

Social Impact Report on New Passengers 2013

Norwich Door to Door delivers a specialist minibus transport service to severely disabled and mobility impaired adults and children living in Greater Norwich who are unable to use public transport.

In order to assess the effect the charity has on the new passengers joining the service, we have put together a social impact report to understand and demonstrate the ways in which to what degree the existence of the organisation influences their lives.

From January 2013 to the end of July, we had **65** new passengers join our service. The wellbeing of all passengers was initially assessed during a risk assessment before they joined. We have conducted a follow up social impact survey with a sample of our new members. In the follow up survey they were interviewed for 5 – 10 minutes on a range of questions to discern how their lives had improved since joining Door to Door.

PRIOR TO USING THE SERVICE:

44%

Of passengers reported
**not having much
confidence**

52%

of passengers
reported **feeling
very isolated**

60%

of passengers reported
**only seeing friends and
family rarely.**

70%

of passengers reported
**not having much
involvement in the
local community**

Before joining Norwich Door to Door **43%** passengers relied on a relative for their transport needs, **30%** took a taxi, **17%** had been able to use buses, **13%** had been able to drive a car, **8%** relied on a carer, **8%** relied on friends, **4%** used ambulance for health appointments.

Results show that Norwich Door to Door clearly has a far-reaching and widespread positive influence on the lives of our passengers.

AFTER JOINING THE SERVICE (3—5 MONTHS)

KEY FINDINGS:

70 % are fully satisfied with the service

100% said they would recommend the service to a friend

USE OF THE SERVICE:

52% of passengers use the service at least once a week.

The most popular use of the service was for healthcare needs (**43.48%**), followed by shopping (**39.13%**), then luncheon clubs and day centres (**both 26.09%**)

74%

Of passengers reported that
their **level of access to goods,
services and healthcare** had
improved.

65%

Of passengers felt that
their **independence** had
improved.

61%

Of passengers felt they
had **more control over**
their own lives.

48%

Of passengers felt their
feelings of isolation had
improved.

User Comments:

“I made a new life and new friend’s when I joined ... my life began again at 81 with you.”

“It means freedom, I live on my own, it means I can go safely and cheaply to anywhere in Norwich.”

“It’s a life line to me, since I was diagnosed with alzheimer’s and I had to give up my car, this is the only way I can afford to get out.”

“My wife is more independent, it has taken a burden off the family.”