



Andover Town Council end of grant report

Name of organisation and the event/project.	Unity MIDAS Training for Volunteer Drivers
Project date & location.	Andover – various dates
How much money did Andover Town Council award your organisation and when was it awarded?	£1,400

Proposal vs Results overview

**How many people in Andover have benefitted from this project/event?
If this figure is lower than estimated in the original application, please explain why:**

More than 1500 people have benefitted from the bus services provided by the Unity volunteer drivers.

How has the organisation measured the success of the event/project?

Through our recruitment drive, we saw an increase in applications as volunteer drivers. We provided four sessions of MIDAS training to 15 potential volunteer drivers.

We collated both quantitative and qualitative impact information, gathering details on numbers of hires, number of service user bookings as well as verbal feedback from service users, groups and volunteers.

Has the organisation seen uptake of new service users/volunteers or contributors since the event/project took place? If yes, please detail.

We saw an increase in bookings by 20% providing transport for groups to social and educational activities. An increase in service users accessing services in and around Andover by 22%.

We have recruited 15 new volunteer drivers all of whom have now been MIDAS (minibus accessible) trained as required by our community transport contract.

Has the organisation received feedback on the event/project? If yes, please detail.

Here are a couple of quotes received:

'I used your services again yesterday and the driver was a lovely lady. She is and extremely patient and helpful. Thanks again for an excellent service.'

'Thank you for organising. Our volunteer driver was extremely pleasant and helpful. An enjoyable day out was had by all and luckily the weather was unusually sunny and warm.'

Feedback also received from one of the new drivers:

'I wasn't confident that I would enjoy being a volunteer driver, but I am loving it. The service users are so friendly and nice and it is a pleasure to be able to do something worthwhile in the community. It has changed my life being a volunteer'

Please let Andover Town Council know a standout moment of the event/project?

Being able to deliver days out for customers, a service we have been unable to provide before. The first trip was to Mudeford, where the elderly customers had lunch and went crabbing. Every one enjoyed it including the driver!

Were there any lessons learnt that can be taken forward to your next event/project? If yes, please detail.

We improved our marketing to attract the volunteer drivers which has proved quite successful through attendance at events and on social media, as well as promoting on each of our buses.

Did the organisation manage to keep to the estimated budget provided in the application form?

The budget was exceeded but it was marginal (£120) for a further Accredited certificate and pack.

Are copies of Marketing and advertising attached to report. Yes

Are photographs of event/project attached to report. N/a

Please return your completed report to:

office@andoverc.co.uk