

## Lasswade High School YPI Winners

YPI is Scotland's biggest youth and philanthropy initiative programme that empowers young people to make a difference in their local community.

Every secondary school in Edinburgh, Midlothian, East Lothian and West Lothian participates in this programme.

Lasswade High School invited us to their charity fair and we were lucky enough to have a few groups from S2 select HcL as their charity to learn about, and present on. Aaaaand one of the teams won. THANK YOU!! The £3,000 is going towards a new additional vehicle to support people in

Midlothian.

Huge thank you to Rhys Roy, Abigail MacKay, Nicole Taylor, Lilly Rawcliffe and Gregory Wightman at Lasswade High School for choosing HcL Transport as their YPI Charity. Thank you for taking time to learn about what we do, for spending time researching our charity and asking a lot (!) of questions, for presenting and for WINNING £3,000 for HcL Transport THANK YOU! We think you are amazing.

If any schools would like us to attend a charity fair as part of this programme or any pupils would like to learn more about HcL as part of their project, we would be very happy to participate.

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**Special points of interest:**

- Become a Member
- Volunteering
- Events



Kelvin Cochrane, Chief Executive  
 Rhys Roy  
 Abigail MacKay  
 Nicole Taylor  
 Lilly Rawcliffe  
 Gregor Wightman

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



## Volunteer Week

On Friday 21 June 2019 the annual WLVN (West Lothian Volunteers Network) Volunteers' Celebration took place at the Almondvale Suite at Livingston Football Club. HcL's Volunteer Co-ordinator, Gary Toner attended with our volunteers Garry Drysdale and Margaret Comfort. Some great music and song was provided by Ukulele Unison and West Lothian Youth Action Project.



Garry Drysdale, Volunteer Driver  
Catherine Drysdale, Service User  
Margaret Comfort, Volunteer Despatcher

Garry Drysdale receiving  
his Volunteer Certificate



HcL would like to thank all our volunteers for their ongoing commitment throughout the year.

## Volunteer Opportunities

Do you know anyone who might like to volunteer with HcL?

HcL is a great charity to volunteer with. Maybe you have been out of work for a while and want to gain some experience, confidence and a more recent reference to help with looking for work. You could also be retired and would like to use your skills to help us or someone who would like to gain some work experience while they are at school, college or university. Or maybe you are working towards an award eg Duke of Edinburgh.

We have volunteering opportunities at both offices:

- office admin / despatch - answering telephones or general admin work
- driver

Please contact Gary Toner (01506 633953) or Robert Hutson (0131 447 9953) for more information.

We are also looking for volunteers to help with:

- fundraising - helping at fundraising / profile awareness raising events (couple of hours per month).

We would be delighted if any of our service-users would like to help volunteer with these activities. If you require any further information, please contact Laura Kearney – [laura.kearney@handicabs.org.uk](mailto:laura.kearney@handicabs.org.uk)

## **Why it's important to update your contact details**

It is important that we keep updated information for you on our records, this means that if we need to contact you if there is a problem or if we get no answer at your address, we can contact your emergency contact. We need to know the name of the person whom we should contact in case of emergency. We will only use this in case of an emergency. If you have Careline home support their number would be useful as well.

This also helps passengers travelling in the evening or at weekends when the office is closed, if we have the right information, the drivers can contact you if there is a problem.

The information we are looking for is your home telephone number, mobile telephone number, an emergency contact name and number, email and if you have Careline installed their number also.

Updating your contact details is simple to do. All you have to do is either call your local office, or email us at [admin@handicabs.org.uk](mailto:admin@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.

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

## **A Christmas Story (Sent in by Jean McEwen, Dial-A-Bus passenger)**

Long ago and far away, Santa was getting ready for his annual trip. But there were problems everywhere, four of his elves got sick and the trainee elves did not produce the toys as fast as the sick elves. Santa was beginning to feel the pressure of being behind schedule, then Mrs Clause told Santa that her mum was going to come visit. This stressed Santa even more. When he went to harness the reindeer, he found that three of them were about to give birth and two of them had jumped the fence and were out, heaven knows where, more stress. Then Santa began to load the sleigh, when one of the boards cracked and a toy bag fell to the floor and scattered all the toys. Totally frustrated Santa went into the house for a cup of tea and a tot of sherry. When he went to the cupboard, he found all the elves had drunk all his booze and there was nothing to drink. In his frustration, he dropped his teapot and it shattered into a million pieces all over the floor. He got his broom to sweep all the bits up, only to discover that the mice had eaten the straw off the end of the broom. Just then the doorbell rang and Santa cursed on his way to the door. He open the door to see a little angel with a great big Christmas tree. The angel said; "Isn't it a lovely day today Santa? I've brought you a lovely Christmas tree, where shall I put it? .....and that my friends is how the little angel came to be on the top of the Christmas tree.

## **Annual General Meeting 2019**

The A.G.M this year will be held at Davidson Mains Parish Church, North Hall, Edinburgh on Monday, 14th October. A Lunch Buffet will be available from 1.00pm with the meeting starting 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 our A.G.M, please see 'Become A Member' on page 3, on our website or contact your local office for more information.

If you have any questions you would like asked at the A.G.M. but cannot attend, you can telephone, email or post in your question or alternatively message us through Facebook.





## Staff

We would like to welcome new members of staff:

Edinburgh: Rino Sacconi, Darren Sharpe, Darren Wallace—Relief Drivers.

Staff leavers:

Edinburgh: Gladys Armstrong (Senior Despatcher), Hiliary Kinnaird (Senior Driver), David Dunn (Senior Driver), Edmond Ho (Volunteer Despatcher).

We wish them well for

the future.

We would like to congratulate the following members of staff for their long-term service presented by Kelvin Cochrane, Chief Executive:

James Hunter, Senior Driver (30 years service).

Davie Dunn, Senior Driver (25 years service).

Staff training and devel-

opment is an ongoing process. Senior members of staff provide; MiDAS (Minibus Driver Awareness Scheme); Driver CPC (Certificate of Professional Competence); Manual Handling Training. Other agencies provide: First Aid Training; Disability Awareness Training and Understanding Autism.



Gladys Armstrong, Senior Despatcher receiving a bouquet of flowers from Chief Executive, Kelvin Cochrane on her retirement



Jimmy Hunter, Senior Driver receiving his 30 year service award from Kelvin Cochrane, Chief Executive

## New Vehicles

We recently purchased two second-hand low mileage Dial-A-Ride vehicles in June 2019. The vehicles were to replace a Midlothian and Edinburgh vehicle. The vehicles came into service in August 2019.

We also purchased a

second-hand low mileage Volkswagen Crafter (17 seater) in July 2019 to help back up the Dial-A-Bus and day centre vehicles.



## **West Lothian 50+ Network: activities, companionship and fun for the over 50's (received from Sue Bedford-Visser, 50+ Network)**

In June Gary and Laura from HcL Transport came along to the West Lothian 50+ Network's members' social meeting to explain how Dial-A-Ride and Dial-A-Bus might be of assistance to Network members, some 400 West Lothian residents aged over 50 and living in towns and villages across the county.



**Day at the races**

HcL's services help people to get out more, feel less isolated and more independent. It's a very close match to what the West Lothian 50+ Network is all about.

The Network, which celebrates its silver anniversary this year, has been combating social isolation - loneliness - amongst the elderly for the last 25 years. They address the issue full on with their prescription for activity, companionship and fun.

The group's philosophy is to "make things happen for ourselves" and so the 35 plus interest groups that are on offer – a wide variety including walking, bowls, board games, music and craft groups - are all run by volunteer members who want to share their special knowledge or passion. A "men only" group has recently been set up in recognition of the fact that older men have particular difficulty in creating changes in their lifestyle.

The Network helps to give a sense of purpose, often called into question after retirement, bereavement or when families spread their wings. It provides not only activities aimed at keeping both mind and body active, but access to a new network of friends and companions. Members have called the organisation a "life saver", especially after the loss of a partner, a close friend, or as a newcomer to the area.

Some of the activities on offer are purely social – so far this year there's been a bingo night, a beetle drive, a cheese and wine evening and a car treasure hunt, with more to look forward to including a garden party, tree planting and sausage sizzle, race night, craft fair and St Andrew's day dinner, to name just a few of the Network's upcoming events. As we head towards Autumn and into Winter, the Dial-A-Ride may be just the ticket for those wanting to head out and take part in the Network's social

evenings.

The chance to go on holiday with a group of friends is very attractive, especially for those who find themselves alone in later life, and the organisation of group holidays has always been an important part of the Network's offering, which has seen members venture far and wide over the years.

A new activity this year has been the monthly coach trip on the last Sunday of each month. Come rain or shine, members have enjoyed days out in Dundee, St Andrews, Loch Lomond, Callander, Melrose, Alnwick and more. "Better than staying indoors in front of the telly" can frequently be heard.

There's an over-riding determination to enjoy oneself and enjoy good company that permeates most of the West Lothian 50+ Network's activities. It might be explained by the organisation's motto: "Make the rest of your life the best of your life". Members seem determined to do just that.

If you would like to find out more about the West Lothian 50+ Network and how to join in the fun there's lots of information online, or you can call or visit our Bathgate based office.

**[www.westlothian50plusnetwork.co.uk](http://www.westlothian50plusnetwork.co.uk)**

**Facebook: @westlothian50plusnetwork**

**Email: [wlothian50plus@btconnect.com](mailto:wlothian50plus@btconnect.com)**

**Telephone: 01506 635510**

**48G Linbar House, North Bridge St, Bathgate**

**Scottish Charity No. SC024257**



**The 50+ Network's NuYu group's outing to Rosslyn**

## **Fundraising Update**

Laura has been working hard applying for funds from various Trusts and Funders to raise funds for two additional vehicles – One for West Lothian and one for Midlothian. We have secured funding from:

Edinburgh Airport Community Fund  
Nancie Massey Charitable Trust  
The Robertson Trust  
W.G. Edwards Charitable Foundation  
Schuh Foundation  
Edward Gostling Foundation  
The Souter Trust  
Rotary Club of Currie and Balerno  
Rotary Club of Edinburgh Jubilee Charity Fund  
Rotary Club of Braids  
Linlithgow Roundtable  
Inner Wheel of Musselburgh  
Inner Wheel of Tranent  
Tesco Bags For Life – Bathgate

Thank you to everyone who voted for us in the blue token vote in Tesco Bathgate. We came 3<sup>rd</sup> and won £1,000.

We have now got some lovely Money Collection Boxes. We will be popping these in local businesses and organisations. If you have any suggestions of somewhere that would be happy to take a box for us to raise funds, please let us know!

## **Profile Raising**

We have been updating our website and increasing our presence on social media so that more people can learn of HcL and the Dial-A-Ride and Dial-A-Bus services. The goal is to ensure more people can know of our services and benefit from them.

Please do share our posts, if you follow us on Facebook. Or next time



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

We have had articles in Konect, Kirknewton Newsletter, Fauldhouse Together and The Black Bitch. In addition we have arranged some events:

### **Morrisons Livingston**

On Saturday, 20th July we spent over 4 hours in store, handing out leaflets and chatting to people about our services. We also raised over £80 in our lovely new fundraising boxes.

### **Radio interview – Bathgate Regal**

Did you hear our fundraiser on the radio on Friday 26 July? Laura was interviewed by Willie Evans on The Big Fry-Up Show. It was a great opportunity to chat about HcL and the Dial-A-Bus and Dial-A-Ride services in West Lothian.

You can listen to the full interview on our Facebook page.

### **Coming Up:**

**Tesco Bathgate** – Saturday, 7th September. We will be raising profile and funds and letting local people know about our services.

**Fauldhouse and Breich Valley Community Development Trust's Annual Fair Day 2019** - Saturday, 7th September from 11am-2pm at the new venue 'Eastfield Development Centre'.

**Silver Sunday** – Sunday, 6th October from 1-4pm at the Hilcroft Hotel in Whitburn. This local day of fun for older people is a great way to find out about what is happening in West Lothian that you can access.

If anyone could donate a couple of hours of time to help chat to people about HcL and the difference it can make we would be delighted to hear from you!

Contact Gary at the Bathgate Office.

If you have any suggestions of other 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)

## Amusing Observations on Growing Older

Your kids are becoming you...and you don't like them  
...but your grandchildren are perfect.  
Going out is good.  
Coming home is better.  
When people say you look "Great"... they add "for your age".  
When you needed the discount you paid full price.  
Now you get discounts on everything ... movies, hotels, flights, but you're too tired to use them.  
You forget names ... but it's OK because other people forgot they even knew you!  
The 5 pounds you wanted to lose is now 15 and you have a better chance of losing your keys than the 15 pounds.  
You realise you're never going to be really good at anything ... especially golf.  
Your husband is counting on you to remember things you don't remember.  
The things you used to care to do, you no longer care to do, but you really do care that you don't care to do them anymore.  
Your husband sleeps better on a lounge chair with the TV blaring than he does in bed.  
It's called his "pre-sleep".  
Remember when your mother said "Wear clean underwear in case you GET

in an accident"?  
Now you bring clean underwear in case you HAVE an accident!  
You used to say,  
"I hope my kids GET married ..."  
Now, "I hope they STAY married!"  
You miss the days when everything worked with just an "ON" and "OFF" switch..  
When GOOGLE, ipod, email, modem ... were unheard of, and a mouse was something that made you climb on a table.  
You used to use more 4 letter words ... "what?"..."when?"  
Now that you can afford expensive jewellery, it's not safe to wear it anywhere.  
Your husband has a night out with the guys but he's home by 9:00 pm ...next week it will be 8:30 pm  
You read 100 pages into a book before you realise you've read it.  
Notice everything they sell in stores is "sleeveless"  
What used to be freckles are now liver spots.  
Everybody whispers.  
Now that your husband has retired ... you'd give anything if he'd find a job.  
You have 3 sizes of clothes in your closet 2 of which you will never wear.  
But old is good in some things:  
old songs old movies  
And best of all OLD FRIENDS.



## Test Your Reading Skills

I've seen this with the letters out of order, but this is the first time I've seen it with numbers. Good example of a Brain Study: If you can read this you have a strong mind.

7H15 M3554G3  
53RV35 7O PR0V3  
H0W 0UR M1ND5 C4N  
D0 4M4Z1NG 7H1NG5!  
1MPR3551V3 7H1NG5!  
1N 7H3 B3G1NN1NG  
17 WA5 H4RD BU7  
N0W, 0N 7H15 LIN3  
Y0UR M1ND 1S  
R34D1NG 17  
4U70M471C4LLY  
W17H 0U7 3V3N  
7H1NK1NG 4B0U7 17,  
B3 PROUD! 0NLY  
C3R741N P30PL3 C4N  
R3AD 7H15.  
PL3453 F0RW4RD 1F  
U C4N R34D 7H15.

To my 'selected' strange-minded friends: can read the following paragraph, This is weird, but interesting!

I cdnuolt blveiee that I cluod aulacilty uesdnatnrd what I was rdanieg.

The phaonmneal pweor of the hmuan mnid, aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it dseno't mtaetr in what oerdr the ltteres in a word are, the olny iproamtnt tihng is that the frsit and last ltteer be in the rghit pclae. The rset can be a taotl mses and you can still raed it whotuit a pboerlm. This is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the word as a wlohe. Azanmig huh? Yaeh and I awlyas tghuhot slpeling was ipmorantt!

Edinburgh, East Lothian &  
Midlothian

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**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 1.33 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 Gary at: [bathgate@handicabs.org.uk](mailto:bathgate@handicabs.org.uk) or telephone : 01506 633953**



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