



ICONNECT VOUCHER RECIPIENT BASELINE SURVEY (Y1)

TELEPHONE/EMAIL/POST – DELETE AS APPROPRIATE

Dear User

We are currently completing a baseline survey about our ICONNECT transport services provided by funding from the BIG Lottery.

As a previous ICONNECT voucher recipient we would particularly welcome your views on the transport services that we have provided to your group during the last 2 years.

It would be very much appreciated if you could complete the survey below and return to the driver. Many Thanks

Date _____

Recipient Group Name _____

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1. Are there any other forms of group transport in the area that your group could use?

2. Why do you use the ICONNECT voucher scheme for your group's transport requirements?

3. Where do you use the ICONNECT service to travel to – e.g. group activities at a central location or outings away?

4. Does the ICONNECT voucher scheme meet all of your transport needs? If not what other transport needs do you have?

5. What barriers would you face if the ICONNECT voucher service was not available for your group? E.g. No Barrier or would not get out.

6. How did you first hear about the service? E.g. Family/friends/Newsletter

7. Is the booking service easy and efficient to use? Have you ever experienced any problems booking the service?

8. Are the buses physically suitable for your needs?

9. Are the ICONNECT volunteer drivers helpful and courteous?

10. Have you any other suggestions on how we could improve the service for the remainder of the project?

11. Would you agree that ICONNECT has increased access to essential support services for 60s groups at risk of exclusion and isolation thereby enhancing older people's quality of life.

Any general comments on how has the ICONNECT project has positively impacted on the lives of older people in your group deemed to be at risk. – Outcome 2

E.g. provided training to older people and increased access to services, reduced isolation.

Please return completed application forms to ICONNECT, C/O DART Partnership, 39 High Street, Lurgan, Craigavon, Co.Armagh, BT668AH or email to alan@dartpartnership.org.uk