

Final Report

West Dunbartonshire Social Transport Service Review & Equality Impact Assessment 2012

Executive Summary

- 1.1 Social transport services in West Dunbartonshire are valued by both community and agency partners alike. The service has evolved largely unreviewed during the lifetime of the unitary authority. Today, the majority of journeys provided via the service support social participation through the attendance of local residents at a variety of care establishments, community group meetings and leisure activities. 22% of users consider themselves to access the service regularly with 68% of respondents participating in this review having used the service at least annually over a 5 year period.
- 1.2 However, the positive customer facing delivery of the service appears hampered by a lack of strategic service focus, causing at best a degree of confusion and at worst, diluting the potential impact of the service to those most in need of its existence. This review highlights an awareness across all parties involved, that operational parameters are little understood and therefore uncommunicated, hampering both the effective demand and supply side management of the service almost equally.
- 1.3 The provision of social transport services in West Dunbartonshire, whilst much demanded, has suffered from a lack of routine review, benchmarking and performance management to ensure that the valued resources are being used efficiently and to maximum community advantage. Whilst finance statistics are maintained, the annual budget appears to be routinely exceeded with little corresponding data collected on the reason for journeys and crucially, the impacts delivered to beneficiaries of the service.
- 1.4 Given this lack of service intelligence and the high degree of 'custom and practice' usage across the spread of current participants, it is also difficult to accurately assess the latent unmet need which will undoubtedly exist for the service; an essential element of any service provision in light of the introduction of new equality duties over the last few years.
- 1.5 It should be noted however, that desk research has identified this as an issue common to social transport schemes both within Scotland and beyond. Audit Scotland noted in its 2011 review of social transport that, " from the limited information available we have identified that over £93 million was spent in 2009/10 on providing transport to health and social care services. This is a considerable underestimate as data on costs, activity and quality is poor."
- 1.6 In order to address this and ensure equality of access, it is recommended that West Dunbartonshire CHCP re-visit the service and adopt a revised social transport access policy underpinned by and able to address, the following key principles:
 - Fairness: to adopt and pursue equity of access
 - Efficiency: to ensure that transport services are delivered in an efficient manner and that they are achieving best value
 - Assessment: to ensure that service users receive the level and type of transport service most appropriate to their needs and on an equitable basis within resource availability

- Review: to ensure that service use is regularly reviewed to take account of changes and any consequent need for reconsideration of transport requirements.

1.7 To assist officers and elected members, three options have been outlined for consideration. Initial screening equality impact assessments have been undertaken for each option and can be found in the body of the report.

- Option one allows for a service status quo position to be maintained
- Option two outlines a service re-design based on the adoption of key access criteria, within existing supply parameters
- Option three expands on the service re-design of option two and broadens the delivery possibilities of the service to better meet the needs of the personalisation agenda.

1.8 The service is much appreciated and valued by the current users and provision should be maintained, however the adoption of a re-designed system would:

- Support effective planning and use of resources to meet prioritised need
- Allow targeting of alternative forms of transport to relieve service pressures
- Ensure minimum standards of care and transport are maintained.

1.9 Thanks are recorded to officers and community members who assisted in this review.

2. Introduction and Context

- 2.1 Provision of access to social transport to support those in need is a requirement placed on local authority social work services across the United Kingdom; affording a range of agencies and organisations across the locality an important tool to help combat inequality and support social inclusion.
- 2.2 As part of its ongoing review of systems and procedures, West Dunbartonshire Community Health and Care Partnership (WDCHCP) has commissioned this independent review of its current arrangements for the support and delivery of a social transport service across the local authority area. In doing so, WDCHCP requested that the review generate impact assessed options which would allow for the updating of approaches and processes, helping improve on its ability to provide a sustainable service, compliant with the requirements of equalities legislation.
- 2.3 Currently, West Dunbartonshire provides social transport services through its fleet of council vehicles. On average the department provides around 35-40 social transport trips per week with the number of vehicles used varying between 5 and 10 every weekend. The size of vehicles used varies between 16 seat minibuses and 26 seat buses for weekend work. Vehicles used have to be adapted to suit all requirements of the possible client group, including clamped wheelchairs and tail lift usage. In the financial year 2011/12, 2049 journeys were supported by the service
- 2.4 An Audit Scotland review of social care transport in 2011, identified that councils spent around £45.2 million on transport for health and social care in 2009/10, but this is likely to be a significant underestimate. The research noted that it was difficult to determine actual spend on these services as funding is not ring-fenced and these costs are not necessarily separately identified in larger service budgets. In West Dunbartonshire, the average yearly cost of direct driving staff time to deliver the service is in excess of £216,000 per annum; this does not measure the additional staff time involved in the administration and operation of the service nor the opportunity costs arising from this.
- 2.5 Although there are around 150 registered and cost coded users, the research process undertaken for this review identified that around one fifth of these no longer existed or had no awareness of having accessed the service in the last 5 years. The reliance on historic engagement rather than ongoing review and assessment of need may also have led to a degree of 'mission drift' in the use of the service, as most transport was accessed for leisure and recreational purposes. This coupled with the lack of known clear parameters of use has caused confusion amongst staff and service users alike and may mean that the service is inadvertently failing to meet the actual needs of the communities of West Dunbartonshire.
- 2.6 The current booking process involves the client contacting the social work services of the WDCHCP and placing a request for transport to and from the venue required. On receipt of this a request for availability is made by social work representatives to the transport section contained within HEEDS (Housing, Environmental and Economic Development Services) and subsequently allocated if available.

- 2.7 Information routinely collected provides detail of the journey venues and the resulting cost but affords little insight into the reason for the journey or the potential impact for the service user. This lack of data hampers the providers understanding the value of the service, but of more concern, it fails to ensure that the service is delivering the maximum public benefit.
- 2.8 Additionally, the scheme is operated in a degree of isolation from other West Dunbartonshire Council support measures including but not limited to the Dumbarton Common Good Fund and Community Chest Grant Schemes. This works against the principle of targeted support leaving many most at need unaware of the potential service and raises the possibility of double funding for some activities and organisations.
- 2.9 The following research has been undertaken with a view to determining the factors which could best improve the provision of social transport within the current and impending financial climate and make it a more equitable and universal service for the residents of West Dunbartonshire.

3. Method

3.1 The review was conducted using a five stage process, summarised as:

- Stage 1: overview of the supported transport service – its current practice and operation.
- Stage 2: direct research and data analysis of the opportunity, capacity and elements required of a service development process
- Stage 3: investigation of both the supply and demand side factors underlying any service re-development
- Stage 4: determination of options for future delivery and a corresponding EQIA for each option identified.

3.2 A variety of desk research materials were collated and assessed, spanning the legislative requirements and practices across other local authority areas and recently published review materials prepared by Audit Scotland.

3.3 User engagement was also a key element of the process. This was achieved through the means of a telephone survey conducted with registered users of the service. Thanks are extended to everyone for their generous involvement and input.

3.4 The options contained in section 5 were developed through the means of a gap analysis methodology arising from the information collected. This approach was chosen so as not to unduly raise either alarm or expectations amongst existing or potential users of the service.

4. Research Findings

Desk Research

4.1 Social transport provision has consistently increased in demand across all Scottish local authorities in the last decade and West Dunbartonshire is not alone in seeking to review and improve its social transport provision. A number of local authorities across the UK are currently engaged in some form of review process – for many this spans their transport systems in general and expands to transport for the individual.

4.2 In common with West Dunbartonshire, these authorities state the need for review as:

- Need to ensure equalities needs are being met
- Need to ensure maximisation of existing resources
- Need to streamline processes to clarify systems and communication.

4.3 Audit Scotland in its review of transport practices highlighted the need for all local authorities to review their arrangements and practices. At the core of that thinking is the need to recognise that social transport services are not a service in their own right – instead they must be viewed as a means of accessing services or support of benefit to the individual. In addressing this, it is key that any review must be based on the needs, risks and outcomes and on promoting independence.

4.4 In the last full financial year, April to March 2011/12, West Dunbartonshire provided 2049 social transport journeys, equating to around 35-40 trips per week at a staff cost of £215,760. Demand is particularly strong in the September to March periods, falling sharply during July when many organisations take a summer break. Journeys are operated over the full 7 day week.

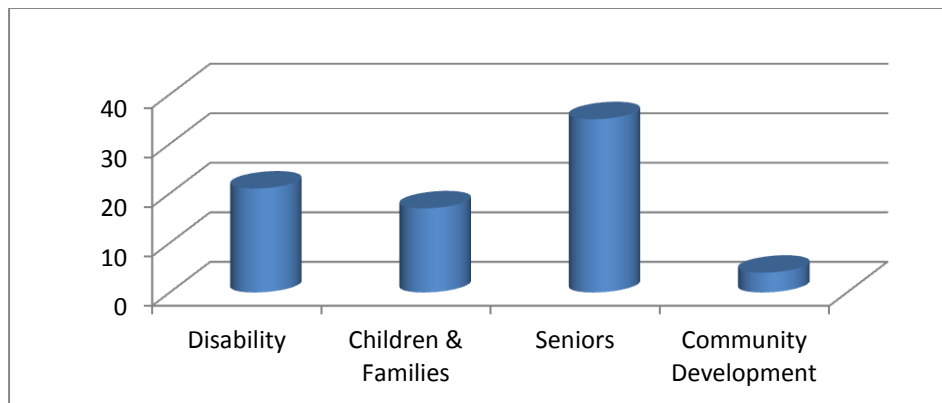
4.5 Reviewing West Dunbartonshire usage data for the first four months of 2012, users of the service were transported to and from a variety of locations, local and beyond including:

- Ayr
- Falkirk
- Saltcoats
- Hamilton
- Helensburgh
- Stirling
- St Andrews
- Edinburgh
- Largs
- Livingston
- Silverburn.

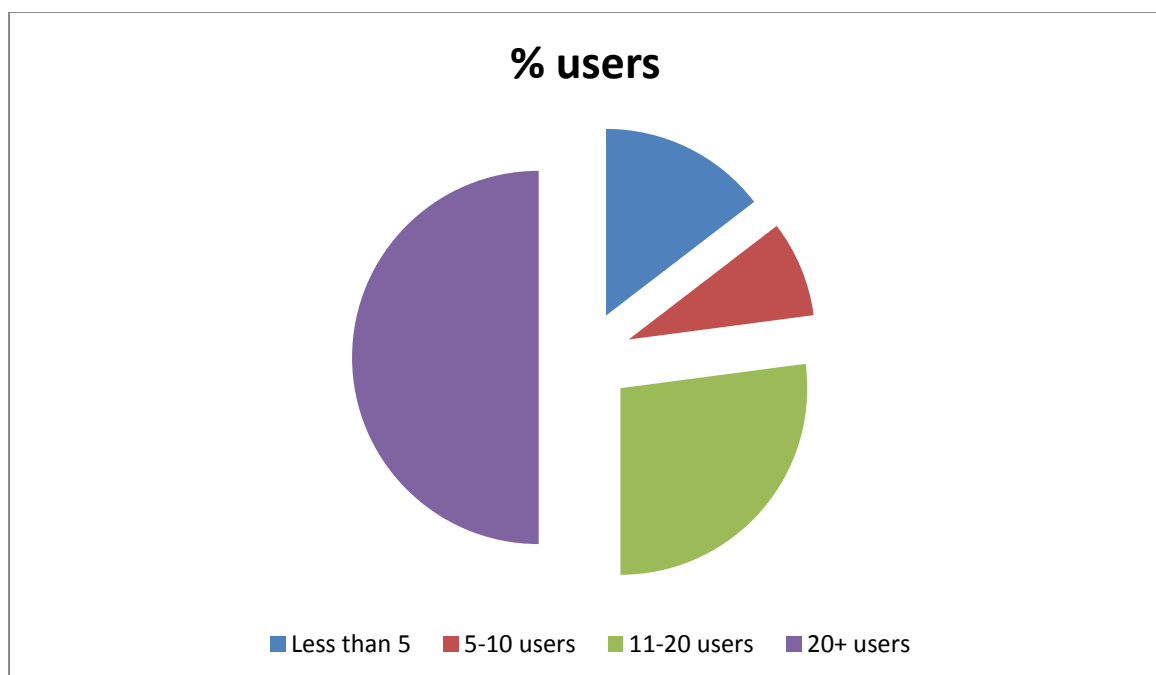
User Survey

4.6 As little other recorded data was available and to ensure that the views of service users were embedded in the review, a telephone survey was conducted with registered users. A cohort of 65 organisations was identified to participate with 51 respondents secured.

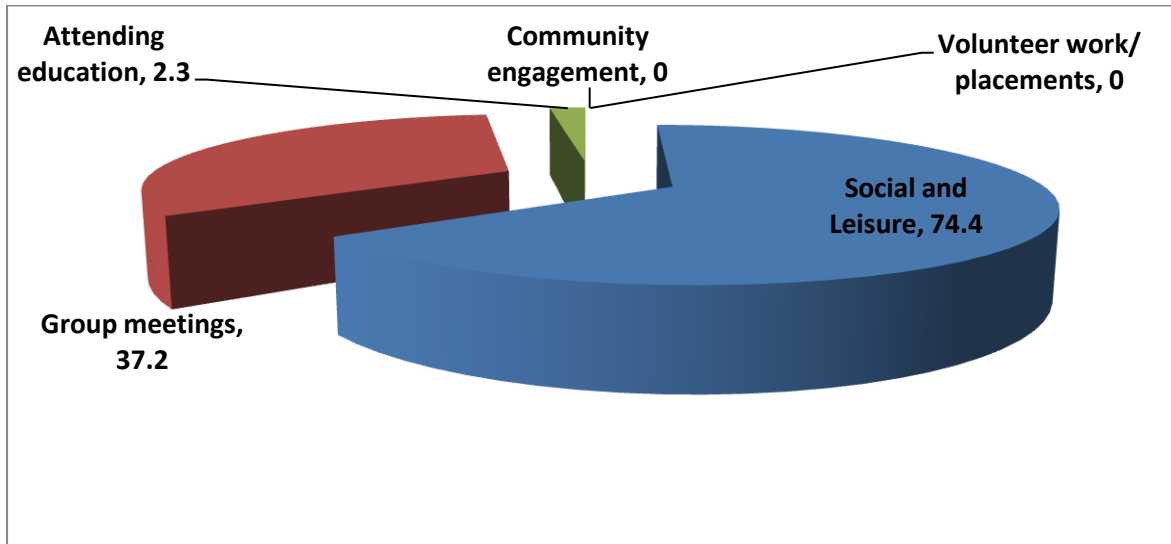
4.7 Almost half of the respondents reported having accessed the service for a period in excess of 10 years. 22% of respondents identified that their organisations had accessed transport in the past but that they no longer received a service.



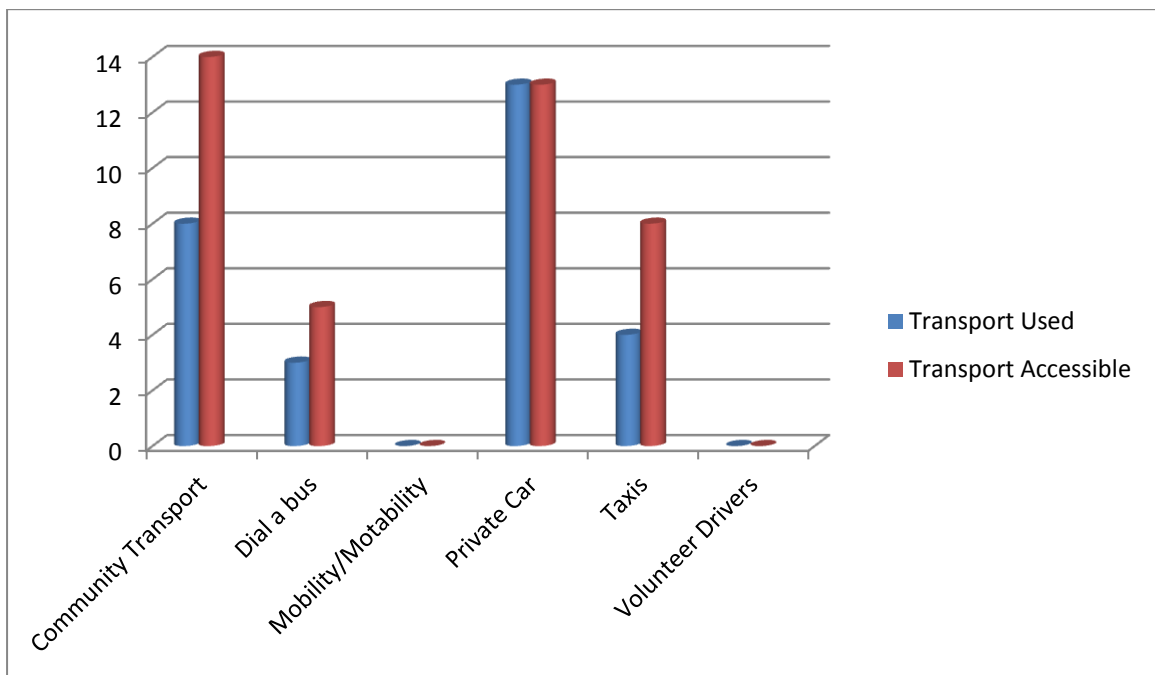
4.8 A significant majority of organisations accessing transport are established to meet the needs of older residents and those living with disability. Within these organisations, 49% of respondents identified a user cohort of 20+ individuals. The spread of user numbers per organisation was as shown below:



4.9 92% of users of the service are West Dunbartonshire residents with the largest age concentration at 60 years and over (66%). All respondents were accessed to identify the reasons for accessing the service. The largest concentration of use was identified as attendance at community group leisure and social activities (75%) and attending community group meetings (37%). All organisations identified that social transport services were accessed to maximise social participation for group members.



4.10 Frequency of usage was also investigated with the majority of respondents (53%) stating that they accessed the service occasionally and 22% using the service on a weekly basis. Respondents were also asked to identify other forms of transport which they used or had access to.



4.11 All respondents were asked for their views on service re-design and the most important issues which should be factored into any future options proposed. Responses included:

- *“happy with the service”*
- *“should be more available”*
- *“we only get the bus one way as buses are needed for schools, this can cause problems in the winter for pensioners using public transport to get home”*
- *“we could pay a small contribution if it safeguarded our service”*
- *“group would like to have the same driver every time although all of the drivers are very helpful”*
- *“we need more daytime availability during the week”*
- *“maintain service at current standards”*
- *“make sure those who need it most don’t lose out”*

Points for Consideration

4.12 The general level of satisfaction forthcoming from respondents reflects positively on the work of social work services and the transport section in organising the provision of services. However this does not ensure that the service is being accessed equitably and for maximum community benefit. Many respondents were unclear as to the reason why they were eligible to access the service on the basis that they *‘just always had’*.

4.13 The varying numbers of users within individual organisations, may also mean that resources are not always being efficiently applied. Similarly, the current issue of restricted day time use may mean that some potential beneficiaries cannot access social transport at a time which meet their needs and therefore do not engage. This may lead to the public sector and other bodies failing in their equality duty.

4.14 As the system has not undergone significant review for a period of time, the changing nature of transport options for some user groups are likely not to have been taken into consideration in planning for future services. The broadening of access to free travel passes, increased mobility of older residents and the increase in provision of volunteer driver availability should all be considered when determining how best to maximise community benefit from the service.

4.15 Other local authorities have faced similar issues and several have looked to develop consortium style approaches to meeting the social transport demand. Several small community transport initiatives and volunteer driver schemes are operational in the West Dunbartonshire area and well supported by community residents.

5. Service Re-design Options

Option One: Maintenance of the Status Quo

5.1 The existing service is well received by those currently accessing it. User groups surveyed were complimentary of the standards of service delivery however were expressed some dissatisfaction with the hours of availability of the service and the constraints which this placed on some meeting times and planned activities. If the option of maintaining the service as is currently the case, an initial screening Equality Impact Assessment is as detailed below.

Option One: Maintenance of service status quo				
What are the desired outcomes?	To continue the provision of a non criteria based, open access social transport service for West Dunbartonshire			
Who is expected to be affected by from this activity and in what way?	The service may be accessed by any organisation in the West Dunbartonshire area, aware of the availability of the service and identifying a social transport need			
Who are the main stakeholders in relation to this activity?	Social Care facilities. Community and voluntary organisations			
Have results of the equalities analysis shown that any particular equality group(s) will be disproportionately affected?	There is little evidence to allow the service to assess if it is achieving the desired social impact for West Dunbartonshire due to the lack of general awareness outwith existing user groups and the lack of a selection/evaluation criteria			
If one or more groups is likely to be disproportionately affected, are there any mitigating actions that can be taken to address this?	If the system is to be maintained, broader promotion of the existence of social care transport will be required. Such promotion is likely to generate a level of demand which could considerably exceed potential supply both in financial and physical resource terms. This may render the service unworkable. Additionally, without the development of a selection and allocation process, the service could not properly determine if any single group or sector was being disproportionately affected.			
What are the potential equalities impacts of the proposed activity?				
Equality group	Is there a negative/ adverse impact?			Additional information.
	Yes	No	Possible	
Age: Children & young people (0 - 18)		x		
Age: Older people (over 60)	x			Changes in group numbers, structures and geographical location may create an excess of demand over supply leaving those in need unable to access the service as requested
Disabled people	x			Changes in group numbers, structures and geographical location may create an excess of demand over supply leaving those in need unable to access the service as requested

Gender (inc trans people)	x			Active West Dunbartonshire organisations are included in the current user list, however the list is not consistently reviewed or added to
Race/ Ethnic groups		x		There is a low percentage of groups active in the area
Religious/ Faith groups		x		
Lesbian, gay and bisexual people			X	Changes in group numbers, structures and geographical location may leave those in need unable to access the service
Socio-economic disadvantage	x			Changes in group numbers, structures and geographical location may leave those in need unable to access the service as requested
Can any of the negative/adverse impact(s) be justified?	In light of equalities legislation and the resulting duty on public bodies it is unlikely the impacts detailed could be justified.			
Have any positive impact(s) been identified?	The status quo position could lead to a continued lack of service knowledge and ongoing confusion. Budget and resource constraints may also lead to standards of service being lowered if demand levels increase further.			

5.2 While existing users recorded high levels of satisfaction with the booking process, the lack of general awareness of the availability of social transport provision should not be ignored. The primary research undertaken clearly showed that existing users had a long term relationship with the service and that there were few new entrants to the market, in spite of some significant changes in the size, shape and nature of third sector service provisions.

5.3 If the service were to continue to only be provided to the existing user grouping, then it is likely that the service could be seen to be failing to meet its equality duty. If the service is to be meaningful and provide the maximum benefit within the likely increased demand there will be requirement to be the establishment of at least the core user criteria identified through the research process being:

- Vulnerability of the users
- Availability of other transport options
- Clear evidence of social inclusion need.

Option Two: Service Re-design

5.4 Given the need to efficiently meet both equalities and resource requirements, a re-design of the existing service could be undertaken. This would require a three stage approach:

- the adoption of a set of key access criteria
- review of existing user eligibility, and
- a new registrant recruitment campaign.

5.5 In studying the literature around social transport scheme reviews currently being undertaken in other areas of the UK, there is general agreement on the identification of priority user groups as being:

- Older People
- Learning Disability
- Physical and Sensory Impairment
- Mental Health
- Family Support Services.

5.6 This is further recognised in the local user survey where respondents highlighted the level of priority they felt applied:

	Low Priority	Medium Priority	High Priority
Older People Care			X
Older People Social Activity		X	
Mental Health		X	
Physical Disability		X	
Sensory Impairment		X	
Learning Disability			X
Family Care	X		
Childcare	X		

5.7 Although the use of such a priority listing would help to better address the equality duty surrounding the service, it still remain a broad brush approach and may fail to address the needs of people with complex or multiple needs. In order to determine workable selection criteria which met the needs of West Dunbartonshire, a literature search was undertaken with the potential criteria subsequently mapped against both the range of community and third sector interests known within the locality and the equality duty protected characteristics.

5.8 The resulting key criteria recommended in this option are person centred in nature and therefore allow for all aspects of the equality duty to be met and are not limited to any specific sector-based segmentation. These factors have also been identified as helping to address the key health and social care challenges affecting the West Dunbartonshire area including an ageing population, high rate of lone pensioner households and the prevalence of a range of long term health conditions.

5.9 A key impact of the provision of social transport is the ability to foster **improved independence and self management** amongst users. This can take many forms including the promotion of life skills, rehabilitation services and social inclusion activities. This is already a key motivator for the accessing of transport amongst existing users, largely through the means of organised recreational activity.

5.10 Although other sources of transport exist for potential users eg. subsidised bus passes and dial-a-bus services, access is limited for many due to poor **mobility**. Within these criteria falls not only the use of walking aids and wheelchair use, but also the need to ensure transport is available to transport the walking aids/wheelchairs to the activity venue.

5.11 **Medical issues** have also been factored into the criteria list, encompassing such conditions as epilepsy and incontinence which could hamper the ability of users to access alternative services effectively.

5.12 **Communication issues** have also been highlighted as key determinants of need. Local residents living with a speech, hearing or visual impairment may find accessing of other transport service challenging. Similarly, a key criteria would be any **behavioural issues** experienced by users e.g. disinhibited behaviours which require additional supervision or support to be available and **vulnerability**.

5.13 Additionally, the criteria list includes **access to and from property**, attaching importance to the ability of users to gain access to buildings or venues of benefit which would not otherwise be available due to identified hazards such as steps, uneven kerbs or surfaces, or where special instructions are in place.

5.14 Whilst, the research clearly shows that the service would benefit from the adoption of access criteria, it is important that current users and their ongoing needs are considered. The table below shows the full list of suggested criteria, illustrating how these could potential cross cut against the thematic user headings currently in place.

Suggested Criteria	Thematic Users					
	Older People	Mental Health	Physical Disability	Sensory Impairment	Learning Disability	Child & Family Support
Promotion of independence and self management	X	X	X	X	X	
Mobility Issues	X		X	X		X
Medical Issues	X	X	X	X	X	X
Communication Issues	X	X	X	X	X	X
Behavioural Issues	X	X			X	X
Vulnerability	X	X	X	X	X	X
Requirement to be accompanied	X	X	X	X	X	X
Social Isolation	X	X	X	X	X	
Other special need		X		X	X	X
Access to and from property	X	X	X	X	X	X

5.15 Adoption of these criteria will ensure that the service better meets the equality duty but will also inevitably lead to an increased demand for the service from new entrants, previously unaware of the provision of social transport in West Dunbartonshire. To allow the criteria to be used effectively, it is suggested that the criteria is further refined to allow it to be used as a scoring mechanism to determine the most appropriate allocation of service within the resources available.

5.16 Many possible options exist for this, however to ensure the system remains clear and transparent, it is recommended that the criteria are rated as low, medium or high impact determined by the percentage of user group members affected, eg.

	Low Impact	Medium Impact	High Impact
Criteria	Under 35% of members	36-75% of members affected	76+% of members affected

Using a point per impact based model, these impacts would generate a cumulative score in turn allowing for a fair and equitable allocation system to be developed, communicated and understood by all registered users. Further, such a criteria based system lends itself well to an annual re-registration process, allowing the dynamics of a particular organisation or agencies clients to change without necessitating the loss of what may be an essential element of their user offer.

5.17 An initial screening Equality Impact Assessment for this option is detailed below.

Option Two: Service Redesign – Assessed Usage Criteria	
What are the desired outcomes?	To put in place a re-designed social transport service that ensures the service operates to the maximum public benefit and addresses all aspects of the equalities duty
Who is expected to be affected by from this activity and in what way?	The service may be accessed by any organisation in West Dunbartonshire, aware of the availability of the service and identifying a social transport need
Who are the main stakeholders in relation to this activity?	Social Care facilities. Community and voluntary organisations
Have results of the equalities analysis shown that any particular equality group(s) will be disproportionately affected?	The service re-design will broaden potential access through the setting and communication of a clear assessment and allocations criteria allowing for prioritisation. This will be beneficial across all equality groupings
If one or more groups is likely to be disproportionately affected, are there any mitigating actions that can be taken to address this?	Broader promotion of the existence of the social care transport system will be required. Such promotion is likely to generate a level of demand which exceeds potential supply both in financial and physical resource terms. The use of the assessment and allocations criteria will help to ensure that clear prioritising can be undertaken and communicated.
What are the potential equalities impacts of the proposed activity?	

Equality group	Is there a negative/ adverse impact?			Additional information.
	Yes	No	Possible	
Age: Children & young people (0 - 18)		X		
Age: Older people (over 60)		X		
Disabled people		X		
Gender (inc trans people)		X		
Race/ Ethnic groups		X		
Religious/ Faith groups		X		
Lesbian, gay and bisexual people		X		
Socio-economic disadvantage		X		
Can any of the negative/adverse impact(s) be justified?	Not applicable			
Have any positive impact(s) been identified?	Through improved promotion and a more criteria based system being embedded, access and decision making will be more transparent.			

5.18 Whilst this option of adopting user criteria is more equitable and will allow service impact to be identified and communicated more effectively, demand for the service will potentially still be in excess of supply resources. It should also be recognised that this option does not give any detailed consideration to the end product of the service being delivered – reduction in isolation, improved access to services etc.

Option Three: Social Transport Grant Programme

5.19 Whilst the adoption of an assessment and selection criteria will improve the system and ensure that the requirements of the equalities duty are met, it cannot guarantee, within a landscape of limited resource, that distribution will be truly equitable.

5.20 As previously recorded, users were generous in their praise for the service as a whole however specifically expressed some dissatisfaction with the availability of the service, identifying how this constrained activities, particularly on weekdays. This issue may be further exacerbated if the service is broadened to address a broader population and potentially a differing needs set.

5.21 In order to overcome this, the duty to provide access to social transport could move from an internal budgeting process using the local authority transport fleet to that of a grant programme, working within a set annual budget and allocated to allow access to a variety of transport options within West Dunbartonshire including community transport schemes.

5.22 Positively, from the community perspective this could:

- Greatly increase awareness of eligibility, improving equality of provision
- Broaden the range of organisations gaining a benefit from access to transport not previously enjoyed
- Broaden the range of options for groups, allowing meetings and services to take place at differing times
- Make better use of resources by ensuring provision of service in a more responsive, flexible manner

Positively, from the local authority perspective this could:

- Allow for more effective and transparent resource management
- Link transport provision with other local authority grant schemes e.g. Community Chest, Common Good etc to ensure connectivity and reduce duplication of both assessment and funding distribution
- Make better use of resources by ensuring maximum benefit is achieved for the level resource investment.

5.23 The proposed grant scheme would adopt assessment criteria similar to that of option two, but would also take into account factors such as:

- Existing grant funding in place
- Reserves held or member charging policies in place
- Whether the activity is core or is additional
- Purpose for which the transport is required
- Number of instances of transport required per annum.

5.24 An initial screening Equality Impact Assessment for this option is detailed below.

Option Three: Social Transport Grants Programme	
What are the desired outcomes?	To create a social transport grants programme, which allows local groups to apply for support to facilitate their transport needs within the context of the local authority social transport duty
Who is expected to be affected by from this activity and in what way?	The service may be accessed by any organisation in West Dunbartonshire, aware of the availability of the service and identifying a social transport need
Who are the main stakeholders in relation to this activity?	Social Care facilities. Community and voluntary organisations
Have results of the equalities analysis shown that any particular equality group(s) will	The service re-design will broaden potential access through the resourcing and management of a social transport grant scheme. This will allow groups meeting the criteria and able to prove need to access

be disproportionately affected?	transport solutions which meet their need, unconstrained by the availability of local authority provision alone.			
If one or more groups is likely to be disproportionately affected, are there any mitigating actions that can be taken to address this?	No evidence of disproportionate disadvantage. Administrative support will be provided to all potential applicants to ensure the process is open and transparent to all.			
What are the potential equalities impacts of the proposed activity?				
Equality group	Is there a negative/ adverse impact?			Additional information.
	Yes	No	Possible	
Age: Children & young people (0 - 18)		X		
Age: Older people (over 60)		X		
Disabled people		X		
Gender (inc trans people)		X		
Race/ Ethnic groups		X		
Religious/ Faith groups		X		
Lesbian, gay and bisexual people		X		
Socio-economic disadvantage		X		
Can any of the negative/adverse impact(s) be justified?	Not applicable			
Have any positive impact(s) been identified?	A more equitable distribution of resources may be achieved. Additional financial resource may be attracted into West Dunbartonshire through organisations applying for matched funding from external sources.			

5.25 The adoption of such a process would ensure transparency of operation and ensure that access to social transport is dynamic through the procedure of annual application and review.

Appendix One: West Dunbartonshire Social Transport Questionnaire

About Your Organisation

1. Type of organisation
Statutory or voluntary sector | other please specify

2. Statutory name of organisation and department

3. Org Contact person
Name
Organisation address
Org post code
E-mail
Telephone

Booking Information:

4. Name of the person in your organisation responsible for booking transport?

5. Who do you make the booking with?

6. How long has your organisation received this service from the Council? In years
0-1
1-2
2-5
5-10
10+
No longer receive

Types of Organisations and Users

7. How would you best describe your organisation / department?
Children & Families
Seniors
Disability
Community development support
Care establishment body
Other (please specify)

8. How many members / individual users have used this service in the last 18mts?
Less than 5
5-10
10-20
20+
don't know?

Other please specify

9. Please tell us about the age range of users (please tick all that apply)

0-5

5-12

12-18

18-25

25-60

60+

Don't know?

10. What percentage of your membership / users are from West Dunbartonshire

100%, 75%, 50%, 25% Less than 25%

11. Do non-West Dunbartonshire residents use the service?

Yes, No, Don't know?

The Journey

12. Where are the journeys too?

Inside a West Dunbartonshire electoral ward?

Between West Dunbartonshire neighbouring wards?

Across West Dunbartonshire?

Outside West Dunbartonshire (please specify)

Glasgow / Argyll & Bute / E Dunbartonshire / Renfrewshire / Stirling

Other (please specify)

13. For what reasons have you accessed the service?

Attend care establishment leisure & social activities

Attend community group leisure & social activities

Attend community group meetings

Attending day care establishment

Attending education

Community engagement participation

Medical appointments / dentist etc

Short break transport provision

Volunteer work / placements

Other (please specify)

14. How frequently does your organisation / department access the service?

Frequently (eg. daily)

Regularly (eg. Weekly)

Occasionally (eg. Monthly)

Never

15. What other transport do you use?

Community transport

Dial-a-bus

Mobility / Motability

Private Car

Private Car members

Taxis

Volunteer drivers

Other please specify

16. What other transport do you have access to?

Community transport

Dial-a-bus

Mobility / Motability

Private Car

Private Car members

Taxis

Volunteer drivers

Other please specify

17. Why does your organisation use social transport? Please tick all that apply

Autonomy for clients

Social participation

Managing daily activities

Health & safety

Other please specify

The Future

18. If the service was to be redesigned what would your group / department consider the most important issue?

**West Dunbartonshire CVS
Arcadia Business Centre
Miller Lane
Clydebank, G81 1UJ
T: 0141 941 0886
E: info@wdcvs.com**