

Altens Community Centre – Social Transport Case Study

Background

Altens Community Centre applied to the social transport project as they were experiencing issues in getting older people to the centre. They have a friendship group for older people and a Bingo Group on a Thursday. The numbers in both of these groups were dwindling.

The manager of the community centre resorted to picking people up in his own car to take them to groups; this was preventing him from fulfilling his duties as a manager and was not a sustainable solution. Apparently it has been difficult “getting people into the centre”. The area was described as “a forgotten place for older people” so any activities are essential to the older community.

Assessment

Buchan Dial-a-Bus provides transport for both the Tuesday friendship group and the Thursday Bingo groups.

On a Wednesday people in the area are collected from their homes in the surrounding area to visit a supermarket so that they can shop for a substantial amount of groceries to last them over a week. These people are housebound or have poor mobility. This allows them to retain some independence through doing their own shopping and engage with society and their peers.

Conclusion

The service has proven popular in the colder months. With the potential of footpaths being icy underfoot, many older people don't like to leave the house.

Attendance to both the Tuesday Group and the supermarket trip has doubled. Attendance to the Bingo Group has remained consistent.

Feedback

They feel safe
and happy using
the service

If it wasn't for the bus
and support from friends
I'd definitely be stuck at
home

I would go hungry
without transport
to the shops

It's the only
outing we get.
We appreciate it.

It's breathed new
life into the
centre