

LCTS NEWS

Staff & Volunteers Newsletter

Summer 2016

Our Core Values

Earlier this year LCTS held a workshop with staff and volunteers to identify the core values that define what we stand for, and which are central to everything we do.

There was plenty of lively discussion, and lots of really good ideas, which were eventually distilled down to three key areas: people, operational and organisational.

During the rest of this year we plan to embed these core values into our publicity, using the website, e-mail and communications with our users and funders.

New Minibus Ordered

A 2.2 litre Peugeot Boxer has been ordered to replace SN54 JCZ in the Edinburgh fleet.

The new 15-passenger seat minibus, which is likely to be delivered early in 2017, will have a dual purpose: self-drive hire for groups using drivers without D1 driving entitlement, and driver training. Eight seats will be removable to allow the carriage of two passengers in wheelchairs.

The vehicle will be fitted with electric mirrors, a reversing camera and reversing parking sensors.



Our Core Values

People

We seek:

- To improve the lives of those using our services.
- To be trusted and respected by the people we serve.
- To be rooted in our communities.

Operational

We aim:

- To do everything to as high a standard as possible.
- To be reliable and flexible.
- To do everything within a teamwork framework.

Organisational

We aim:

- To be a centre of excellence.
- To be pioneering and innovative.
- To do everything with passion and commitment.

Save the Date!

All staff and volunteers are invited to the LCTS Christmas night out:

6.00pm Friday 16 December
 Salisbury Arms, Edinburgh.

Details from Anne or Sheila:
 0131-669 9959

Tracking LCTS Minibuses

During July, LCTS minibuses were fitted with an internet based real-time vehicle tracking system.

This development will have benefits for drivers and the organisation. It will help defend drivers against spurious complaints: if someone alleges you were doing 60mph along the High Street in Dalkeith, but you were actually keeping to the speed limit (and happened to be in Bonnyrigg at the time), we will have the evidence to back you up.

We will also have a much better idea of what our vehicles are doing (and where) when they are on self-drive hires. This could, for example, be particularly useful if we discover that a vehicle is regularly parked up at a time when we might be able to make better use of it.

Further details can be obtained from either Alan Poustie or Ian Livie.

Quality Assurance

Thank you to everyone who took part in our *Investors in People* annual review during June.

The assessor's report made particular mention of the strong culture of team-work in LCTS, where "everyone takes ownership of their role and also seeks ways to benefit the company".

It was also good to see that, regardless of their roles within LCTS, volunteers, sessional workers and paid employees all feel part of the team.

However, although we were successful in maintaining this important quality standard for another year, we have been given some suggestions for improving our performance still further.

One idea is to enhance the communication flow so that everyone is up-to-date with developments in the organisation. Hence the production of this newsletter.

Later this year, we will look at ways to refresh our appraisal system; and will also explore how we can better support our volunteers.

You Said: We Did

We've always encouraged everyone to tell us about how they think things could be improved or changed in LCTS, but perhaps we've not always been very good at letting people know what has happened as a result of their input. Below are a couple of issues that we're currently dealing with.

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**Bryan said:** he'd had a request from a passenger on the community bus service to amend the route along Dalum Loan in Loanhead.

**We:** collate all such requests and feed them into the annual review of the community bus network with Midlothian Council, which is due in the autumn.

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Alan & Ian said: the lack of natural light in the Dalkeith office resulted in a poor working environment.

We: have obtained the landlord's permission to install a window, and are currently getting a quotation for the work.