

What we have implemented during the pandemic –

- Cashless payments on board all buses and for Shopmobility customers, supporting our older and disabled customers to feel safe about making digital payments
- Card payments on booking for Community Cars on the phone to reduce the need for invoicing
- PPE for all staff and volunteers in the building, on the buses and in Community Cars
- Automatic hand sanitizer stations for staff, volunteers and customers
- Safety screening on the buses and in the office where people work in close proximity and around the reception area
- Social distancing rules in place on board buses, passengers in the back seats of cars only
- Shopmobility was serviced outside of the building in our undercover private car park to minimise the risk
- Our cleaning regime increased and new ways of hygiene implemented
- A plethora of risk assessments and continual monitoring of Government and Local Authority Rules and Transport regulations that govern our work
- Plymouth City Council offered early vaccinations to staff in recognition of our essential service and essential worker status

Changes to our services and business during the pandemic –

- Staff working from home in the first lockdown under great pressure and uncertainty working tirelessly with each new phase of lockdown or restrictions
- We were acutely aware of the personal anxiety and impact of the pandemic on our staff and volunteers with some people being in the extremely vulnerable category, this meant unfortunately many of our volunteers have not returned to help us which is a massive loss to our teams
- Shopmobility staff continued to maintain the fleet of scooters and powerchairs until reopening
- All staff took a voluntary pay decrease for 5 months to support the Charity in the hardest financial period of its lifetime
- Plymouth City Council continued to support us to financially and we spent considerable time securing additional Covid operational funding
- With the focus on securing funding for the additional costs of the pandemic and to fill in gaps of missing income alongside the huge task of understanding a new business model we adjusted job descriptions to make sure we could meet the ever changing needs of the pandemic
- We implemented a new pricing structure for Dial a Ride travel to make things simpler and to minimise contact of cash handling on board

- We provided regular fun and informative newsletters and other updates to our customers, with great feedback
- To support the roll out of the vaccination programme we secured additional funding to help as many older people in Plymouth to get their double jabs with the help of our volunteer driven Community Car service

The crisis is not over. We will continue to monitor regulations and implement changes where required. We will continue to listen to the needs of customers and balance this with the most recent safety and scientific advice, to keep everyone safe while running an essential service for older and disabled people in Plymouth.

Charity no 1143569