

Providing Community Transport Services in a Rural Area



Donna Atkinson MSc, BA (Hons), TMCPC
CEO/Manager Little Green Bus

Background

- Started in 1992 in the Ribble Valley
- Previously funded by DEFRA
- One contract for Lancashire 2015, plus separate grants
- Little Green Bus Lead Body for LCC Contract
- Partnership working key to success – Travelcare, LCC, Age UK, RVS, Parish Councils, British Red Cross, Carers Link, Shopmobility, Borough Councils, GPs, CCG's, Social Services, etc

CORE SERVICES

- DIAL-A-RIDE – loosely scheduled journeys e.g. shopping, banking, medical, social meetings.
- VOLUNTEER CARS – Volunteers use their own cars for mainly medical appointments. Additional insurance.
- GROUP TRANSPORT – for local community groups/charities to access services, events, etc
- TRIPS – reducing rural and social isolation, improving health and wellbeing, maintaining independent living
- DRIVERS receive MiDAS, first aid, health and safety, dementia awareness and disability etiquette training as a minimum – 45 volunteer drivers

ACCESSING SERVICES/CHARGES

- Membership scheme
- 48 hours prior notice required (ideally)
- Details of passenger/type of service/journey required
- Fares/costs for each service vary according to type of service required
- Volunteer car scheme 40p per mile

More than just a transport service.....

- CT = specialised service with additional support
- MiDAS – Minibus Driver Awareness Scheme (others)
- Spotting signs of mental and physical decline, acting on it and continuing support
- Mobile neighbourhood watch
- Listening ear and liaison with family + others
- Signposting and problem solving eg social services, foodbank, healthcare