



Spring 2017

102 year old celebrates Dial-a-Bus milestone

Mrs Anne Thomson of East Calder, West Lothian celebrates five years of independent travel on Dial-A-Bus. Mrs Thomson registered to use the service when she was 97 years old and is one of our oldest passengers.

When Mrs Thomson was asked what does the Dial-A-Bus service mean to her she said "I couldn't do without the Dial-A-Bus service, the drivers are wonderful and take my shopping right into the house".

To help celebrate Mrs Thomson's milestone with Dial-A-bus, HcL organised an event with the help of Morrisons, Almondvale. Mrs Thomson was presented with a bouquet of flowers from Muriel Williams Chairman of HcL. A buffet was laid on for the passengers and guests from West Lothian Council. The West Lothian Courier was also present at the event to take photographs. Morrisons, Almondvale also gave Mrs Thomson a bouquet of flowers and kindly allowed HcL to use part of their restaurant to hold the event. Local Councillor, Cathy Muldoon, Depute Leader of West Lothian Council attended the event.

One of HcL's main aims is to help keep people independent and part of the community for as long as they are able and Mrs Thomson shows that we are doing well in this department and that you are never too old to register for the Dial-A-Bus service.

HcL would also like to thank Jackie Galloway, Champion Livingston, at Morrisons, Almondvale in supporting us in putting on this event for Mrs Thomson.

HcL received a quote from MSP Transport Minister Humza Yousaf:

"Congratulations to Anne for keeping so active – she is undoubtedly an inspiration to others. I also want to praise the Handicabs volunteers and team members on delivering such a welcome service to local residents.

Handicabs has provided community transport services in Edinburgh and the surrounding area for many years and previously obtained a minibus through the Community Transport Vehicle Fund. These unsung heroes often go above and beyond to assist passengers and their contribution to society is worthy of celebration."

Volunteer with HcL

If you know anyone who would like to volunteer with HcL either to drive our vehicles or to help in the office answering phones or general admin work, please contact either Gary Toner 01506 633953 or Robert Hutson 0131 447 9953 for more information.

Inside this issue:

<i>Annual General Meeting</i>	2
<i>Become a Member</i>	2
<i>Dial-a-Bus Route Changes</i>	3
<i>Staff</i>	3
<i>Passenger Comments</i>	4/ 5
<i>Ageing with Humor</i>	6
<i>Standards</i>	8

Special points of interest:

- New Vehicles
- Summer Outings
- Passenger Comments
- Volunteers
- AGM

Leave a Lasting Legacy with a Gift to HcL in Your Will

We've been working for 35 years to ensure people with mobility difficulties can enjoy their freedom and independence. Can you consider leaving a lasting legacy by remembering HcL in your will? Any gift, large or small, will help to safeguard our vital work for the next 35 years. If you would like more information about leaving a legacy in your will, please contact Kelvin Cochrane, our Chief Executive, or see these websites which tell you more about how to help HcL in your will:

<https://www.saga.co.uk/magazine/money/personal-finance/giving/leaving-money-to-charity-in-your-will>

<https://www.moneyadvice.service.org.uk/en/articles/the-tax-benefits-of-giving-to-charity#how-to-leave-something-to-charity-in-your-will>

Become a Member

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

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

If you are interested then please speak to any driver or your local office.

Annual General Meeting 2017

The AGM this year will be held at Davidson Mains Parish Church, North Hall, Edinburgh on Monday 9th October. Buffet will open at 1.00pm and meeting will start at 2.00pm. Please contact your local office for transport as early as possible as spaces fill up fast. If you are not a member but would like to come to HcL AGM please see "Become a Member" above for information on how to attend or contact your local office for more information. If you have any questions you would like raised but cannot attend the AGM you can telephone or post in your question or alternatively you can use Facebook.

New Vehicles

A second hand Dial-A-Bus vehicle was purchased and went into operation in West Lothian in January 2017. Two second

hand Dial-A-Ride vehicles have been purchased and will go into operation April 2017.

HcL would like to thank everyone who has helped to make this possible.

Your experiences using HcL services

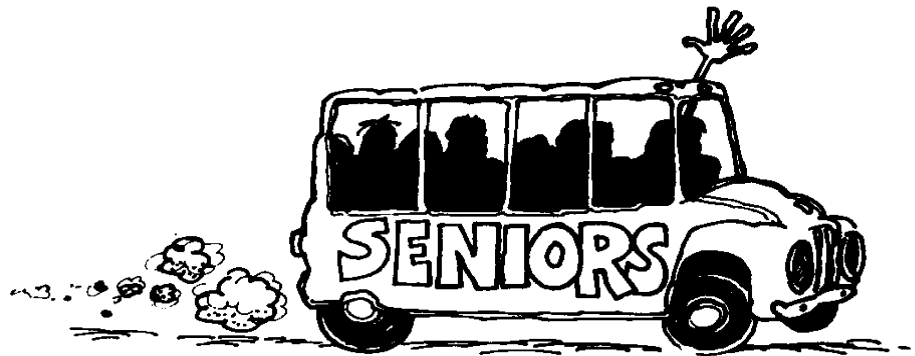
Here at HcL we always like to hear about our customers' experiences using the service. If you would like to submit a story or experience you have, please contact Gary

on 01506 633953 and we could add your story to our next newsletter. We would love to hear from you so please get writing!



Summer Outings

If you are a member of a group or even just have a group of friends who would like to go on an outing during the good weather to the beach, museum or a shopping center that you have never been to or even a trip into the Royal Mile for the day, just contact your local office and see what help and advice they can give you with suitable days, times and cost and do something a little bit different this year.



Staff

We would like to welcome new members of staff: Robert Kelly, Volunteer to paid driver and Jennifer Bell, West Lothian (Drivers); Cameron McLean, William Millar and Andrea Battini, Bilston Glen (Drivers); Kirsty Kinnaird, Despatcher/Finance Assistant Bilston Glen and Annette Cunningham, Volunteer Despatcher Bilston Glen.

Staff who have recently left are: Linda McDonald (Finance Officer), Catherine Petrie (Despatcher Bilston Glen); George Russell, Scott Barrie, West Lothian (Drivers), Caroline Chisholm, David Peterkin and Stuart Temple, Bilston Glen (Drivers) - we wish them well.

Congratulations to Alexis Brown in her promotion from Dial-A-Bus Despatcher to Finance Officer, we wish her well in her new post.

Staff training and development is an ongoing process. At present, members of staff and other agencies provided MiDAS (Minibus Driver Awareness Scheme); Driver Assessment; HSE First Aid Training; Manual Handling and Passenger Assistance Training.

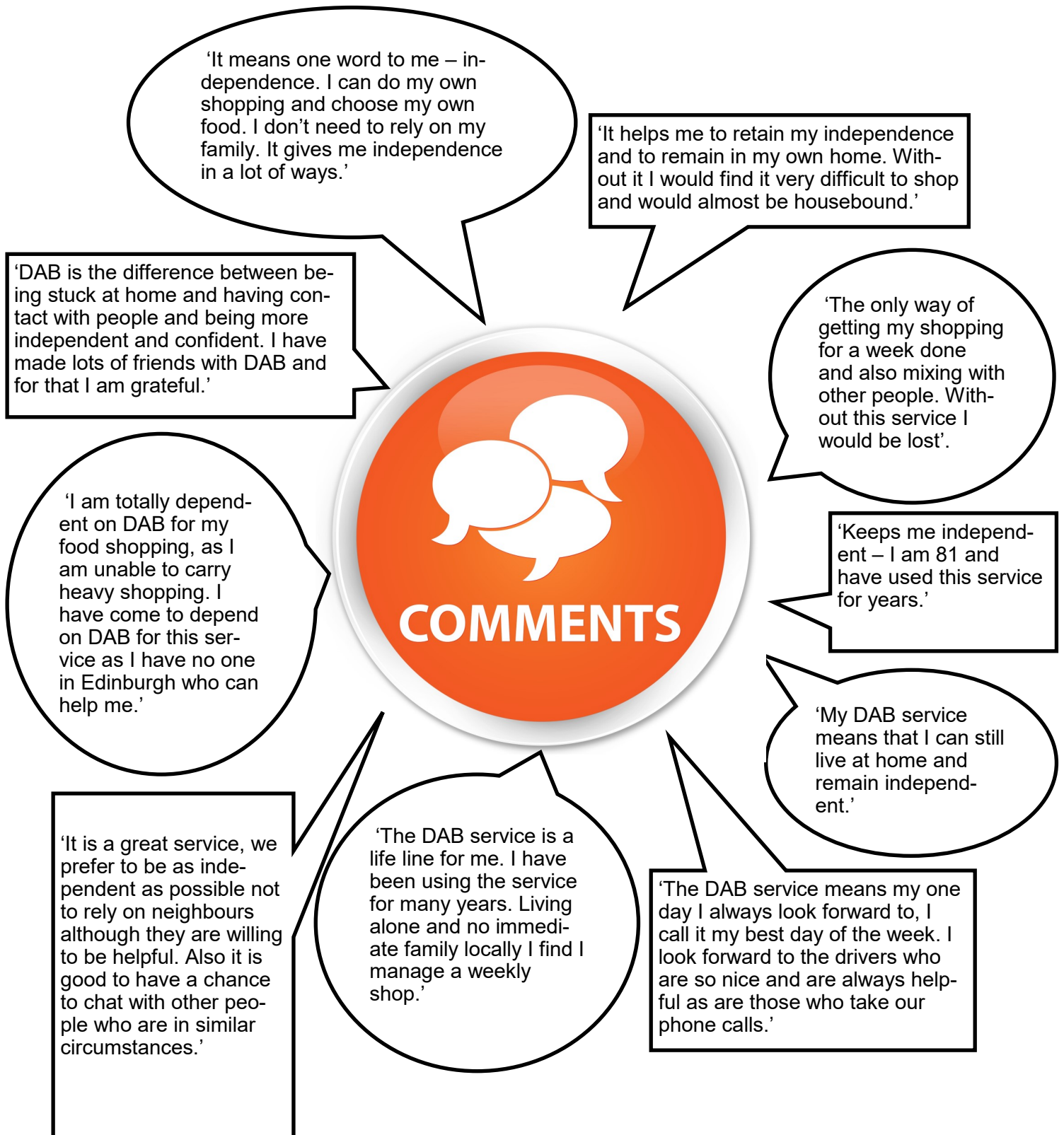
Dial-A-Bus Route Changes

West Lothian Dial-A-Bus is still trialling routes to Dobbies Garden Centre on alternative Wednesdays covering areas in West Lothian. Not all areas are covered due to time restrictions, please contact the Bathgate office for more information.

Edinburgh Dial-A-Bus will be starting a consultation with passengers with possible route changes, any affected passengers will be contacted by letter.



What does Dial-A-Bus mean to you—Comments from 2016 Dial-a-Bus Questionnaire



What does Dial-A-Ride mean to you—Comments from 2016 Dial-a-Ride Questionnaire



HcL—Who is Eligible

The question of who is eligible to use HcL occasionally arises and each time the answer is the same. HcL provides a door-through-door transport service for people with limited mobility who are unable to use ordinary buses and/or suffering a degree of social exclusion due to geographical remoteness or other factors.

**ARE YOU
ELIGIBLE?**



As demand often outstrips availability we have to be sure that those using our services are genuinely in need of it and to do this we rely largely on trust when a passenger registration takes place and also the feedback from our driving staff.

There are many mobility restrictions which appear fairly obvious. There are also many which are the complete opposite. Someone's mobility might be impaired due to a hidden factor or the less obvious. Like for instance, breathing difficulties or conditions such as ME or a whole host of other medical related issues that aren't visible but can make travelling by public transport very difficult.

There is also many restrictions placed on those people who rely on other people to be there when they need to travel. Having someone they know and trust in the shape of an HcL driver can often be the difference as to whether some journeys take place at all.

For some people the lack of assistance at their destination by taxi and bus companies who offer only a kerb side drop off is also a restriction, especially if they need assistance from a driver to unlock a door or lay down a set of ramps.

For those reasons, HcL has steered away from making medical assessments or referral from a statutory body as a necessity to use our service and continues to operate on a trust basis.

Aging with Humour

I've sure gotten old! I've had two bypass surgeries, a hip replacement, new knees, fought prostate cancer and diabetes. I'm half blind, can't hear anything quieter than a jet engine, take 40 different medications that make me dizzy, winded and subject to blackouts. Have bouts of dementia. Have poor circulation; hardly feel my hands and feet anymore. Can't remember if I'm 85 or 92. Have lost all my friends. But, thank God, I still have my driver's licence.

I feel like my body has gotten totally out of shape, so I got my doctor's permission to join a fitness club and start exercising. I decided to take an aerobics class for seniors. I bent, twisted, gyrated, jumped up and down, and perspired for an hour. But, by the time I got my leotards on, the class was over.

An elderly woman decided to prepare her will and told her preacher she had two final requests. First, she wanted to be cremated, and second, she wanted her ashes scattered over Wal-Mart. "Wal-Mart?" the preacher exclaimed. "Why Wal-Mart?" "Then I'll be sure my daughters visit me twice a week."

My memory's not as sharp as it used to be. Also, my memory's not as sharp as it used to be.

Know how to prevent sagging? Just eat till the wrinkles fill out.

It's scary when you start making the same noises as your coffee maker.

These days about half the stuff in my shopping cart says, "For fast relief."

Remember: You don't stop laughing because you grow old, you grow old because you stop laughing.

Two Old Guys at Dinner

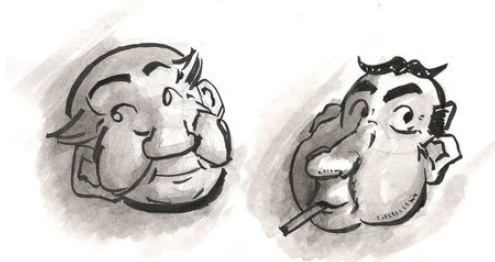
An elderly couple has dinner at another couple's house, and after eating, the wives leave the table and go into the kitchen. The two gentlemen were talking, and one says, 'Last night we went out to a new restaurant and it was really great. I would recommend it very highly.'

The other man asks, 'What's the name of the restaurant?'

The first man thinks and thinks and finally asks, 'What is the name of that flower you give to someone you love? You know... The one that's red and has thorns.'

'Do you mean a rose?'

'Yes, that's the one,' replied the man. He then turns towards the kitchen and yells, 'Rose, what's the name of that restaurant we went to last night?'



Scissors.com

Edinburgh, East Lothian &
Midlothian
0131 447 9949
Fax: 0131 452 9627
E-mail:
edinburgh@handicabs.org.uk

Bathgate: 01506 633953
Fax: 01506 635148
E-mail: bathgate@handicabs.org.uk

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:
01506 633953**

**If you have any comments or suggestions for the next newsletter,
please contact Gary at: bathgate@handicabs.org.uk or telephone :
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.
- Always accept one advanced booking for any passenger, subject to availability. In addition you can try for as many bookings for trips on the same day or the day ahead. We will do our best to accommodate these.
- Aim to complete 1.5 passenger trips per scheduled working hour on Dial-A-Ride and 6 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.



•EDINBURGH•
THE CITY OF EDINBURGH COUNCIL



**HcL is a Private Limited Company Registered in Scotland No. 79712
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**