

#### 4. Transport option to address the customer's needs

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

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

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

Mr G would contact his local community car scheme. A co-ordinator would take his details and arrange suitable transport which meets his needs. Mr 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 0451151 (lo-call) or download a leaflet at:  
[www.fenland.gov.uk/article/2715/Community-Car-Schemes](http://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



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.

**1. Introducing Mr G**

Mr G is an elderly gentleman who values his independence and likes to do his own shopping. He does not have any family living nearby or friends who could accompany him. He uses a walking stick and suffers from poor eyesight for which spectacles are not prescribed. His hearing is also impaired and he struggles to communicate even though he wears a hearing aid.

**2. Understanding the needs for Mr G**

The specific needs and challenges for Mr G are:

- Help to get in and out of a vehicle.
- Help to do his shopping - to select and reach items on the shelf as he 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 he is unable to hear people.
- Consistency – the same driver who understands his needs.
- Assistance with carrying shopping to and from the vehicle.

**3. Current transport options and their suitability**

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