

# COVID-19 RESPONSE UPDATE



## INTRODUCTION

When COVID-19 started Community Transport Glasgow (CTG) was working its way out of its financially fragile position with low reserves and constant pressure on cashflow. With the uncertainty around existing funding as services were suspended 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, 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 in the last six months.

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## 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 6 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 had previously made 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 the key statistics are:

- 130 Members initially contacted
- 320 follow up to 80 Members
- 12 Weekly Shopping Deliveries to 1 member
- 5 Prescription pick-ups for 5 members
- 2 Hospital Appointment for 2 member

### **Group Members**

The staff have been keeping in regular 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 did not require assistance, they really appreciated us staying in contact with them. Since April 2020 the key statistics are:

- 17 Group Members initially contacted
- 128 on-going follow up 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 approach by Crossreach, a Third Sector organisation who provide support to vulnerable people. They were looking for support for a 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 William Wood 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.

From 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 has been 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
- 300 Pharmacy Deliveries across Glasgow for those shielding – since end of June 2020
- Delivery of 109 food packages to 89 homes to support the Sikh Community who are shielding – throughout July 2020

### **One o One Stores**

At the end of June 2020 CTG partnered with Glasgow City Council and the One o One stores to co-ordinate, schedule and deliver the transport food deliveries.

This service was aimed at those who were in the COVID-19 shielding + group. This service was to operate between Monday and Thursday. Those in the shielding + group could go online to the One o One website and place a food order for next day delivery.

### **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:

- 42 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 in 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**

We were able to secure funding from the Scottish Government Supporting Communities Fund. This funding was not open to everyone but was targeted at Third Sector Organisations who were identified as Anchor Organisations. 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 and have been working with two partnerships:

#### **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

Since late May 2020 up until 14 September 2020 the key statistics are:

- 87 bulk food pick ups from wholesalers - Fare Share, Warbartons and Glasgow University
- 269 bulk food deliveries to community organisations
- 16 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
  - Shettleston Old Parish Church

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**

In June and July 2020, CTG assisted the Brunswick Centre in Maryhill with transport provision to deliver packages throughout the G21 area in North of Glasgow

The key statistics are:

- Delivered 655 activity packs to 394 homes
- Delivered 1,233 food packs to 1,209 homes
- 6 wholesale bulk food pick up/drop offs

### **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.

For the last 6 months, 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 and pick up/drop off test kits at Care Homes
- Provided an additional ad hoc vehicle free of charge to assist with transport provision
- Providing additional transport resources to assist with transport to the COVID Assessment Centres and Care Home Test Kits

The key statistics of the additional support CTG provided from April to August 2020 is as follows:

- 643 journeys carried out at Hairmyres Hospital – using CTG's new fully electric people carrier
- 421 patients booked and transported to COVID-19 Assessment Centres for testing
- 364 Care Home Test Kit pick up/drop offs since June
- Additional 100+ journeys provided free of charge in April, May and June – 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.

However, unfortunately due to either shielding or not having any work, a number of staff have had to be furloughed through no fault of their own. Thanks has to go to them for their patience and understanding at this time.

## **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

## POST LOCKDOWN SUPPORT

As well as on-going support to our communities and key partners outlined above, as the Country gradually came out of lockdown at the end of July CTG wanted to see how it could assist our local communities and support Third Sector Organisations as they transitioned.

The additional support we have been providing since end of July 2020 is as follows:

### **Partick Thistle Community Trust**

As part of the Community Trust's continued support to their local community they wanted to move away from delivering food to homes and start to offer a hot food service at the Stadium 3 days a week.

CTG has support the Community Trust by providing the transport to get people (G20, G21, G22) to and from the Stadium. Since the last week in August we have:

- Transported 179 passengers to the Stadium
- Totalling 358 journeys

### **Lambhill Stables**

Lambhill Stables have been providing a fantastic food delivery service to their local community throughout COVID-19.

However, with a number of volunteers returning to work they had reduced capacity to deliver the food and approached CTG to see if they could assist.

Since the middle of August 2020, we have:

- Delivered 91 food packs in the G20, G21 and G22 area

### **Glasgow Helps/GCVS**

We were approached by Glasgow City Council to see if we would be able to assist in the delivery of any emergency food parcels to vulnerable residents who have been shielding.

Since the end of August 2020, working with the Glasgow Helps/GCVS, we have delivered 3 emergency food parcels.

### **Ruchazie Food Pantry**

With the Food Pantry opening soon we are in discussions to see how we can develop and pilot a transport solution to enable their members to get to and from the Pantry.

## ASSISTING COMMUNITIES WITH RECOVERY

Building on the work and new partnerships and relationships developed as part of CTG's COVID-19 Response we are looking to develop a **Social Community Connector Recovery Project** that will aim to ensure we **#BuildBackBetter**.

The aims of the Social Community Connector Recovery Project will be to:

- Enable Post COVID-19 safe travel options for communities, building up their confidence in using public transport
- Reduce Social Isolation and Loneliness.
- Develop employment opportunities leading to the development of a Transport Employability Pathway.
- Reduce CO2 emissions through better co-ordination of food transport logistics and delivery, including making use of electric vans.

The Project will focus on three key areas:

- Food Transport Co-ordination and Delivery
- Provide Transport Solutions
- Transport Employability Pathways Programme

## FUTURE BEYOND COVID-19 – CTG RECOVERY

As the country comes in and out of lockdown over the coming months, and until there is a vaccine for COVID-19, there will be restrictions and limitations in what services CTG might be able to provide in terms of passenger transport provision.

Therefore, it is vital for the on-going sustainability of CTG in the recovery phase of COVID-19 we look to continue to re-focus and diversify our services.

As well as the Social Community Connector Project, we have developed a Road Map Action Plan that outlines a strategic way forward for CTG beyond COVID-19.

This includes continuing to build our social enterprise model, look at diversifying our services to encompass an holistic transport provision approach and building on Community Bus service experience, look to introduce more Community Bus services in local communities where public transport has been reduced that could act as a Hub and Spoke or first and last mile service.

Here are some of the images from our work:



*Dylan delivering at the Sikh Foodbank*



*Brunswick Wholesale Bulk Pick up*



*Dylan and Alex delivering to Everlasting Foodbank*



*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". In the last 6 months we have:

- Made 595 catch up calls with our individual and group members
- Provided 12 journeys to get key workers to work
- Delivered 2,168 care, food and activity packages to 1,860 homes
- Picked up 97 wholesale bulk food orders
- Delivered 279 bulk food drop offs to 21 community organisations throughout Glasgow – leading to 1,000s of food packages delivered to homes each week
- Carried out 305 pharmacy deliveries throughout Glasgow since July 2020
- 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.