



# Dial-a-Bus Information Pack

## Office opening Hours

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

## Contact Details

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

Tel: 01856 871515

Email: [info@odforkney.com](mailto:info@odforkney.com)

Membership Application Form Included Inside

## **What is Dial-a-Bus and how did it start?**

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.

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 and social and leisure purposes with hopes that the scheme would be able to expand to include those who were elderly and who lived in rural areas. Over the years the service has gone from strength to strength and now has over 300 members. Many people find Dial-a-Bus indispensable and would be isolated without the service.

The service was launched on 17th August 1996 with a small minibus loaned from Orkney Islands Council. Dial-a-Bus managed to acquire further funding and later purchased their own wheelchair accessible vehicle and 2 mobility scooters. In 2025, (29 years later), we now own 2 wheelchair accessible minibuses along with 4 smaller wheelchair accessible vehicles. We take people shopping, to medical appointments, to church, visiting people, to care facilities, and even to exercise classes, as well as many other places.

Many of our passengers enjoy meeting people on the bus and we recognised this as an important way of tackling loneliness. In 2004, we decided to trial 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. To keep costs down for passengers we also recruited volunteer drivers and escorts.

These outings have become increasingly popular with multiple trips taking place all throughout the year. In recent years we have also provided transport to community events so our passengers know they are going to be in the company of familiar faces when they attend. This can be the agricultural shows, local concerts, local festivals, or just our own fundraising events such as coffee afternoons.

### **What do we plan 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 people to stay independent and this enables them to stay in their own homes for longer and reduces the need for care. We will improve the quality of life for many and people who live alone and help them to meet new (and sometimes old) friends.

# What do we do?



## Advice and Information

We give information on disability issues to anyone, whether it be to somebody with mobility issues, a family member or friend, a carer, or an organisation. We can also assist in sourcing equipment and signpost people to other services that may help to make their life easier.

## 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, request journeys and are then taken by our MiDAS trained drivers. The Orkney Islands Council's concessionary travel scheme gives them three free return social and leisure journeys per calendar month then they pay for any extra journeys on top of that. The bus can be booked 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 trips that are arranged by our Social Inclusion Worker.

## Social Activities

The Tuesday club is a group that provides a safe space to relax and socialise for adults with additional support needs.

## Equipment Hire

We have a range of hireable equipment such as rollators, shower chairs, electric and manual wheelchairs, and both road and boot mobility scooters. People can hire these for part of the 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 to make life easier in and around the home. These items include rollators, long handled sponges, jar openers, grabbing tools, and much more.



## 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).

# Become a member to enjoy this service

## How to Join

To become a member you need to complete a membership application form (you can find one in the back of this information pack) and return it to our office along with the £30 membership fee (£25 if Outer Isles or additional household member). Your membership needs to be renewed on the 1st April each year, a renewal form will be sent to members.

## Who can use Dial-a-Bus?

Dial-a-Bus is available to:

- Disabled people of all ages
- People with mobility problems, whether temporary or permanent (people suffering injury or awaiting surgery)
- People with mental health problems
- People with other conditions like arthritis, heart condition, failing eyesight, etc.
- People over the age of 60 years old

## How can I book the bus?

Once you are a member you simply phone our office on 871515 or pop past our office to make a booking . The office is open 9am-1pm and 2pm-4pm, Mon-Fri.

**Please note that the office is closed Saturday and Sunday.**

Please feel free to leave a message on our answering machine with the details of your booking, and someone will return your call as soon as possible.

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

To help with scheduling please book at least **24 hours in advance** and any bookings for the weekend must be made **before Friday**. As we are quite busy we still cannot guarantee a booking but giving us as much notice as possible helps significantly.

## 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 that there is limited availability on Sat & Sun). We can occasionally provide transport out with these hours, but this needs to be prearranged with our office. Trips after 7pm are £1 extra and only groups of 4 or more. Be assured that whilst it is our aim to fit you in wherever possible, 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?

Payment can be made to the driver on the bus, they can take cash, card, cheque, or voucher (please see bottom of page for more info on vouchers). There are 2 fare rates.

- Social & Leisure-Trips that include, but are not limited to: Shopping, visiting friends, lunch clubs, classes, and Church.
- Medical/Work/Education: Travel to college, work, or use for medical journeys such as doctors, dentist, or hospital appointments. Due to funding restrictions these trip are charged at a higher rate.

You will be charged a fare for the furthest zone travelled. You can check with our staff if you are unsure what zone you are in. **You will find our map with zones and prices on the next page.**

## Please be Aware

- **N.E.C-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 trips (only claimable for Social & Leisure based trips) on Dial-A-Bus per calendar month.**
- **Escorts**-If you have a C+ on your National Entitlement card then an escort/companion can travel free with you. Please be aware that we do not provide these escorts/companions ourselves. If you do not have a C+ but feel you require one please call the council on 873535 to enquire about having one added.
- **Pick Up times**-Please be aware that the bus can be up to 15 minutes early or late. This can sometimes be unavoidable due to traffic or other factors that are out with our control.
- **Out of hours number (07546651404)** - This is not a booking line. This line can be used when the office is shut for last minute cancellations, informing us of delays, or enquiries if the bus is more than 15 minutes late to pick you up.

## TRAVEL VOUCHERS NOW AVAILABLE

Avoid future hassles and overdue fares by using our convenient Travel Vouchers! A simple, cash-free way to pay your driver. We offer vouchers for both Social/Leisure and Medical/Work/Education journeys, please find below the costs for single trips:

### Social & Leisure

Zone A : £4.50

Zone B: £6.50

Zone C: £8.95

Zone D: £11.50

**Buy travel vouchers and enjoy a bonus! Buy 5 single trips & get 1 FREE!**

**Example- Buy 5 Zone A medical vouchers for £29 and get the 6th one free!**

### Medical/Work/Education

Zone A: £5.80

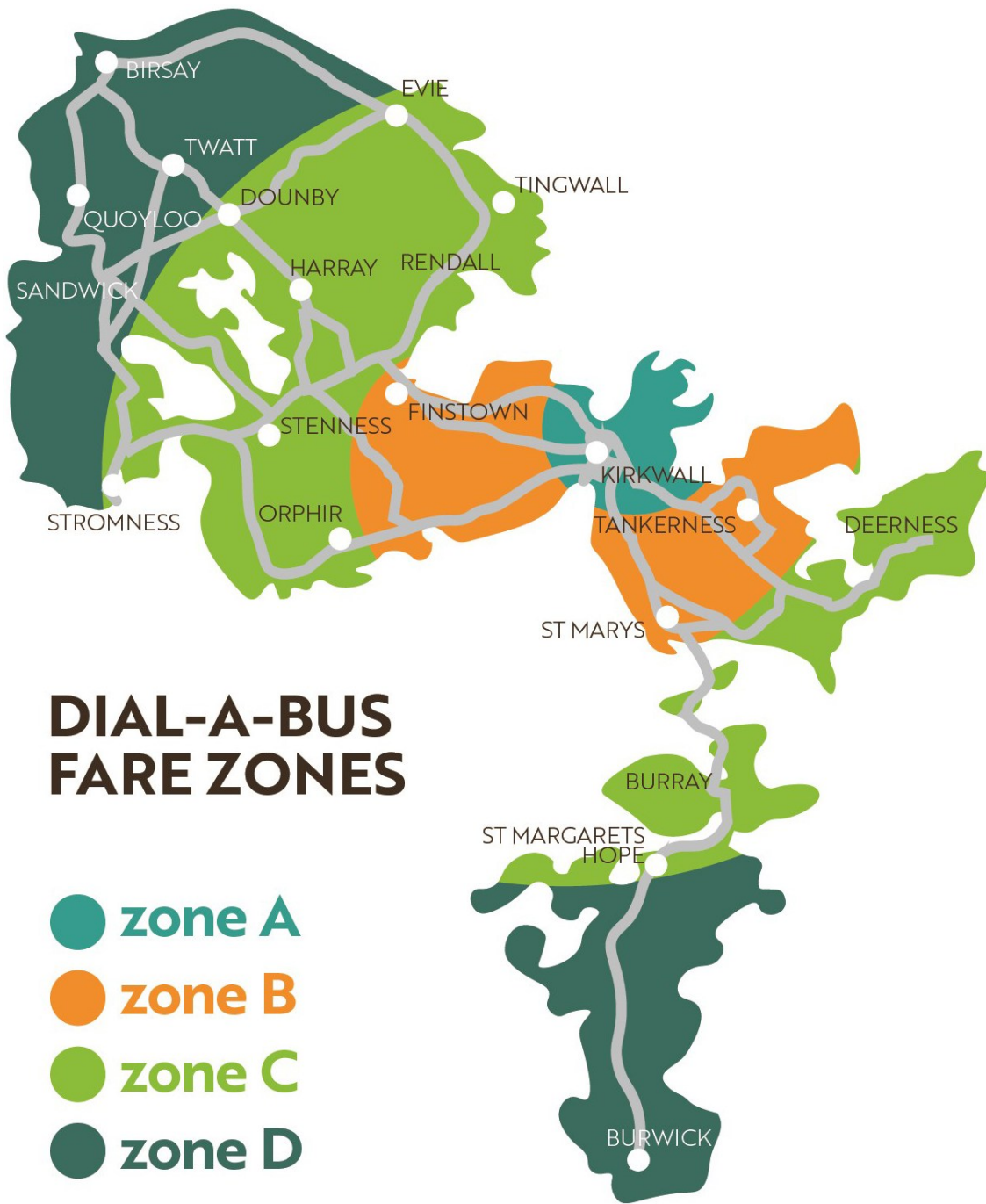
Zone B: £8.30

Zone C: £11.60

Zone D: £14.95

Mix and match vouchers as needed—the cheapest trip in your selection will be FREE!

Give our office a ring or pop by if you have any questions or would like to discuss buying some. There's no expiry date so you can buy some sets and save a little money with no pressure to use them all up by a certain date.



# DIAL-A-BUS FARE ZONES

- zone A
- zone B
- zone C
- zone D

## Fares for Social / Leisure (S/L)

## Higher Rate Fares for Work, Education, Medical (WEM)

	<u>Single</u>	<u>Return</u>		<u>Single</u>	<u>Return</u>
<u>Zone A</u>	£4.50	£9.00	<u>Zone A</u>	£5.80	£11.60
<u>Zone B</u>	£6.50	£13.00	<u>Zone B</u>	£8.30	£16.60
<u>Zone C</u>	£8.95	£17.90	<u>Zone C</u>	£11.60	£23.20
<u>Zone D</u>	£11.50	£23.00	<u>Zone D</u>	£14.95	£29.90



## **Harray Music**

### **Fortnightly Transport to Event**

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

Transport is available to members of Dial-a-bus with pickups starting at approx. 6pm from home addresses. The Music starts at approx. 7.30pm and ends at approx. 9.30pm at which point the bus will take you back home.

#### **Every alternate Monday Evening**

Please contact our office to enquire about booking a space on the bus.

## **Kirkwall Shopping Trip**

#### **Available for members living within Kirkwall**

Dial-a-bus do a shopping trip every Wednesday, with pick ups starting at approx. 9.45am from home addresses. To be dropped off at Tesco or Lidl and returns approx. 1 hour later.

Please contact our office to enquire about booking a space on the bus.

## **Trips and Events**

In addition to our usual transport services that we provide, we also have a Social Inclusion Worker who organises a number of trips throughout the year for our members. Many of our members have limited social opportunities, so these trips are a great opportunity for a nice trip out and to meet people.

Event's sheets go out twice a year with limited spaces so fill out your form and return it as soon as you can as these trips fill up quick!

For more information contact our office and ask to speak to our Social Inclusion Worker



# Orkney Disability Forum & Dial-a-Bus

## SOCIAL ACTIVITIES

### Tuesday Club



Orkney Disability Forum runs a social activities club for adults with additional support needs called “The Tuesday Club”. The primary aim of this club is to assist individuals in developing their social skills.

The club meets weekly at Orkney’s Youth Café, and provides a safe environment for members to meet, play games, and make friends. Whether it’s board games, activity books, a game of pool, or just a having a cuppa and relaxing, it’s a no pressure environment for everyone to come together and socialise.

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

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

# **Orkney Scooter and Wheelchair Hire Service**

These plus more available to hire at 18  
Junction Rd Kirkwall, Tel 871515,  
email [info@odforkney.com](mailto:info@odforkney.com)

<b>Item</b>	<b>Dial-a-Bus Members (£)</b>	<b>Non-Dial-a-Bus Members (£)</b>
<b>Mobility Scooters / Auto-fold Scooters / Electric Wheelchairs</b>		
Per day (£1 extra if overnight)	£9.35	£13.00
Weekly rate	£25.95	£33.25
<b>Mobility Boot Scooters</b>		
Per day (£1 extra if overnight)	£7.25	£9.35
Weekly rate	£20.75	£25.95
<b>Rollators / Wheelchairs / Zimmer Frames / Overbed Tables</b>		
Per day (£1 extra if overnight)	£6.25	£8.30
Weekly rate	£19.75	£25

## **Long-Term Hire Rates—For road scooters or electric wheelchairs,**

<b>Long-Term Hire Rates</b>	<b>Dial-a-Bus Members (£)</b>	<b>Non Dial-a-Bus Members (£)</b>
<b>Road Scooters or Electric Wheelchairs Weekly</b>	22.15	28.80
<b>Road Scooters or Electric Wheelchairs Monthly</b>	96.00	124.80

**Shopmobility Orkney** provides a variety of hireable equipment to assist clients with mobility challenges in shopping around Kirkwall. Equipment can also be hired on a short-term basis for use in clients' homes or while they are on holiday in Orkney.

You can collect your hire equipment from our office, or we can arrange delivery by special request.

On your first visit, you'll need to complete a registration form. A member of staff will guide you through the basics of operating the equipment.

**Most people with disabilities will be exempt from paying VAT, a VAT exemption certificate must be completed at time of hire**

In our shop we have a variety of items for sale, please find below just some of what we keep in stock!



- Foldable walking sticks
- Tripod foldable walking sticks
- Sock Aid (for helping put on socks and stockings)
- Long Handled Toe Cleaner
- 26" & 30" Assist Reacher (grabbers)
- Long Reach Extendable Duster
  - Shower/Bath Bench
  - Swivel Seat
  - Wheelchair Cushions
- Grab Rails (screw and suction)
  - Overbed Tables
  - Trolley on Wheels
  - Tri Walkers
- Manual Wheelchairs



- 4 Wheel Rollators of varying styles (e.g. Lightweight, all terrain, compact, transport chair/rollator 2 in 1 etc)
- We can order stock in for you including road/boot scooters & electric wheelchairs

Our staff are always here and are happy to assist and advise you. Just give us a ring or pop in!





## Leave a Gift in Your Will

For over 25 years, Dial-a-Bus has been providing a vital door-to-door bus service for the people of Orkney. Our buses are used for a variety of journeys, from shopping trips and family visits to group social outings, tours, and events, including meals.

Many of our users share that Dial-a-Bus plays a key role in reducing social Isolation, helping people stay connected to their community.

By leaving a gift in your will, you can help ensure that this important service continues for many years to come, allowing us to reduce loneliness and provide greater access to social opportunities for all. Your generosity will make a lasting difference in the lives of others.



*DIAL-A-BUS*

*\*OUT OF HOURS CANCELLATION NUMBER\*  
or for \*info regarding delays\**

**07546 651 404**

*THIS NUMBER IS FOR CANCELLATIONS  
WHEN THE OFFICE IS CLOSED*



*\*Please note NOT a booking Line\**

**\*\*\*CUT OUT TO KEEP HANDY\*\*\***

# 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. It's 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, and have some 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. You just need to be an adult of any age, although we do 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 on trips and events that take place during the day, in the evenings, or on the weekends
- We need volunteer escorts to provide added support on trips that take place during the day, in the evenings, or on the weekends
- We need people to help out at fundraising events
- We need people to provide baking at various events

### ***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 one available trainer and will happily offer you this course in return for some voluntary driving.
- Other voluntary tasks-We go through the tasks with you to make sure you know what is involved. If you need any extra help or have any questions please ask.

### ***What do I now?***

Fill in the application form on the back of this page so that we have a note of your details. This gives us an idea of the type of work you are interested in helping with and what times you are available. We'll 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**.....

**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 at fundraisers

Baking

**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 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- (e.g. Directions to house)  
please state here:

**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**

D- Disabled       DC-Disabled + Companion       A-Over 65

AC-Over 65 + Companion

Do you have escort entitlement C+ on your card

**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 wellbeing, 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 that if this information is shown to be false then membership will be withdrawn.

Signed \_\_\_\_\_ Date \_\_\_\_\_

I enclose my Membership Fee (Inc VAT) of - £30

£25( Outer lilses or additional family household member)

**Please make Cheques payable to "Orkney Disability Forum"**

**You can also pay by Bank Transfer if you wish. Ac no: 00613070 Sort Code 80-08-66 (please put "Membership" in as the reference)**

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

*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*

**HELP US IMPROVE COMMUNICATIONS & REDUCE COSTS**

As we enter the new financial year, we want to make our communications more efficient and reduce expenses. To do this, we need your preferences.

Please complete the attached form & return it to us

**YOUR DETAILS**

- NAME
  
- ADDRESS
  
  
  
- TELEPHONE NUMBER
  
- MOBILE NUMBER
  
  
- EMAIL ADDRESS

**HOW WOULD YOU LIKE TO RECEIVE INFORMATION**

- POST
  
- EMAIL
  
- TEXT
  
- MESSENGER
  
- WHATSAPP

**WHICH INFORMATION WOULD YOU LIKE TO RECEIVE**

- Membership Renewal Form (sent automatically in Feb/March to paid Members)
- AGM Pack (Annual General Meeting details & proxy voting form)
- Event Sheet (lists upcoming events, sent twice a year Feb & Sept)
- Newsletter (updates on Dialabus services & Activities)

Return the form to Dialabus, 18 Junction Road, Kirkwall, KW15 1AB

If we do not receive your preferences, we'll assume you prefer not to receive further mailings

Thank you for your continued support – we couldn't do this without you