

**Spring 2018**

A question that gets asked quite often is what is HcL Transport?

HcL is a major Scottish Charity based in the Lothians, which was set up in 1982 to provide accessible transport for people in Edinburgh and the Lothians who are unable, or have great difficulty, in using other forms of public transport. We operate two services – Dial-A-Ride and Dial-A-Bus.

**Dial-A-Ride**

The Dial-A-Ride service provides a personal door-through-door transport for people with various mobility challenges travelling as individuals or groups, 7 days a week including evenings throughout the year. Destinations are unrestricted and can include visits to social and recreational facilities, friends, family and health. For more information please contact your local office.

**£5 DISCOUNT APPLIED TO FIRST TRIP.**

**Dial-A-Bus**

The Dial-A-Bus service provides a personal door-through-door shopping service which connects people in all areas of the Lothians with the local major shopping centres. The service is designed for older people and people with limited mobility.

The bus will pick you up at your home and will set you down at the shopping centre. You will have between 1 and 2 hours to do your shopping, or meet friends and have a “coffee”, and then the service returns you to your home. The driver will give you assistance if required. For more information please telephone your local office.

**FIRST TRIP FREE - SINGLE OR RETURN.**

All HcL vehicles are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

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**Special points of interest:**

- A.G.M
- Outings
- Donations

Cinema	Social Occasions	Visiting	Bingo
Theatre			Shopping
Hospital			Restaurants
Respite			Holidays
Education			Work
Day Centres			Religious

## Staff

We would like to welcome new members of staff: West Lothian: Reginald Watson (Relief Driver). Edinburgh: Scott Pennycook (Relief Driver), Gary Duff (Relief Driver), Angie Stein (Relief Driver).

Staff leavers this year are — West Lothian: Jennifer Bell (Relief Driver). Edinburgh: Susan McKay (Relief Driver), Denise McCafferty (Driver), Paul Glenwright (Driver). East/Midlothian: Allison Liddle (Driver). We wish them well

We would like to congratulate the following member of staff for their long term service - Andrew Marshall, Edinburgh Driver (10 years service).

Staff training and development is an ongoing process. At present, MiDAS (Minibus Driver Awareness Scheme); Manual Handling Training are provided in-house. Other agencies provide: FuelGood Driver Training; First Aid Training; Disability Awareness Training.

Management and staff meet on a regular basis through Joint Health & Safety Committee meetings.

Assistant Operations Manager Gary Toner has successfully completed a course on Servicing Portable Fire Extinguishers. This now enables HcL to service the fire extinguishers in vehicles and in the offices in-house.

## FuelGood Driver Training

In July 2017 Management and Drivers participated in Fuel Efficient Driver Training funded by Transport Scotland.

But what is FuelGood Driver Training?

FuelGood Driver Train-

ing is a driver training scheme established to help Scottish businesses and their employees save on fuel costs and reduce carbon emissions.

HcL decided to run a

competition for all staff with the winner receiving a £50 voucher.

Congratulations goes to Edinburgh Driver Cameron McLean.

## Donations

Donations were received from the Anton Jurgens Charitable Trust of £5,000 towards a new vehicle. We would like to

thank our members and users for their support throughout the year. We also received a legacy from the estate of Annie

Battison. We would like to thank everyone for their generous support.

## New Vehicles

2 second hand Dial-A-Ride vehicles were ordered and delivered from HW Pickrell in December

2017. These vehicles were to replace Bathgate and Edinburgh vehicles. They came

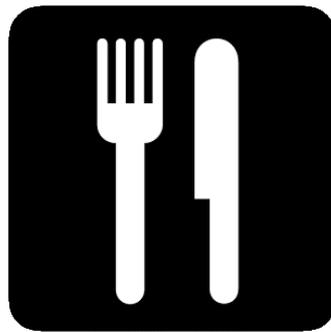
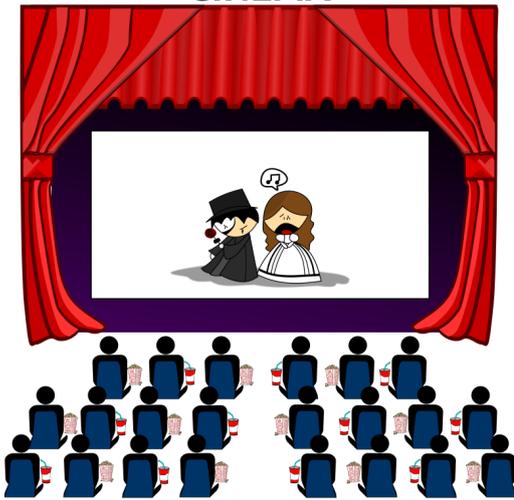
into service in February 2018.

## Group Outings (All year round)

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 year to the beach, museum, garden centre or a shopping centre 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.



CINEMA



**Dial-A-Ride  
operates 7 days  
a week including  
evenings**

## HcL Dial-A-Ride Booking Questionnaire Results

### Introduction:

HcL conducted a survey to ascertain passenger satisfaction regarding the current booking system. Passengers were sent a paper copy of a questionnaire which asked if they understood the booking procedures and if it met their needs. Information was included on the proposed changes to the system and passengers were asked if this would accommodate their needs better and if would it increase their usage of Dial-A-Ride.

### Results:

30 responses were received and the results are as follows:

#### *Question 1 – Do you understand our present booking system?*

Out of the 30 passengers who responded, 28 advised that they understood the current booking system while 2 advised they did not. The following comments were received:

*'Excellent Service.*

*HcL needs more resources, more vehicles and staff.*

*It is quite some time since I used the service and I have forgotten the procedure.*

*Please could you let us know the day before you cancel a bus, as we depend on Dial-a-Bus. A driver fell ill and we had to get a taxi.*

*The reminder sent out with the questionnaire was helpful.'*

#### *Question 2 – Does the present booking system meet your needs?*

26 of the survey participants felt the current booking system did meet their needs, 2 felt it did not while 2 were unsure. Passengers provided the following comments:

*'It does not always meet my needs*

*I have not used the service for a considerable time*

*The system helps all HcL passengers*

*It gives others a chance to book where if you booked more it would be unfair*

*Up to a point. I would like to go on holiday in this country. I can get a DAR to*

*Bathgate to pick up a coach, but I need to be able to book a vehicle to take us home. I can get stranded because most taxis will not take my scooter.*

*If you make the booking easier. In my previous experience it was fully booked. The notice for an appointment is not always long enough for a successful booking.'*

*It would be helpful to know the times the telephone is manned.*

*The main problem is that there are periods when the office is closed. There is not enough staff to open it for longer hours'*

#### *Question 3 – Would the proposed booking system accommodate your needs better?*

22 passengers were of the opinion that the new system would suit their

needs better, 7 felt it would not and 1 was unsure. The following comments were provided:

*'If possible, shorter notice/ booking period. Any time I have used HcL the organisation and punctuality have been first class.*

*I had a change of appointment from RIE but I couldn't get HcL as all the buses were booked, but I know it could not be helped.*

*The present system works well for me.*

*Being able to book special journey well in advance is important.*

*It sounds good.*

*I only need to book DAR for occasional hospital appointments so the present system works well for me*

*I feel it is a fairer system.*

*It could improve your service and give your members better opportunity of use.*

*I would be prepared to arrange a suitable pick up point and if I was not there for any reason I would be prepared to pay for the journey. It would give me peace of mind to know that my trip home is organised.'*

Question 4 – Would the proposed booking system increase your usage of Dial-A-Ride?

19 passengers reported that the new system would increase their usage of the service, 7 felt it would not and 4 were unsure or did not answer. The following comments were provided:

*'I have not had a problem.*

*I think the office should be opened earlier in the morning or later in the afternoon.*

*I find the service tremendous and appreciate what is available. I like to be able to book trips in advance.*

*By about 50%.*

*It is good that one booking is a return journey, eg. to and from the airport*

*Yes – but I am currently in Tippethill Hospital.*

*I do not go out much, however I may wish to use a one off booking*

*No – however being reminded of the current booking system makes me think I could use HcL more.*

*I have found less than a week ahead of a date of an appointment you are already booked up.'*

Recommendations:

While the majority of passengers, 93%, are happy with the current booking system and believe it suits their needs, there are some passengers who feel they would benefit from the proposed changes. 27 of the 30 survey participants (90%) have advised the new booking system would meet their needs better. 19 of the participants said it would increase their usage of the service. Based on these results the new booking procedure could be introduced for a trial period and a further survey conducted to ascertain the general feeling on permanent implementation.

## New Booking Procedure

Following a meeting of the Executive Committee on Tuesday 6 March, the decision was taken to implement the new booking procedure from Monday 2nd April. The new booking procedure is as follows:

Two normal advanced bookings e.g. Shopping, Visiting, Day Centres, Doctors, Bingo etc. Plus you can book as far in advance as you need for special occasions e.g. weddings, holiday travel, theatre, family occasions etc. to ensure that you can be assured of having transport, subject to availability. (This does not affect your two advanced bookings).

You can try for as many bookings on the same day or the week ahead (subject to availability).

A special tariff is applied for journeys to destinations outwith the Lothian area.

All bookings subject to availability.

One booking is a return journey either on the same day or any day further ahead from the same drop off and pick up point.

## Annual General Meeting 2018

The AGM this year will be held at Davidson Mains Parish Church, North Hall, Edinburgh on Monday, 8th October. Lunch 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 attend HcL's AGM, please contact your local office. If you would like to become a member please see page 7. If you have any

questions/queries you would like to ask but cannot attend, you can either telephone, post in your question or alternatively you can use our Facebook page.



## Quality of Life Surveys West Lothian

HcL West Lothian has sent out Quality of Life Surveys to 100 random Dial-A-Ride and Dial-A-Bus passengers.

We would like to thank everyone that replied to the survey. We have received a great response from the passengers.

The results of the surveys will be on our website in April 2018 and will be published in the next Newsletter.

## Volunteer

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.

## AAADD - Age Activated Attention Deficit Disorder

I decide to wash the car. I start toward the garage and notice the mail on the table. OK, I'm going to wash the car...but first, I'm going to go through the mail.

I lay the car keys down on the desk, discard the junk mail...and notice the trash can is full. OK, I'll just put the bills on the desk and take the trash out, but since I'm going to be near the mailbox anyway, I'll pay these few bills first.

Now where is the chequebook? Oops...there's only one cheque left. My extra cheques are in the desk. As I start looking for the cheques, I see the coke I was drinking sitting on the desk...I'm going to look for those cheques...

But first I need to put my coke further away from the computer... oh, maybe I'll pop it into the fridge to keep it cold for a while... I head toward the kitchen and the plants catch my eye, they need some water... I set the coke on the counter and uh oh! There's my glasses... I was looking for them all morning! I'm pretty sure I really don't have age activated attention deficit disorder.

I'd better put the glasses away first. I fill a container with water and head for the flowerpots. Aaaaaagh! Someone left the TV remote in the kitchen. We'll never think to look in the kitchen tonight when we want to watch television so I'd better put it back in the family room where it belongs.

I splash some water into the pots and onto the floor, I throw the remote onto a soft cushion on the sofa and I head back down the hall trying to figure out what it was I was going to do...!!??!! And it's NOT an aging disorder, or deficit, or anything like that, I think.

It's the end of the day: The car isn't washed, the bills are unpaid, the coke is sitting on the kitchen counter, flowers are half watered, the chequebook still only has one cheque in it and I can't seem to find my car keys!

When I try to figure out how come nothing got done today, I'm baffled because I KNOW I WAS BUSY ALL DAY LONG!!! I realise this Age Activated Attention Deficit Disorder is a serious condition and I'd better get help, BUT FIRST I think I'll check my e-mail...



## Become a Member

If you are a user of HcL and want to become more involved with the Company how about becoming a member? (It only costs £5 a year!).

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.

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Midlothian  
0131 447 9949  
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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**

## 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 1.5 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.

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



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