

### Autumn 2017

## £15,000 donation from the Morrisons Foundation towards a new Dial-A-Ride Minibus



The new minibus will join Handicabs (Lothian) (HcL) fleet of environmentally-friendly accessible vehicles which provide individual and group transport for the elderly, disabled and disadvantaged in the Lothians. The bus will make around 3,500 passenger trips per year as part of HcL's Dial-A-Ride service.

Kelvin Cochrane, Chief Executive HcL, said:

"HcL's Executive Committee and I are deeply grateful for the generous donation of

£15,000 from the Morrisons Foundation. This will allow HcL to procure a new replacement environmentally-friendly accessible vehicle to provide transport to elderly and disabled people from across Edinburgh and the Lothians. The generous support of donors like the Morrisons Foundation makes it possible for HcL to continue to provide a quality and reliable service, giving people independence and choice where and when they want to go 7 days a week."

### Donations

HcL received donations from the Robertson Trust: £7,500 towards a new vehicle. Order of St Johns Scotland: £10,000 towards operating costs. Edinburgh Health and Social Care Partnership: £14,000 for our Scheduling System. Donations from members and users: £6,000 approx. We would like to thank everyone for their generous support.

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### Special points of interest:

- **A.G.M**
- **Outings**
- **Passenger Comments**
- **Fare Restructuring**
- **Booking Procedure**

**Please note that the West Lothian Dial-A-Bus phone line is now open from 10am until 4pm Monday to Friday.**

## Staff

We would like to welcome new members of staff: Garry Drysdale, (Volunteer Driver) and Margaret Comfort, (Volunteer Despatcher), West Lothian. Steven Edwards and Denise McCafferty, Bilston Glen (Drivers).

HcL would like to congratulate the following members of staff for their long term service. Service Awards recipients:

30 years service: Kelvin Cochrane, (Chief Executive), Irene McDonald, (Senior Driver), Ged McDonald, (Senior Driver).

25 years service: Gladys Armstrong (Senior Despatcher), Hilary Kinnaird (Senior Driver).

10 years service: Adrian MacFarlane, (Senior Driver). Congratulations

to you all.

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

## Annual General Meeting 2017

The A.G.M this year will be held at Davidson Mains Parish Church, North Hall, Edinburgh on Monday, 9th 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 A.G.M, please contact your local office. If you would like to become a member please see "Become a Member" (page 6) for more information.

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.

## HcLTransport



## Dial-A-Ride Fares Restructured

On the 1st June 2017 HcL restructured the Dial-A-Ride fares with the first mile starting at £4.50 and increasing by 30p per mile. The fares are now calculated in a straight line from point A to point B. Some pas-

sengers may notice a slight increase in their fare and others may notice a slight reduction.

The Out of Region (Special Trips) fare structure has been re-

duced from £1.50 per mile to £1.00 per mile.

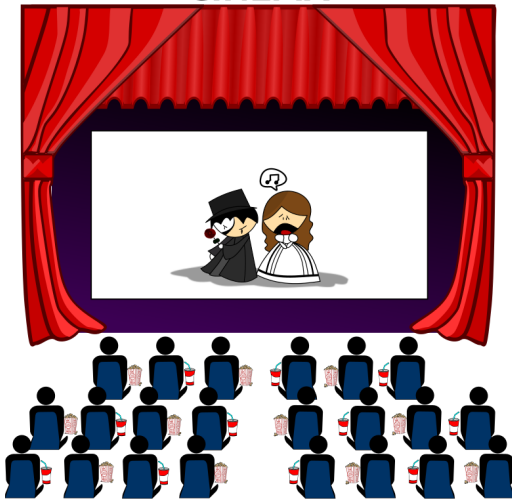
If you have any queries or comments on the changes to HcL's fare structure or would just like a quote for a journey please contact your local office.

## 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 center 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.



CINEMA



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

# Dial-A-Ride (Mid Lothian): 'Quality of Life' Survey 2016

## Introduction

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HcL surveyed 50 Dial-A-Ride passengers on the service. The survey consisted of 20 questions and gave customers of Dial-a-Ride the opportunity to express their opinion and provide any comments on the service's availability, fares, drivers, vehicles, bookings, office staff, complaints procedure, accessibility and safety. Out of the 50 passengers surveyed, 30 participants responded. This report highlights the responses of those who participated along with any comments that were included.

## Key Points

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The majority of passenger who use the service are very satisfied with the availability of trips

All were satisfied with Dial-a-Ride fares

The majority of the participants felt that door through door service and vehicle accessibility were the most important aspects of the service.

Over all, everyone who responded to the survey was happy with the cleanliness of vehicles.

There was a positive response when the participants were asked about driver attitude and office staff, with all of them stating they were satisfied.

All of the passengers who responded to the survey advised that they were required to wear a seat belt whilst travelling in a Dial-a-Ride vehicle

The majority of participants answered yes when questioned on whether or not the drivers wore identification. The remaining passengers advised they couldn't remember or did not notice.

The main reported problem with access to vehicles was the steps being too high.

The majority of wheelchair users advised they felt safe and secure when using the Dial-a-Ride service.

Some of the suggestions received include more availability of the service and more members of staff to answer the phone in the office.



# Dial-A-Bus (Mid Lothian Rural) : 'Quality of Life' Survey 2016

## Introduction

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HcL surveyed 26 Midlothian Rural Dial-A-Bus passengers to ascertain their opinions on the level of service they had received using the service. The survey consisted of 20 questions and gave customers the opportunity to express their thoughts and provide any comments on the service's availability, fares, drivers, vehicles, bookings, office staff, complaints procedure, accessibility and safety. Out of the 26 passengers surveyed, 18 responses were received. This report highlights the responses of those who participated along with any comments that were included.

## Key Points

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The majority of passengers who use the service are very satisfied with the availability of trips (17), while the remainder were reasonably satisfied (1).

All passengers who responded to the survey were satisfied with destinations offered by Dial-a-Bus; however a few did comment that that they would like more variety.

The eighteen passengers who participated in the survey were all happy with DAB fares.

Overall, passengers are happy with the cleanliness of the DAB vehicles.

The majority of passengers rated Door-through-Door as the most important aspect of the service.

All of the participants were satisfied with the level of service provided by DAB drivers

When questioned on the courtesy of office staff, 17 out of 18 responses of very satisfied were received.

A few of the passengers have difficulty with the steps and seating in the DAB vehicles.

## 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

## Changes to Booking Procedure

A steering group has been set up comprising of Board Members and HcL staff, with regard to our booking procedures. The meeting was to put across any ideas or suggestions of how we could change our booking procedure to make things better for our passengers.

Over the coming months some passengers will receive a questionnaire with regard to our current booking procedure and the steering groups proposals to the booking policy. All comments and suggestions are welcome.

The current booking procedure has been in

operation for 12 years and it may be time for an overhaul of the procedure. If you receive a questionnaire, please complete and send back in the pre-paid envelope as this will aide us to either change or keep the current procedure.

## Vehicles Livery

The purpose of the new design is to create an identity for HcL that is not associated with Health Services

and to make it more appealing to new members and younger customers. It was agreed the current

logos and checkered banding would be changed to a silver band with 'HcL' printed in 3d.



Old Livery



New Livery

## 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.

## 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.

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](mailto: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  
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