

## Happy 40th Birthday to HcL

Here at HcL (Handicabs Lothian) we were delighted to celebrate our 40<sup>th</sup> Birthday on November 9<sup>th</sup> 2022, we will be having events and activities throughout the year to mark this occasion. Look out later in the newsletter for our 1982 quiz!

The first Annual Report was entitled "Drive for Greater Mobility" and covered the period November 1982 to October 1983. Individual users were not officially registered in the early years and being a member of the company was not necessary to use the service.

The first meeting of the Executive Committee acting as Company Directors was on 17<sup>th</sup> August 1982. Dr Frank Stewart was the Chairman; Stephen O'Neill was Vice-Chairman; and Alan Rees was

Company Secretary. There were representatives from Edinburgh, East Lothian, Midlothian and West Lothian and Councillors from Lothian Regional Council acting as "assessors".

The official registered address was 11 St Colme Street - offices of the Edinburgh Council of Social Services where Alan Rees was Assistant Director. The service started from this address in November 1982 but office premises for headquarters and Edinburgh district staff were then rented at 14 Braefoot Terrace and shared with Edinburgh Voluntary Transport (EVT) now Lothian Community Transport Services (LCTS). However, there were problems with office space and vehicle access and in July 1986 both organisations moved - Handicabs to 58 Canaan Lane and EVT to 129b Willowbrae Road. The first Manager was John Goodman. He was followed in quick succession by Bill

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### Points of interest

- Volunteers
- Festive dates



Hogg and John Simpson and then Wayne Pearson. In 2014, Kelvin Cochrane took over as Chief Executive Officer.

Today HcL is one of the biggest and well-respected community transport services in Scotland we are a registered charity and limited company serving

Edinburgh and the Lothians across four council areas. While our work has developed over the years, our main services continue to be our door-through-door 'Dial-A-Ride' and 'Dial-A-Bus' operations. We now have offices at Bilston Glen, Loanhead and Whitehill Industrial

Estate, Bathgate with 39 permanent staff & four volunteers.

There will be a history of Handicabs Lothian's first 40 years published and it will be available on our Website later on in our birthday year.

## East Lothian and Edinburgh Day Trips



# SUMMER

This year throughout the spring and summer we ran a number of very successful day trips for passengers with mobility challenges from both East Lothian and Edinburgh throughout the spring and summer. These outings were provided free of charge with funding from the Volunteer Centre East Lothian, Social Isolation Fund, for residents of East Lothian and from an Enliven Edinburgh grant from the Edinburgh Wellbeing Pact. Outings to:

Pitlochry

Peebles

Berwick

Callander & the Trossachs

Anstruther/Burntisland

Edinburgh Botanical Gardens

Mrs C who travelled with us to Peebles: I was on the outing to Peebles yesterday and write to thank the organisers so much for the lovely day out. The time we had in Peebles was just right and I met up with a friend for lunch. I also enjoyed the tour round Edinburgh for the pick-ups. Weather-wise we were so lucky - a warm day without being too hot.

Thanks are due also to the driver, who was most helpful - and skilful manoeuvring round many road works!

Thank you so much - it was a real treat.

## 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.

## HcL 1982 Quiz

1. One of the biggest US police shows was first seen in the UK in 1982 featuring detectives Christine & Marybeth but what was their surnames which was also the name of the show?
2. Which country won the football world cup in 1982?
3. Channel 4's most popular afternoon quiz show started in 1982 with a letter round, numbers round, the Conundrum and dictionary corner but what is the show called?
4. The bestselling single in the UK in 1982 was 'Come on Eileen' but who were the band?
5. The flagship of King Henry VIII was raised from the bottom of the Solent River in 1982 and is now on show in Portsmouth Dockyard but what is the ship called?
6. Which member of the Royal Family was born in 1982?
- 7a. 'Eye of the Tiger' was one of the biggest hit songs across the world in 1982 but who were the band ?
- 7b. For an extra point what big 1982 movie was 'Eye of the Tiger' part off?
8. Who was the president of the USA in 1982?
9. Which Andrew Lloyd Webber feline musical opened for the first time on Broadway in 1982?
10. In the biggest film of 1982 the main character wanted to "Phone home" but what was he called?
11. The popular general knowledge question based board game where you try to win pieces of pie was launched in 1982, what's it called?
12. The names of the men's and women's Wimbledon tennis champions in 1982 were Jimmy and Martina but what are their surnames?

Answers can be found further on in the newsletter.....

## PROFILE RAISING

We continue 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 Elizabeth know – [elizabeth.campbell@handicabs.org.uk](mailto:elizabeth.campbell@handicabs.org.uk)

### Are you a member of a group or organisation that HcL could help

Please get in touch with Elizabeth or Gary, if you know of an organisation that would like us to pop along and chat about HcL, Dial-A-Ride and Dial-A-Bus. Please call 0131 447 9953 or email: [elizabeth.campbell@handicabs.org.uk](mailto:elizabeth.campbell@handicabs.org.uk) or [gary.toner@handicabs.org.uk](mailto:gary.toner@handicabs.org.uk)

## HcL Transport for a Very Special Day

On 23rd September 2022 we had the great privilege of providing the wedding transport from Drummond Grange Care Home to the beautiful Melville Castle for Ann and Nick Le Marechal. Here Ann and Nick explain why they chose to use our bus on their special day.

Ann and Nick have been using our services, particularly Dial- A -Ride for a number of years including medical appointments, social occasions and holidays to North Berwick. They explained that our door through door service was invaluable for Ann getting out and about both from home and now from Drummond Grange.

Nick also said that they always have “peace of mind as HcL transport is always good, comfortable and reliable” and this is the reason that they chose us for the transport on their wedding day. They were delighted with our service, the bus looked great and the effort of Gary the driver looking so smart in his suit made the transport perfect.

Ann and Nick have been to lots of places over the years including summer trips to concerts, the Botanics & The Secret Herb Garden in Midlothian they also have a winter journey planned to see the Snow Queen at the Festival Theatre.

Ann and Nick explained that HcL “drivers are always helpful, pleasant and punctual” and they are looking forward to lots of journeys with us in the future.





# 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 **Elizabeth Campbell, Service Development Manager.**

How long have you worked for HcL? Almost a year and a half.

What's the best part of the role? When I'm at meetings or events representing HcL particularly when I get to meet new people. And obviously working with all of the great staff here!

What do you like to do in your spare time? I go to a painting and drawing class and I really enjoy it.

Where is your favorite destination to drive to? I love a run down the coast to North Berwick.

Favorite Food? I want to say something really healthy but if I'm being truthful probably pizza or maybe risotto.

Dislike? Noodles and Wraps.

Love? Art & football.

Please get in touch with Elizabeth, if you know of an organisation that would like us to pop along and chat about HcL transport services.

Please call 0131 447 9953 or email: [elizabeth.campbell@handicabs.org.uk](mailto:elizabeth.campbell@handicabs.org.uk)



## Christmas and New Year service

Well, Christmas is upon us again, the time of year for good will to all. Over Christmas and the New Year period, both services Dial-A-Bus and Dial-A-Ride will be operating but with a reduced service.

The normal timetable for Dial-A-Bus *in Edinburgh, East and Midlothian* has been revised for a two week period starting from Monday, 26th December 2022 and returning to normal on Monday, 9th January 2023. The usual day and time of your shopping trip, in most cases, will be different from what you are used too, so please check with your local office as each district has its own schedules.

West Lothians WLcomBus will not be operating on the 26th and 27th December 2022 and the 2nd and 3rd January 2023. The timetable will run normally for all other dates over the festive period.

Dial-a-Ride will operate a reduced service on the following dates: 25th and 26th December 2022 and 1st and 2nd January 2023 subject to driver availability.

## Contactless Payments

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



## Staff Update

We would like to welcome new members of staff:

Core Team: Dolina Gorman (Fundraiser and Marketing Manager)

West Lothian: Maria Jamieson, Eric Davidson (Broxburn Town service).

Edinburgh: Damon

Hutchison-Boyle (Relief Driver), Fredrick Aspinall (Relief Driver)

Staff Leavers: Laura Kearney (Funding and Marketing Manager), Robert Laing (Driver), Darren Sharpe (Driver). We wish them well.

Staff training and develop-

ment 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.

## Service Awards

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

Kelvin Cochrane, Chief Executive 35 Years Service, Irene McDonald, Senior Driver 35 Years Service, Ged McDonald, Senior Driver 35 Years Service, Grant Gibson, Senior Driver 10 Years

Service, David McGill, Senior Driver 10 Years Service, Angie Stein, Senior Driver 10 Years Service.

Grant Gibson receiving his 10 Years Service Award from Kelvin Cochrane, Chief Executive



## Volunteers

We would like to thank our volunteers for the work they have done over the last year.

West Lothian: Douglas Campbell (Volunteer Driver), Margaret Comfort (Volunteer Despatcher).

Edinburgh: John Dryden, Alan Bridges, Kenneth Mackie (Volunteer Drivers)



Douglas Campbell and Margaret Comfort receiving volunteer certificate and gift voucher from Kelvin Cochrane, Chief Executive.



## HcL Staff become Dementia Friends

Dementia Friends Scotland is part of a social action movement to increase awareness of dementia and to address the stigma experienced by many people living with the illness. With the right support and understanding, people can live well with dementia and still contribute to their local community. Only by raising our own level of understanding and awareness can we make a positive difference. Anybody can become a Scottish Dementia Friend. It's just about understanding a bit more about dementia and the small things you can do to help people with the condition.

If you can spare around an hour or so, you can attend a face-to-face information session provided by Alzheimer Scotland in your local area. This will provide you with an understanding of how to interact with people who have dementia and best support them, learning about the 5 key Dementia messages.

- . Dementia is not a natural part of ageing
- Dementia is caused by brain diseases
- Dementia is not just about losing your memory
- It is possible to live well with dementia
- There is more to the person than the dementia

We are proud to let you know that we arranged six sessions with Alzheimer Scotland over the summer with almost all of our staff participating and becoming Dementia Friends.

A big thank you to the Alzheimer Scotland Dementia Advisors Caroline, Cherie and Michael for their help.

Look out for the Dementia Friends transfers in our buses!

We support



## EcoAbleism

Greener, more sustainable lifestyles are a topic of conversation across our communities, from schools to community groups, to businesses and policymakers. But what about people with disabilities? The different needs and lifestyle adaptations of those with disabilities

are often not considered when it comes to changing government policies to reduce carbon emissions and improve the planet.



Researchers at Heriot-Watt University are working on a new project, Eco-Ableism, in collaboration with West Lothian Libraries and The Ability Centre in Carmondean, to address just this. The 'Eco-Ableism' project aims to identify the challenges and barriers that people with disabilities in West Lothian face in trying to adopt greener, more sustainable, lifestyles. The research project will engage with local groups and individuals to identify the potential discrimination they face as efforts are made to enact new eco-friendly policies at local and national levels.

Professor Kate Sang, from the School of Social Sciences at Heriot-Watt University, is co-leading the project and aims to work within communities, with people's voices and personal experiences at its heart. Kate has vast experience is working with under-represented communities, researching disability, gender and gynaecological health at work.

The project team will work with groups to identify the difficulties disabled people face in their daily life choices, exploring how this impacts upon their ability to engage with policy and process changes as councils and other government organisations seek to align with post-COP26 agendas. The team will examine how to empower individuals to have a voice when developing environmental aspirations, enabling sustainable lifestyle choices to be as equitable as possible. The project seeks to identify practical support mechanisms that can be rolled out across the community in West Lothian and beyond.

Do you have a disability or a long-term health condition and would like to get involved?

Would you be interested in finding out more? We'd love to hear from you!

Get in touch: [eco-ableism@hw.ac.uk](mailto:eco-ableism@hw.ac.uk)



## Broxburn Town Service

After a successful pilot project in conjunctions with West Lothian Council, the Broxburn Town Service has now moved to a hourly service Monday to Saturday with 2 vehicles servicing the timetable.

The timetable can be found at:

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

In November 2022, the 2B route changed to incorporate the new Aldi superstore.



 *Merry*  *Christmas*  
AND HAPPY NEW YEAR

## 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.

# Christmas Quiz

1. In the song 'The Twelve Days of Christmas' what was the gift given on the seventh day?
2. Traditionally, when should you start making a Christmas pudding and what is the day called?
3. How many of Rudolph's fellow reindeers' names start with 'D' & what are they called?
4. What is the best-selling Christmas single of all time?
5. *Miracle On 34th Street* centres on what real-life New York department store?
6. According to 1946's Christmas classic *It's Wonderful Life*, what happens every time a bell rings?
7. In which film did the famous song White Christmas first appear?
8. Cliff Richard had his 12th number one hit with his sing-along Christmas classic Mistletoe and what?
9. Which character declares "Merry Christmas, one and all!" in Charles Dickens' *A Christmas Carol*?
10. Which Christmas song repeats the lyrics, 'O come, let us adore Him'?
11. What type of cake, beginning with the letter P, is traditionally eaten in Italy at Christmas?
12. If you're born on Christmas day, what's your star sign?
13. What fruit is traditionally put inside a Christmas stocking?
14. Which country started the tradition of the advent calendar by lighting a candle on each day in December?
15. When is St Stephen's Day?

- Christmas Quiz Answers:**
1. Seven Swans a - Swimming
  2. The last Sunday before Advent traditionally called Stir Up Sunday
  3. Dasher, Dancer & Donner
  4. White Christmas
  5. Macy's
  6. Angel gets their wings
  7. Holiday Inn
  8. Wine
  9. Tiny Tim
  10. O Come All Ye Faithful
  11. Panetone
  12. Capricorn
  13. Orange or tangerine
  14. Germany - German people began the tradition with candles in the 1740's.
  15. Boxing Day (Dec 26<sup>th</sup>)

- Quiz Answers:**
1. Cagney & Lacey
  2. Italy
  3. Countdown
  4. Dexys Midnight Runners
  5. The Mary Rose
  6. Prince William
  - 7a. Survivor
  - 7b. Rocky III
  8. Ronald Reagan
  9. CATS
  10. ET
  11. Trivial Pursuit
  12. Jimmy Connors and Martina Navratilova

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**HcLtransport.org.uk**



**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 or telephone : 01506 633953**



**West Lothian  
Council**

**• EDINBURGH •**  
THE CITY OF EDINBURGH COUNCIL



**The Scottish  
Government**



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