

WE WELCOME CUSTOMER FEEDBACK

It's all very well trying to plan, develop and monitor services sitting behind a desk assuming what we offer meets Customers needs. With a small Management team, it's not always possible to be aware when things aren't going right. A quote heard recently said that you "learn from complaints" and we try to do just that.

We're keen to hear about your experiences (good and bad) so that we can either sort the problem, or plan things differently. You're encouraged to raise these right at the top of the organisation by contacting our Management Team,



Out of hours emergency contact

We have a messaging service where you can leave a message for a co-ordinator by telephoning a mobile phone. The number is detailed below. Non urgent matters will be dealt with at the first opportunity when the office re-opens. We regret that bookings and general enquiries cannot be accepted on this number.

Out of Hours Number 07803 504867

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Registered in Scotland: 130997
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**Order of Malta**
dial a journey
Trust

Serving Individuals and Not for Profit Organisations
We're more than just a Transport Service



www.dial-a-journey.org Tel: 01786 465355

Welcome

Welcome to our second customer newsletter for our service users where we aim to bring you up to date with events at Dial-a-Journey including important changes, improvements and new services to make our services more usable.

We've had a difficult few years with cut backs in service due to reductions in funding and staff which has meant fewer vehicles being available, but we've been listening and learning and want to improve what we can do to help our customers.

We've acknowledged that in our efforts to try and manage bookings in a way that's fair to everyone, the system we adopted last year hasn't worked, and we're taking steps to change that from 2nd December.

In addition we will be accepting bookings by e-mail from 2nd December. Although booking by e-mail won't take priority over telephone booking, it will allow us to look and see where we can slot in existing journeys.

In addition, we introduced a Facebook page last year, which has a following, but it's underused. If you can like us and follow the Facebook page, you will receive information about the service and be able to exchange comments about what we're doing, which will let your voice be heard, and receive information about services ahead of any written newsletters.

We've been listening to our customers who have also said that they could use the service more if they could get someone to go out and about with them. So we're trying to recruit volunteers who are prepared to go with our customers when they arrive at their destination.

To help have our customers have their voices heard, we have vacancies on the Board of Directors for service Users. If you would like to know more about the work of the Board and how you can help contact 01786 465355

APPEAL FOR NEW BOARD MEMBERS

This leads nicely to our appeal for service users of Dial-a-Journey and Shopmobility to join our Board of Directors. At present, we have a Board made up of representatives from the Order of Malta, Councillors from the local authorities and others who have been co-opted as they have skills and knowledge that are beneficial to us.

There are also 5 Service User Directorships, but currently 2 of them are vacant. It's essential that in order for the voice of service users to be heard, they must have a say at the highest level, and this can be done by joining the Board.

Whats involved?

The full Board meets 4 times a year, but there is another committee called the Stakeholder Committee that meets 3 times a year to discuss issues affecting service users of DAJ and Shopmobility. This committee comments on such things as fares, compliments and complaints, and plans the annual excursions programme. There are also 2 other Committee's (Finance and Governance) which are open to all Directors—but attendance is not compulsory.

Board members are also charity trustees. They meet 4 times a year to consider the papers and scrutinise the recommendations of the committees, and generally govern the charity in accordance with charity law, and ensure targets within the 5 year strategy are met

If you would like further information about becoming a Director, contact our Chief Executive Duncan Hearsum on 01786 465355 or by e-mail to duncan@dial-a-journey.org



APPEAL FOR VOLUNTEER PASSENGER ASSISTANTS

When listening to the reasons that some customers have stopped travelling with us, some have mentioned that they have either lost the physical ability or confidence to go out on their own, but with Dial-a-Journeys assistance getting to and from where they are going, they could return to being active again **IF THEY HAD SOMEONE TO BE WITH THEM WHEN THEY WERE OUT AND ABOUT AT THE OTHER END OF THEIR TRIP.**

We're seeking the help of volunteers to help people who need some support when they're out and about. We've heard from service users in Falkirk with visual impairments who are experiencing difficulties since the bus station has relocated, and some shops have relocated from the Town Centre to the retail park.

We've also heard that some users need assistance when shopping and would welcome help from someone who doesn't necessarily make assumptions about their needs. For example, it's often easier for family members to go shopping for their relatives than take them with them and make their own choices.

These are simple changes, that have bigger impacts on people that we often overlook.



Please read on and see what's happening to your service

Duncan Hearsum

Chief Executive



Hello—How Can
we help you?

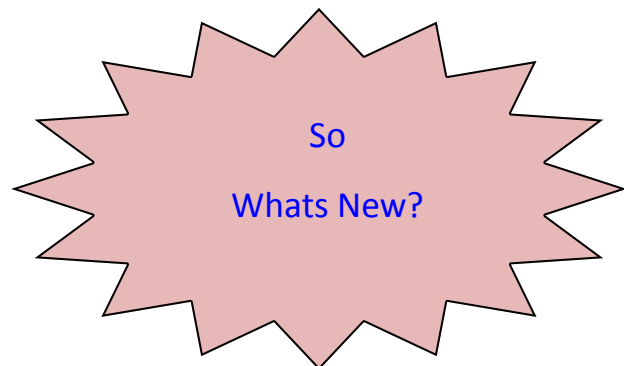
We're changing how bookings are handled

Over the years, we've tried many different ways to manage demand for bookings in the best way we can—but they never seem to quite achieve what suits most customers.

The most recent way was to adopt a system where customer could book right up to the day before travel, which seemed to work well for other providers in different areas. Unfortunately for us, this system hasn't proved popular with customers.

In additions, we've listened to your concerns about not knowing until late afternoon on the day before you want to travel if you've been able to get a journey.

So from Monday 2nd December we will be changing the way we're handling bookings.



You can make a booking up to 4 weeks away right up to the day you want to travel

You'll be told at the time if your booking is confirmed

If you're booking can't be confirmed on the day, it'll be entered on a refused bookings list that'll be reviewed daily by a Manager.

If and when it can be confirmed, you'll be informed as soon as we know it can be accommodated

We can often accommodate bookings outwith our normal operating days and times in your area—just give us a call and see what we can do to help

We're keen to hear from customers who have joined but never used us yet

To get into the way of using us, you can have one return journey free!!!

All you have to do is ask for your "Free Journey " when you book and complete a short survey after you have had your journey

Not used us in the last 6 months or more?

To get you back into the way of things, we're offering a 50% discount on your first fare—just ask for your discount when booking

How much does it cost to travel?

Typical Door to Door Fares

Single Fare

Clacks Area

Alloa to Cambus/Tullibody/Glenochil /Fishcross/Clackmannan/Hhillfoots	£5.00
Alloa to Dollar/Muckhart and Forestmill	£5.50
Alloa to Stirling	£6.00
Alloa to Falkirk	£7.00

Stirling Area

Stirling to St Ninians/Bannockburn/Bridge of Allan	£5.00
Stirling to Cowie/Plean	£5.50
Stirling to Falkirk	£7.00
Stirling to Callander	£7.00

Falkirk Area

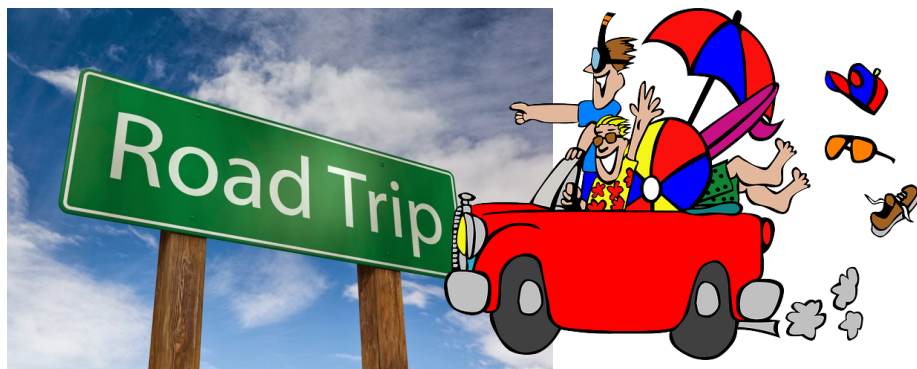
Falkirk to Larbert/Stenhousemuir/Hallglen/Grangemouth	£5.00
Falkirk to Airth/Skinflats	£5.50
Falkirk to Denny/Bonnybridge	£6.00
Falkirk to Bo'ness	£6.10

For other destinations and prices, please call our office on 01785 465355

Unfortunately we are unable to accept the National Entitlement Card

Excursions

When the schools are on holiday, we operate a programme of short excursions. These are designed by our Stakeholders and visit both indoor and outdoor events including shopping centres, markets and other indoor venues. We also recognize that some people just want to go for a run in the bus and we're looking at a programme to suit



Special December Excursions

Please keep an eye on our website for additional day trips during December and January
www.dial-a-journey.org

Limited Christmas Day Service

This year for the first in many, we may be able to provide a limited service with the last return journey being 4.30. For more information, please contact our Office

Festive Holidays

Our Office and service will be closed 25th and 26th December and 1st plus 2nd January

Special December Excursions

If there's sufficient interest we're considering weekday daytime trips to the Edinburgh Christmas market—if this is something that you might be interested in, please call us and let us know

MEDIA

Did you know we have a Facebook page—where you can see whats going on and offer comments?



You'll be able to e-mail booking requests to a new e-mail address—This doesn't give priority over telephone bookings and you booking will be acknowledged by return e-mail

bookings@dial-a-journey.org



Have you visited our Website to get more information about our services



What Does Dial-a-Journey do?

Door to Door Service

Our flagship is our **Door to Door** service where you ring our office to book a journey, the minibus arrives at your door, the driver assists you from your home onto the minibus and takes you to your destination, ensuring that you are safe and well before leaving you.

This service is mainly funded by your local Council and is available Monday—Friday 8am to 5.30pm. For the time being, Stirling Council funds services on Saturdays and Sundays. In some cases, (such as in Falkirk), journeys are restricted to within the Council area. You can use our transport for any of the purposes below.

Respite	<i>What can I use Dial-a-Journey for and where can I go?</i>	Hospital
Day Care		Shopping
Theatre		Cinema
Football		Pub
Bingo		Swimming
Visiting		Restaurant
Day Trip		Church
College		Dentist
Work		Lawyer
Socialising		Optician
Airport		Hairdresser
<i>Whatever you want to do, we're here To Help You!</i>		

Other services we offer

Group Travel

We are in a fortunate position that we have a selection of different sized vehicles that can be used to transport groups of people and help our colleagues in other voluntary organisations whose mission is to provide services for those most in need. Examples of this are the Group travel services we provide for Grangemouth Community care (who provide lunch clubs and day care) and Carrondale Care home who provide short excursions as part of their care services. .

We are able to help others in a number of ways:

Self Drive minibus hire for voluntary groups

As well as our door to door service, we have a number of other vehicles and drivers that provide home to school transport. When these vehicles aren't being used, for schools, they are made available for groups to hire to transport their members to and from activities at an affordable cost.

Self—Drive
Minibus Hire

Training

We also have our own in house trainers who deliver the Community Transport Association accredited Minibus Driver Awareness Scheme (MiDAS) and Passenger Assistant (PATs) Training.



Shopmobility



We have bases in Stirling and Falkirk, where customers can have either the loan or hire of a scooter to use in and around the town centres.

Simply complete an application form, turn up at either of the bases and undertake a short familiarisation and assessment of your ability to control the scooter and away you go. Opening hours are 10-4 in each of the bases. Stirling operates Mon-Fri and Falkirk opens Mon-Sat.

Carry on for details of more services

