

## Staff update 16<sup>th</sup> July 2020

### 1. Current work:

NEPT (Non-Emergency Patient Transport) X 3 vehicles until end of Aug  
Staines Heath Centre Clinic (every Wednesday, numbers transported increasing)  
Food bank collections (every Monday)  
Town Centre Buggy  
Emergency Food Box deliveries  
Grass Roots (Horticultural project for the disabled)  
Home to school transport

**Please note: There is currently no date for Surrey Choices to return.**

### 2. Potential work in the pipeline:

New work:

Taking elderly or frail people into Hubs for blood tests. Ashford, Walton, and Woking.

Mobile Flu jabs for homeless people. (Number of vehicles required not known)

Other health care work.

More home to school transport – may need staff to amend work contracts, term time only.

Returning work:

Surrey Choices – likely to be a gradual return with only some centres opening initially.

Hospital Hub Work – as per Surrey Choices.

### 3. Plans for the School Summer Holidays:

Two weeks annual leave – Leave to be scheduled by Colin, depending on requirement.

Leave may be split depending on demand i.e. 1 week at the beginning of Aug and 1 week at the end of Aug.

Up to 4 weeks on standby – This is to cover the remaining school holiday period. Standby means that you are up dressed in WCT uniform and awaiting a phone call. You are to remain on standby throughout your normal working period. Failure to respond to a callout when on standby will be treated as a discipline matter. Your work day may be condensed so that you are only on standby for a full morning or afternoon.

All staff are to receive 100% of pay for the 6 week period.

Throughout the pandemic many of the most vulnerable members of our community have found it extremely difficult to get out. This may have been due to shielding, reduced mobility, or not having the means to travel.

Woking Community Transport has been providing dial-a-ride, and other transport services throughout Woking Borough and beyond for almost 30 years. We recognise the difficulty many of our dial-a-ride members will have in getting to hospital appointments, shopping, and those long-awaited hair appointments. Therefore, to support dial-a-ride members and the local economy, we will be offering a free dial-a-ride service throughout August and September, and if our finances permit, our intention is to then continue this free service until the end of the year.

If asked to work on dial-a-ride, you will only transport one passenger at a time, and there will be no requirement to collect fares.

Dial-a-ride members will still need to book transport in advance, and we are happy to welcome new members provided they meet the service requirements. It is hoped that this safe and completely free door to door service, will help those in our community who struggle to get out due to reduced mobility, age, or disability. The free Dial-a-ride service is to commence from 1<sup>st</sup> Aug for two months, and then reviewed with an intention to run free until the end of the year.

With the above in place, it is hoped that there will be an increased demand for the dial-a-ride service, and we will deploy as many vehicles as possible to meet this demand. This could mean that a driver who normally works 2 hours in the morning and 2 hours in the afternoon on a Surrey Choices route, may be asked to take a dial-a-ride member to Ashford hospital in the morning and a local dial-a-ride journey in the afternoon.

4. We (WCT) will do all we can to ensure all staff are kept employed, however, we will need our staff to be flexible, in both your approach to work, and the work you are asked to undertake.

#### Other updates:

1. EV's update/charging points – Charging points at Moorcroft are in place and operational. The two EV's on order are just awaiting vehicles testing by DVLA (no date currently given). There is a strong possibility of WCT receiving an additional ten EV's via a government grant, which we have applied for through Surrey County Council (SCC). If successful, the vehicles will be ordered before the end of this year.
2. Diesel vehicle update – the last diesel vehicle, which we were due to receive before 31<sup>st</sup> March 2020, has been completed, and we are expecting to receive the vehicle in the coming weeks. Should we receive the EV's (as above), it is hoped that this will be the last new diesel vehicle we purchase, as we move towards a fully electric fleet.
3. Parking staff cars/Lakers site – We have lost the use of the Old Woking Club for parking, and building work on the restaurant next door to Moorcroft will soon commence, which will mean you will no longer be able to park there. We have signed a new lease for the Lakers site and will begin to move vehicles to this site from next week. The site has high quality security cameras, and lighting, and you will be able to leave your cars on site when collecting a vehicle. Please do not park your cars within the Moorcroft carpark.
4. Maintaining standards – Our professionalism over the years has been recognised by SCC, WBC and the NHS, as well as many other charity and not-for-profit organisations. It only takes a couple of bad occurrences to damage this reputation. Although many of you will be working remotely, I would remind you to uphold the standards of WCT. Please ensure that

uniform (including shoes) are worn at all times when at work, and that you conduct yourselves in a professional manner at all times. Should you use social media, please refrain from posting any content (which could be linked to WCT), that could be considered as offensive, or racist in nature.

These clearly are challenging times for the whole country, and we have no way of knowing what the future will bring, a second wave? A vaccine? A return to normal? However, we will try to plan for multiple scenarios, and we are in a strong position to come through this crisis better than when we entered it.

Thank you all for your support.

Best regards

Guy