Road**

We are one of the 3 Charities in these stores until October 2021. Members of the Coop can choose HcL as their Charity and then 2p for every £1 spent will be donated to HcL over 12 months. You can also choose to donate your 2p rewards you earn and donate them to your chosen Charity. Funds will go to purchasing equipment.

Thank you to everyone who has selected HcL. If you have not yet chosen your Charity for 2021, please go online and choose HcL. The link is:

<https://membership.coop.co.uk/causes/43155>



### **Easy Fundraising**

Do you shop online?

If you register with easy fundraising and choose Handicabs Lothian, we will get a % of what you spend on numerous websites donated to us, at no cost to you.

It is easy to register, then click on the reminder and every time you go on a website that will donate a percentage of your sale to your chosen Charity, it reminds you so that we do not miss out. It is really simple to do!

## Amazon Smile



And if you shop on Amazon please register with AmazonSmile – we get 0.5% of what you spend. Again at no cost to you.

Go to the website [smile.amazon.co.uk](https://smile.amazon.co.uk) and select Handicabs as your charity, we will get 0.5% of everything you spend. It is exactly the same as shopping on Amazon, just it recognises your spend and donates to your chosen charity.

This will mount up over the year and be a great help to us.

## Vehicles

Funding was received to fit screens to all Dial-A-Ride vehicles between the driver and passengers. These have been installed to help with social distancing due to COVID-19. Thanks to the following for their donations who made this possible:

Tesco Bags for Life Dalkeith – COVID Fund  
Linlithgow Roundtable  
Dunbar Rotary Club  
North Berwick Rotary Club  
Rotary Club of Whitburn  
Rotary Club of Penicuik  
Penicuik Community Development Trust (PCDT)  
Mayfield & Easthouses Development Trust (MAEDT)  
Rotary Club of Edinburgh  
Esk Valley Rotary  
Row Fogo Charitable Trust



Funding has also just been secured to fit retractable screens between the rows of seats on Dial-A-Bus vehicles from the Energy Savings Trust. The prototype is being built at the moment and will then be installed. Subject to suitability, further screens will be ordered and installed. These should be in place before Dial-A-Bus is back in service.

We have also just received funding for a new air con unit for a West Lothian vehicle from the Energy Saving Trust.

All vehicles have also had new data pads installed. Card payment readers have also been purchased for each vehicle. These were funded by the following:

The Tormywheel Wind Farm Community Benefit Fund  
Skipton Building Society Charitable Foundation  
Souter Charitable Trust  
Prudential Community Fund

Huge thank you to all organisations who have supported all of these developments.



# A HAPPY HOME RECIPE

4 Cups of love

5 Spoons of hope

2 Cups of loyalty

2 Spoons of tenderness

3 Cups of forgiveness

4 Quarts of Faith

1 Cup of friendship

1 Barrel of laughter

Take love and loyalty, mix thoroughly with faith. Blend with tenderness, kindness and understanding. Add friendship and hope, sprinkle abundantly with laughter. Bake with sunshine. Serve daily with generous helpings



**Edinburgh, East Lothian & Midlothian**  
0131 447 9949  
E-mail:  
edinburgh@handicabs.org.uk

**Bathgate**  
01506 633953  
E-mail:  
bathgate@handicabs.org.uk



**HcLtransport.org.uk**



**If you would like this document in another format (such as large print) or in another language:**

**Please contact:  
01506 633953**

**If you have any comments, suggestions or stories for the next newsletter, please contact Gary at: bathgate@handicabs.org.uk or telephone : 01506 633953**



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Scottish Charity No. SC013906**

**Administration & Registered Office, 24/3A Dryden Road, Bilston Glen Industrial Estate, Loanhead, EH20 9HX  
tel: 0131 447 9953 email: admin@handicabs.org.uk**

**We promise to collect, process and store your data safely and securely.**

**Our full Privacy Policy is available on our website HcLtransport.org.uk or contact your local office for more information**

## **STANDARDS**

We Will:

- Operate most services in the Council's area every day of the year. A reduced service may operate on public holidays, subject to passenger demands and availability of driving staff.
- Process registrations within 7 working days, and will acknowledge receipt either by telephone or letter. We will attempt to meet urgent travel needs on the same day as registration, subject to availability.
- Aim to have telephone lines available when passengers telephone the office.
- Aim to answer calls within 5 rings.
- Ensure that all our drivers are fully trained to give reasonable assistance passengers may require to and from their homes, and on entering and leaving the vehicle.
- Ensure that wheelchairs are securely restrained using approved equipment on all journeys.
- Test passenger satisfaction with our vehicles and their cleanliness on a regular basis and report the results to customers.
- Acknowledge any complaint/comment in writing within 7 working days with a copy of the formal procedures.
- Aim to complete 1.33 passenger trips per scheduled working hour on Dial-A-Ride and 5 passenger trips per scheduled working hour on Dial-A-Bus.
- Pick up 97% of customers within 15 minutes of the scheduled trip time.
- Complete 99% of all trips booked.
- Ensure that all customers are treated with courtesy and respect. We will measure our success with customer satisfaction surveys and report the results to our customers.