



**Boston Community  
Transport**



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## **Boston Big Local Funding report: Boston Community Transport**

### **Quarter 2: July - September 17**

Over the last 3 months Boston Community Transport has:

- Has developed a new website, which will be going live within the next few weeks.
- Increased driver and volunteer administration staff.
- Increased membership substantially.
- Re-branded
- Taken on a new part time Co-ordinator.

#### **Update:**

Boston Community Transport has now recruited a part time Co-ordinator, employed for 20 hours over 5 days per week, Monday to Friday.

Boston Community Transport have recruited a new Trustee, who brings a wealth of experience to the board.

We have also recruited 2 new drivers, due to commence volunteering very shortly.

As you can see Boston Community Transport have implemented the new logo and the website is very near completion and will be launched within the next few weeks. We are also working on bespoke membership packs for each customer. Boston Community Transport now also have a Facebook and Twitter page, this went live in September 2017 and will help to promote us and the work we do more widely.

From 1<sup>st</sup> November 2017 Boston Community Transport are moving forwards independently without the Service Level Agreement from Lincolnshire Community Voluntary Service. Without your valued and continued funding support we would not be able to operate this essential service.

#### **Service user feedback:**

Boston Community Transport's aim, working with BBL, is to reduce social isolation, quality of life and rurality. We feel that these comments reflect this achievement:

Mrs W – 'I called at short notice, needed a trip for the same day, without Boston Community Transport I wouldn't have made my appointment, they managed to arrange a driver for me, this is a wonderful service'

Mr B – 'Always so professional and helpful both on the phone and the drivers are super'

Mrs R – 'I am so pleased with the service you give and your drivers are so helpful, please keep up the good work'

Mrs A – 'Thank you so much for collecting my prescription, I would not have been able to have it otherwise'

Current feed back has been taken from the telephone and renewal forms.

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The Len Medlock Voluntary Centre, St George's Road, Boston, Lincs PE21 8YB

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Registered Office The Len Medlock Voluntary Centre, St George's Road, Boston, Lincs PE21 8YB



# Boston Community Transport



## Membership:

Our current membership currently stands at 229, a substantial increase from 146 at the beginning of 2017. We are now operating longer hours, therefore reaching out to a wider audience with more availability.

Many Boston Community Transport members are resident in the following Boston Big Local postcodes (please note the substantial increase in postcodes since the last report).

PE21 6EH	PE21 6JF	PE21 6JG	PE21 6JN	PE21 6JU	PE21 6NS	PE21 6NW	PE21 6PA
PE21 6QY	PE21 6RY	PE21 6SS					
PE21 8BA	PE21 8AX	PE21 8BN	PE21 8BZ	PE21 8DA	PE21 8DL	PE21 8DP	PE21 8DU
PE21 8EG	PE21 8EU	PE21 8EY	PE21 8GH	PE21 8JG	PE21 8NN	PE21 8TG	PE21 8UE
PE21 8PA	PE21 8YB						

## Trends and Evaluation of the Scheme:-

We are increasing membership gradually, within the BBL area and also further afield.

49 journeys within the BBL catchment area were carried out in July, 57 in August and 71 in September, showing an increase month on month, also reflected in the increase in postcode areas (shown above).

NSL has disbanded and through word of mouth, from volunteers, users and staff we have managed to increase our members due to this. Previous NSL customers now using Boston Community Transport have stated what a professional service we offer, much better than hospital transport as we do not keep them waiting for hours.

We are still focussing on continued development of marketing to promote Boston Community Transport and its benefits to local people, including BBL residents within the area.

Journeys to further afield are increasing in frequency – with transport to Nottingham, Leicester, Derby and Peterborough becoming more of a weekly occurrence.

Over 90% of our journeys are still health related, but with more publicity and awareness of the essential service we provide we are starting to increase alternative journeys, such a social clubs, hairdressers, shops and Boston College.

Angela Gould  
BCT Car Scheme Coordinator  
30<sup>th</sup> September 2017

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