

Other Services we Provide

Self Drive Minibus Hire

Demand for our services is high, so when we have vehicle availability, we offer door to door members and not for profit organisations the opportunity to hire vehicles on a self drive basis. For all vehicles over 8 seats, drivers must have undertaken a MiDAS driving assessment and training course for either accessible or standard minibuses and the correct category of licence to drive.. We can provide this training at an additional cost.

Excursions and Day Trips

Throughout the year, we often run short day trips and excursions to popular places such as Peebles, Anstruther, Perth, Crieff etc. At other times, we also offer trips to shopping centres as far away as Braehead, Silverburn, Livingston and Ocean Terminal in Leith—keep your eyes out for our Excursions brochure.

Shopmobility Service

We also deliver the Shopmobility service in Falkirk and Stirling on behalf of the local Councils. This is again a membership service where members (and after having undergone a short assessment and training session, you can hire a powered scooter to get around the shopping centres in Falkirk and Stirling. For more information on the services in your area, please contact your local Shopmobility Office.



FOR MORE INFORMATION ON ANY OF OUR SERVICES PLEASE USE THE CONTACTS BELOW

**Dial-a-Journey Door to Door Service
Self Drive Minibus and MPV Hire**

Tel: 01786 465355

E Mail: enquiries@dial-a-journey.org

Website: www.dial-a-journey.org

**Driver and Passenger Assistant Training
Services**



Supported by:



Registered as a charity: SC 018831

Company Registration No: 130997

VAT No: 237367293



Forth Valley's Dependable

Door-to-Door

Accessible Passenger

Transport Service

for Individuals and

Not for Profit Organisations



Helping You Get There

01786 465355

www.dial-a-journey.org

What is Dial-a-Journey?

Order of Malta Dial-a-Journey Trust is a charitable organisation formed in 1987 to provide accessible and affordable transport for residents of Clackmannanshire, Falkirk and Stirling Council areas who are unable to use conventional public transport because of restricted mobility.

Our core service is our flagship “door to door” passenger transport service where because of legislation, customers must become registered members of **Dial-a-Journey before using it**.

Customers pre-book their journeys before being picked up from their homes and taken to destinations of their choice where it's ensured that they are left in comfort and safety before going about their business.

In addition to the door to door service, we also offer a wider range of services detailed elsewhere in this leaflet, and are keen to develop these and support the communities we serve.

We are fortunate to have the support of the Order of Malta (itself an international Charity) and financial support of Clackmannanshire, Falkirk and Stirling Councils, who have been keen partners in delivering services from the early 1990's to date

- Users of our door to door service undertake around 25,000 trips every year
- Our schools service users undertake around 18,000 trips per year

As you can see, we are a busy organisation that brings benefit to many people on a daily basis, and with your continued help and support, we can all build on this work that opens opportunities for so many.

How does it work?

Dial-a-Journey is a door to door (not pavement to pavement) service, where one of our friendly reliable, fully trained and PVG checked drivers will call for you in one of our modern well equipped and maintained vehicles.

We use easily boarded minibuses or MPV's with shallow steps, plenty of handrails and passenger lift at the rear for wheelchairs and those who have difficulty climbing stairs



How do I become a member?

It's easy to join **Dial-a-Journey**, simply complete the application form that's attached to this information leaflet, tear it off and return to our head office at:

17 Munro Road Stirling FK7 7UU

or

complete the online application by visiting our website

www.dial-a-journey.org

Once you've become a member, you will get your first journey free within your local Council area, so that you can try out the service.



How do I book a journey?

The **Dial-a-Journey** call centre is **open for bookings between 10am to 4pm Monday—Friday**

We also have a demand responsive service (DRS) that means you can phone **anytime after 9am for a journey on the same day**—demand for journeys is high but we will try as hard as possible to give you a journey where there is space.

Call Centre 01786 465355

- 9am onwards for bookings on the same day
- 10am—4pm for bookings on the following day and general enquiries

If you're unsure about what to do—call 01786 465355 and our co-ordinators will try to assist you



Turn over to find out more..

On joining the Dial-a-Journey scheme, a member of our staff can visit you to familiarise you with the scheme(s). If you wish a visit, please tick this box.

Dial-a-Journey Door to Services

Applicants must declare they are **unable** to use conventional public transport due to a significant mobility impairment, no practical access to transport, financial hardship or other impairment

Shopmobility

All applicants granted membership agree to abide by the conditions overleaf..

Declarations (Please read and sign)

I wish to apply for membership of the Shopmobility Scheme and agree to the published conditions of use.

I agree to abide by the rules of the Door to Door and Shopmobility scheme as published and will not let any other person use my membership.

I understand that membership (if applicable) is renewable annually and may require completion of revised membership forms.

Signed (Member)

DATE

NOW TEAR OFF THIS FORM AND SEND TO THE DAJ HEAD OFFICE (address on rear)

Date Protection

Order of Malta Dial-a-Journey are registered as Data Controllers with the Information Commissioners Office for the purposes of compliance with the Data Protection Act 1998. Your information will be held securely, but may be shared with service funders for consultative purposes. We will not share your information with any other parties

Office Use Only

Dial-a-Journey

Date Received DAJ Mem No Shopmobility Mem No

Date Approved Date Added to System By (Staff Member)

Contact Information

DIAL-A-JOURNEY HEAD OFFICE

17 Munro Road STIRLING FK7 7UU

Phone 01786 465355

Fax 01786 471954

E-Mail enquiries@dial-a-journey.org

Shopmobility

Falkirk

Car Park Level 4

Callander Square

FALKIRK

FK1 10J

Opening Times

Mon—Sat 10am—4pm



01324
630500

Stirling

Stirling Bus Station

Goosecroft Road

STIRLING

FK8 1PF

Opening Times

Mon—Fri 10am—4pm



01786
449606

Other Places you can get our equipment The Howgate Mall—Falkirk

For More Information Tel: 01786 465355

Supported by:



Dial-a-Journey
Door-to-door
accessible bus
services



Order of Malta
dial a journey
Trust



**Dial-a-Journey and Central
Shopmobility
Membership
Application
Form**

Part A—Your Contact Details

Title Mr, Mrs, Miss, Ms, Other

Full Name

Address

Postcode

Telephone Home

Mob

E-mail

Date of Birth:

Please give details for someone we can contact in an emergency

Name and Address

Telephone Number

Relationship to you

Part B Information we need to provide a safe and comfortable journey for you

Because we take your safety seriously, we need to ask you some questions., some of which may seem odd or sensitive, but are necessary to assess information such as access to your property, the most appropriate equipment to use to ensure your safety, and in the case of Shopmobility, the most appropriate size of scooter or wheelchair.

Dial-a-Journey Door to Door Service

Please let us know the nature of your mobility impairment:

Are you likely to use any of the following mobility aids when traveling with DAJ

Manual Wheelchair Walking Frame
 Electric Wheelchair Assistance Dog

Do you have ramped access to your home (if not please let us know how many steps from your home to ground level (max 3)

Yes No No of Steps

Are you able to travel without assistance?

Yes No

Customers who are unable to travel without assistance may (at Dial-a-Journey's discretion) be accompanied by an assistant who in most cases will not pay a fare. **A Dial-a-Journey user cannot be an assistant to another member**

Shopmobility Information and User Undertakings

I do not have any condition that impairs my ability to safely operate powered equipment lent or hired to me, and agree to inform Central Shopmobility if this situation changes.

I agree to undertake an assessment of my ability at any time when requested by Shopmobility staff

I assume full responsibility for any equipment whilst in my care and will report any incident or accident. I will inform Shopmobility of any defect or damage to the equipment whilst in my care, and accept that where damage can be attributed to misuse/abuse I may be liable for the cost of repair.

I have been given a copy of the BHTA "Get Wise" code for electric scooter and wheelchair users

Information necessary to ensure you are issued with the correct item of mobility equipment

Approximate weight (sorry to ask, but we need to know this in order that our staff issue you with the correct chair, but don't worry this information is confidential)

Stones 15-18 18-22 over 22

What type of equipment do you normally use?

Are you likely to use any of the following mobility aids when traveling with DAJ

Manual Wheelchair 4 Wheel Wheelchair
 3 Wheel Scooter 4 Wheel Scooter

Have you ever had a previous assessment or training in the use of any of the above? If so where, when, and which one