BACKGROUND

The transport project was set up in 2004 by Greater Pollok Community Forum. This service was to try and give the residents who were unable to use public transport either due to illness, disability, age, distance access to another kind of transport.

The forum accessed funding from the then GCTOG now (Community Transport-Glasgow) and the Key Fund to set the service up. A full-time development worker and a part-time development worker (Consultant) were employed to get the project started. It was to set up an afternoon hospital visiting service for the area and involve volunteers to come on board and help with the project at this time we had no vehicles of our own.

The forum following discussion with various community centres’s that had vehicles were allowed to brokerage the vehicles for the services they wished to provide for the community. This also meant that the centre’s who owned the vehicles were paid for the use of the minibuses thus helping to generate money and keep the vehicles on the road. *(Something that still continues today)*

We also managed to access a 17 seater minibus from CT-G on a long term loan which was a great help in setting up other services such as the Hoppa Shoppa taking people to shopping trips and away days twice a week over the year. We also covered the free hospital visiting service started around 2006 taking people from the South West areas of Glasgow to the Southern General, Victoria, Western and Gartnavel hospitals using the CT-G minibus.

In 2007 the Forum managed to access funding to progress the transport initiative from the Key Fund and Fairshare Fund. In total we were allocated £30,000 from the Key Fund for year 1. From the Fairshare fund over two years we were allocated £88000 this allowed the initiative to employ a full time co-ordinator, part-time administrator and a driver trainer to teach MIDAS, PATs training for our staff and volunteer drivers. This funding was secured until May 2009 within the targets for this funding the Transport Initiative would become a Charity and a Company limited by guarantee.

Following the end of the funding 2009 the project had become a Charity and Company Limited by Guarantee.
SERVICES

Hoppa

The services we provide today are the Hoppa Shoppa trips that cover Great Pollok and environs. In Jan 2013 we set up a Hoppa Shoppa in Govan and Craigton and surrounding areas funded by the transition fund for a year this allowed us to employ a paid driver for this project.

Minibus Hire

We supply transport to many groups, schools, nurseries, disabled groups, ethnic, carers, colleges and organisations within South West /East Glasgow. All of the groups have to be affiliated to our project this is an annual fee of £30+VAT. Our individual members who use the Hoppa all pay a membership of £5 per year. Our costs are as follows

Fees for affiliated groups who hire our minibuses

Hire Fee (Per Hire) £15.00 - Mileage £1.30p per mile all self drive hire must pay VAT. If you use our volunteers a minimum cost is added for their expenses (Subsistence/Mileage etc)

Training MIDAS and PATs training is also a service we provide we did have our own trainer in-house until he left for a new position. He still comes in and does training for the project as a volunteer and also does voluntary driving when needed. Many of our past employees are still volunteers for the project when they have spare time.

CAR SCHEME Back in 2011 we applied to various Trusts trying to access funding to set up a pilot volunteer car scheme for the South West area although it took a long time we managed to access £25,360 from trusts such as the Robertson Trust, Awards for All, Robina Goodlad, and many other smaller trusts/organisations. This let us employ a Development Worker to get this pilot set up.

Targets were 50 people taken to appointment/hospital over the year and 20 volunteer drivers in post. At the end of the pilot we had gone well over our target for appointments and had 16 volunteer driver all PVG checked and working with the project.

Statistics taken from our Evaluation report for Awards for All on Car scheme Jan 12 – Oct 12
Analysis of the records indicates that the car scheme undertook 145 journeys in support of 72 people from January to October 2012 as follows:

<table>
<thead>
<tr>
<th>Month</th>
<th>Journeys</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>1</td>
</tr>
<tr>
<td>February</td>
<td>10</td>
</tr>
<tr>
<td>March</td>
<td>14</td>
</tr>
<tr>
<td>April</td>
<td>13</td>
</tr>
<tr>
<td>May</td>
<td>11</td>
</tr>
<tr>
<td>June</td>
<td>13</td>
</tr>
<tr>
<td>July</td>
<td>20</td>
</tr>
<tr>
<td>August</td>
<td>22</td>
</tr>
<tr>
<td>September</td>
<td>23</td>
</tr>
<tr>
<td>October</td>
<td>18</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>145</strong></td>
</tr>
</tbody>
</table>

Patient analysis by post code and gender:

<table>
<thead>
<tr>
<th>Patients</th>
<th>G46</th>
<th>G51</th>
<th>G52</th>
<th>G53</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>3</td>
<td>3</td>
<td>8</td>
<td>3</td>
<td>17</td>
</tr>
<tr>
<td>Female</td>
<td>1</td>
<td>4</td>
<td>23</td>
<td>27</td>
<td>55</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4</strong></td>
<td><strong>7</strong></td>
<td><strong>31</strong></td>
<td><strong>30</strong></td>
<td><strong>72</strong></td>
</tr>
</tbody>
</table>
### Analysis of patient journeys by destination:

<table>
<thead>
<tr>
<th>Surgery/Centre</th>
<th>Doctors Appointment</th>
<th>Clinic Appointment</th>
<th>Hospital Appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crookston Medical Centre</td>
<td></td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Dr Doak Surgery</td>
<td></td>
<td></td>
<td>13</td>
</tr>
<tr>
<td>Govan Health Centre</td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Sheddens Medical Centre</td>
<td></td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Mearns Medical Centre</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Braidcraft Medical Centre</td>
<td>39</td>
<td>20</td>
<td>23</td>
</tr>
<tr>
<td>Pollok Health Centre</td>
<td>3</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Dr Mair Surgery</td>
<td></td>
<td></td>
<td>14</td>
</tr>
<tr>
<td>The Crescent Medical Centre</td>
<td>4</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Westfield Medical Centre Hillington</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>48</strong></td>
<td><strong>20</strong></td>
<td><strong>77</strong></td>
</tr>
</tbody>
</table>

Funding finished for the pilot November 2012. The service is still running due to the care and enthusiasm from our volunteers. Since then we have applied for further funding to keep it going to date we have had £8500 for the next two years from the Robertson Trust and await responses from other funders on whether our applications have been successful. This service I feel is taking some of the pressure of the NHS regarding missed appointments as we are getting people to appointments/hospitals on time and thus helping to elevate the pressure on the surgeries and the NHS. The help we receive from the surgeries is due to the practice managers who will identify people who need the service and give out our information to them to contact us. Once they are registered they just call when they need to use the service. I feel we could have a better relationship and more support from the NHS.
CHALLENGES

South West Community Transport’s core funding ended in 2009, and since then we continually feel the pressures whilst attempting to become more financially sustainable. We would not be operating if it was not for our volunteers - our volunteers are crucial to our success. We have managed to keeps the project going due to our wonderful volunteers, as well as our small staff team and board members who come in and support our work (sometimes seven days a week if needed!).

We have received no major revenue funding to date, however we have been able to secure smaller grants for the following;

- Car Scheme (applications to various small trusts)
- Part time Driver (DRT Grant to cover the costs of a driver, 16hrs p/wk @ £6.75p/hr)
- Equipment & Training where/when required

However the biggest challenge facing the organisation is the costs associated with the vehicles. We have five minibuses, 3 of which are wheelchair accessible and the other 2 have a 17 seat capacity. The disabled access buses are used on a daily basis for local activity groups within sheltered housing and nursing homes as many of our elderly Shoppa Hoppa members have disabilities.

Our vehicles range from 1998-2008 registrations and as such we continuously attempt to secure funding to purchase newer vehicles. This is mainly down to the fact that we must ensure that older vehicles are replaced at the end of their service. The challenges of ensuring that vehicle are succeeded by newer vehicles is an expensive one, particularly when you operate in a competitive environment where you have a central objective of providing a low-cost quality service that ensures continuity, accessibility and benefit to the community, but feel unable to build up an adequate level of reserves that would allow the organisation to develop. We are currently only able to ensure our vehicles are regularly serviced and carry out the required 10 weekly safety checks. Our insurance annually is £5678 and our fuel cost are in the region of £13,000; this is not including any major repairs, road tax and the compulsory 10 weekly safety checks. New vehicles are urgently needed, but funding for them is very hard to come by.

If the government would include Community Transport groups in the Concessionary Travel scheme not only would more people be able to access affordable transport, but the sector would be in a stronger, more sustainable
position and be able move away from a certain level of grant dependence for organisational development (of new schemes/programmes) or for funding new vehicles. In addition, we could be doing a lot more: Public Social Partnerships with NHS and local Councils would be mutually advantageous and would not necessarily interfere with private sector transport services.

On the ground we are seeing an increased demand for Community Transport services, as more groups/schools/agencies are having their traditional funding slashed and cannot afford to use larger private companies as they are far too expensive.

**Concessionary Fares**

*Age Scotland* launched the **Still Waiting Campaign** from our offices as we were one of their case studies for the campaign the use of the concessionary fare scheme would be beneficial to the pass holders and the community transport sector the only thing is that our sector would have to be paid the full 100% of the fares from the government unlike the larger bus companies as we do not have the benefit of the grants and income that they have at their disposal.

![Service User Analysis](image)

*Service User Analysis*

(April 2012 - March 2013)
The following statistics are taken from our 2011/12 Annual Report

**Passengers carried**

- Elderly: 3,926
- Disabled: 3,371
- Youth: 3,018
- Young carers: 832
- Unemployed: 374
- Nursery & schools: 141
- Ethnic: 101
- Other: 75

**Miles Travelled**

- Elderly: 14,598
- Disabled: 7,356
- Youth: 2,108
- Young carers: 2,020
- Unemployed: 553
- Other: 329
- Ethnic: 245
- Nursery & schools: 245
COMMENTS FROM USER GROUPS/AGENCIES AND INDIVIDUAL MEMBERS

I have dealt with several patients from Braidcraft medical Centre and more recently referred a patient from Westfield medical Centre. She is registered but has not yet used the service, as far as I am aware. Those that use the service all find it very beneficial. They appreciate the help in being escorted into their clinic / surgery and being able to leave as soon as they are ready (unlike hospital transport). They find your volunteers extremely helpful and like being able to take their Carer with them. They previously used the service when there was no charge. They still appreciate the service but 1 said she would think more carefully about using it for very short journeys.

Clare Beattie NHS

I currently manage and coordinate exercise provision classes on behalf of NHSGGC, Vitality classes are targeted to older population frailer adults who have fallen or have a fear of falling.

The classes are held across the city of Glasgow, there are held in community centre and other sports facilities.

These classes work with the support and input from Maggie and her fantastic team at SWCT, the attendees would not be able to access the classes and would certainly lose their focus and fitness for day to day living. SWCT use their buses to pick up and transport clients/attendees to the classes citywide and then ensure their health and safety getting to and from the bus to the facility as well as picking them up and transporting them back to the homes after their exercise class.

The volunteer driver scheme is fantastic, I am a great supporter of the first class service, their reliability and effective delivery for our users if very highly regarded and needed within the community.

Neil McIntosh
Ass Physical and Outdoor Activities Officer – Vitality Glasgow Life/Glasgow Sport

Without the community transport service organizations’ such as Crossroads would in no way whatsoever be able to afford travel some of the integral parts of our programme including employability work for programme’s such as Duke of Edinburgh, young person led Youth Bank projects and various other trips and experiences across the programme particularly during school break. If community transport was not available we would be extremely worried about the viability of delivering a lot of our work and see SWCT as an integral service to individuals and community groups.‘

Nicky Millar Playbarn Youth Group
This service has been a lifeline for me. The support and help I've experienced; the kindliness, and consideration has sustained me through very difficult times. When I'm taken to the various surgery, clinic, and hospital appointments, I enjoy their friendly, helpful, company.

**Tommy Wallace Car scheme user**  
**Rainbow Care Volunteer Project**

The organisation has been accessing the local community transport service for over 11 years! We have always received an excellent and courteous service from staff and volunteers who are involved in the project. The transport is very affordable for our charity/voluntary organisation, without the community transport our older people would be more isolated.

"Working in partnership with other organizations within your own community to provide services for our elderly people"

"Affordable community transport"
"Experience with elderly people"
"Knowledge of the area"

**Alison**

Please regard this as a response from Cartha Queen's Park rugby club since my use of SWCT has been mostly on the Club's behalf, although occasionally funded through the Trust.

As I think you know, we have not made as much use of SWCT as we might have done, mainly because a rugby squad with officials is too large a group, even at youth age-group level, for your available coaches.

However, on the few occasions we have used SWCT we have been delighted with the service you provided. In particular, on the occasion of The Glasgow City Sevens tournament (not to be confused with the IRB world event at Scotstoun) the availability of your vehicles and volunteer drivers was invaluable, especially when we needed some flexibility to meet Munster at the airport and to transport their squad and the Samurai Scottish squad between their city centre hotel and our grounds. Both our sevens convener and the visitors were impressed with the SWCT service.

**Alan R Irons**  
**The Glasgow South Community Sports Trust**

I have used the service on many occasions for the Car Scheme and the Exercise Classes and the friendly approach puts me at ease right away. Having the individual attention throughout my visits is so reassuring.  
**Betty McIver (91 years of age)**
As regards to the Car scheme, I have nothing but praise for the idea and the volunteers who so happily and friendly give their time to help those of us who are elderly, disabled and those like myself who have no family support in Glasgow. I am also a member of the Hoppa Shoppa service run by SWCT again a wonderful service and volunteers cannot do enough for us.

**Isabel Shaw (Pollok)**

Our organization works with many schools, nurseries, disabled groups, and other agencies within the South West areas of Glasgow. If you require any more information please contact SWCT office.

“Access to effective transport is vital to people’s participation in social life. When people become isolated from transport networks, particularly the elderly and infirm, it can be detrimental to their health and wellbeing. South West Community Transport has introduced a broad range of services to ensure that people can make simple yet essential journeys, whether they are visiting friends, going to the shops or attending hospital appointments. I have seen first-hand the positive impact these services have had in the local area and I commend the hard work and dedication of the whole team who continue to make this happen”.

**Johann Lamont, MSP for Glasgow Pollok**

**Margaret Urie**
Transport Co-ordinator
South West Community Transport
Maggie’ssouthwestct.org.uk