



The Newsletter of the Badenoch & Strathspey Community Transport Company

Learn2Help IT gets the go-ahead! By Maggie Lawson



Thanks to an award from "Building a Better Badenoch & Strathspey" grant scheme, BSCTC are about to pilot an Inter-generational project (Generations Working Together - GWT) by working in partnership with Highlife Highland and Aviemore Primary School. BSCTC will transport people to a weekly/fortnightly class (Wednesdays) at the Aviemore Community School. The idea would be to develop a skills exchange where schoolchildren can support older people with technology through using mobile phones, accessing the internet, using face-time with their families or sending emails. BSCTC would manage and provide Demand

Responsive Transport to and from each class at the school and the Head Teacher would involve a number of primary pupils as "tutors" in the project. BSCTC would be identifying additional volunteers as necessary for the project.

Intergenerational practice aims to bring people together in worthwhile activities which promote greater understanding and respect between generations and contribute to building more cohesive communities.

Many people have problems when faced with having to adopt new ways of working technology. This project aims to develop and retain social connections with the "students" families who may live some distance away. It will allow them to actively participate in their communities, which are also key components of happiness and well-being.

As is often found, older people can feel more isolated as they see technology taking over their lives. Many people of "a certain age", are supplied with smart phones; ipads or iphones by their families, but they don't know how to use them, so can't access any information. If they could be taught basic skills by the "expert" school children on how to email, face-time, surf the net, or text their family, it would be of huge social benefit to them.

The project plans to provide people with increased confidence and involvement within their community, thereby lessening feelings of isolation. The project will also increase younger people's awareness of the value of older people's experiences, awareness of the history of their community and their sense of local community.

If you fancy joining in with the classes or know someone who would benefit from attending, give us a call at the office and sign up for the class. Tel: 01479 810004. Classes will be commencing after the Easter break.

Spring 2017

BURNS SUPPER by Ros Munro

The inaugural Where 2 Today Burns Supper was held in Aviemore Legion, on Thursday evening, 26 January. Being newbies at this type of event, staff stress levels did rise a little, but it was alright on the night!

In fact everyone who attended thought it was more than "alright" and said that they had enjoyed a very entertaining evening, with good speakers and a tasty supper.

A special thanks to: farmers John Kirk and Donnie Smith for donating potatoes and neeps; Kingussie butcher, Donald Gilmour, for a good deal on his delicious haggis; The Cairngorm Hotel, Aviemore, for preparing and cooking the main course; Tesco, Aviemore, for donating the ingredients for our trifle; our Kirsty for making said yummy trifle and serving in the kitchen; Rhonna & Trudy at Aviemore Legion for setting up the room, Raffle donation and helping on the evening; Tesco's Community Ambassador, Joannie Woodger, for coming along with her niece and helping on the evening by serving and washing dishes.



Young volunteer, Lyall Kinnaird did a splendid job piping people in and piping in the haggis. Maggie was chairman of the evening and Grace was given by Dorothy. Volunteer Mike Munro gave the



Immortal Memory, followed by the Toast to the Lassies by Ronnie Dunn. Judy Carey gave a Reply from the Lassies, with her witty South African slant on things! Sheena Farquhar gave a recitation and sang some Burns songs.

Thank you also to everyone who contributed to our Raffle, including donations from local businesses. One of the main purposes of the evening was to raise funds for the charity and we raised a great total of just over £500, so thank you to everyone for their contributions and for joining us in celebrating a great Scot's birthday!

DID YOU KNOW YOU CAN TRAVEL FREE (with a concession card)

- From Grantown to Aviemore and vice versa, door to door, on a Wednesday!
- From Aviemore to Kingussie, Newtonmore or Laggan and vice versa on a Tuesday and Thursday!

All you have to do is phone the BSCTC office and make a reservation. You will be picked up at your door and taken to your chosen destination. A favourite destination is of course Tesco in Aviemore. A group of ladies travel from Newtonmore each week and not only get their shopping but have their lunch out, making it a very sociable occasion. Why not do the same - get together with some friends and have a little jolly?

AVIEMORE FUEL SITUATION

From April 1st there will be no fuel available for 4 months in Aviemore as the garage will be closed for refurbishment. Fuel will be available in the following villages:

Carrbridge between 8am-7pm

Grantown on Spey between 7am-10pm

Newtonmore between 7am-10pm, (although it is due to change to 24 hrs)

MOBILE PHONES



With the new legislation regarding mobile phones and driving I thought it would be interesting to see exactly what the Department of Transport was saying about it, so the following is taken from their website:

Using a handheld mobile phone while driving is illegal. It has been since 2003. From 1 March, the penalties for holding and using your phone while driving have increased. It's now 6 points and £200.

It is not illegal to use hands free, but any time a driver's attention is not on the road can be dangerous.

The facts

- Studies show that drivers using a hands-free or handheld mobile phone are slower at recognising and reacting to hazards.
- Even careful drivers can be distracted by a call or text - and a split-second lapse in concentration could result in a crash.

The law

- It's illegal to use a handheld mobile when driving. This includes using your phone to follow a map, read a text or check social media. This applies even if you're stopped at traffic lights or queuing in traffic.
- You can only use a handheld phone if you are safely parked or need to call 999 or 112 in an emergency and it's unsafe or impractical to stop.
- If you're caught using a handheld phone while driving, you'll get 6 penalty points on your licence and a fine of £200. Points on your licence will result in higher insurance costs.
- If you get just 6 points in the first two years after passing your test, you will lose your licence.
- Using hands free (e.g. for navigation) is not illegal. However, if this distracts you and affects your ability to drive safely, you can still be prosecuted by the police.
- It's also illegal to use a hand-held phone or similar device when supervising a learner driver or rider.

THINK! Advice

- Put your phone away before driving so you won't be tempted to use it. Make the glove compartment the phone compartment
- Don't call other people when they're driving
- Use hands free devices responsibly

Extract taken from - <http://think.direct.gov.uk/mobile-phones.html>

FAREWELL TO BILLY

Billy has been our bus driver for 5½ years and it is a sad occasion as he has put himself out to grass. Clients and staff alike will miss him hugely. Such has been his popularity that a huge amount of donations flowed into the office for his retirement gift. He was presented with an Ann Vastano painting which had been specially commissioned for him at the Music afternoon at the end of March, where a special cake was also served in his honour. We wish him all the very best in his retirement. Miss you already Billy!



INTRODUCTION TO ADULT SUPPORT AND PROTECTION -

Do you know how to recognise the signs of abuse?

Do you know what to do if you suspect an older person is being abused or neglected?

If not, come along to our first Adult Support & Protection training session. The session will be run by NHS Highland and is recommended for everyone volunteering with older people.

Numbers are restricted, so first come first served!

VISUAL IMPAIRMENT AWARENESS - The course is taken by Brenda Smart from Sight Action and this

year she will be ably assisted by Mark Campbell, who is visually impaired. Brenda offers a very good mix of classroom based learning and practical exercises, which all give a good grounding into the difficulties of living with a visual impairment.

DEMENTIA AWARENESS - Training covers the following areas:

- What is dementia?
- What are the signs and symptoms of dementia?
- How common is dementia?
- Diagnosis and post diagnosis
- Communication hints and tips

EMERGENCY FIRST AID - Is your First Aid certificate up to date? This is a one day, certificated course - with the certificate lasting 3 years. We strongly encourage all our volunteers to do this training - you never know when you might need the knowledge either in your volunteering or personal lives. The trainer, Alan Thomson, spent many years working for the Red Cross and is hugely experienced.

MENTAL HEALTH AWARENESS - A new training course, this is being run by Birchwood Highland, and will help volunteers know how to treat people with mental health issues.

CAR MAINTENANCE - Ronnie's boys at Cairngorm Auto Repairs host and run this excellent course for us. In one hour they take us through the basic checks we should all be making on our vehicles as a matter of course. This is learning about our vehicles with lots of laughter and good fun thrown in.

MOVING AND HANDLING - There are certain things you should and should not do when assisting clients. Come along and find out the correct ways, and thus protect yourself.

SKID PAN - When we have 3 interested parties, then we can set up a date that suits all. Please note the £50 payable by each volunteer towards the cost.

MiDAS - Minibus Driver Awareness Scheme. Drivers of our minibuses need to have this qualification.



TRAINING DATES - SPRING 2016 - Telephone/email Kirsty to book your places

<u>Course</u>	<u>Venue</u>	<u>Date</u>	<u>Times</u>
Visual Impairment Awareness	TBC, Aviemore	Wed 19 April	10.00-14.00 inc lunch
Moving and Handling	TBC, Aviemore	Fri 21 April	10.00-12.00 plus lunch
Dementia Awareness	BSCTC Office, Aviemore	Wed 26 April	14.00-16.30 inc lunch
MiDAS training	BSCTC Office, Aviemore	Sun 30 April	09.15-15.30 no lunch
Emergency First Aid	TBC, Aviemore	Wed 24 May	09.00-16.00 inc lunch
Adult Support & Protection	The Hub, Aviemore	Wed 21 June	09.30-12.30 no lunch
Mental Health Awareness	(Call Kirsty in the office for details)		
Car Maintenance	Cairngorm Auto Repairs, Aviemore	TBC	19.00-20.00
Skid Pan Training - Dates will be arranged when a minimum of 3 volunteers sign up - This is subsidised training and volunteers pay £60 towards the cost.			

YOUTH PHILANTHROPY INITIATIVE by Ros Munro

Ros and Helen pitched for the charity at this year's Youth Philanthropy Initiative (YPI), at Kingussie High School's Charities Fair, back in January. Joy Roberts and Susan Kennedy from the Strathspey Visually Impaired Group accompanied them to highlight the benefits of community transport and how difficult life would be for them and fellow group members without the support offered by BSCTC. Up for grabs was a place in the final and a chance to win £3,000 for the charity.



In the photo to the left, Joy and Susan are explaining the difficulties faced by visually impaired people. Two groups of second year pupils chose BSCTC as their charity and made presentations. Both groups visited and, under Ros's guidance, experienced the

assisted shopping project at first hand, travelling on the minibus, to collect clients and then assisting them with their shopping at Tesco. You can see some of the pupils with our shoppers in the pictures to the right and below.



The pupils were very attentive, caring and asked lots of questions. They gained a great insight into the difficulties faced by people with disabilities when trying to carry out everyday life tasks such as shopping.

As part of the YPI process, the school whittled down all groups to a final number of 6, to give their presentations before a panel of judges. One of the groups representing BSCTC made it into the final six.

Maggie, Dorothy and Maarianne attended the final on Thursday 23 March, at Kingussie High School and were very impressed with all the presentations, especially the one on BSCTC's behalf. The panel met to discuss each group's merits and they were delighted to hear that BSCTC was the chosen winner! Pictured below is the winning group, with headmaster, Ollie Bray and the £3,000 cheque for their chosen charity.

Now we have to invest the £3,000 in a community transport based project. Ros said, "Throughout the whole process I was very impressed with the attentiveness and enthusiasm of Kingussie High School's second year pupils. They were great ambassadors for their school and a great example of young people today. The exercise taught them a lot about people with disabilities in a short time and would be a great lesson to be repeated in schools as part of their curriculum."



To find out more about YPI look up the following link: ypiscotland.org.uk

EXPENSIVE TELEPHONE CALLS

There was a discussion amongst the telephonists about the high cost of 0845, 0870, 0871 and other expensive numbers. Beryl Shackleton informed us that she uses a website called SAYNOTO0870.COM that will give you an alternative, cheaper number to call. This prompted a search on the internet and the Which website came up with a few other suggestions about avoiding the expensive numbers. This is their advice:



How to check for a cheaper phone number

1. Use a company's 'calling from overseas' number

The organisation you want to call will often have a 'calling from overseas' number that starts +441 or +442.

These will be standard geographic 01 or 02 numbers, which are likely to be cheaper to call. Just replace the +44 with a '0' to call the number from within the UK.

2. Try calling '03' instead of '08'

Following new regulations covering the use of non-geographic phone numbers, many companies have switched their customer-service phone line to a basic-rate geographic phone number. The majority of these companies now use the exact same phone number beginning with '03' instead of '08'. However, some have struggled to update their marketing materials with their new phone number, so if you see an '08' phone number advertised, try dialling the same number beginning with '03' first.

3. Call the company's sales line

Companies may use cheaper - or even freephone - numbers for their sales lines to encourage prospective customers to call. If this is the case, try calling the cheaper department and ask to be transferred.

4. Call head office

If the company has a geographic number for its head office, try ringing that and ask to be put through to customer services.

5. Try saynoto0870.com

The website 'saynoto0870.com' lets you look up the company you want to call or the 'official' 084 or 087 contact phone number it provides. It then lists cheaper or freephone numbers for the company.

BT BLOCKING SERVICE by Alan Brown

BT now offer a useful service for blocking nuisance calls. It is entirely free and does not require any special equipment in the home. If you receive a nuisance call, just hang up and dial 1572. (We keep this number by the phone because we can never remember it!) When you dial the number a robot voice will ask you if you want to add the call to your personal blacklist. Option 1 says yes or you can choose to cancel.



BT are creating a database of all these nuisance calls which will be evidence for prosecuting these companies if enough calls are found. Another interesting fact is that BT are able to identify these calls even though the companies try to conceal their number. They also quote this number on the phone to you. After several weeks of using this service we no longer have any nuisance calls.

We are always delighted in the office if someone "needs" us to sample their wares. Joan Steele brought in these delicious cookies and they were so good we asked for the recipe to share with you all.

SALTED CHOCOLATE COOKIES

*375g Icing Sugar (sifted)
100g Cocoa Powder (sifted)
1tbsp cornflour
1 large egg, plus 2 large egg whites
2 tsp vanilla extract
175g dark chocolate chips
Maldon sea salt flakes to decorate (optional)*



- 1. Preheat oven to 180 °C (160 °C fan) gas mark 4. Line two baking sheets with baking parchment.*
- 2. In a large bowl, mix icing sugar, cocoa, cornflour and 1 tsp salt. In a jug combine egg, egg whites and vanilla.*
- 3. Mix egg mixture into dry ingredients (it will come together, eventually) and fold in the chocolate chips.*
- 4. Space heaped tbsps of dough 5cm apart on the baking sheets. Sprinkle over a little sea salt, if using. Bake for 14-16 mins until puffed up and cracked. Cool on the baking sheets, remove using a palette knife.*

DON'T TRY TO REMOVE THEM WHEN WARM AS THEY WILL BEND AND BREAK!



OTAGO

For those that don't know otago is a gentle exercise class, developed in New Zealand. One of BSCTC's roles is to transport clients to the local Otago classes. The reasoning behind the Otago classes are that falls are such common events for older people and it is easy to overlook their often very serious consequences for the person, and their considerable cost to the country. Falls seem such simple

events that the solutions might also appear to be simple. Unfortunately this is not so. Impaired strength and balance contribute to most falls. Improving stability requires a specific, fully tested and safe exercise programme and ongoing commitment by the older person. The Otago Exercise Programme, is a muscle strengthening and balance retraining programme, which builds up the older person. Other potential benefits of moderate physical activity are lower death rates and improved physical health, physical function, health-related quality of life, sleep, and sense of wellbeing.



UPCOMING EVENTS

- | | |
|--------------------|--------------------------------------|
| Tuesday 4 April | - Fish & Chips Night, Aviemore |
| Wednesday 12 April | - Lunch at Andersons, Boat of Garten |
| Friday 28 April | - Music Afternoon, Aviemore |
| Tuesday 2 May | - Fish & Chips Night, Aviemore |
| Sunday 7 May | - Nethy Bridge Spring Gathering |
| Wednesday 10 May | - Lunch at Andersons, Boat of Garten |
| Friday 26 May | - Music Afternoon, Grantown |
| Tuesday 6 June | - Fish & Chips Night, Aviemore |
| Wednesday 14 June | - Lunch at Andersons, Boat of Garten |
| Friday 30 June | - Music Afternoon, Kincaig |

TRIBUTES

We have lost two loyal volunteer drivers recently.

Andrew Brooks, lived in Cromdale and not only drove for the Car Scheme but also drove our bus when required. He passed away suddenly last month. He had been a volunteer from the very start of the Car Scheme and was still on the books at the end of his life. He was a favourite driver for those who lived in and around Cromdale and Advie and will be greatly missed by all.

At the opposite end of the valley, Chico MacDonald, from Newtonmore lost his battle against illness this month. Chico would work during the summer months then volunteer for the Car Scheme during the winter. We were always very glad to welcome him back each October as he was readily available to help out. Chico had "retired" from his volunteering role some months ago, but remained a friend of the Car Scheme.

We are all deeply saddened by the deaths of these two great men and our condolences go out to their families.



BONUS BALL

Remember we offer the opportunity to win £25 each month from our Bonus Ball scheme. All you have to do is pay £1 every week. Please contact the office for further details.

CAR SCHEME PRICE INCREASE

From April 1st, the mileage charge for clients is set to increase from 35p/mile to 40p/mile. The minimum charge will remain the same at £4 per trip, but the minimum charge for health related journeys will increase from £6 to £7.

QUIZ WINNER

Joan Steele won the Christmas quiz. Congratulations to her. This time around there is a sudoku available for volunteers to try their hand at.

REMEMBER TO USE

www.easyfundraising.org.uk before making any internet purchases so that the Transport Company benefits.

The deadline for contributions for the next newsletter is Friday 9th June.

CONTACT DETAILS:

Maggie Lawson MBE - Community Transport Development Manager
Kirsty Riach - Car Scheme Co-ordinator
- Newsletter Editor
Roslyn Munro - Social Development and Recruitment Officer
Dorothy McIntosh - Office Manager/Company Secretary
Helen Morris - Friendship Project Co-ordinator
Billy Boyle - Minibus Driver
Keith Hunter - Minibus Driver

Badenoch & Strathspey Community Transport Company
2 Inverewe, Aviemore, Inverness-shire, PH22 1RH

Email: info@ct4u.co.uk
Phone: 01479 810004
Website: www.ct4u.co.uk
Facebook: www.facebook.com/BSCTC



The Queen's Award
for Voluntary Service



LOTTERY FUNDED

OFFICE ACCESS:

Please note when visiting us, you can park in the Winking Owl Car Park for only 5 mins.