

Southend-on-Sea Borough Council Dial-a-Ride Policy July 2017

Introduction

Southend-on-Sea Dial a Ride is an on demand, fully accessible transport service to enable people with mobility difficulties who are unable to use conventional public transport to access *essential* facilities and services.

Types of Trip

There are two types of Dial a Ride service:

1. a scheduled 'shopper' service – taking clients into central Southend or to a local supermarket and returning them home
2. an on demand service – a bookable service taking clients from home to any destination within the Borough of Southend (excluding day centres and hospital appointments) and returning them home

Operating Schedule

The scheduled shopper service operates on Mondays, Tuesdays, Thursdays and Fridays. Members from each named area will be able to book trips into central Southend or to the local supermarket for their area on the nominated day. For the 'central Southend' trips, members will be dropped off at the designated points in the town at 11:00 and collected at 13:30 for the return journey. For the 'Supermarket' trips, members will be dropped off at the supermarket at 11:00 and collected at 13:30 for the return journey.

The fully on demand service operates on Mondays and Wednesdays. The first pick up time is 10:15 and the last drop off time at home is 14:30.

The table below shows the operating schedules for both services.

Day	Shopper service		Fully on demand (10:15 – 14:30)	
	Area 1 Eastwood / Leigh	Area 2 Shoebury / Southend	Area 1 Eastwood / Leigh	Area 2 Shoebury / Southend
Monday	Central Southend		Bookable	Bookable
Tuesday		Central Southend		
Wednesday			Bookable	Bookable
Thursday	Supermarket			
Friday		Supermarket		

Membership

Dial a Ride operates as a membership scheme. To be eligible for membership, applicants must:

- Live within Southend Borough
- 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 women aged over 60 and men aged over 65)
 - Be in receipt of Mobility Supplement of War Pension.

Membership costs £12 per year and must be renewed each January. Applicants may be asked to undergo a mobility assessment to establish their level of disability and provide proof of any allowance / benefit being claimed.

Applicants can apply for membership online or download a form to be completed and returned to the Council. The Council reserves the right to refuse membership for any reason.

Booking a Trip

All trips must be booked individually, at least two working days in advance. Bookings will be taken by phone between the hours of 09:00 and 12:00, Monday to Thursday. Bookings will be taken on a first come, first served basis. A maximum of one shopper trip and one fully on-demand trip will be bookable per member per week.

Fares

Individual fares will be charged based on the mileage per return trip, plus a booking fee of £1.50. Guide dogs are welcome and travel free of charge. Members are required to inform the booking staff when making a booking if they intend to bring a guide dog.

Passenger Assistants

Drivers will assist members to board and alight from the vehicles but will not be required to enter the member's home or accompany them as they shop.

Members aged under 16 must be accompanied by an adult during travel.

If a member requires a passenger assistant during travel or at the trip destination, they must provide their own, who will accompany them on the outward and return journey. Members must notify the booking office when they book if they will be accompanied on the trip. There is a flat fare of £6 for a return journey for a passenger assistant. Passenger assistants for registered visually impaired members will travel free of charge.

Cancellations

If members need to cancel a booking they should call the booking line as soon as possible between the hours of 9:30 – 15:30 Monday to Friday. Cancellation fees will not be charged, but frequent short notice cancellations (without an adequate reason) may result in termination of membership.