

Driving Force



**The new voluntary car driver service
for Harrogate, Knaresborough and the
surrounding villages**

What is 'Driving Force'?

- NYCC funded voluntary car driver service providing door-to-door transport for non urgent trips
- Open to Harrogate residents without own transport and unable to access public transport due to mobility or location
- Assists with journeys to:
 - Medical appointments , GP, hospital, dentist, opticians, podiatrists etc.
 - Welfare – day centres, lunch clubs etc.
 - Essential- shops, banks post office etc.
 - Social – visiting friends and relatives, hairdressers etc.
- Part of the Harrogate Easier Living Project suite of services(HELP) and complements our existing voluntary car driver services in Ripon and Boroughbridge

What is the demand?

- 85% of referral organisations have identified patients and clients who are struggling with transport, whilst 91% of end users say they sometime struggle with transport.
- 90% of respondees said that demand had risen in recent years due to:
 - Disability
 - Cost
 - No accessible transport services in area
 - Ageing population
- 95% of our Opening Doors clients would like to get out more
- 'Transport' and 'ill health' are cited as the biggest barriers to do so.

How it works

- Phone request service. Service scheduler matches available driver with passenger.
- 48 hours notice required
- Driver takes to destination. Either waits or returns at agreed time.
- Client pays driver £0.45 per mile to cover expenses plus £1 booking fee toward scheduling service



What referring organisations said:

"There appears to be so much need out there"

"This meets a real need... people would go out more if they had a reliable transport service."

"I think this would reduce healthcare inequalities and social isolation for service users who struggle with transport issues. Since the demise of the Little Red Bus, I have noticed a real increase in service users who cannot afford taxis struggling to get out in the community: This has a detrimental impact in their physical and mental health."

"I do hope your scheme can help us when we lose our minibus"

"There is clearly a link between social isolation and cuts in transport"

"Desperately needed. Transport is a major barrier, preventing people from joining social activities"

What potential scheme users said:

“The last bus
back is at
1.45 pm”

“Taxi drivers
make a fortune
now that the
Little Red Bus is
no longer there”

“FOR NOW, I’M JUST
ABOUT ABLE TO WALK THE
1.5 MILES TO ACCESS THE
LOCAL BUS. OTHER
PEOPLE IN THE VILLAGE
CAN’T DO THIS THOUGH”

*“The main problem is simply the
difficulty of getting from home to
where you want to be.”*

Making people happy



Concrete benefits

- Reduced cost
- Able to get to appointments
- Trusted service with DBS checked drivers

Additional benefits

- Support to remain living independently
- Social contact with drivers
- Passengers able to participate in community based events
- Reduced feeling of anxiety
- Reduced social isolation

Volunteer benefits

- Satisfaction of helping local people
- An opportunity to meet new people
- A chance to give something back to the local community
- An opportunity see more of the District.

- Speaker Jane Lishman – volunteer driver and befriender for HELP.

To find out more about
Driving Force, please contact
us on:

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help@harcvs.org.uk

<http://www.harcvs.org.uk/Driving+Force>

Thank you

