

# The role of community transport in addressing social exclusion among older people in rural Lincolnshire.

<http://www.lincolnshire.gov.uk/residents/transport-travel-and-roads/public-transport/community-transport-report-2013>



# Introductions

Elizabeth Hanger, Lincolnshire County Council

- Smarter Choices and Accessibility

Nina Lightfoot, Lincolnshire County Council

- Community Transport – Car schemes, Dial A Ride, Minibus brokerage
- Wheels to Work

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# Recent changes for Community Transport in Lincolnshire

- Lincolnshire wide Dial- A-Ride ended in 2010.
- Move towards Demands Responsive Transport (DRT) CallConnect – countywide coverage.
- Personalisation agenda and changes to transport criteria for Adult Social Care and Health journeys.



# Why do research in Lincolnshire?

- Excellent Ageing
- Community Transport Grant
- Developing a Community Transport Strategy for Lincolnshire



# Rural Transport and Older People in Lincolnshire

- Knowledge Exchange Programme between University of Lincoln and Lincolnshire County Council
- Funded by Excellent Ageing Programme
- Aged 60+
- Older people's use and perceptions of public (commercial bus and train companies, including CallConnect) and community transport (voluntary/community car schemes).
- 12 month qualitative study (9 months data collection, 3 months of report writing/launch/recommendations)

# Outline

- Research questions
- Methods of data collection
- Key findings
- Key Recommendations
- Conclusion





**COMMUNITY  
TRANSPORT**

Voluntary Car Schemes  
Wheels to Work  
Dial-a-Ride (Lincoln)  
Minibus Brokerage

**TRAINS**

**CALL  
CONNECT**

**PRIVATE  
TAXIS**

**COMMERCIAL BUS  
TRANSPORT  
AND INTERCONNECT**

**Community Transport  
- Providing the Missing Piece**



# Research Questions

- What are older people's perceptions of public (commercial bus and train companies, including CallConnect) and community transport services (volunteer car schemes ) in rural areas of Lincolnshire?
- What are the current transport services used by older people?
- Are there any obstacles or barriers to the use of community transport services?
- To what extent are older people aware of the services available to them?
- What issues can be identified that may influence recommendations for the future provision of transport services?

# Qualitative Research Methods

- Focus group interviews across the county with people aged 60+ [44 participants]
- Mixed gender groups and mixture of young-old [60-75], old-old [75-85] and oldest-old [85+]
- Participant observation of public transport services (including CallConnect) and community transport schemes and 'mobile' interviews with service users [28]
- One on One interviews [4]



# Key Finding 1

## Getting Out and About

- Multi-modal forms of transport used which include:
  - Walking
  - Driving
  - Public service buses, trains in some areas
  - Hospital transport
  - Taxis
  - Great reliance on lifts (by car) from friends and family
- Limited use of:
  - Demand Response Transport (DRT) E.g. CallConnect
  - Voluntary/community car scheme



MW Now have any of you heard of the voluntary car scheme?

Jan No

Billy The only ones I've heard of are for the hospital

Doreen Yeah the NHS ones

Billy And they are stopping that!

MW These are separate schemes run by volunteer drivers....

Jan What nothing to do with the hospital?

MW No, nothing to do with that

Nancy But the ones who have been fetching me back and forth from the hospital are volunteers though?

MW Yes they might well be, but that is the NHS system, not the voluntary car system, which is separate

Tina Now I always thought it was the same

[*Gainsborough FG*]

Karen Now does CallConnect go into Derbyshire? No good to me this is it!

Brenda No idea

Judy Yes I have, but it still doesn't work on a Sunday or late at night does it!

Virginia I've heard of it, but no idea what it is, how do I use it then?

Gloria Does it run in this town though? I thought it was a district thing?

*[Scotter FG]*

Glenda CallConnect is very good for the elderly people, but if you've got an appointment, you never know if you are going to be there on time, and in the afternoon it's a job to get one, as they pick children up, it's not just for the elderly any more is it, but they have difficulty using it, which I think is wrong, it was supposed to be for the elderly, who have a job to get out and about.

*[Stamford FG]*

# Voluntary Car Scheme User

Margery

I tend to use the community car scheme

Veronica

Now isn't the car scheme primarily used to take people to hospital?

Margery

It was when it started but it's opened up now and takes people to all sorts of things

Veronica

Now they do charge you a small sum don't they?

Margery

Not a lot, for four pound they will take you to the doctors, wait for you, then they take you home, all for four pound. Maybe it wouldn't take you to the pictures, but it's very good. I really like the drivers too, they are almost like friends, so helpful. Sometimes I wouldn't be able to get out see without them as I don't drive, my husband did, but he's dead now and the car went when he did.

*[Louth FG]*

# Key Finding 2- Access to Health

- Key concern for older people was how to access health services. Public transport for many not accessible for a number of reasons these included:
  - 1 Appointments times meant those living in rural areas might not be able to attend as public service buses might not get them to their appointments on time from rural areas.
  - 2 Many older people not physically able use public transport buses
  - 3 CallConnect unavailable as a solution for many these problems, as does not operate in the Lincoln City area, so could not bring people to the main hospital from outlying villages.



# Other Findings

- Free bus passes extremely useful, but not used by everyone.
- Lack of coordination between key services.
- The lack of transport services, especially during evenings and at weekends, in rural communities created a feeling of isolation amongst those interviewed.
- Participants were asked for their constructive comments and opinions for the improvement of current modes of transport.

# Older People's Suggestions

- Bus timetables in:
  - Post offices, churches, information points in towns and villages, arts centres, village shops, community centres and pubs
- Placing notices in parish magazines and local free newspapers
- General letter box drops in isolated areas
- Using senior forums to spread the word about these services
- Putting posters and notices in health centres, doctors surgeries, opticians, dentists



# Recommendations

## Short Term

1. A promotional and marketing campaign that would raise awareness of different rural transport services available to older people
2. Further development of the Lincolnshire Community Transport Forum

## Longer Term

3. The promotion of voluntary/community transport as a way to access healthcare.
4. Greater opportunities for older people to access and learn about ICT for transport.
5. The expansion of the concessionary bus pass scheme to be used on other transport services.

# 1. A promotional and marketing campaign

- The research demonstrated that some older people interviewed perceived public transport services were often too infrequent to generate sufficient usage.
- General confusion amongst those interviewed about the concept of the public bus service CallConnect.
- This confusion also extended to community transport.
- Drawing on the suggestions made by older people themselves, if transport services were advertised in key locations and publications used by older people, there might be a greater take up of them, which could also reduce car dependency.

## 2. Further Development of the Lincolnshire Community Transport Forum

- The existing voluntary/community car scheme forum, could be further developed to publicise the work already being done and to build a more focused and concise approach to delivery.
- As part of the communication campaign a specific focus should be to give the *Lincolnshire Community Transport Forum* a greater recognisable identity.
- Increase awareness of the community transport network across Lincolnshire through a unique brand by which all the individual schemes could operate under should be introduced.

# Future Work

- Publicity and marketing
- Working with the Voluntary Car Scheme Forum
- Ensuring partners know what is available
- Press and publicity



# Community Transport Strategy

## Outcomes:

- Better recognition of the contribution of Community Transport in Lincolnshire.
- Partners understand Community Transport in Lincolnshire.
- Community Transport organisations know what support they can expect, and see the 'bigger picture'.
- Plan of Community Transport Grant expenditure.
- Build in sustainability of Community Transport grant.

# Community Transport Strategy – Next Steps

- Feedback from partners and members of the public from the report
- Focused consultation with partners on strategy outcomes
- Approved by Local Transport Plan (LTP) Steering group, Scrutiny Committee, and Executive Councillors.



# Questions and Comments

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