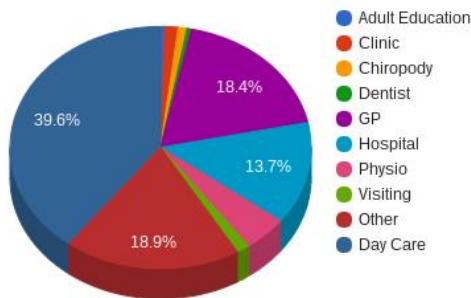


COMMUNITY ACTION: MK

CA:MK Community Car Service Update - December 2015

So what has happened since September 2015?

Since opening its doors on 28th September 2015 the Pilot CA:MK Community Car Service and its 12 volunteer drivers have provided over 200 journeys to residents across Milton Keynes covering over 1600 miles! We have registered 34 passengers and have undertaken the most journeys to a Day Care centre 39.6%, with 18.4% visiting the GP and 13.7% visiting the hospital. We have also received passenger interest from Woburn Sands, West Bletchley, Bow Brickhill, Hanslope, and Broughton which are areas unfortunately we don't currently cover. We have also received interest for passenger journeys to Hospitals in High Wycombe, London, Cambridge and Aylesbury.



there is a significant need for this type of service in Milton Keynes especially as the population is growing and getting older.

Volunteer Drivers

We have now recruited 12 and inducted 9 volunteer drivers, the other three drivers are being inducted shortly. The following are the areas that these drivers cover, however as drivers are needed they can cover other areas as and when required if the driver designated to that area is already busy:

- ★ 2 are covering Ashland & Simpson, Beanhill, Netherfield
- ★ 3 more are covering Milton Keynes, Willen, Hodge Lea, Bancroft Park, Greenleys, Downs Barn
- ★ 1 is covering Newport Pagnell
- ★ 1 is covering the Walton parish including Walnut Tree and Kents Hill
- ★ 1 is covering Springfield, Oldbrook, Fishermead



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- ★ 3 are covering Woolstone, Woughton on the Green, Woughton Park and Passmore
- ★ 1 is covering Bletchley/Fenny Stratford

We really appreciate all the hard work the volunteers put in and the professional way in which they work, they are all so loyal and committed to their passengers and our service. Our star volunteer for this month is Geoff Woolmore who has achieved over 100 journeys! Thanks Geoff!

The drivers meet once a month and have attended several training sessions including safeguarding, dementia awareness and Disability awareness provided by Milton Keynes Centre for Integrated Living.

Passengers

Passengers have now begun to pay their £15 registration fee to cover up to July 2016 (though if we can get additional funding this will cover to January 2017) and so far 80% of the passengers have paid.

They also pay 45 pence per mile directly to the drivers to cover the cost of petrol/diesel for the journey from the drivers to passengers house to the destination and back. Passengers are those who find it difficult to use public transport to get to and from medical appointments or Social care visits.

Journeys

We are continuing to receive good feedback about the drivers and the service. We currently offer journeys to:

- Doctors
- Dentists
- Opticians
- Hospitals
- Chiropodists
- Lunch Clubs ie Irish Centre, Age UK lunch clubs etc
- Clubs & Societies, ie U3A, Sew & Sews, chess club, gardening club,
- Support Sessions ie Macintyre, Headway, Carers MK, Rethink, Moorlands Health Support Network etc
- Exercise Classes including dance classes, Swimming, Tai chi, Yoga, Walking etc
- Day Centres ie MK Snap, Macintyre Centre, Neath Hill, Age UK Milton Keynes Centre; Peartree Bridge, etc
- Counselling Sessions, relate, BLMK Mind, Visiting relatives in Hospital/Care homes
- Group related activities ie Alzheimer visit to Dobbies etc
- Age UK related activities

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- Volunteering opportunities
- We also take people to visit relatives who are in hospital or residential care.

We currently do not cover:

- Shopping Trips
- Day trips
- Station/ Coachway/ Airport drop offs
- Visiting friends

However, we are also hearing from passengers that they would be keen to take on shopping trips and day trips so we are looking into the logistics

Community Car Schemes

We have now identified 15 community car schemes which operate in and around Milton Keynes. We are inviting all the schemes to a forum at the end of February together with MK Council to build awareness of each other, build awareness in the community and share best practice and knowledge. If you know of any other schemes out there that you think we should know about please let us know so we can contact them too.

Publicity

We continue to promote the service through:

Social Media: [Facebook](#), [Website](#), Blogs, Alerts, [Do-it.org website](#) (volunteer driver opportunities), Local Doctors Surgeries, Parish Newsletters, Care homes, CCG, PPG, Healthwatch, MK CIL, Age UK Milton Keynes, MK News (volunteer driver opportunities), Three Counties Radio, U3A, Asda, and attending local groups, events, community fair.

We are also keen to visit groups/organisations to tell them about the service, if you can think of anywhere else we can advertise the service please let us know.

Aim of the Project

Community Action:MK was invited by Milton Keynes Council to set up and run a pilot Community Car Service project in Milton Keynes, with support from South Northants Volunteer Bureau and Milton Keynes Council from April 2015. The aim of the Community Action:MK's Community Car Service is to provide safe and reliable transportation for vulnerable members of the community, in order to help them access a range of medical services or social care visits.

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Background

During the discussions with the communities of Simpson, Woughton Park, Old Woughton and Woolstone in 2014, regarding the no 18 bus service, questions were asked about the possible viability of a volunteer driver scheme which could take those who did not have access to a vehicle or were experiencing mobility issues, to medical appointments by car. The driver would wait, and then bring the passenger home. This is a model that is in place in many parts of the country including South Northants. It would service those people for whom Community Transport is either inaccessible or not flexible enough¹.

This idea was taken up by the group with MK Council and following further investigation and an open discussion at a meeting in June 2014 SNVB (South Northants Volunteer Bureau) were asked to submit a positioning paper outlining how it could help Community Action:MK (CA:MK) create and run a new volunteer car scheme. SNVB have run the Brackley Area Volunteer Car Scheme successfully for 16 years, and also provided consultancy services to Banbury CAB to start up a new scheme covering Bicester, Banbury and Kidlington.

Further info:

If you require any further information please contact Tracy Whitmore or Laura Jeffery at CCSMK@communityactionmk.org or telephone 01908 670309.

¹ Since the Community Transport service came back 'in-house' at MKC in September 2013, officers have evidence that it is unable to meet the needs of the people that may benefit for a VDS scheme

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