

4. Transport option to address the customer's needs

The Community Car Scheme is the best option for Mrs G because:

- The regular driver is familiar with her needs and can offer her as much help as she needs at the time
- The charge is reasonable
- The journey is easily booked through the co-ordinator
- Mrs G can feel relaxed about her journey and enjoy her weekly shopping trips.

5. How can the customer access or book this transport?

Mrs G would contact her local community car scheme. A co-ordinator would take her details and arrange suitable transport which meets her needs. Mrs G will be informed of the approximate cost at the time of booking.

The transport has to be arranged in advance.

There are many Community Car Schemes covering the whole of Fenland. To find details of one in your area call our Community Transport Officer on 0345 0451 151 (lo-call) or download a leaflet at:

www.fenland.gov.uk/article/2715/Community-Car-Schemes

Leaflets can also be found in the Fenland @ your service shops, GP surgeries, leisure centres and libraries. Alternatively phone 01354 654321 and we can post you the relevant information.

6. Other Transport Options

For details of other transport options that are available in Fenland you can pick up a copy of the Fenland Transport Directory from any of our Fenland @ your service shops.



Fenland District Council, Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ

Getting from A to B

Making essential journeys without a car



Case study 2 - Shopping trips for someone with mobility difficulties and impaired sight and hearing



Cambridgeshire
County Council



Fenland District Council



This leaflet forms part of a series of case studies which aim to give information on a variety of transport related situations.

This case study focuses on the transport requirements of someone who has mobility difficulties combined with impaired sight and hearing. Shopping is an essential part of daily life and the aim of this case study is to address the needs of people in this situation.

Cover photograph is for illustrative purposes only

1. Introducing Mrs G

Mrs G is an elderly lady who values her independence and likes to do her own shopping. She does not have any family living nearby or friends who could accompany her. She uses a walking stick and suffers from poor eyesight. Her hearing is also impaired and she struggles to communicate even though she wears a hearing aid.

2. Understanding the needs for Mrs G

The specific needs and challenges for Mrs G are:

- Help to get in and out of a vehicle.
- Help to do her shopping - to select and reach items on the shelf as she cannot distinguish between packaging or read labels, nor reach for items on high shelves.
- Help to communicate with staff at the checkout and delicatessen as she is unable to hear people.
- Consistency – the same driver who understands her needs.
- Assistance with carrying shopping to and from the vehicle.

3. Current transport options and their suitability

The specific issues for Mrs G in respect of each transport option are:	
Options	Comments
Bus	<ul style="list-style-type: none"> • Difficulty getting on and off buses if they do not have a low floor • Mrs G would need help with carrying her shopping • Mrs G needs assistance reading timetables to travel on the bus
Taxi	<ul style="list-style-type: none"> • Mrs G needs assistance around the supermarket. The taxi driver is unable to provide this service • Different driver for each journey • Mrs G will need to arrange a separate journey home
Dial A Ride	<ul style="list-style-type: none"> • The driver would be unable to help her around the supermarket • The length of time before the bus return journey would be too long for Mrs G
Community Car Scheme	<ul style="list-style-type: none"> • The driver would help Mrs G around the supermarket and would carry her shopping • A reasonable charge would be made for use of the scheme • Mrs G would be able to have the same driver most of the time
Dial A Car	<ul style="list-style-type: none"> • More expensive than the car scheme • The driver would not be able to offer assistance around the supermarket although they would carry her shopping