

East Cambridgeshire Social Car Scheme Survey 2023

Response Comparison 2019-2023

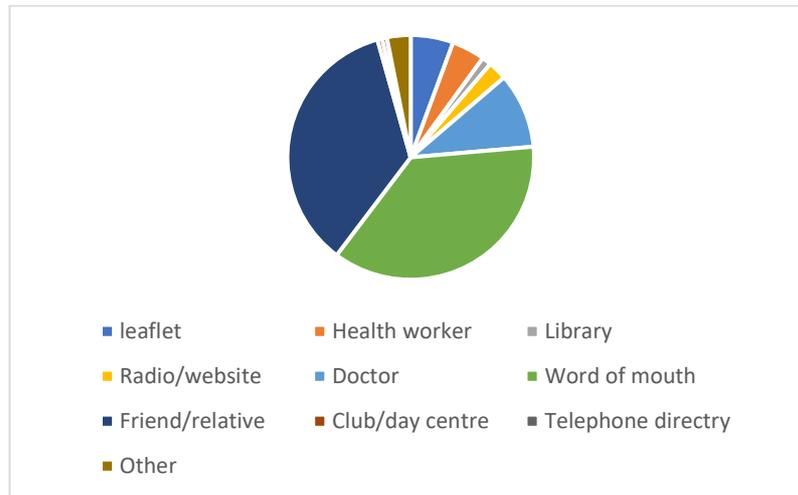
	2023	2019
Number of forms issued	450	512
Number of completed forms received	220	367
Percentage response	48.89%	71%

Summary of results:

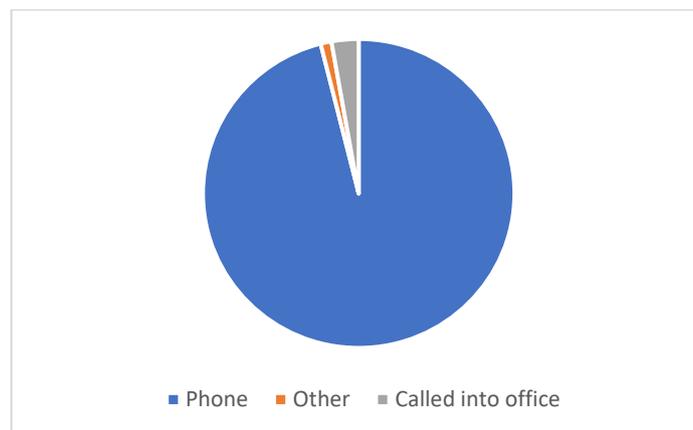
- Most users heard about the service by word of mouth or from the doctor
- Overwhelming number of users contacted the office by phone
- A majority of users found the office staff helpful
- Three quarters of users felt the service and costs were clearly explained to them
- A driver was found for 98%
- Users were overwhelmingly happy with the costs
- Three quarters of users said they used the service occasionally.
- Most journeys were to hospital , followed by doctors and dentist
- Majority of customers used the service because they were unable to drive themselves, taxis are too expensive or public/hospital transport either unavailable or unsuitable
- Less than 5% would NOT use the service again
- 100% Of users would recommend the service to someone else
- 97% of users classified the service as vital or important to them
- Reasons for using the Car Scheme as opposed to other options and what was liked about the service included reliability, door to door service, friendly and helpful drivers and ease of booking
- Some suggestions for improving the service were:
 - Increase number of drivers
 - Widen the locations served eg garden centres
 - Quicker confirmation of booking
- Other comments
 - First class service
 - Everyone is a delight to deal with
 - A fantastic social service we are fortunate to have
 - I recommend the service to all my pensioner friends

Detailed summary of responses from Scheme Users:

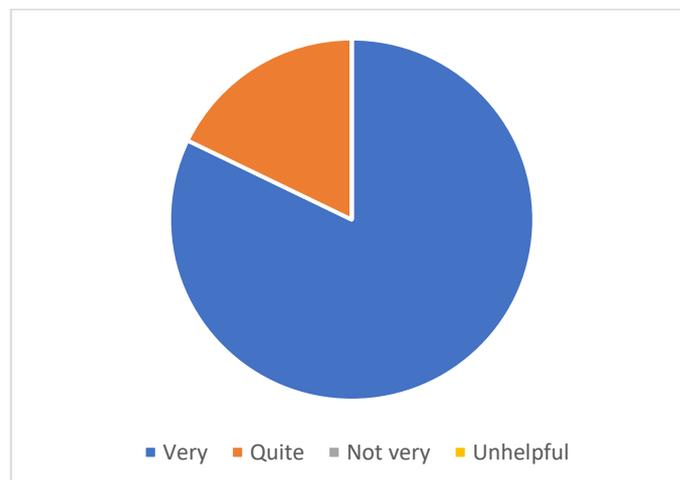
- Question (1). How did you hear about the Social Car Theme?



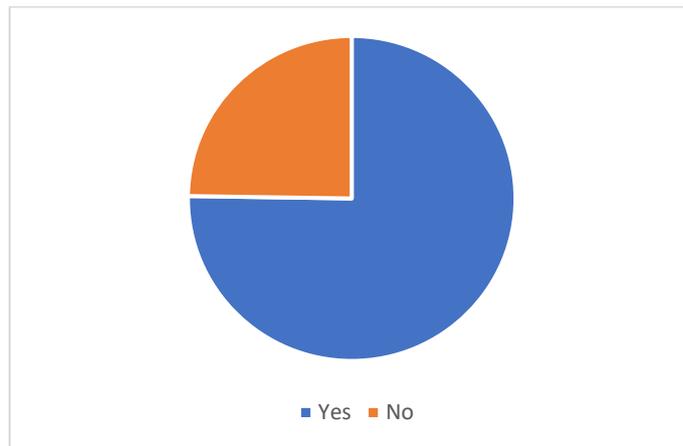
- Question (2). How did you contact the Social Car Scheme?



- Question (3). When you contacted the office, how helpful were the staff?



- Question (4). Was the service we provide and the costs clearly explained?



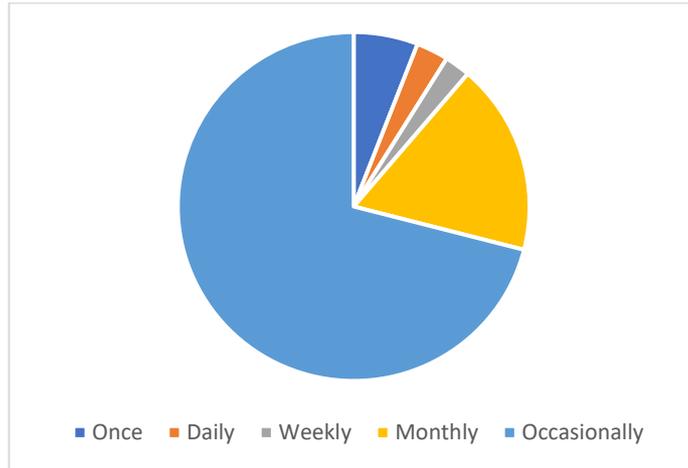
- Question (5). Was a driver found for you?



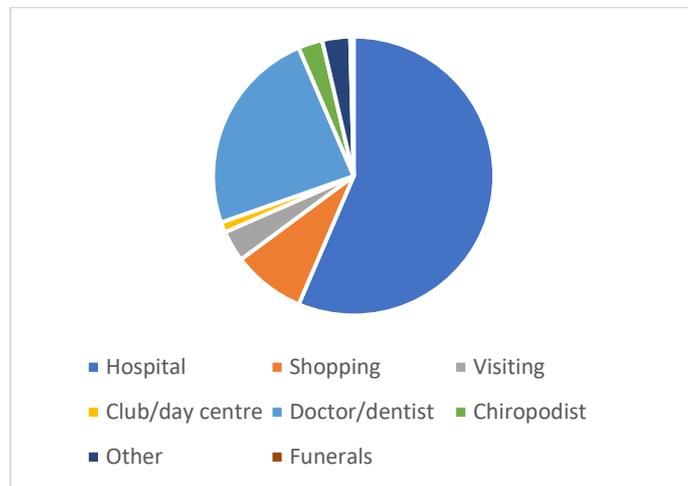
- Question (6). Were you happy with the cost for the journey?



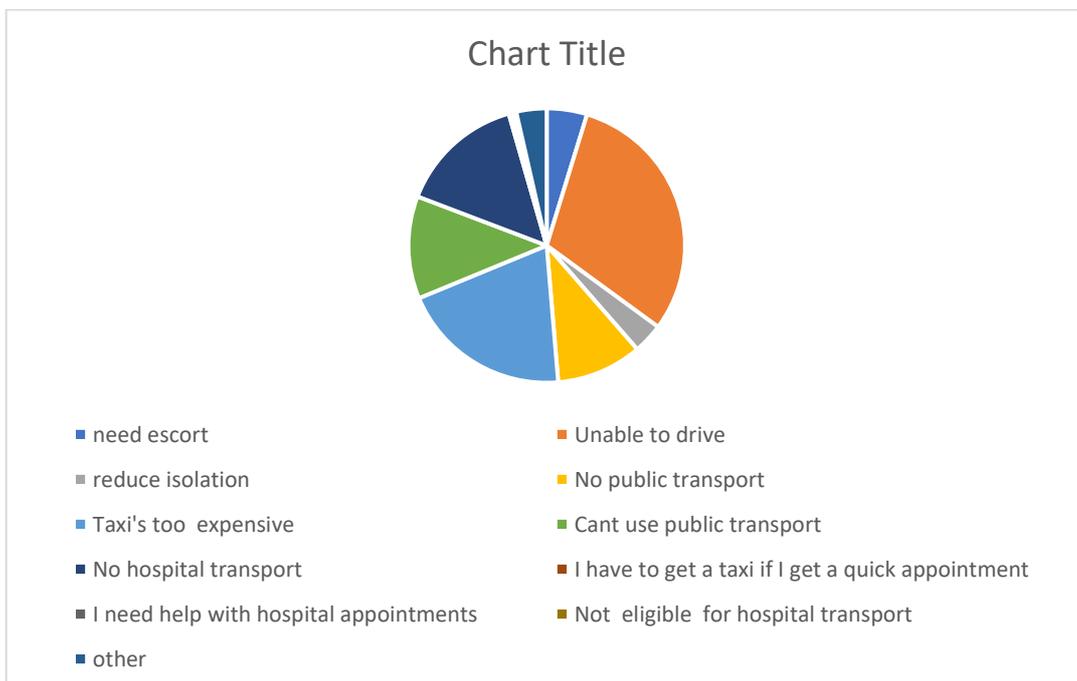
- Question (7). How often is the service needed?



- Question (8). What type of journeys do you need help with?



- Question (9). How does our service help you?



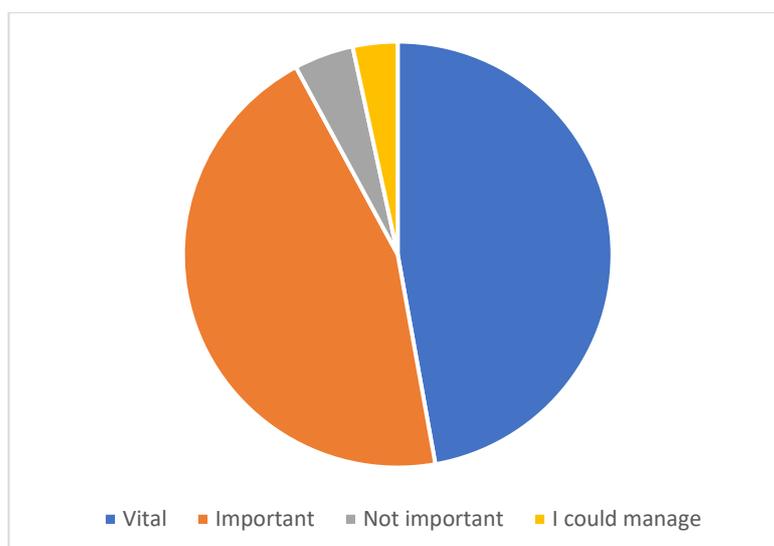
- Question (10). Would you use the service again?



- Question (11). Would you recommend this service to someone else?



- Question (12). How essential is the service to you?



- Question (12a). What makes you use our service as opposed to other options?



- Question (12b). What are the key aspects of our service that you like?

