

COVID-19 RESPONSE UPDATE



INTRODUCTION

When COVID-19 started Community Transport Glasgow (CTG) there was uncertainty around existing funding as services were suspended and the very future of CTG was at risk.

However, it was important to the Board and Staff, that as a Charity, CTG worked to establish what it could do to support the local communities of Glasgow at a time of crisis.

We knew we had a number of resources at our disposal and we wanted to repurpose these and along with our transport delivery and logistic infrastructure, experience and skills to assist where we could.

Fortunately, CTG has been able to support a number of members and work in partnership with key Third Sector, Community and Statutory Organisations to provide support.

This report outlines CTG's response to COVID-19 to date.

Prepared by:
Graham Dunn
Community Transport Glasgow
1 July 2020

CTG SERVICES

A lot of CTG's services were suspended due to the demographics of the passengers we transport, 70% of our 75,000 passengers are older, disabled or have mobility issues, were not able to go out due to shielding.

However, we have continued to deliver a number of key services:

Transport Solutions:

- Community Bus Service in Drumchapel (CB2)
- NHS Lanarkshire Shuttle Bus
- NHS Greater Glasgow & Clyde Parkhead Shuttle
- SPT Subway Staff Shuttle Bus

NHS Transport Hub:

We continued to operate the Transport Hub for non-emergency patient and non-patient activity.

COVID-19 COMMUNITY RESPONSE

Over the last 3 months CTG has been able to respond to COVID-19 by re-focusing its transport resources to help our members, other third sector and community organisations and statutory partners.

Noted in this section is a summary of the work we have provided to date:

CTG Members

Individual Healthy Journey Members

The staff initially contacted 130 Healthy Journey Members. These Members make use of CTG's volunteer car scheme to access health appointments. All of these members are over the age of 65. The initial contact was to establish how they were and to see if any required assistance.

Although the majority do not require any assistance, they really appreciated us contacting them. Since the end of April to 1 July 2020 the key statistics are:

- 130 Members initially contacted
- 240 on-going follow up fortnightly calls to 80 Members
- 8 Weekly Shopping Deliveries to 1 member
- 3 Prescription pick-ups for 3 members
- 1 Hospital Appointment for 1 member

Group Members

The staff have been making fortnightly contact with the organisers of the Glasgow Clubs transport. The initial contact was to establish how they were and if they or their group members required any assistance.

Although the majority do not require assistance, they really appreciated us staying in contact with them. Since April to 1 July 2020 the key statistics are:

- 17 Group Members initially contacted
- 80 on-going follow up fortnightly calls to 16 Group Members
- Delivered 12 easter eggs to kids through Lightburn Harmony
- Worked in partnership with GESH to organise hot food deliveries to 1 group member

Key Workers Transport

Near the end of April 2020, we were approached by Crossreach, a Third Sector organisation who provide support to vulnerable people. They were looking for support for some care worker key staff who could not get to and from work due to lack of public transport. They required to get from the West End of Glasgow to a Care Home in Nitshill. This transport was provided up until the Key Worker moved jobs in the middle of May 2020.

In the middle of May we were asked by NHS Lanarkshire to transport a key worker to their work at Wishaw General for 2 days as they had broken their ankle.

Since the end of April to middle of May 2020 the key statistics were:

- 10 journeys for Care Home Key Worker to get work
- 2 journeys for NHS Key Worker to get to work

"I don't know how I would have got to work at this time without access to CTG's transport. It is also great to know that while I am able to work at this crucial time, I am doing it in a COVID-secure environment. The team and drivers at Community Transport Glasgow couldn't be more helpful."

Said the care worker on CTG being able to assist.

Glasgow City Council

CTG are working with Glasgow City Council (GCC) on a number of initiatives to assist them with COVID-19. This includes:

- Transport Service to take GCC key workers to the Airport assessment centre for COVID-19 testing
- 18 Pharmacy Deliveries for those shielding – commenced on 29 June 2020
- Weekly Delivery of 21 food packages to 17 homes to support the Sikh Community who are shielding – commenced on 27 June 2020

One o One Stores

On Monday, 22 June 2020 CTG started a new service in partnership with Glasgow City Council and the One o One stores. CTG's role is to co-ordinate, schedule and deliver the transport food deliveries.

This service is aimed at those who are in the COVID-19 shielding + group. This service will operate between Monday and Thursday. Those in the shielding + group can go online to the One o One Website and place a food order for next day delivery.

This will be available at 6 One o One stores throughout Glasgow, starting with a pilot at London Road.

- London Rd Store
- Polmadie Store
- Balmore Rd Store
- Drumry Store
- Springburn Store
- Gleddoch Store

Supporting Community Groups

In May we started to assist some groups in the delivery of food and care packages to their local community.

The key statistics are:

- 21 care package drop offs to homes – COJAC – covering Castlemilk, Muirend, Clarkston, Fernhill, Cambuslang, Rutherglen, Kingspark, Toryglen, Pollokshaws
- 10 food parcel drop offs to homes - Glasgow North East Community Hub – Everlasting Food Bank – covering the G33 postcode area
- 4 bulk food deliveries – Blackie Street Orange Lodge – to Salvation Army Food Bank, GCC Cleaning Yard, Scottish Fire & Rescue and Yorkhill Hospital Site – all within the G3 area

“CTG providing their transport to assist us to deliver care packages to our members in Castlemilk has been great as we were struggling to get the necessary transport resources to enable us to do these deliveries. The new electric buses are beautiful and much more reliable than the old diesel ones. The team and drivers at Community Transport Glasgow couldn't be more helpful.”

Said Marjorie Kerr from COJAC in Castlemilk

“CTG joined in as part of our delivery system about a month ago (May) and it's no exaggeration to say that the difference they have made has been fundamental. CTG's involvement has allowed us to double the amount of groups we are providing purchased and donated emergency food to and has also allowed groups who were not able to access free Fairshare food to have those deliveries taken care of. Not only are CTG vehicles very high quality and large with easy loading but Gerry and the other drivers are models of cheerfulness and flexibility and this has had an enormous impact on many of the staff at Glasgow Community Food Network and no doubt to the community groups too.”

Said Rebecca from Glasgow Community Food Network about CTG's impact

Anchor Organisation - Partnership Working

CTG has been working as an Anchor Organisation to support local community groups through the Scottish Government Supporting Communities Initiative. CTG was identified as a transport provider and the role was to develop partnerships with other Third, Community and Commercial Sectors to assist with transport and logistic challenges.

We are working in partnerships with:

Food for Good Programme

This programme is being led by Glasgow Community Food Network in partnership with Glasgow University and Fare Share. The programme is to uplift bulk food supplies and deliver them to a number of Community Groups, who in turn, deliver food packages to hundreds of homes throughout their local area each week.

CTG picks up bulk food orders from wholesalers (Fare Share for general food, Warbartons bakery for bread and Glasgow University for fresh fruit and veg) and delivers it to the Community Groups.

“In terms of the FareShare deliveries, prior to having support from CTG, we were only able to collect deliveries for one project and even doing this often required last minute volunteer drivers having to make two visits to the depot. Using CTG for FareShare means that fewer people and vehicles need to go to the FareShare depot, reducing the risk of transmitting COVID-19. The impact for community food projects is huge, having a delivery rather than picking up themselves either frees up a driver and vehicle to take deliveries of food to vulnerable households or, in many cases, is the only way the project can get a FareShare delivery. CTG have also been extremely helpful in providing ad hoc support to projects who need delivery drivers. Overall, it has been an absolute delight to work with the team and they have been a huge asset to the work of Food for Good Glasgow.”

Said Catriona from the Food for Good Programme Glasgow

The key statistics from 25 May 2020 when we commenced our support up until 1 July 2020 are:

- 37 bulk food pick ups from wholesalers - Fare Share, Warbartons and Glasgow University
- 116 bulk food deliveries to community organisations
- 15 community organisations benefiting across Glasgow:
 - Guilded Lily
 - PEEK
 - Netherholm Community Food Hub
 - Everlasting Foodbank
 - Crookston Community Group
 - House of Bread
 - Queenspark
 - Empower Women for Change
 - Glasgow Mutual Aid
 - Launch Foods, Finnieston
 - Sikh Foodbank
 - High School of Glasgow
 - Soulfood Sisters
 - Pyrimid
 - Church of the Nazarene

Some feedback from the Community Groups:

“The Everlasting Foodbank would like to thank CTG for all the deliveries you have collected on our behalf from Fareshare. It has been a great help to the foodbank as we have had to introduce new services as a result of the COVID-19 pandemic and getting help from CTG to transport food has been a life saver for us. We very much appreciate all your help”

“The team from Crookston Community Group would like to say a big thank you to Gerry and the great team at CTG for all the hard work you guys do. Working in partnership with yourself and team is benefiting Crookston community group to provide over 500 +fresh food parcels across Glasgow on a daily basis to people who have lost their job or on low income plus homeless units and vulnerable people e.g. isolating , elderly” Mohammed, Project Manager

Brunswick Centre, Maryhill

CTG are assisting the Brunswick Centre in Maryhill with transport provision to deliver packages to the G21 area in North of Glasgow

The key statistics, from starting to work in partnership with Brunswick on 8 June 2020 up until 1 July 2020, are:

- Delivered 655 activity packs to 394 homes
- Delivered 534 food packs to 510 homes
- 6 wholesale bulk food pick up/drop offs

This is still in the early stages and it is expected that over the coming weeks the deliveries will continue to grow.

Supporting Renfrewshire – Ferguslie Park

At the end of March 2020 as COVID-19 began, CTG were approached by the Tannahill Centre in Ferguslie Park, Paisley to see if they could hire a vehicle. They were organising food deliveries but did not have a vehicle to deliver them.

CTG have provided them with a vehicle free of charge and it is not only being used to deliver food during the day but is being used to entertain the local community in the evening as the Bingo Bus, As highlighted on the BBC Scotland News in the below twitter link:

<https://twitter.com/i/status/1270346490653876230>



CTG Vehicle being used in Ferguslie Park as the Bingo Bus

NHS Lanarkshire Transport Hub – COVID Assistance

As well as providing the on-going co-ordination of non-emergency patient and non-patient journeys for NHS Lanarkshire through CTG's Transport Hub, CTG has been able to assist the NHS with their response to COVID-19. This included:

- Delivering a transport service based at Hairmyres Hospital since April 2020
- Provided the co-ordination and booking of transport for patients to attend the NHS Lanarkshire COVID Assessment Centres
- Provided an additional ad hoc vehicle free of charge to assist with transport provision

The key statistics of the additional support CTG provided in April, May and June 2020 is as follows:

- Over 300 journeys carried out at Hairmyres Hospital – using CTG's new fully electric people carrier
- 270 patients booked and transported to COVID-19 Assessment Centres for testing
- Additional 100+ journeys provided free of charge in April & May – using CTG's new fully electric Orion E bus

"We're extremely grateful to CTG for offering additional and safe transport options at this time. The assistance has ensured that we are in a position to provide both patient and non-patient transport at this vital time and I can't express enough how much this has helped maintain services to our local communities"

Said Graham Johnston, Head of Planning & Development, NHS Lanarkshire

CTG STAFF AND VOLUNTEERS

The fantastic response that CTG has been able to do in such a short timescale to assist our local communities during the COVID-19 crisis would not have been possible without the dedication, hard work, support and assistance of the Board, Staff and Volunteer Team.

The Board has enabled and allowed CTG to refocus our resources to assist local communities.

Great credit has to go to all the office staff, the drivers, the volunteers and those working from home on the transport hub.

NEW ELECTRIC FLEET

It cannot be underestimated the impact of having the new electric fleet during COVID-19. The 7 vehicles, 5 Orion E buses and 2 people carriers, that have been funded through the fantastic support of SP Energy Network Green Economy Fund.

Without the space, reliability, and low running costs of these vehicles it would have been more of a challenge, if not impossible, for CTG to provide the response it has.

"Community Transport Glasgow is doing outstanding work across Glasgow and surrounding areas to ensure NHS workers and patients have the transport services they need. We're proud the funding from our Green Economy Fund has allowed the charity to provide essential transport for those working on the front line and those who are most vulnerable at this time."

Said Frank Mitchell, Chief Executive of SP Energy Networks
The links below provides a video and article from SPEN on the work of CTG:

<https://t.co/CYFDJWfYRo?amp=1>

<https://twitter.com/i/status/1262816369520885761>

OTHER SUPPORT OFFERED BY CTG

As well as registering on the GCVS Glasgow Help Directory, we have, throughout the COVID-19 crisis, approached a number of agencies to offer our assistance, including:

- Transport Scotland
- SPT
- First Glasgow
- NHS Greater Glasgow & Clyde Exercise Classes Patients - No support required
- Glasgow Homeless Charity
- East Dunbartonshire CVS

NEXT STEPS

Over the coming weeks CTG will continue with our support to the numerous organisations and individuals we are working with.

FUTURE BEYOND COVID-19 – RECOVERY

The Road Map Action Plan that has been developed outlines a strategic way forward for CTG beyond COVID-19.

A large part of this is to ensure that we #BuildBackBetter and we build on the new partnerships and relationships developed with our members and stakeholders. This will be developed through the new Social Community Connector Initiative.

However, discussions have already started with some partners see how we can develop strategic partnerships in the future.

Here are some of the images from our work:



Dylan delivering at the Sikh Foodbank



Dylan and Alex delivering to Everlasting Foodbank



Brunswick Wholesale Bulk Pick up



Glasgow University Fruit & Veg deliveries

SUMMARY

CTG's response to COVID-19 proves that Community Transport is about more than transport and being seen as "just another transport provider". Up until 1 July 2020 we have:

- Made 467 catch up calls with our individual and group members
- Provided 12 journeys to get key workers to work
- Delivered 1,240 care, food and activity packages to 935 homes
- Picked up 43 wholesale bulk food orders
- Delivered 120 bulk food drop offs to 20 community organisations throughout Glasgow – leading to 1,000s of food packages delivered to homes each week
- Worked in partnership with 12 key stakeholders
- Enabled food packages and entertainment in Ferguslie Park, Paisley
- Worked across a number of areas throughout Glasgow and the surrounding area
- Assisted NHS Lanarkshire with the non-emergency and COVID-19 transport co-ordination and delivery