

Autumn/Winter 2018

Well Christmas will soon be upon us again, the time of year for good will to all. Over Christmas and the New Year period, both services, Dial-A-Ride and Dial-A-Bus will be operating but with a reduced service. The normal timetable for Dial-A-Bus has been revised for a two week period starting from the 24th December 2018 and returning to normal 7th January 2019. 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.

Dial-A-Ride will operate a reduced service on the following dates: 25th and 26th December 2018 and 1st, and 2nd January 2019, subject to

driver availability and passenger demand.

It was agreed by the Executive Committee and through consultation with staff that over the festive period the two discretionary days taken between Christmas and New Year will be added to staff annual leave, enabling staff to have a choice when they want to take them. This will increase the number of days passengers can travel over the festive period.



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- Questionnaire Results
- A.G.M
- History of Vehicles

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Social Occasions

Visiting

Bingo

Theatre

Shopping

Hospital

Restaurants

Respite

Holidays

Education

Work



Day Centres

Religious

Appointments

Staff

We would like to welcome new members of staff: West Lothian: Steven Pennycook (Relief Driver).

Edinburgh: Steven Edwards (Relief Driver), Mark Thompson (Relief Driver), Kevin Shields (Relief Driver), Stuart Duffy (Relief Driver), Mark Thomson (Relief Driver), Derick Melrose (Relief Driver) and Iain Robertson (Relief Driver).

Staff leavers are West Lothian: Roy Lockie (Driver).

Edinburgh: Alan McIntosh (Despatcher/Driver),

Adrian MacFarlane (Driver), Andrew Marshall (Driver). William Millar (Relief Driver and Kevin Shields (Relief Driver). We wish them well.

We would like to congratulate the following members of staff for their long term service: Russell Scott, East/Midlothian Driver (20 Years Service)

Mark Toner, West Lothian Driver (10 years service).

Staff training and development is an ongoing

process. Senior members of staff provide MiDAS (Minibus Driver Awareness Scheme) and Manual Handling training. Other agencies provide First Aid Training, Disability Awareness Training and Understanding Autism.



Russell Scott, East/Midlothian Driver receiving his 20 years Service Award from Chief Executive, Kelvin Cochrane.

Mark Toner, West Lothian Driver receiving his 10 years Service Award from Chief Executive, Kelvin Cochrane.



FAQ's your guide to Dial-A-Ride

Q: Who can use Dial-A-Ride?

Anyone living in Edinburgh and the Lothians (including temporary visitors to the Lothians) who are unable to use ordinary buses and/or suffering a degree of social exclusion due to geographical remoteness or other factors.

Q: Is Dial-A-Ride only for special purposes?

No. You can use it for any purpose - shopping, visiting friends, having a meal out, etc - within Edinburgh and the Lothians. A special tariff is applied for journeys to destinations out with the Lothian area. Prices will be quoted upon request.

Q: How much does it cost and how do I pay?

The fare you pay will depend on the distance you travel. It is possible to ask your fare at the time of booking. You just pay the driver at the time of travelling.

Q: When can I use it?

The service operates 7 days a week including evenings subject to availability and must be pre-booked.

Q: How often can I use the service?

You can make two advanced bookings at any one time, you can try for bookings on the same day or seven days ahead although the availability of these bookings is subject to demand.

Q: Can I book in advance for a special journey?

Yes, you can book anytime as far in advance as you need for special occasions: holidays, airport, train station, weddings, and theatre for example. **(This does not affect your two advanced bookings)**

All bookings are subject to availability and there is a 15 minute window either side of the time you booked to accommodate other bookings, so please be ready 15 minutes before your pick up time

Q: Can I phone up on the day I want to travel?

Yes! Providing you are willing to be flexible with your times of travel, we can often accommodate same day bookings. We welcome enquiries on the day of travel, because you may be able to get a journey that someone else has cancelled.

Q: Will I get assistance to the vehicle?

We operate a door-through-door service, the driver will always assist you it is part of the service. The vehicles are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

Q: Can friends travel with me?

All service users can take one genuine escort to assist them when travelling at no additional cost. Additional passengers pay £1.50 flat fare when accompanying a full-fare paying passenger on the same journey.

Q: What happens if I'm not ready on time?

We would advise you to be ready to travel at least 15 minutes before the time you have booked as there is a heavy demand for our services.

Q: What happens if I need to cancel my journey?

If you need to cancel your journey, simply call the office and give 24 hours' notice prior to travel and there will be no charge. If you don't notify the office of a cancellation, and or a vehicle turns up to collect you, you may be charged a cancellation fee. Please remember if you cancel your journey, and you give enough notice, we can offer that slot to another passenger.

Q: Can I take a pet on the bus with me?

Guide dogs travelling with a registered blind person and assistance dogs may travel on any vehicle, for further information on other pets please contact your local office.

Q: Are there any safety rules?

Safety at HcL is paramount! Ensuring the safety of you, our passenger, is never compromised. It is with this in mind that the following will be strictly applied:

- all passengers will be required to wear a seatbelt. There will be no exception to this rule!
- while scooters can be transported on vehicles, passengers will not be transported on them while the vehicle is in motion
- wheelchairs must be in a safe condition to be secured in the vehicle and tyres must be inflated to the correct pressures.

NO SMOKING is permitted in any of our vehicles

Dial-A-Ride (West Lothian): 'Quality of Life' Survey 2018

Introduction

In 2018 HcL surveyed West Lothian Dial-A-Ride passengers on the service they received. The survey consisted of 20 questions and gave customers the opportunity to express their opinions and provide any comments on the service's availability, fares, drivers, vehicles, bookings, office staff, the complaints procedure, accessibility and safety. A total of 30 passengers responded. This report presents the opinions of the participants along with any comments that were included.

Key Points

The majority of passengers who use the service are very satisfied with the availability of trips (80%). This is an increase of 6% on the previous 'DAR: Quality of Life' survey (2015).

77% participants stated they were very satisfied with the Dial-A-Ride fares and 23% advised they were reasonably satisfied.

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

There was an extremely positive response when the participants were asked about driver attitude, with the majority of passengers stating they were very satisfied. This is consistent with the results recorded during 2015.

29 of the passengers advised that they were required to wear a seat belt whilst travelling in a Dial-A-Ride vehicle (one participant did not answer this question).

The majority of participants answered yes when questioned on whether or not the drivers wore identification.

Out of the 30 participants, one person previously had cause for complaint. They found the procedure satisfactory.

When contacting the office the majority of participants (27) found that the telephone was answered within five rings.

Overall, customers are satisfied with office staff when making a booking.

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

acknowledge the receipt (question 15). Out of the 30 responses, 20 advised they received a response within seven working days. The remaining 10 participants either did not answer this question or could not remember as it was so long ago.

Additional Comments/Suggestions

At the end of the survey, participants were given the opportunity to provide further comment on the service or offer suggestions. Some of the following comments were given:

"This service is a lifeline to me as it enables me to get out and about without worry. The drivers are fantastic and patient. I can't praise the service enough".

'Satisfied with everything and everyone'

'I hope this wonderful service will continue for many years.'

'My husband would not be able to get to hospital appointments, we are grateful for this service.'

'Being in a wheelchair I find it difficult to get out and about easily as I require someone with me.'

'DAR gives me independence, I don't need to wait until there is someone to take me where I want to go.'

'The service is a delight to travel on'.

'DAR service is a lifeline, keeps your independence.'

Dial-A-Bus (West Lothian): 'Quality of Life' Survey 2018

Introduction

In April 2018 HcL surveyed West Lothian Dial-A-Bus passengers on the service they received. The survey gave customers the opportunity to express their opinion and provide any comments on the service's availability, fares, drivers, vehicles, bookings, office staff, accessibility and safety. This report highlights the responses of those who participated, along with any comments that were included.

Key Points

The majority of passengers who use the service are very satisfied with the availability of trips (90%). The remaining 10% were reasonably satisfied. Comments advise different supermarket destinations would be well received.

All of participants stated they were very satisfied or reasonably satisfied with the Dial-A-Bus fares. This is consistent with feedback received in previous surveys.

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

Everyone advised that the service enabled them to get out and about and interact with others.

There was an extremely positive response when the participants were asked about driver attitude, with all of them stating they were very 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-Bus vehicle

The majority of participants answered yes when questioned on whether or not the drivers wore identification.

When contacting the office all of the participants were satisfied with the courtesy of staff.

The main reported problem with access to vehicles was the steps being too high, but the majority of participants who advised of this also commented that the drivers were very helpful.

All of the wheelchair users advised they felt safe and secure when using the Dial-A-Bus service.

Additional Comments/Suggestions

At the end of the survey, participants were given the opportunity to provide further comment on the service or offer suggestions. The following comments were given:

'Without the service I would not be able to carry heavy shopping on public transport without some help.'

'This service has been of great value to me. I am now able to go shopping, which I have been unable to do for many years.'

'It's a wonderful service. I would not be able to get out and do my shopping. The drivers are so helpful. They do excellent work.'

'The bus picks me up at the door and same on return. I love using it to meet my friends – old & new. The drivers are so cheery and helpful. I would maybe like to use the bus on a different day as we have slots on the same day.'

'I have made new friends since DAB and it's lovely. I look forward to seeing them. It stops loneliness and makes life easier for me. Thank you.'

'Brilliant Service – able to get a 'big shop'. Also still giving you independence.'

'The service is second to none. The drivers can't do enough for us and make you feel special which is lovely as most pensioners are invisible to young folk.'

Full Survey results can be found on our website at hcltransport.org.uk

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 Theatre, Christmas Party or a shopping center that you have never been too, 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.



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



What Can You Do to Help?

Become an HcL Member and help support HcL

Please contact your
local
office for details:



Edinburgh, Midlothian
& East Lothian:
0131 447 9949
West Lothian:
01506 633953

Publicity

We have continued leaflet drops in all areas and advertise in the West Lothian Courier. We placed adverts this year in the Armadale Gala Day Book and in the Penicuik & District Town Crier. If you are a member of a local group

or organisation and would like a representative to come along and do a presentation on the services we provide, please contact Gary Toner, Assistant Operations Manager on Tel: 01506 633953

Office hours 9.00am – 4.30pm, Monday to Friday- for more information.

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 2018

The A.G.M. this year will be held at Davidson Mains Parish Church, North Hall, Edinburgh on Monday, 8th October. A buffet Lunch will open at 1.00pm and the 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 above. 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.



General Data Protection Regulation

We promise to collect, process and store your data safely and securely.

Our full Privacy Policy is available on our website HcLTransport.org.uk or contact your local office for more information

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.

Handicabs Lothian vehicles throughout the years 1982—2018



Edinburgh, East Lothian &
Midlothian

0131 447 9949

E-mail:
edinburgh@handicabs.org.uk

Bathgate: 01506 633953

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.
- 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 week ahead. We will do our best to accommodate these.
- Aim to complete 1.33 passenger trips per scheduled working hour on Dial-A-Ride and 5.5 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 or suggestions for the next newsletter,
please contact Gary at: bathgate@handicabs.org.uk or telephone:
01506 633953**



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We promise to collect, process and store your data safely and securely.

Our full Privacy Policy is available on our website HcLTransport.org.uk or contact your local office for more information