

Wandsworth Community Transport

Passenger

Members

Handbook

020-8675 3812

020-8675 7460

e-mail

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Charity Number 286095

Thank you for your enquiry about becoming a passenger member of Wandsworth Community Transport. We have two types of membership for Wandsworth residents, as follows

STANDARD MEMBERSHIP is for people who find it difficult to use public transport and who need our Door-to-door Services. We use accessible minibuses and can accommodate wheelchairs and mobility aids. Services include the shopping shuttle, Shopmobility and outings. We can provide wheelchairs, scooters and volunteers to help.

SILVER DAY-TRIPPERS MEMBERSHIP is for people over 60 who can use public transport. We use normal minibuses and run outings throughout the year, picking up from bus stops across the borough.

To become a member, please complete and return the enclosed application form. It covers both types of membership and we hope it is clear which parts you will need to fill out. As soon as we receive the form, you can start booking for our trips out and our regular shopping trips to central Wandsworth.

There is no charge for membership, although a small, voluntary, donation would be most welcome and will help us to continue providing our current services.

Your membership of Wandsworth Community Transport is subject to your agreeing to accept the Terms and Conditions of Membership.

You will also find enclosed a copy of our latest newsletter which details our current set of outings with more information about how the whole thing works.

Please note that membership is open to independent people who self refer and book their own transport. It is not for people who have difficulty using public transport because of learning difficulties. We do not accept bookings made on behalf of groups of people when a group travel solution is more appropriate.

SUMMARY OF OUR SERVICES

Door-to-Door Outings

Every year we organise a number of outings. We pick you up from home and can take wheelchairs and provide a mobility aid and volunteer to help when necessary. Details of our current season are given in **Road Runner** and include days out to the coast, pub lunches, parks and gardens and more. If you wish to go on any of these trips please give us a call on **020-8675 3812**. Book early to avoid disappointment.

Silver Day-Trippers Outings

These are much the same as above except that we pick up from local bus stops. Destinations are sometimes more adventurous and involve more walking.

Shopping Shuttle

This again is a door-to-door service for those who find it difficult to use public transport and takes people to Sainsburys (Garratt Lane) and the Southside Shopping Centre. The fare is £2-50 return (door

to door) and you get approximately two hours shopping once you get there. Passengers normally go every week or fortnightly and you don't have to phone up each time, just tell the driver to tick you off for your next trip. Again, call us on 020-8675 3812 for full details. People who need additional help can get it from our Shopmobility Unit – see overleaf.

Shopmobility

Wandsworth Community Transport runs Wandsworth Shopmobility, which is based at Sainsbury's Supermarket, Garratt Lane SW18.

Shopmobility provides wheelchairs and electric scooters to those people who need a mobility aid. In addition, Shopmobility is able to provide escorts for people who need someone to push their wheelchair or who just need a helping arm to get around the shops.

Shopmobility can also arrange long term loans of scooters and wheelchairs and help with all your mobility issues. Full details of Shopmobility can be obtained by calling 020-8875 9585.

Funding

Wandsworth Community Transport is primarily funded by Wandsworth Council but also receives significant support from Sainsburys Supermarket, with further funding coming from the City Bridge Trust, the Big Lottery and from donations received from passenger members like your good selves.

If you require any further information please do not hesitate to contact us on 020-8675 3812.

TERMS AND CONDITIONS OF MEMBERSHIP *(version 2010)*

Members of Wandsworth Community Transport must comply with the following terms and conditions, as well as the standard operating policies and practices agreed by the Management Committee.

Failure to accept the following terms and conditions of membership may result in action being taken against you through the disciplinary procedure, and ultimately in the withdrawal of services and membership.

- Passenger Members must adhere to Wandsworth Community Transport's Equal Opportunities and Health & Safety Policies.
- Complaints against Wandsworth Community Transport must be made through the complaints procedure. Members must agree to be bound by the disciplinary procedure if a complaint is made against them.
- Copies of the complaints and disciplinary procedures are available on request from the office and will be supplied to the passenger should an incident occur.
- Members must accept that when using our services, the driver of the vehicle has sole responsibility on the bus for setting routes, pick up times, the order of pick ups and other operational matters. The driver works under direct instruction from the office and any disputes or disagreements which might occur must not be raised with drivers, escorts or other passengers, but must be raised with the office after the trip has been concluded.
- Passengers on shopping trips should limit their shopping to same amount an ambulant person might expect to carry on public transport, i.e. 2 big shopping bags (or 4 small carrier bags) or a shopping trolley.

- Passengers are usually given a time slot within which they will be collected (e.g. between 10.15 and 11.00) and an exact return time. They should be ready to board the minibus as soon as it arrives to pick them up and be punctual for the return journey. Under exceptional circumstances, a maximum of 5 minutes grace may be allowed but this should not be the norm. Persistent lateness or delay in boarding the minibus may result in action being taken.

HEALTH & SAFETY POLICY FOR PASSENGER MEMBERS

WCT is concerned to ensure the safety of its passengers both during the journey, and also before and after the journey.

Passengers in WCT vehicles must:

- Wear the seatbelt when sitting in a minibus seat or the special passenger restraint provided for wheelchair users.
- Remain in their seats until the minibus has stopped.
- Passengers are also advised to think about their own personal safety when travelling or waiting to travel.

WCT **recommends** that passengers

- Always use a door chain, entryphone, or door viewer when answering the door.
- Always check that they know whom the caller is. If our driver is not the person expected, phone our office on 020-8675 7460 to confirm their identity, or if it is outside office hours ask the driver to give you the emergency number that is on the drivers clipboard, then speak to one our staff on the phone before you open the door.
- Use a credit/debit card when possible, and carry cash in an inside pocket, not in a handbag on top of your shopping trolley.
- Do not carry or leave a large amount of cash at home.
- Wait in the safety of their home until the minibus comes, rather than outside or in the hallway, for reasons of personal safety as well as to enable you to use the telephone in case of an emergency.
- Ask the driver to make sure that you are safely indoors before driving off.