



APPLYING AND QUALIFYING FOR DIAL-A-RIDE

Southend-on-Sea Dial-a-Ride provides a door-to-door transport service for people with a permanent or long-term disability or health problems and who are unable to use conventional public transport or have access to a vehicle. It can be used for all sorts of journeys, such as shopping, visiting friends, and attending meetings or appointments. The service operates for people of all ages.

Criteria is as follows:

- Live within Southend Borough Council
- Have difficulty using public transport because of disability or qualify under one of the following criteria:
 - Be in receipt of Higher Rate Mobility Component of Disability Living Allowance
 - Be Registered Blind
 - Be in receipt of Higher Rate Attendance Allowance (for woman aged over 60 and men aged of 65)
 - Be in receipt of Mobility Supplement or War Pension.

To use Dial-a-Ride, you need to be registered as a member.

Our vehicles are fully equipped and you can feel comfortable in the knowledge that you will be provided with the safest possible journey.

You may be asked to undergo a mobility assessment to establish your level of disability and provide proof of any allowance/benefit you may be claiming.

A membership fee is required upon registration. The 2016 annual membership fee is £12. After first registration a yearly membership fee will be required as from the 1st April each year.

You can either, complete the attached application form and post it back to us, or you can apply online at www.southend.gov.uk.

Remember if you require any assistance please give us a call on 01702 212212.

After you have registered you will receive a phone call from us with details of how to book journeys. However, if you require any further information in the meantime, please give us a call on the number above or email Dialaride@southend.gov.uk.

Pricing:

Escort for a registered visually impaired person, travels free of charge.

All guide dogs are welcome and travel free of charge. Please ensure you let staff know when making a booking, if you intend to bring your guide dog.

Miles	Fare (each way)
0 - 1	£3.20
1 – 4	£3.70
4 – 6	£4.70
6 +	£5.70
Additional Escort Travel	£2.60

All of the above fares apply to travel anywhere within the Borough of Southend-on-Sea.

Frequently Asked Questions:

How do I book?

Once registered and you have paid your annual membership fee you can call us on 01702 212212 between 09:00 and 11:00.

When can I use Dial a Ride?

Monday to Friday – 09:00 to 17:00. First pick up is 09:30 and the last is 16:45.

Where can I go?

You can use Dial a Ride to go anywhere in the Borough of Southend, with the exception of return from hospital appointments.

How do I cancel?

If you need to cancel a booking please call us on as soon as possible on 01702 212212 or before 9am on the day of booking at the very latest.

Eligibility & Application:

If you are able to tick one of the following and can provide proof if necessary, you will automatically qualify for Dial-A-Ride:

Please put an 'X' in the appropriate box:

Registered Blind	
Registered Partially sighted	
Registered Deaf	
Registered Physically Disabled	
In receipt of Higher Rate Mobility Component of Disability Living Allowance	
In receipt of Higher Rate Attendance Allowance	
In receipt of War Pension Mobility Supplement	

If you cannot tick any of the above boxes, but have a permanent disability either physical or mental which prevents you from using main stream transport (buses, trains, standard taxis) on a permanent basis you may be eligible. Alternatively if you have a temporary disability (e.g. broken leg) which prevents you from using main stream transport for more than 2 weeks you may also be eligible on a temporary basis, whilst you are recuperating. Please supply information in the box below if you feel you may be eligible.

Details of permanent or temporary disability:

About You:

Mr/Mrs/Miss/Ms/Dr – please circle the relevant title.

Your Full Name:

Address:

Date of Birth:

.....

Phone:

.....

Mobile:

.....

Email:

Please provide any other information about where you live that might help our drivers:

e.g. "I live on the 10th Floor":

Emergency Contact Details:

Please give the name and number of the person whom you would like us to contact in the event of an emergency (friend, relative, neighbour, warden)

Name: Address:

Relationship:

Phone:

Email:

Mobility Information:

Please put a 'X' in the appropriate box –

Wheelchair User		Frail	
Extended Wheelchair		Guide Dog	
Electric Wheelchair		Oxygen	
Transfer from Wheelchair		Partially Sighted	
Scooter		Shopping Trolley	
Use Taxis Only		Special Needs	
Alzheimers		Tail Lift Required	
Blind		Walking Aid	
Child Seat		3-Wheel Walker	
Crutches		4-Wheel Walker	
Hearing Impaired		Walking Stick	
Deaf		Zimmer Frame	

If you are in a wheelchair: Approx. weight in st/kg Large framed: Yes / No

Do you require an Essential Escort? Yes / No

If Yes, please provide their: Name.....

Telephone: Address:

Note: An essential escort is someone who accompanies a member because they are a risk to themselves or other passengers. Essential escorts are guaranteed a seat and are charged the appropriate rate as per the 'Pricing Schedule'. Once you register as needing an essential escort you can no longer travel independently on the bus. Escorts for registered visually impaired people travel free of charge.

Agreement:

- The information I have provided is true and correct
- The data contained within this form will be held on file for as long as you are a member
- We can use the information provided to do further checks to ensure you meet the eligibility criteria
- Southend Borough Council may make enquiries about the validity of the information provided on this form from other central and/or local authorities as deemed appropriate by the Authority
- I hereby consent to the disclosure of any information sought in accordance with the foregoing for the purposes of the Data Protection Act 1998
- Southend Borough Council has a duty to protect the public funds it administers and to this end may use the information provided on this form within this Authority for the prevention and detection of fraud. It may also share this information with other bodies administering public funds solely for these purposes
- I consent that my details can be passed on to another organisation, only in the event that Dial-A-Ride maybe undertaken by a third party and any information on this form can be provided to the third party provider so that they can undertake safe and suitable journey's for myself.

Signed:

Date:

Registered Address: Dial-A-Ride, Southend-on-Sea Borough Council, Floor 1 Civic Centre, Victoria Avenue, Southend on Sea, Essex, SS2 6ER. passengertransport@southend.gov.uk. 01702 215871.