



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

### **Quarter 2: October-December 17**

Over the last 3 months Boston Community Transport has:

- Has launched our new website, which we have already had lots of visits to and enquiries from – [www.bostonct.org.uk](http://www.bostonct.org.uk) – please take a look, we would appreciate your feedback.
- Finalised and printed new marketing materials including DL flyers, posters, pens and keyrings.
- Started a distribution program for marketing materials.
- Has developed a work program for the next 2 years.
- Increased drivers to 11.
- Looked to increasing the part time hours of the new co-ordinator in the New Year.

### **Update:**

On the 1<sup>st</sup> November 2017 Boston Community Transport moved offices, still within the Len Medlock Centre, now occupying 2 offices with space for more volunteers.

With the implementation of new 3 new drivers we have been able to widen our availability. In the past week Boston Community Transport have also interviewed two further drivers due to start in the New Year, taking us to 12 drivers in total.

The new website has been a huge success with some very positive feedback, we have also received many enquiries through the online form.

New membership packs are being put together for each customer, new and existing, to include a pen, keyring, membership card and details of the scheme.

### **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 P – 'You provide such a wonderful service, you really do. I can't speak highly enough of you'

Mrs DP – 'I always have the same 2 drivers, they are such lovely gentlemen, I recommended you to everyone in my warden assisted village'

Mrs C – 'You're new young lady driver is so kind'

Mrs L – 'I am new to the scheme and I have used you 3 times, each one has been truly wonderful, thank you'

Current feed back has been taken telephone comments.

### **Membership:**

Our current membership currently stands at 241, an increase of 12 in the last 3 months, with many pending forms due back.

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

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# Boston Community Transport



Many Boston Community Transport members are resident in the following Boston Big Local postcodes. (those not in bold are new postcodes to the scheme).

<b>PE21 6EH</b>	<b>PE21 6JF</b>	<b>PE21 6JG</b>	<b>PE21 6JN</b>	<b>PE21 6JU</b>	<b>PE21 6NS</b>	<b>PE21 6NW</b>	<b>PE21 6PA</b>
<b>PE21 6QY</b>	<b>PE21 6RY</b>	<b>PE21 6SS</b>	PE21 6DX	PE21 6JL	PE21 6JJ		
<b>PE21 8BA</b>	<b>PE21 8AX</b>	<b>PE21 8BN</b>	<b>PE21 8BZ</b>	<b>PE21 8DA</b>	<b>PE21 8DL</b>	<b>PE21 8DP</b>	<b>PE21 8DU</b>
<b>PE21 8EG</b>	<b>PE21 8EU</b>	<b>PE21 8EY</b>	<b>PE21 8GH</b>	<b>PE21 8JG</b>	<b>PE21 8NN</b>	<b>PE21 8TG</b>	<b>PE21 8UE</b>
<b>PE21 8PA</b>	<b>PE21 8YB</b>	PE21 8AJ	PE21 8BY	PE21 8EL	PE21 8HJ	PE21 8HY	PE21 8JN
PE21 8JQ	PE21 8PD						

## Trends and Evaluation of the Scheme:-

71 journeys within the BBL catchment area were carried out in October, 74 in November and 56\* in December, showing a large increase month on month (\*report carried out 13<sup>th</sup> December, December figures taken as read on that day to include future bookings already made, may well be a further increase).

With our new marketing material now printed a huge promotional drive will take place in the New Year, focussing on continued development within Boston and including BBL residents within the area.

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.

We are looking to recruit more administration volunteers in the new year.

We would like to take this opportunity to express our continued appreciation of your support of Boston Community Transport in 2017 and we look forward to working with you again in 2018.

Merry Christmas and a Happy New Year.

Angela Gould  
BCT Car Scheme Coordinator  
13<sup>th</sup> December 2017

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