

## FREE VACCINE TRANSPORT

We are delighted to share that we will continue to offer FREE transport for people with mobility challenges to get their vaccine booster.

Any person who has challenges with getting out and about due to age, disability, health issues, additional support needs or geographic remoteness is eligible to use the service.

This is of course subject to availability so call as soon as you have your appointment and we will do our very best to help get you to your appointment and home safely.

Please note you need to be registered with HcL, but if you are not already registered with HcL, registration is quick and free.

To book free transport for your vaccine booster in:

Edinburgh, East Lothian or Midlothian call 0131 447 9949.

West Lothian call 01506 633953.

### So far.....

Before the Booster Programme started, we had provided over 1,500 passenger journeys for free to vaccine appointments.

We have also transported nurses to vaccinate over 1,000 people in their homes; and to 56 care homes to administer vaccines to care home residents.

### Inside this issue:

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### Points of interest:

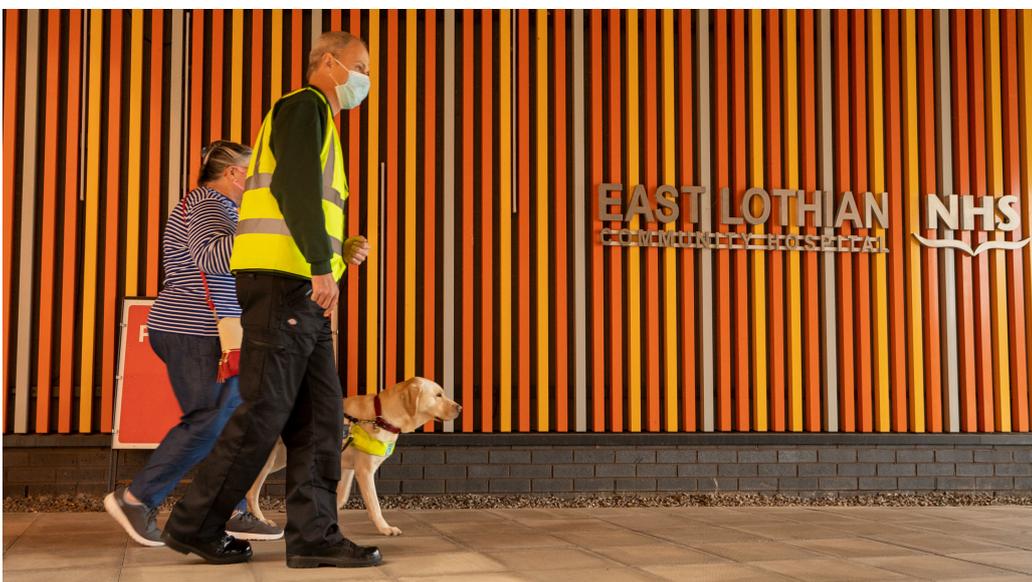
- ◇ Contactless payments
- ◇ HcL membership
- ◇ CTA Awards
- ◇ Summer Fun
- ◇ Alzheimer Scotland
- ◇ Get to know Kelvin, CEO

### Christmas Bookings

If you are looking to book transport for the festive period, in particular on Christmas Day or New Years Day, please get in touch with your local office as availability



**HcL is a registered charity.**  
**No. SC013906**



## Stairclimber

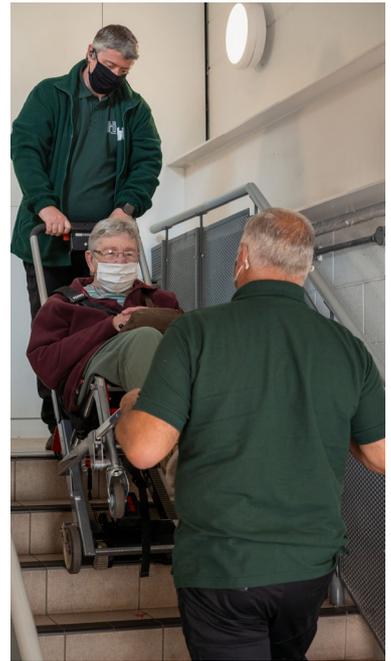
Did you know we have a Stairclimber which carries a passenger up or down stairs.

This helps someone housebound who lives in a flat to get out, with 2 of our trained team who support the passenger in the stairclimber up and down the stairs. The stairclimber does not work on carpet so cannot be used in a house.

We have secured funding to cover the additional staffing cost to hire this, so now is a great time to try using the stairclimber if you are housebound.

This makes getting out possible for someone who otherwise could not. Get in touch to find out more.

Call Robert on 0131 447 9953



## Have you thought of becoming a member of HcL?

If you are a user of HcL and would like to become more involved with the Charity and support our future, have you thought about becoming a member?

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

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

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

Membership is £5 a year, and these funds help sustain our services.

## Annual General Meeting via Zoom

We will be holding our AGM on Monday, 15th November 2021 at 2.00pm via Zoom

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.

Edinburgh, Midlothian + East Lothian - 0131 447 9953

West Lothian - 01506 633336

# SERVICE UPDATES

## Contactless Payments

HcL have installed card readers in all vehicles offering passengers contactless payment options. The card readers can use chip and pin, and other contactless options.



## New Community Bus Service - Broxburn and Uphall (West Lothian)

In April we launched a new community bus service in Broxburn and Uphall, in partnership with West Lothian Council.

The Service operates on a hail and ride basis in residential areas where there are no formal bus stops. Passengers can signal to the driver to stop at any point in these areas, and the driver will stop as soon as it is safe to do so.

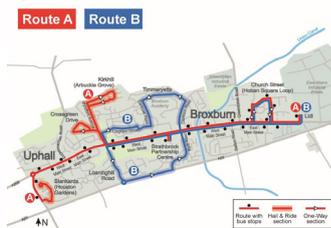
Fares are £1.70 for adults, and £0.90 for children, with concessionary bus pass holders able to travel for free.

All the vehicles used on the 2A and 2B routes are fully accessible and are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

Route 2A operates 5 times a day + Route 2B operates 4 times a day.

Further information on timetables can be found:

**Concessionary travel passes are valid on Community Bus Service.**



<https://www.hcltransport.org.uk/community-bus>

## New Vehicles

HcL purchased one new vehicle and one good quality second hand vehicle. One is for Edinburgh (Dial-A-Ride) and one for West Lothian (Dial-A-Bus).



## Dial-A-Bus / WLcomBus

### Dial-A-Bus is back in East & Midlothian and Edinburgh!

Our Dial-A-Bus service returned in Edinburgh, Midlothian and East Lothian at the beginning of August as always our drivers will provide assistance from your home onto the bus and off again. And on the return will carry your shopping onto the bus, help you onto the bus and then once at your home can help carry your shopping to your door / into your kitchen if you wish. This is a really great service for those needing a bit of support to get out and about and with carrying their shopping.

With journeys to supermarkets and shopping centres we are back to our usual service but with some additional safety measures including screens installed between the rows of seats on each Dial-A-Bus vehicle, cleaning procedures and unless exempt wearing face coverings on board.



Remember if you've not used this service before your **first journey is free!**

To book or for more information please phone between 10am and 4.30pm - **0131 447 1718**

### Dial-A-Bus is back in West Lothian and rebranded as WLcomBus

WLcomBus is operating Monday to Friday from across West Lothian to Morrisons, ASDA and The Centre in Livingston; Morrisons and Lidl in Bathgate; and Tesco in Linlithgow.

Routes are detailed on our website (<https://www.hcltransport.org.uk/dial-a-bus>), posted on Facebook, or you can call the Bathgate office for details of where we go to and what day from your area.

Fares are now based on 5 zones and the distance travelled in West Lothian. Or you can travel for free with a concessionary travel pass.

Also, if you've not used this service before your first journey is free!

To book or for more information please phone **01506 633336** between 10am and 4.30pm



**Concessionary travel passes are now valid on WLcomBus.**

## STAFF NEWS

Welcome to the following new staff:

West Lothian:

- John Gallagher (Driver)
- David Kilgour (Driver)

Core:

- Elizabeth Campbell (Service Development Manager)

Staff Leavers:

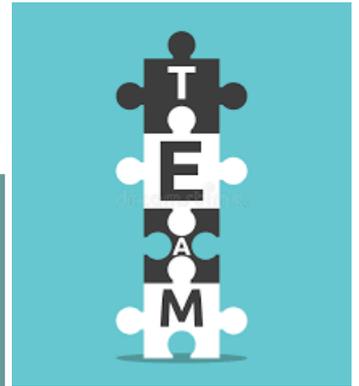
West Lothian:

- Reginald Watson (Driver)

Welcome to the following new volunteers:

West Lothian:

- Douglas Campbell (Driver)



### Introducing HcLs Service Development Manager - Elizabeth Campbell

*“During the summer I was delighted to get started as the new Service Development Manager with HcL. I have been working in Health and Social Care and Community Learning & Development for almost 30 years initially in West Lothian as a Community Education Worker but have mainly worked in the third sector as the Coordinator of West Granton Community Trust and most recently for 12 years with Alzheimer Scotland in Edinburgh. I am really looking forward to this new opportunity. Everyone has done so well to get through the challenges of the past 18 months and as a result now more than ever it is essential that people are enabled to get out and about in order to be engaged, active and to participate in their local communities.*

*As the Service Development Manager my hope is to build, maintain and develop new relationships with other organisations and groups in order to provide the best support possible.*

*It has been a pleasure getting started over the past few weeks and I want to say a big thank you to all of my colleagues for answering my endless questions! And all of their other help getting me settled into my new post.”*

### Service Awards

We would like to congratulate the following member of staff for their long-term service:

Edinburgh:

- Mark McCrindle, (Driver) 10 years' service award



## 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.

### 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. Here are a few suggestions:



If you do not yet follow us on Facebook, please do at [@handicabs.org.uk](https://www.facebook.com/handicabs.org.uk) and ask your family and friends to as well.

We are also on Twitter – so you can follow our tweets at [@TransportHc](https://twitter.com/TransportHc)



Next time you are on one of our buses, take a leaflet for someone you know who could benefit from using HcL.

If you have any suggestions of local newsletters, magazines, radio stations that would help us raise further profile, please let Laura know –

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

### Spreading the word about HcL

Please get in touch with Elizabeth or Laura, if you know of an organisation that would like us to pop along and chat about HcL, Dial-A-Ride and Dial-A-Bus. Alternatively, in the current situation we can join meetings by Zoom and spread the word about HcL.

Please call 0131 447 9953 or email:

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

### Co-op Frederick Street, Raeburn Place and Co-op Funeralcare Queensferry Road, Edinburgh

We are one of the 3 charities chosen by Co-op Frederick Street, Raeburn Place and Co-op FuneralCare Queensferry Road until October 2021.

Members of Co-op can choose HcL as their charity and raise 2p for every £1 spent for their chosen charity. Shopping in any Co-op counts.

Funds will go to purchasing equipment for our vehicles.

We have raised over £610 so far, so thank you to everyone who selected HcL.



It's what we do

# FUNDRAISING

## Amazon Smile

If you shop on Amazon, please register with Amazon Smile – we get 0.5% of what you spend at no cost to you.

Just go to [www.smile.amazon.co.uk](http://www.smile.amazon.co.uk) and select Handicabs as your charity. HcL will get 0.5% of everything you spend.

Amazon Smile is exactly the same as shopping on Amazon, it recognises your spend and donates to your chosen charity.

You can also use a browser extension called Smilematic.

It will redirect you to [smile.amazon.co.uk](http://smile.amazon.co.uk) automatically so if you go to shop on Amazon. Just use this link <https://couponfollow.com/smilematic>



## 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.



## Easy Fundraising

Do you shop online?

Did you know if you register with easy fundraising and choose Handicabs Lothian, we will get a percentage of what you spend on numerous online retailers. There are thousands of retailers registered including M&S, Argos, John Lewis, Tesco, Expedia, Direct Line, Boots and many more.



Just register at <https://www.easyfundraising.org.uk/>

Then click on the reminder and every time you go on a website that is registered with Easyfundraising, the company will donate a percentage of your sale to HcL.

# FUNDING UPDATE

As HcL is a charity, it is really important we raise funds from other sources. Laura, HcLs Funding and Marketing Manager, has been working hard applying for funds from various Trusts and Funders to help cover equipment costs; fuel costs for free vaccine transport; towards vehicles and salaries. In the last 6 months, we secured funding from:

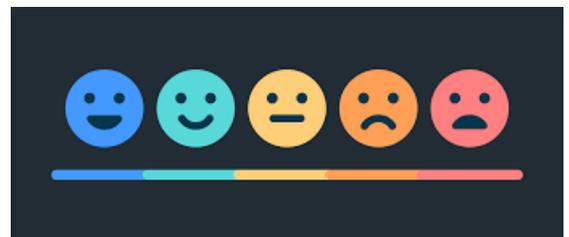
- Howdens in Gorgie
- Almond Housing Association - Community Soup
- Nancie Massey Charitable Trust
- Scottish Governments Communities Recovery Fund Phase 2
- Howdens in Livingston
- Arnold Clark Community Fund
- West Lothian Community Development Trust
- Scottish Governments Adapt + Thrive Fund
- The Queensberry Trust
- Edinburgh & Lothian Health Fund Covid-19 Vaccination Support Fund (administered by EVOC)
- Swinton Paterson Trust
- Screwfix Foundation
- Bank of Scotland Foundation - Reach Programme
- Edinburgh Wellbeing Pact: Summer Season Conversations
- Row Fogo Charitable Trust

**THANK YOU** too all the Funders and Trusts and Businesses who have supported HcL this year.

## Feedback

Any feedback you can provide HcL can be used in our reports to funders where we have to detail the difference their financial support has made.

If you are happy to provide a short quote and share how HcL has helped you, please send this to [laura.kearney@handicabs.org.uk](mailto:laura.kearney@handicabs.org.uk)



## THANK YOU to our Key Funders



# NEWS

## Community Transport Association (CTA) Awards

HcL are delighted to be shortlisted in the **CTA awards Partnership of the Year** Category with SCRAN Academy and The Pilton Equalities Project (PEP). The aim of the Scrans Meals Coalition was simple, to produce and deliver nutritious and delicious meals to vulnerable people across Edinburgh with dignity. HcL and PEP were delighted to support this incredible project with delivering meals.

### HcL are also proud to be a finalist for **CTA Awards Photo Competition.**

HcLs photo of passengers enjoying an ice cream at North Berwick, with their guide dog, driver + our bus shows community transport + the difference it makes to peoples lives.

We are the only Scottish CTA to reach the final 9 chosen photos.

The final is on 18 November and we will let you know how we do, wish us luck!



## Summer Day Trips

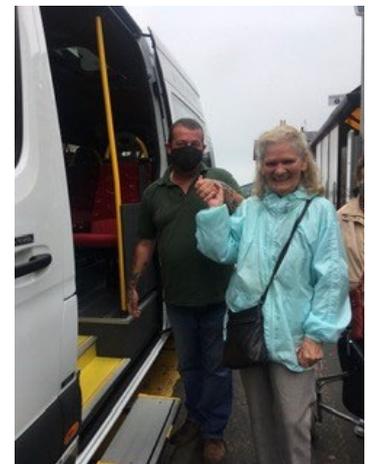
Pilot Project: Thanks to funding from Edinburgh Health and Social Care Partnership #edinburghwellbeingpact we were delighted to offer 5 day trips for people with mobility challenges from across Edinburgh.

Trips were in September with destinations including North Berwick, St. Andrews, New Lanark Mills and Callandar with a drive around the Trossachs.

The trips were heavily subsidized by the funding so the cost per passenger was just £5.

The trips were popular, and we will be looking at how we can deliver something like this again, and across the Lothians too.

Watch this space!



## Summer Outings

We have loved taking passengers to so many locations over recent months - some to enjoy a day out, others to have a wee staycation in another part of the country. We have been to:

- Arbroath
- Seton Sands
- Oban
- Peebles Hydro
- Portobello Beach
- Northumberland
- Edinburgh Playhouse
- The Hydro
- Blair Drummond
- The Falkirk Wheel
- Callander
- Homelands Trust Fife
- Airth Castle Hotel
- Burntisland

# PHOTO SHOOT - SUMMER

We decided it was time for some new photos and imagery that we can use on our website, social media and literature such as our Annual Report, Annual Accounts and 2021-2026 Strategy.

Our team had a great time out with passengers and our photographer. We really appreciate the following passengers helping us with donating their time and being our models! Pat Lawson, Mrs Purdie, Dennis Wilson, Pat Wilson and Joan Cameron.



# SPOTLIGHT ON A COMMUNITY ORGANISATION

## Alzheimer Scotland



### What is normal memory?

There is no such thing as a 'normal' memory. Everyone is different. One person might never forget a name, while someone else may struggle with putting names to faces. Don't compare your memory with that of other people.

It is also normal to have little 'lapses' every so often. Most people occasionally forget what they went into a room for, or can't quite find the word that's on the tip of their tongue. When this happens, we usually remember later on what it was we were looking for, or the word we were trying to say and that's fine.

All kinds of things can affect memory or make people feel confused. Many of these things, although distressing at the time, can be cured or treated. For example, chest or urinary infections, increased stress, depression and the side effects of some medication can all make some people confused. Memory problems caused by things such as the emotional distress of bereavement will get better on their own time.

### What is Dementia?

Dementia affects the brain, making it harder to remember things or think as clearly as before. It's an umbrella term for over 100 different types of illnesses and disease symptoms these are not part of the natural ageing process. Symptoms of dementia may include memory loss and difficulties with day to day tasks, language and problem solving which continue and don't get better. If you would like to know more you can contact Alzheimer Scotland.

Alzheimer Scotland provides services and support across the country to help anyone who is worried about their memory, has a diagnosis of dementia, or who is supporting someone living with dementia. They can provide information and advice on the phone, email or face to face and have an excellent website with lots of useful information. They have services in East, Mid and West Lothian as well as Edinburgh, including local Dementia Advisors and a national Dementia Helpline.

Contact Alzheimer Scotland if you would like more information:

#### **24 Hour Dementia Helpline:**

Tel: 0808 808 3000 email: [helpline@alzscot.org](mailto:helpline@alzscot.org)

#### **Edinburgh Services:**

Tel: 0131 551 9350 email: [Edinburghservices@alzscot.org](mailto:Edinburghservices@alzscot.org)

#### **East & Mid Lothian Services:**

Tel: 0131 654 1114 email: [Midlothianservices@alzscot.org](mailto:Midlothianservices@alzscot.org)

#### **West Lothian Services:**

Tel: 01506 533 108 email: [Westlothianservices@alzscot.org](mailto:Westlothianservices@alzscot.org)

**Website:** [www.alzscot.org](http://www.alzscot.org)

# Happy Halloween!

Did you know?



## 10 Interesting Halloween facts:

1. The first Jack O'Lanterns were actually made from turnips.
2. The word "witch" comes from the Old English wicce, meaning "wise woman." In fact, wiccans were highly respected people at one time. According to popular belief, witches held one of their two main meetings, or sabbats, on Halloween night.
3. Samhainophobia is the fear of Halloween.
4. The Guinness World Record for Heaviest Pumpkin is held by Mathias Willemijns from Belgium and his 2,624.6-pound pumpkin.
5. Stephen Clarke holds the record for the world's fastest pumpkin carving time: 24.03 seconds, smashing his previous record of 54.72 seconds. The rules of the competition state that the pumpkin must weigh less than 24 pounds and be carved in a traditional way, which requires at least eyes, nose, ears, and a mouth.
6. Ireland is typically believed to be the birthplace of Halloween.
7. Halloween has variously been called All Hallows' Eve, Witches Night, Lamswool, Snap-Apple Night, Samhain, and Summer's End.
8. Halloween is thought to have originated around 4000 B.C., which means Halloween has been around for over 6,000 years.
9. Boston, Massachusetts, holds the record for the most Jack O'Lanterns lit at once (30,128).
10. Fancy Dress on Halloween?
  - In Bellville, Missouri, it is illegal to ask for candy if you are over the age of 13.
  - In Dublin, Georgia, it is illegal for anyone over the age of 16 to wear a mask, sunglasses, or any other facial covering on Halloween.
  - In Alabama, it is illegal to dress up as a priest or as a nun on Halloween.



# Halloween Quiz

It's that scary time of the year again so try our Quiz of all things spooky and scary!

1. In the USA people bob for apples at Halloween but what do we traditionally call this in Scotland?
2. Children use pumpkins to carve scary Jack O' Lantern faces but what was traditionally used?
3. What do pumpkins grow on—stalks, trees, vines or bushes?
4. Which country celebrates The Day of the Dead instead of Halloween?
5. Who wrote the novel "Dracula"?
6. Name the country over which Vlad Dracula once ruled, which still considers him a national hero? For an extra point which part of this country was he from?
7. Which American TV show first shown in 1964 was about a young housewife called Samantha who was actually a witch?
8. Burke and Hare committed murders on the streets of which city? And for another bonus point which first name did they both share?
9. What is the name of the spooky TV family first seen in the 1960's that has Morticia and Gomez as the mum and dad?
10. Who is the most famous student of Hogwarts's School of Witchcraft and Wizardry?
11. What does the traditional word 'Hallow' mean?
12. What is the day after Halloween called?



## Cycling Without Age in Fauldhouse

Volunteer 'pilots' take older people for bike rides, using a 'Trishaw'. A great local project that helps older people, people not able to cycle due to mobility challenges and those socially isolated and lonely to get outside, meet others and enjoy the ride.

We all have the right to feel the wind in our hair! It's free to go for a ride with a volunteer piloting you. Why not book HcL to take you there?

CYCLING WITHOUT AGE SCOTLAND  
FAULDHOUSE COT

Why not book a **FREE** trishaw ride for an older relative or someone with limited mobility to allow them once again to "feel the wind in their hair"?

# HALLOWEEN JOKES



What do birds say on Halloween?  
"Trick or tweet!"

Why don't skeletons ever go trick or treating?  
Because they have no-body to go with.

Where do ghosts buy their Halloween candy?  
At the ghost-ery store!

What do owls say when they go trick or treating?  
"Happy Owl-ween!"

What do ghosts give out to trick or treaters?  
Booberies!

Who did Frankenstein go trick or treating with?  
His ghou friend.



What Halloween candy is never on time for the party?  
Choco-LATE!

What do witches put on to go trick or treating?  
Mas-scare-a.

What does Bigfoot say when he asks for candy?  
"Trick-or-feet!"

What happens when a vampire goes in the snow?  
Frost bite!

What makes trick or treating with twin witches so challenging?  
You never know which witch is which!



What do you call two witches living together?  
Broommates

## Get to know the Team

Each newsletter we will ask a member of the team some questions and share the answers so you get to know our team. This month it is **Kelvin Cochrane, CEO.**

### How long have you worked for HcL?

34years

### What's the best part of the role?

Meeting, helping and developing friendships with service users, stakeholders and staff.

### Who is the best driver at HcL?

Has to be all the drivers I have personally put through MiDAS Driver Training.

### Where is your favourite destination to drive to?

Durness, North West Highlands.

### Favourite movie?

Marvel collection

### Favourite Food?

Sampled Steak Pie all over Scotland

### Hate?

Putting my motorcycle boots on, Jacket on. Helmet on, gloves on. Leg over bike then phone rings

### Love?

Meals and weekends away with family

Thanks Kelvin!

Let us know who you would like to know more about next time!

## NEWSLETTER IS GOING QUARTERLY

We will be sharing quarterly newsletters going forward, so the next one will be out for Christmas.

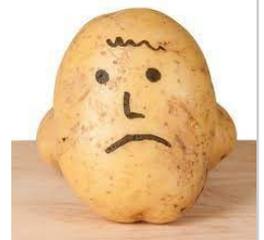
Let us know anything you would like to see included!

### Quiz Answers:

1. Dooking
2. Turnips
3. Vines
4. Mexico
5. Bram Stoker
6. Romania & Transylvania
7. Bewitched
8. Edinburgh & William
9. The Adams Family
10. Harry Potter
11. Saint

### Thanksgiving Limerick:

There is a young spud named Davy  
He wants to be covered in gravy  
He'd rather be mashed  
Then fried or hashed  
Or be made a potato chip, wavy.



**What do you call a man who smells of gravy?**

**Stu!**

**Which day of the week do potatoes dread the most?**

**Fry-day.**

**Edinburgh, East Lothian & Midlothian**

0131 447 9949  
edinburgh@handicabs.org.uk

**West Lothian**

01506 633953  
bathgate@handicabs.org.uk

[www.hcltransport.org.uk](http://www.hcltransport.org.uk)



@handicabs.org.uk



@TransportHc

**Kelvin Cochrane**  
Chief Executive  
0131 447 9953

**If you would like this document in another format (such as large print) or in another language please contact Gary on 01506 633953**

## 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.

**If you have any comments, suggestions or stories for the next newsletter, please contact Laura at:  
[laura.kearney@handicabs.org.uk](mailto:laura.kearney@handicabs.org.uk) or telephone 01506 633953**



West Lothian  
Council

• EDINBURGH •  
THE CITY OF EDINBURGH COUNCIL



The Scottish  
Government



Midlothian



East Lothian  
Council

HcL is a Scottish registered Charity No. SC013906 and Registered Company No. SC79712

Administration & Registered Office: 24/3A Dryden Road, Bilston Glen Industrial Estate, Loanhead, EH20 9HX  
Tel: 0131 447 9953 email: [admin@handicabs.org.uk](mailto:admin@handicabs.org.uk)

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