

Prices correct as of 1 April 24



Dial-a-Bus Information Pack



Membership Application Form Included Inside



Orkney Disability Forum

A local independent charity

Life on Orkney has challenges. Especially for people with mobility issues. Orkney Disability Forum was started in 1991 to find ways to improve their quality of life.

We are run by a board of trustees, who are volunteers and employ a manager along with other staff to carry out the aims of the charity. Dial-a-Bus was started in 1996 to respond to the need for transport.

What do we do?

Advice and Information

We give information on disability issues to anyone, whether it be to someone with mobility issues, a family member, a carer or an organisation. We help to source equipment and signpost people to other services that may help to make their life easier. We have information on legislation and we try to educate the public about disabilities.



Dial-a-Bus

Dial-a-Bus is a door to door accessible bus service for elderly and disabled people in Orkney. Members pay a yearly membership fee then request journeys and are taken by our MiDAS trained drivers. Orkney Islands Council's concessionary travel scheme gives them three free return journeys per calendar month then they pay for any extra journeys. The bus is used for anything, such as shopping, visiting family or friends or to go to local events.

We also use our specialised buses for transport to local events and tours arranged by our Social Inclusion Worker.

Social Activities

The Tuesday Club has a programme for adults with disabilities and organises activities, trips and gives them the opportunity to socialise.

Mobility Scooter & Wheelchair Hire

We have a range of manual and electric wheelchairs and mobility scooters available for hire. People can hire these for part of day or for long term hire. We are also agents for DRIVE and can supply equipment for those who prefer to buy rather than hire.



Disability Living Aids

We stock a wide range of independent living aids for sale and to make life easier in and around the home. These items include rollators, long handled sponges, jar openers, grabbing tools and much more besides.

Training

We run training courses for Minibus Drivers focused on disability (MiDAS) courses. We also run WTORS equipment training course (Wheelchair and Tie Downs Occupant Restraint System) and a Disability Awareness course that can be tailored to meet organisational needs.



How did Dial-a-bus start and what do we do now?

In 1995, it was agreed that there was a demand for an accessible transport service for those with mobility issues and Orkney Disability Forum was approached to run the service as a one-year pilot. The aim was to provide a transport service in Orkney which would meet the needs of people with disabilities for shopping, social and leisure purposes. It was hoped that in the future the scheme could expand to include elderly people and those that live in rural areas.

The service was launched on 17th August 1996 with a small minibus loaned from Orkney Islands Council. Dial-a-bus managed to get further funding and later purchased their own wheelchair accessible vehicle and 2 mobility scooters.

The service has gone from strength to strength and now has over 300 members. Many find the service indispensable and would be isolated without the service.

In 2022 (26 years later), we own 4 wheelchair accessible minibuses along with 2 smaller vehicles and 2 electric cars. We take people shopping, to medical appointments, to church, visiting, day care and even to exercise classes and lots more besides.

Many of our passengers enjoyed meeting people on the bus and we recognised this as an important way of tackling loneliness. In 2004, we decided to trail organised trips that allowed people to be picked up from their doors and have a day out with other people, visiting places, having a meal out and experiencing new things. These outings are now often the highlight of the summer for many people and some describe it as their summer holidays as they are no longer able to travel out of Orkney. We recruited volunteer drivers and escorts to help keep costs down for passengers.

In recent years we have provided transport to community events so that our passengers know they are going to be in the company of familiar faces when they attend. This can be the agricultural shows, a concert, the science festival or just our own fundraising events such as coffee mornings. We also provide a dedicated weekly shopping in Company bus, where one week per month the passengers choose an out of town shop to go to. (Stromness, Dounby, St Margarets Hope).

What do we plan to for the future?

The elderly and those with mobility issues often face social isolation and Dial-a-bus are working hard to tackle this. People who can't get out to meet people often suffer from poor mental health, frequently resulting in their physical health also suffering. We help these people to stay independent and this enables them to stay in their own homes for longer and reduces the need for care. We want to increase the range of opportunities our members have to include more trips out with a wider range of activities that will appeal to more people. We will improve the quality of life for many people who live alone and help them to meet new (and sometimes old) friends.

If you need more information please get in touch.....

Orkney Disability Forum & Dial-a-Bus

18 Junction Rd, Kirkwall, KW15 1AB

Tel: 01856 870340 / 871515

Dial-A-Bus/MiDAS Training:

Web site: www.orkneycommunities.co.uk/odf

A charitable company limited by guarantee. Registered in Scotland, Company No. 173069.

Registered office: 18 Junction Rd, Kirkwall, KW15 1AB

Recognised by the Inland Revenue as a Scottish Charity No. SC 019325

VAT Reg. No. 803 9059 34

Orkney Disability Forum

Orkneys Leading Community Transport Provider

DIAL-A-BUS



Information Leaflet
Prices from April 2024

What is Dial-a-Bus?

Dial-a-Bus is a demand responsive transport service operated by the charity "Orkney Disability Forum".

We have

- minibuses with a tail lift for ease of access for users of wheelchairs or walking aids
- smaller vehicles that can take one wheelchair user with passenger
- helpful, knowledgeable, trained drivers.

Find us at 18 Junction Road, Kirkwall, Orkney
Tel: 01856 871515

- **To enjoy this service become a member**

You need to complete a membership application form and return the form to the office with the **£25** membership fee. (**£20** if Outer Isles or additional family household member). Your membership needs to be renewed on 1st April each year (a renewal form will be sent to members)

- **Who can use Dial-a-Bus?**

(please read to the end because membership is open to many people...)

- It is available to disabled people of all ages.
- It is available to people with mobility problems, whether temporary or permanent (e.g. a footballer with a broken leg or an elderly person awaiting a knee joint).
- It is available to people with mental health problems
- Also, people with other conditions like arthritis, heart condition, failing eyesight, etc.
- it is also available to anyone of 60 years and over.

- **How do I use the bus?**

Once you are a member you just phone 871515 or pop past our office to make a booking. The booking office is open 9am to 1pm and 2pm to 4pm; Monday to Friday, **please note the office is closed on a Saturday and Sunday**. You can also leave a message on the answer machine.

Once the times and details are agreed, the bus will come to you and collect you at the arranged time.

To help with the scheduling of buses we do ask that you book **at least 24 hours** in advance and that trips for the **weekend must be booked before Friday**.

Shopmobility Orkney provides manual and electric wheelchairs and scooters to help clients with a mobility problem to shop in Kirkwall. Equipment can also be hired on short term loan for use in the client's own home or whilst they are on holiday in Orkney. The maximum period for this type of hire is normally 2 weeks. Written medical authority will be required for the electric wheelchairs.

You can pick up your scooter or wheelchair from the office or equipment can be delivered by special arrangement.

On your first visit you will need to fill in a registration form and a member of staff will run through the basics on how the equipment works. Once you have read and signed our terms and conditions and you and the staff are confident that you can handle the equipment - off you go - *it's as simple as that*.

We also do long term Mobility Scooter hire, but you must have somewhere indoors and dry to store and charge the scooter.

(We do not supply escorts)

The hire rates for Shopmobility equipment are available for Dial-a-bus members and non-Dial-a-bus members.



ORKNEY DISABILITY FORUM

Dial-A-Bus & Shopmobility

18 Junction Rd



And, there are more benefits waiting for you!

Only members of Dial-A-Bus who are Orkney residents in possession of a National Entitlement Card and are disabled, have mobility issues or are over 65 may be entitled to participate in the Orkney Islands Council's concessionary travel scheme. **This entitles eligible members to 3 free return social or leisure based trips on Dial-A-Bus per calendar month.**

Out of hours contact no 07423320534

This is **not** a booking line. This line can be used when the office is shut for advising of Cancellations, changes of pick up or enquiries if the bus is more than 15 minutes late to pick you up.

BE ASSURED, IT IS OUR AIM TO FIT IN WITH YOUR SCHEDULE WHENEVER YOU WISH TO TRAVEL

By the way; You can also hire scooters and wheelchairs and have them delivered with Dial-a-Bus, subject to availability.

We also run a limited number of day tours in the summer along with transport to a range of community events— so we look forward to welcoming you!

For further information visit
www.orkneycommunities.co.uk/ODF
 Or find us on Facebook

• When can I use the bus?

Once you are a member you can use the buses normally between 8am and 7pm, 7 days a week (please note there is limited availability on sat and sun). We can provide transport, occasionally, out with these hours, but this needs to be prearranged. You have to fit into the schedule, so the bus might not be able to get there exactly when you want, so there needs to be some flexibility on your part.

• What can I use the bus for and what will it cost?

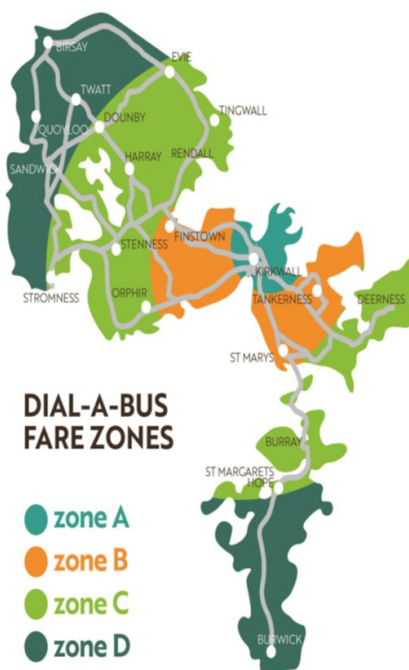
There are 2 fare rates (You pay the driver on the bus) Social and Leisure based trips include, but are not limited to: shopping, visiting friends, attending lunch clubs, physical activities and church.

If you use the bus to go to college, work or make medical journeys such as doctors appointments, dentist or hospital clinics due to funding restrictions we have to charge the higher fare as listed on second column below.

We operate in four distance zones (see attached map for zones)

	Fare for Social & Leisure (S/L) trips	Higher rate fares for Work/Education/ Medical (WEM) trips
Zone A	£4.20	£5.40
Zone B	£6.00	£7.70
Zone C	£8.30	£10.80
Zone D	£10.65	£13.90

You will be charged a fare for the furthest zone travelled. You can check with our staff to see what zone you are in. (Please note trips after 7pm are £1 extra, groups of 4 and over only after 7pm)



The Dialabus service is supported by funding from Orkney Island Council



ORKNEY DISABILITY FORUM

Dial-A-Bus & Shopmobility

18 Junction Rd



Orkney Scooter and wheelchair hire service

These plus more available to hire at 18

Junction Rd Kirkwall, Tel 871515.

email info@odforkney.com

Road scooters (April 2024 Prices)

Prices from 1st April 2024 Most people with disabilities will be exempt from paying VAT, a VAT exemption certificate must be completed at time of hire

	<u>Dialabus Members</u>	<u>Non Dialabus Members</u>
Whole day	: £8.50	: £12
Weekly rate	: £24	: £30.50
Long term weekly rate (paying by monthly Standing Order)		
	: £20.50 per wk. or £89 per calendar month	

Auto Folding Boot Scooter

Per week	: £26	: £32
Per Day	: £8.50	: £10
<u>Boot Scooter week</u>	: £18.50	: £23.50
Per day	: £5.50	: £8



Shopmobility Orkney provides manual and electric wheelchairs and scooters to help clients with a mobility problem to shop in Kirkwall. Equipment can also be hired on short term loan for use in the clients own home or whilst they are on holiday in Orkney. The maximum period for this type of hire is normally 2 weeks. Written medical authority will be required for the electric wheelchairs.

You can pick up your scooter or wheelchair from the office or equipment can be delivered by special arrangement.

On your first visit you will need to fill in a registration form and a member of staff will run through the basics on how the equipment works. Once you have read our terms and conditions and you and the staff are confident that you can handle the equipment - off you go - *its as simple as that.*

We also do long term Mobility Scooter hire but you must have somewhere indoors and dry to store and charge the scooter.

(We do not supply escorts)

The hire rates for Shopmobility equipment are available for Dialabus members and non Dialabus members.

Rollators / Wheelchairs / Zimmer Frames

	<u>Dialabus Members</u>	<u>Non Dialabus Members</u>
Whole day	£6	£9.50
Weekly rate	£18.50	£23.50



Hospital style overbed table
£12.50 per week - Dialabus members

£15 per week - Non Dialabus Members

A VAT exemption certificate must be completed at time of hire

VOLUNTEER



ORKNEY DISABILITY FORUM

Dial-A-Bus / Orkney Disability Forum

18 Junction Rd

Kirkwall

01856 871515

Do you have spare time or talents we could use?

Do you know of any friends or relatives that could help us?

What can you do for us to keep our buses running?

Volunteering is simple. Its about giving your time to do something useful and you get the satisfaction of time and effort well spent. In addition, volunteering can be a great way to meet new people, learn new skills and gain useful experience.

It is also fun.

There is a range of opportunities within Dial-A-Bus and whatever skills you have there is something you can do. The biggest problem for many people is finding the time to volunteer but some of our help is only needed occasionally and we would be very grateful for any time you can give us. There are no age limits on volunteering, although we need to make sure that jobs and volunteers are well matched so that everyone benefits

What do we need?

- We need volunteer drivers to help in the evenings and weekends,
- We need people to help with mailings 2-3 times per year.
- We need escorts for our tours.
- We need people to help at fundraising events.
- We need people to provide baking at various events.
- We need people to help sell Prize Draw tickets.

Do I need training?

- ♦ Most of the time we just need enthusiastic people who are willing to give a little of their time to help others, however we do offer training.
- ♦ Drivers—All our drivers are trained under the Minibus Driver Awareness Scheme (MiDAS), we have 2 trainers and will happily offer you this course in return for some voluntary driving.
- ♦ Other Voluntary tasks—We go through the task with you to make sure you know what is involved. If you need any extra help please ask.

What do I do now?

Fill in the application form below so that we have a note of your details. This give us an idea of the type of work you are interested in helping with and what times you are available. We will then keep this on record and give you a call when we can use your help.

Volunteer Application Form

Name

Address

.....

Post Code

Home Tel No.

Mobile

Email.....

Age Range (please circle)

Under 16 16-25 26-59 Retired

What Volunteering opportunities would you be willing to consider? (tick all that you would consider)

- ☐ Driving (must be willing to complete MiDAS training).
- ☐ Escorting
- ☐ Helping with Mailings
- ☐ Helping at fundraisers
- ☐ Baking
- ☐ Selling Prize Draw Tickets.

Do you have any other skills or talents you think we could use? (i.e. play an instrument and be willing to entertain at a concert, or simply would love to help keep our buses or scooters clean!)

.....

.....

.....

How much time would you be prepared to offer? (daily, once a week, once or twice a month, only at events, or just give me a call)

.....

Thank you for completing this form your help is very much appreciated.

Orkney Disability Forum & Dial-a-Bus SOCIAL ACTIVITIES Tuesday Club



A charitable company limited by guarantee. Registered in Scotland, Company No. 173069.

Recognised by the Inland Revenue as a Scottish Charity No. SC 019325.

SOCIAL ACTIVITIES CLUBS:

Orkney Disability Forum runs a social activities clubs for our young members. The primary aim of this club is to assist individuals in developing their social skills, and building self-confidence and self-reliance.

THE TUESDAY CLUB is a social activities club for disabled young adults. The club meets weekly at Orkney's new Youth Café, and provides a safe environment for members to meet friends and take part in a wide range of activities including arts & crafts, board games, interactive computer games, baking/cooking, drama, and sports.

Club members also enjoy going on various outings throughout the year.

The club encourages members to participate in a wide range of inclusive and interactive activities such as arts & crafts, games, baking and sports. We also organise occasional trips and outings.

TRANSPORT TO EVENTS:

We also provide dedicated buses for our members to attend community events such as coffee mornings, concerts, shows and festivals. We hope that this will encourage more of our members to take advantage of the wide and varied calendar of events available in Orkney.

BUS TOURS:

In addition to our transport services, Dial-a-Bus also organises a number of 'Bus Tours' throughout the year. Many of our members have limited social opportunities, so these trips are important in offering the chance to enjoy a day out with friends, and to visit different places and experience new things.

For further information on any of our Social Activities please contact on 870340, or email: lori@odforkney.com

You can also visit our website at
www.orkneycommunities.co.uk/odf

CONTACT DETAILS:

Orkney Disability Forum
& Dial-a-Bus
18 Junction Rd
Kirkwall
KW15 1AB



Tel: 01856 870340
email: lori@odforkney.com



Harray Music

Fortnightly Transport to Event

Dial-a bus do a trip every 2nd Monday Evening to Harray Music in The Harray Hall

This is available to elderly and disabled people in Orkney who are members of Dial-a-bus. Pick Ups start at approx. 6pm from home addresses, the music starts approx. 19.30 and ends just after 9pm when you will returned to your home.

Every alternate Monday Evening

The trip will cost 1 return journey on your Dialabus concession card.

Please contact our office to book a space on the bus

info@odforkney.co.uk

Tel: 01856 871515



Shopping in Company

Kirkwall Shopping Trip

within the speed limit signs

(Also available out-with speed limit signs pick up with Dialabus then connect with shopping bus in town)

Dial-a bus do a shopping trip every Wednesday

This is available to elderly and disabled people in Orkney who are members of Dial-a-bus. Pick Ups start at approx. 9.30 am from home addresses.

– Albert Street Car Park, Lidl, Kirkwall Bay Shellfish (First Wed every month out of town shopping i.e Dounby Co-op or Stromness.)

Places visited may be subject to change, the shopping trips will cost 1 return journey on your Dialabus concession card.

Please contact our office to book a space on the bus

info@odforkney.co.uk

Tel: 01856 871515



Leave a gift in your Will

For over 25 years, Dial-a-Bus has been providing a door to door bus service for people living on Orkney. The buses are used for all types of journey from shopping to visiting family, also group Social Trips & Tours organised by Dial-a-Bus to events or going for a meal.

Many users say that the service provided by Dial-a-Bus reduces social isolation.

Your kindness will ensure that the service can continue for many years to come.

A gift in your will ensures that we can continue to reduce social isolation and loneliness.



Orkney Disability Forum & Dial-a-Bus

18 Junction Rd, Kirkwall, KW15 1AB

Tel: 01856 870340

Dial-A-Bus/MiDAS/PATS Training.871515

Web site: www.orkneycommunities.co.uk/odf

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Orkney Disability Forum & Dialabus

Come in and see us, we offer a
great range of services!

- Wheelchair and scooter sale & hire
- Disability living aids sale & hire
- Dialabus - a demand responsive transport service - membership & bookings

Opening Times:

Mon - Fri:
9am - 1pm
&
2pm - 4pm

Contact Details:

Phone: 01856 871515
Email: info@odforkney.com



We hope to see you soon!

**Orkney Disability Forum for use of DIAL-A-BUS
MEMBERSHIP Application FORM**

Office Use:
Memb No

Dial-A-Bus Staff will be happy to help you complete this form if you require assistance

Title _____

Full Name _____

Address _____

Postcode _____ Tel. No. _____

Date of Birth _____

Doctor's Name and /or Practice _____

In an emergency who can we contact?

Name & address _____

Tel. No. _____ Relationship to you _____

This next section asks for specific information about your health and access requirements. This will be kept confidential and will only be referred to when we must consider your health and safety, and that of the driver and other passengers. For example, if we do know that you use a wheelchair, we will know how much room we need to leave in the bus, or if you use a rollator we know to have space available.

(please tick any that apply)

☐

I travel in a Wheelchair

☐

I use a wheelchair to get to the bus
but do not travel in it

☐

I use the tail lift to access the bus

☐

I use a rollator or Walking frame

☐

I am unable to hear well

☐

I am unable to see well

☐

I am unable to carry heavy shopping to my home

Any additional information:-



The children/wards of adult members can travel with the member until the child reaches the age of 16. Once a child is over 16 Years of age they can only travel on Dial-A-Bus as an escort.

Other information that may help– (eg Directions to house) please state below

Please Turn Over
You must complete both sides

Concessionary Travel

Members of Dial-A-Bus who are Orkney residents in possession of a National Entitlement Card and are disabled or are over 65 may be entitled to participate in the Orkney Islands Council's concessionary travel scheme. This entitles eligible members to three free return social or leisure based trip on Dial-A-Bus per calendar month. You must provide the 16 digit number which is shown next to your photo on your entitlement card.

National entitlement card : 6337 34__ _ _ _ _ _ _ _ _

Valid to date (not on all cards): __/__/____

Please confirm which type of card do you hold a) disabled ☐ b) I am over 65 ☐

Do you Travel with your own Escort? Yes ☐ No ☐

If you ticked **Yes** above do you have companion entitlement

(shown as +1 in C on card) Yes ☐ No ☐

Once you have completed this form please check the declaration below and sign if agree with it. and return your form with the membership fee to Dial-A-Bus, 18 Junction Road, Kirkwall, Orkney.

How your information is used

We will use the information you provide to apply for membership of Orkney Disability Forum so you can access the Dial A Bus service.

All identifying information will be stored securely and not shared with third parties with the exception of software providers unless prior consent is given.

Only non identifying information will be shared for statistical purposes.

Photographs may be used on occasion for publicity purposes if you do not consent to this please contact us to let us know.

Concessionary travel card information will only be used to ensure fares are correctly charged to OIC

I give my consent to use my emergency contact details if the need arises. This would only be if we were concerned for your well being or we needed to inform them of an incident.

I declare the information I have given on this form is correct and complete.

I give permission for my doctor or other parties to be contacted if the need arises.

I understand if this information is shown to be false then membership will be withdrawn.

Signed _____ Date _____

Please enclose SAE if you require receipt/confirmation for your payment

I enclose my Membership Fee (inc VAT) of £25

(£20 if Outer Isles or additional family household member)

Please make Cheques payable to "Orkney Disability Forum"

You can also pay by Bank Transfer if you wish

Acc no: 00613070 Sort Code 80-08-66 (please put "Membership" in as the reference)

I wish to be sent by mail the spring newsletter and dialabus tours list

By post

☐

by email

☐

(please provide email address below)

Email _____