

Reg. Charity No 265562

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## Transport Services

### Regular Transport

RACDV operate 5 Minibuses 8.30 a.m. to 5.00 p.m. Monday to Friday for elderly and frail clients over state retirement age, resident in the RACDV Area of Benefit, for a personalised, convenient and safe door to door service to use in getting to / from Day Centres, Clubs & Shopping Trips, etc. This transport is provided at a low, subsidised cost. Client using either the Sevenoaks or Dartford transport can refer to information Sheet No. 25 for details of current costs and new clients wishing to use this service are required to pre-register with Age Concern and, for Sevenoaks area only, to purchase a Permit for 3, 6 or 12 months, the full cost of which goes directly to Sevenoaks Council. 12 to 18-Seater minibuses cover the Sevenoaks area and a 12-Seater minibus covers the Dartford area. All buses are equipped with Forward Facing Seats, approved 3 point Seats Belts, First Aid Kit, Fire Fighting Equipment, mobile telephone, Trained and Experienced friendly Drivers, and full disabled access including access and carriage of wheelchairs. These minibuses operate a significant schedule every day, covering over the course of one week the majority of the large 110 square mile benefit area of RACDV, with the more popular or higher populated areas covered daily. This vital and essential service covers over 1.5 million passenger miles annually and is one of the most extensive and complex transport system in the County. Please contact the Age Concern Office for further information. Age Concern is indebted to Kent County Council, Sevenoaks District Council, and Dartford Borough Council for their invaluable support of this Service.

### Private Hire of Minibuses

The above Minibuses are normally available for Clients / Clubs / Day Centres to hire privately, either during the day Monday to Friday or particularly during weekday evenings and anytime at weekends but limited availability applies during weekday daytimes. Please enquire at the Age Concern office for current rates which covers the vehicle hire, fuel, insurance, drivers wages, etc, but not parking or toll fees if applicable. The Hire period will include the time taken by the vehicle in travelling from its base to first pick up and return. Minibuses have a varied number of seats, from 12 to 22 and most can carry 1 or 2 wheelchairs in safety. Any person wishing to hire or have an inquiry should contact the Age Concern office for further details or to arrange a booking. Whilst short notice bookings can sometimes be accommodated, you are advised to book well in advance if possible. The Dartford Minibus is available to residents outside the RACDV area of benefit for private hire for a small surcharge. The full hire charge for SDC buses goes direct to Sevenoaks Council with Age Concern providing their services free.

### Voluntary Driver Transport

Age Concern can, subject to availability, arrange individual one off transport journeys for elderly or disabled clients in the RACDV area via the kindness of unpaid volunteers using their own vehicles, making arrangements via volunteers from either Age Concern or volunteer bureaux, please enquire for current rates or see our Information Sheet No. 25. Please note that mileage charges apply to/from the volunteer driver's home or base, and that it may be more difficult to obtain the services of a volunteer for regular trips, rather than the one off trips. For short journeys, you are also advised to get a quote from a local taxi firm, as this may possibly be more economical, only charging from the client's pick-up point to their destination.

### KCC Dial-a-Ride Service

This service operated by Kent County Council consists of a disabled access minibus being available for personal pre-booking for door-to-door trips to take you to or from your home anywhere within a localised area within Kent. You must pre-book, on a booking line that is frequently very busy, and the applicable charge will be quoted on each booking, based mainly on mileage involved. Dial-a-Ride enquiry number is (Medway) 01622 606381 and their booking number is (local call charge) 0845 6006501.

### Hospital In or Out Patients

Hospital In/Out Patients should check with their GP or Hospital Doctor/Nurse if a free Hospital Car Service is available in their circumstances. If as an in/out patient, or in an appropriate emergency, you could be entitled to free travel by Ambulance and this can be queried or arranged via the hospital or your doctor. Patients on any means tested benefits may be able to get their basic travel costs paid or reimbursed by the Department of Work & Pensions or by Pension Credit and enquiries should be made of your local DWP office or on 01795 562500 or the Pension Credit help-line, before you travel and incur costs.

### Bus & Rail Permits

Local Councils provide Bus Passes for residents over a certain age. From 6 April 2010, the age of eligibility for concessionary travel for women will be pension age and for men it will be the pensionable age of a woman born on the same day. These passes allow free (off-peak) anywhere within England on most buses. Rail Warrants are available from the railway companies such as a Senior Railcard with Dartford assisting towards the cost but no assistance from Sevenoaks. Where assistance is given by the local Council, one can have either a bus pass or railcard, not both. Many public buses and trains now have full disabled access for the frail or disabled and may be able to offer other services of benefit to such persons but you are advised to check with the Company concerned before you travel. For passes or permits, enquire of your local Council – Sevenoaks on 01732 227000 (or at the information desk in the Swanley Library building) or Dartford 01322 343434, or your local rail station.

### Disabled Private Vehicles

Registered Disabled clients on the high mobility component of Disability Living Allowance (DLA) can apply for free road fund licence – apply at a main post office of your local DVLA Centre. Free road fund licence holders can also use most toll bridges or tunnels like the Dartford Crossing free of charge. Those in receipt of the high rate of DLA also have the option of acquiring a vehicle from a selection, normally for three years then renewable, under the Motorability Scheme in place of their benefit with all major costs such as serving, breakdown and road tax included. Genuine disabled clients may be able to apply for a concessionary blue badge parking ticket – contact KCC at 01622 605020 or application forms held at the Age Concern Office.

### Removals

Age Concern can recommend a cheap Man with a Van, for low cost removals of furniture, etc, or a fully insured, approved and established Removal Company at a discounted but higher price. Please contact the Age Concern office.

### General

Age Concern can advise on the lowest cost, reliable taxi firms including those with disabled access, can advise on bookings for up to 53-Seater coaches for outings & special events with a small discount on price, and can give advice on available or appropriate vehicles, including specialised vehicles and private ambulances for holiday or other purposes. If you feel that a special aid would assist you when travelling, Age Concern operates an extensive Disabled Aids Loan Service where you may borrow any required Aids to assist you. If you are a housebound resident in the RACDV area of benefit, Age Concern can arrange to visit you at home free of charge to deal with almost any matter. Please contact the Age Concern office.