








Driver Survey

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1. How long have you been driving for Clevedon Care?				
Answer Choices			Response Percent	Response Total
1	Less than 1 year		28.00%	7
2	1-5 years		44.00%	11
3	5-10 years		20.00%	5
4	10-20 years		8.00%	2
5	More than 20 years		0.00%	0
			answered	25
			skipped	2

2. Overall, how satisfied are you with being a driver at Clevedon Care?				
Answer Choices			Response Percent	Response Total
1	1 Very dissatisfied		4.00%	1
2	2 Somewhat dissatisfied		0.00%	0
3	3 Neither satisfied or dissatisfied		0.00%	0
4	4 Quite satisfied		40.00%	10
5	5 Very satisfied		56.00%	14
			answered	25
			skipped	2

Comments: please explain your choice (14)

1	15/06/2023 14:34 PM ID: 220377072	It is satisfying to know that we are able to be of service, it is mainly very enjoyable
2	20/06/2023 17:44 PM ID: 220754263	Interesting people to meet, something I can do
3	20/06/2023 20:32 PM ID: 220766161	Being a driver is fine but as it is all phone based I never know when I am going to be rung up. The Whatsapp group is a great improvement.
4	02/10/2023 14:56 PM ID: 227921502	Almost 100% of the time it works wonderfully well, and is exceptionally well received by the users.

2. Overall, how satisfied are you with being a driver at Clevedon Care?

5	08/10/2023 20:05 PM ID: 228381881	No comment
6	08/10/2023 20:18 PM ID: 228382357	I find it a very enjoyable thing to do as the clients are always very grateful and you meet lots of interesting people.
7	09/10/2023 12:17 PM ID: 228420168	I find it a bit difficult to take jobs around my day job which can be challenging at times.
8	09/10/2023 15:49 PM ID: 228452439	I find that sometimes i have no or only one job booked for the following week but if i call the office they are often in a position to offer quite a few more , so i wonder how the phoning order for drivers is decided ?
9	09/10/2023 21:43 PM ID: 228495980	It suits me very well. I'm very glad that I can choose my destinations, i.e, you don't make me drive into Bristol.
10	10/10/2023 19:16 PM ID: 228616406	Everyone is so friendly (DOs and clients)
11	11/10/2023 14:40 PM ID: 228704163	I'm doing a couple of jobs a week and feel I'm contributing and giving a good service to clients
12	16/10/2023 14:10 PM ID: 229053145	Appreciate the flexibility of volunteering for CC. If you say no to a job, it's accepted without pressure.
13	16/10/2023 20:04 PM ID: 229097283	Excellent organisation in every respect. Very user-friendly for clients and drivers, thanks to the Office volunteers
14	16/10/2023 21:06 PM ID: 229108668	I do not feel that I can say much, only that it is very pleasing when everything goes well and there is a happy client seen into her house.

3. What are the 3 things you like most about being a driver at Clevedon Care?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	24
1	15/06/2023 14:34 PM ID: 220377072	Being helpful. Interesting conversations and Making good use of my time.	
2	17/06/2023 12:47 PM ID: 220506578	1) Meeting interesting people. 2) Helping people with their hospital appointments. 3) The friendly people who form Clevedon Care.	
3	20/06/2023 17:44 PM ID: 220754263	Interesting people to meet Feeling that I am helping people Engaging in the community	
4	20/06/2023 20:32 PM ID: 220766161	1) Meeting and helping interesting people. 2) Doing something useful. 3) The people in Clevedon Care	

3. What are the 3 things you like most about being a driver at Clevedon Care?

5	28/09/2023 20:36 PM ID: 227741926	Feeling useful Meeting people
6	02/10/2023 14:56 PM ID: 227921502	Sense of pride and satisfaction in providing a service much valued by the customers I have enjoyed driving all of my adult life and this maintains an interest and keeps a skill up to date. Volunteering for an organisation serving the town.
7	04/10/2023 10:21 AM ID: 228074026	Providing a useful service Meeting people
8	08/10/2023 18:45 PM ID: 228376834	hhhjjj
9	08/10/2023 20:05 PM ID: 228381881	Meeting different people Like driving Money comes in handy
10	08/10/2023 20:18 PM ID: 228382357	1. Getting out with a clear purpose. 2. Meeting new and interesting people. 3. Feeling that you are doing a good thing.
11	09/10/2023 09:09 AM ID: 228400078	helps people
12	09/10/2023 12:17 PM ID: 228420168	Meeting new people; being part of something positive for the community; working with the lovely people in CC.
13	09/10/2023 15:49 PM ID: 228452439	1 Being able to help those in need 2 Meeting a selection of people . 3 Keeping myself occupied .
14	09/10/2023 21:43 PM ID: 228495980	I enjoy it, most clients are interesting or at least nice people. I like to feel that I'm doing something useful. It fits in well with my lifestyle - I often go shopping or walking after a job.
15	10/10/2023 09:34 AM ID: 228517128	Meeting people Chatting with clients Visiting hospital staff speaking with staff BRI
16	10/10/2023 19:16 PM ID: 228616406	I enjoy driving I enjoy meeting and helping people I like being part of a team that is providing a service in the local community
17	11/10/2023 14:40 PM ID: 228704163	Helping folk who otherwise might have found it challenging to get to appointments. Meeting interesting people some of whom have amazing stories /life histories to share (never ever judge a book by its cover!) Able to pick and choose when to work.
18	11/10/2023 15:43 PM ID: 228713222	Doing something useful and meeting new people and sharing histories.
19	16/10/2023 14:10 PM ID: 229053145	Meeting such a range of different people, talking and listening on the journeys. Get to read good books while I wait for them.
20	16/10/2023 17:58 PM ID: 229082668	Helping people Meeting people The friendly atmosphere



3. What are the 3 things you like most about being a driver at Clevedon Care?

21	16/10/2023 20:04 PM ID: 229097283	Being useful to people who have no other means of getting to appointments. Meeting inspiring people who are coping with tough challenges, often on a low income. Having a quiet hour or so to read while waiting.	
22	16/10/2023 21:06 PM ID: 229108668	I like the happiness a good and successful pick-up and take back home seems to give the client and therefore me!	
23	17/10/2023 15:57 PM ID: 229216155	Helping people Social interaction	
24	27/10/2023 11:06 AM ID: 230008577	Provides a useful public service. Clients are very grateful. Meet some very interesting people!	
		answered	24
		skipped	3

4. What 3 things could be done to improve the driver experience at Clevedon Care? If you would be willing to discuss these ideas further please leave your name in the comment box.

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	20
1	15/06/2023 14:34 PM ID: 220377072	Email contact details Postcodes	
2	17/06/2023 12:47 PM ID: 220506578	1) Improve the office system. At the moment drivers never know when they are going to be phoned. The whatsapp group is a good start. 2) Improve the drivers unavailability system. Quite often when I have told the office that I will be unavailable I then get a phone call asking me to jobs when I have said I am unavailable.	
3	20/06/2023 17:44 PM ID: 220754263	Postcodes	
4	20/06/2023 20:32 PM ID: 220766161	1) Improve the system so that drivers know when there is a lot of demand and can respond without waiting for a phone call. 2) Have some Blue Badges for drivers to use.	
5	28/09/2023 20:36 PM ID: 227741926	Parking can be a pain but hard to see what more can be done. I occasionally forget to ring the night before. Occasionally the client doesn't answer.	
6	02/10/2023 14:56 PM ID: 227921502	Have had opportunity over the years to improve the driver experience (and CC overall) being part of the management. presently have no comments to make.	
7	04/10/2023 10:21 AM ID: 228074026	I'd like more confidence in the back-up available in case of emergencies while on a Clevedon Care run A blue badge	
8	08/10/2023 18:45 PM ID: 228376834	hhsxshxsax	

4. What 3 things could be done to improve the driver experience at Clevedon Care? If you would be willing to discuss these ideas further please leave your name in the comment box.

9	08/10/2023 20:05 PM ID: 228381881	No comment
10	08/10/2023 20:18 PM ID: 228382357	Nothing I can think of,
11	09/10/2023 12:17 PM ID: 228420168	Easier ways to park in some places, particularly Bristol city centre.
12	09/10/2023 15:49 PM ID: 228452439	Il refer to my answer to question 2 .
13	09/10/2023 21:43 PM ID: 228495980	It would be useful to be able to communicate with the office by text or email. I often miss calls and then get an engaged tone when I return the call.
14	10/10/2023 09:34 AM ID: 228517128	My sister is managing VASE Warwickshire takes clients to many different venue s Perhaps you would like to meet at there office one day Terry collins
15	10/10/2023 19:16 PM ID: 228616406	The DOs do a fantastic job in making the appointments but it seems quite clunky and long winded - it would be great if a system could allow: 1 - drivers to indicate which days they can work in a particular week and when they are on holiday 2 - Being emailed the job card rather than having the write it out 3 - having parking available at the hospitals for community drivers - some have this but on some occasions I have just had to drive around as there was no parking available. 
16	11/10/2023 14:40 PM ID: 228704163	We have a dedicated driver phone line but it's still not always being answered. Blue badges for hospitals where parking difficult, not just made available willy nilly. Rounding up of the local donation to £5
17	11/10/2023 15:43 PM ID: 228713222	See 5 below
18	16/10/2023 17:58 PM ID: 229082668	Definitely need better communication with drivers - The whatsapp group has been a great improvement. Upgrade the office system so that it is not all done by telephone. A better system for showing when drivers are not available - the current system is very patchy.
19	16/10/2023 20:04 PM ID: 229097283	Having more drivers in the team.so we don't feel bad about declining a job or taking a week off.
20	17/10/2023 15:57 PM ID: 229216155	I need to join the WhatsApp group 

answered	20
skipped	7


5. Rank the following initiatives in terms of impact on your satisfaction as a driver at Clevedon Care. Use you mouse/finger to drag the boxes to alter the ranking according to your preferences.

Item	Total Score ¹	Overall Rank
Blue badges to facilitate parking	111	1
First aid training	80	2
Discount scheme with local businesses for car related items	77	3
Advanced driver training	76	4
Other(please state in comments)	31	5
¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.	answered	25
	skipped	2



Comments: (9)

1	17/06/2023 12:47 PM ID: 220506578	Il am not really interested in 3,4 and 5 above. It would have been better if I could have deleted them.
2	20/06/2023 20:32 PM ID: 220766161	Items 3 ,4 and 5 above are not important to me. It would be better if I could have deleted them.
3	08/10/2023 18:45 PM ID: 228376834	hjdwdwlx
4	08/10/2023 20:05 PM ID: 228381881	1 advanced driving 2 blue badges 3 Finger thing did not work
5	09/10/2023 15:49 PM ID: 228452439	1 & 2 would be good 3 & 4 are not really very relevant
6	09/10/2023 21:43 PM ID: 228495980	Not actually bothered, although I can see that blue badges might have their uses. Most of my less able clients have one that i can use.
7	10/10/2023 19:16 PM ID: 228616406	Having allocated community driver parking available at more hospitals (I have put this above advanced driver training and first aid training as I already have both)
8	11/10/2023 15:43 PM ID: 228713222	Concerned on applying first aid skills and possible legal repercussions if something went wrong.
9	16/10/2023 20:04 PM ID: 229097283	A basic first aid course with a concise hand book and a simple Flrst Aid kit for each car.



6. Which of the following options describes most closely what you think your future commitments to Clevedon Care will be?

Answer Choices	Response Percent	Response Total
1 I will continue to drive for as long as I am able up to the age of 85		72.00% 18





6. Which of the following options describes most closely what you think your future commitments to Clevedon Care will be?

2	I will probably give up driving in the next 5 years		24.00%	6
3	I will probably give up driving in the next year to 18 months		0.00%	0
4	I would like to just do local trips from now on		4.00%	1
			answered	25
			skipped	2

7. When you consider your current 'workload' at Clevedon Care would you like to do more jobs, fewer jobs or the same?

Answer Choices		Response Percent	Response Total	
1	More jobs		8.33%	2
2	Fewer jobs		0.00%	0
3	The same amount of jobs		91.67%	22
			answered	24
			skipped	3

8. Would you consider acting as a duty officer?

Answer Choices		Response Percent	Response Total	
1	No, not interested thanks		48.00%	12
2	In an emergency only		20.00%	5
3	Yes, occasionally but only alongside driving		20.00%	5
4	Yes, as an alternative to driving now		0.00%	0
5	Yes, as an alternative to driving when I stop driving in future		12.00%	3
			answered	25
			skipped	2

9. What do you think is the best way of recruiting new drivers for Clevedon Care?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	23
1	15/06/2023 14:34 PM ID: 220377072	Word of mouth		
2	17/06/2023 12:47 PM ID: 220506578	Advertising in the local magazines and media.		
3	20/06/2023 17:44 PM ID: 220754263	Word of mouth		
4	20/06/2023 20:32 PM ID: 220766161	Through our clients and by advertising in local magazines and newspapers.		
5	28/09/2023 20:36 PM ID: 227741926	Ask every current driver to try to recruit a friend.		
6	02/10/2023 14:56 PM ID: 227921502	Historically word of mouth. This is now enhanced with a wide variety of ways to promote the organisation.		
7	04/10/2023 10:21 AM ID: 228074026	Word of mouth Publicity for our services		
8	08/10/2023 18:45 PM ID: 228376834	jxjxxx		
9	08/10/2023 20:05 PM ID: 228381881	Word of mouth		
10	08/10/2023 20:18 PM ID: 228382357	Word of mouth		
11	09/10/2023 09:09 AM ID: 228400078	have an eye-catching logo on the advert on the Tesco notice board		
12	09/10/2023 15:49 PM ID: 228452439	Personal contact and advertising in the likes of the Mendip Vale newsletter, do the other surgeries have a similar newsletter or something similar?		
13	09/10/2023 21:43 PM ID: 228495980	Word of mouth, especially to bored new retirees looking for a useful occupation. Try U3A groups, Probus, local sports halls, etc.		
14	10/10/2023 09:34 AM ID: 228517128	Face to face with new people		
15	10/10/2023 19:16 PM ID: 228616406	I saw something on Facebook so for me, that was a good way of recruiting (Everything Clevedon). I semi-retired last year so was looking for volunteer opportunities. There may also be local clubs that could be approached as often members that join Rotary, Lions etc are often the sort of people who are community minded.		
16	11/10/2023 14:40 PM ID: 228704163	Word of mouth / personal recommendation		

9. What do you think is the best way of recruiting new drivers for Clevedon Care?

17	11/10/2023 15:43 PM ID: 228713222	Advertising, discussing with wider family/friends.	
18	16/10/2023 14:10 PM ID: 229053145	Facebook, on local Clevedon pages. Feature in local free newspaper.	
19	16/10/2023 17:58 PM ID: 229082668	Local advertising	
20	16/10/2023 20:04 PM ID: 229097283	Word of mouth. Local press, Shop windows, Local social media. Appeals to churches, Medical Centres, Libraries, Community Centre, Restaurants and cafes where people sit at leisure looking at the walls. Rotary, Lions, WI, Masons, Local clubs - anywhere that will let one of our speakers in through the door at a meeting.	
21	16/10/2023 21:06 PM ID: 229108668	people seeing our cars and us with badges ...I frequently get congratulatory comments!!!	
22	17/10/2023 15:57 PM ID: 229216155	Publicity in motor factors eg tyre garages, KwikFit	
23	27/10/2023 11:06 AM ID: 230008577	Personal contact	
		answered	23
		skipped	4



10. What other skills or experience can you bring that would be valuable for Clevedon Care?

Answer Choices			Response Percent	Response Total
1	1 Financial/Investment experience		8.33%	1
2	2 Marketing/Publicity		8.33%	1
3	3 Legal/Regulatory		0.00%	0
4	4 Information Technology		50.00%	6
5	5 Carpentry/DIY		33.33%	4
			answered	12
			skipped	15

Comments: (9)

1	02/10/2023 14:56 PM ID: 227921502	Happy to drive now!
2	08/10/2023 18:45 PM ID: 228376834	asssxmsmxsxs

10. What other skills or experience can you bring that would be valuable for Clevedon Care?

3	08/10/2023 20:05 PM ID: 228381881	None
4	08/10/2023 20:18 PM ID: 228382357	None
5	09/10/2023 15:49 PM ID: 228452439	None of the above but an extensive knowledge of Bristol and surrounding areas and also of Bristol hospitals
6	09/10/2023 21:43 PM ID: 228495980	Both 4 and 1 - 
7	10/10/2023 19:16 PM ID: 228616406	I am a semi-retired construction project manager so have skills in the design and management of building projects. I was also the operations director and company secretary for a business so do have management skills in IT, finance, HR and regulatory matters (although may not be necessarily relevant for Clevedon Care)
8	11/10/2023 15:43 PM ID: 228713222	None of the above 
9	27/10/2023 11:06 AM ID: 230008577	Unable to take on more than I do already