



Getabout Access Scheme





What is Getabout?

An access scheme for people who have difficulty getting around Northumberland, funded by Northumberland County Council.

Two parts:

- Community Development carried out by Community Action Northumberland & Northumberland County Council
- Service delivered by Adapt (North East)

This presentation focuses on the service delivery.



Service Aims

- To ensure people in need of support with transport are able to access existing services.
- To address gaps in service to enable people to make essential journeys eg to attend health appointments.
- To gather information about type and level of unmet need.



Who can use Getabout?

People who have no public transport available to them and:

- do not drive, either because they are too young, have never driven or are no longer able to; or
- have no access or limited access to a car as it is not affordable or not there during the day; or
- have a mobility difficulty which prevents them from using public transport.



Getabout Telephone Helpline

Callers can speak to experienced advisors who help them to find the most appropriate way of solving their transport problems

Solutions could include:

- Information about existing public transport services, taxi operators etc for those able to make their own way.
- Signposting those with higher levels of need to more specialist services eg community transport, shared affordable taxi services, local lift shares etc.



Partnership Working

Essential - Partners provide us with information, help promote Getabout, accept referrals and work with us to address gaps in service.

- County Council – Public & Community Transport & Taxi Licensing
- Health - PALS, (Patient Advice and Liaison Service)
- larger Community Transport Providers eg NEED, Red Cross, WATbus
- Services for specific user groups eg Age UK, Northumberland County Blind Association
- Local community schemes: eg Bell View, Upper Coquetdale Community Transport, Upper Coquetdale Churches Together





Getabout Volunteer Drivers

Where no existing service is available to enable a caller to undertake an essential journey, Getabout may be able to provide a volunteer driver who:

- Uses their own cars to offer a lift
- Has undergone appropriate checks eg DBS, current licence, appropriate insurance
- Been given appropriate training.



What we have achieved so far

Since April 2016, we have received 123 enquiries:

- 76 people were signposted to service providers including: Community Transport operators, Other Car schemes, Public transport, Taxi services, NEAS, Own solution.
- 20 people were supported to become eligible for Patient Transport.
- 27 people were provided transport by Getabout.



What people told us:

- “Thank you for all your help and friendliness. I am expecting my husband home tomorrow and now have my family here for support. Wishing you well.”
- “Thank you for all your support and help with this it is a lot of worry off my mind and please pass on my thanks PALS also.”
- “Thank you for helping me through this.”
- “Thank you for helping me with this, please pass on my thanks to PALS too – A big thank you from Craster.”
- “Excellent service, thank you. The driver was very careful and considerate.”



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