

Guildford Borough Council
Community Care Services



Community Meals

Support maintaining a nutritional diet and well-being at home

01483 503010

Community Enhanced Day Care

Specialist support for the individual to enhance the quality of life of those who remain cared for in their own homes

Four Seasons - 01483 444145

The Meadows - 01252 326304

Centres for Older People

Social and learning activities for people over the age of 55 years

01483 444285

Community Transport



Guildford Borough Council

Community Transport Service

Park Barn Centre

Park Barn Drive

Guildford, GU2 8EN

Tel: 01483458052 email: communitytransport@guilford.gov.uk

Telephone

01483 458052

Introduction to Community Transport

In 1998 Guildford Borough Council began The Guildford Community Transport Service providing regular transport for eligible residents of the Borough to go to Day Centres located within Guildford Borough, over the years the service has evolved and has been extended to assist eligible residents to access a range of activities and services including:

- Centres for Older People
- Shopping
- Voluntary Senior Activities
- Social Clubs
- Work
- Visiting family & friends
- Hospital and other medical appointments

The Community Transport Service promotes the independence of residents of Guildford Borough and reduces the social exclusion caused by an inability to access public transport.

In 2013 we were one of only three Transport services in the country to achieve the Community Transport Association Quality Mark for the professional service provided to our customers.

Information for Wheelchair users

The Community Transport Service uses vehicles that have been specially adapted to carry most wheelchair users who are unable to transfer in to a seat.

In order to safely carry you on the vehicle we need to ensure that your wheelchair is compatible with our restraint systems and that the wheelchair has been crash tested.

To assist please complete the wheelchair section on the registration form. If you have any questions then please contact a member of the team on 01483 458052.

Please note that we are not able to carry mobility scooters.



Community Transport Charges

Full Community Transport Registration	£12.50
Club Plus Membership (restricted use)	£6.00

The cost of registration shown is correct at the time of printing (May 2018) and is renewable annually.

A fare is payable to the driver for all trips taken on Community Transport, the cost is dependant on the service type.

- Door to Store - This is a fixed fare of £5.40 for a return trip
- Library Service - This is a fixed fare of £5.40 for a return trip
- Regular Day Centre - This is a fixed fare of £5.40 for a return trip
- Social Trips - Fares are based on mileage bands
- Dial a Ride and Club Plus - Trips taken under the dial a ride service or the Club plus scheme are charged at £2.70 for the first mile and then an additional 50p for every subsequent mile (or part of) per single trip.

The team at Community Transport Service operates Monday to Thursday 9.00am-5.00pm and Fridays 9.00am-4.30pm and uses a fleet of fully accessible vehicles to assist passengers in accessing the vehicles.

More personal than taxis or public transport, our professional drivers provide a door to door service, assisting, where required to get you safely from your home to the vehicle and on to your destination.

Our Services

Guildford Community Transport provides six main transport services to individual residents of Guildford which are:

- Centres for Older People
- Dial a Ride
- Door to Store
- Library Service
- Social Trips
- Club Plus

Our Services

Centres for Older People

The Community Transport Service provides transport to Centres for Older People operated by Guildford Borough Council. Transport is provided to these centres in different ways to ensure that all customers have the freedom to make their own decision as to which way they would like to attend.

Regular transport can be provided to customers on the same day each week on vehicles that have pre-planned routes from particular areas within the Borough to a designated centre. Pick up times for this transport is between 9.00am and 10.30am, the return times are between 3.00pm and 4.00pm.

Alternatively customers can contact the Community Transport office on a weekly basis to arrange transport to a centre, this booking would be outside of the regular transport times through the Dial a Ride service.

Dial a Ride

Dial a Ride is a door to door service, providing transport to a range of services, appointments and social activities within Guildford and key towns in the surrounding areas.

Booking Transport

To book transport on any of our services you will need to call the scheduling office on 01483 458052 or email your request to communitytransport@guildford.gov.uk

A member of staff will look to arrange transport that is suitable for you and that Guildford Community Transport is able to provide. When booking transport the following information will be required:

- Your name
- Your address
- The date you wish to travel
- Pick up time
- Detail of your destination
- Return pick up time

Transport is booked up to six days in advance and on a first come first served basis with regular bookings currently being taken for transport to Centres for Older People, Door to Store and the Library Service.

Registering with Community Transport

Before you are able to book transport on any of the services provided you will first need to register. To do this you will need to complete the registration form enclosed with this booklet.

If there is no registration form enclosed please contact us on 01483 458052 and we will post a form to you.

There is a registration fee for joining Guildford Community Transport. Full memberships is currently set at £12.50* and is renewable annually. (*Accurate at time of print - May 2018).

Our Club Plus membership is currently set at £6.00* and is renewable annually.

When you have completed the registration form please send it together with a cheque for the registration fee (made payable to Guildford Borough Council) to the address printed at the top of the form. When we have received the registration form and payment of the registration fee your details will be processed and a confirmation letter will be sent to you confirming that you are now able to use the service. This will be done within three working days of us receiving your form.

Between the hours of 09.00am-10.15am and 3.00pm-4.00pm priority is given to customers attending a Guildford Borough Council Centre for Older People and for medical appointments. All bookings are subject to availability.

For further information on available destinations please contact the Community Transport Office on 01483 458052.

Door to Store

The Door to Store scheme enables you to book a regular seat on a bus taking groups of people to their local supermarket. This service is available to anyone registered with Guildford Community Transport. By joining the service, you will have your weekly shopping trip guaranteed, meaning that you do not need to phone in each week to make a booking. Instead you only need to contact us when you are unable to travel.

Library Service

The library service can take you to your local library on a fortnightly basis at a set time. To book a regular place on the vehicle simply contact the Community Transport office who will arrange the transport for you, you will only need to contact the office when you do not want to travel.

Our Services

Social Trips

Throughout the year Community Transport produce a Social Trip Brochure offering trips to local places of interest including garden centres, pubs, museums and galleries. It is an opportunity for customers to meet up with friends or to meet new ones.

The Community Transport Team research venues to ensure they are accessible prior to putting them in the brochure.

The trips are available to all individuals registered with the service, upon receipt of the brochure simply decide on the trips you would like to go on then phone the office on 01483 458052 to book your place.

Club Plus

Do you have a club/activity that you attend on a regular basis?

We offer a restricted membership to individuals who do not need to take advantage of the full services available and who only need assistance in getting to their weekly club.

For more information on this scheme please speak with a member of the team on 01483 458052.

Who Can Access These Services?

Guildford Community Transport operates within certain conditions, which means that anyone wishing to use the service must first register. In order to comply with these conditions all trips must be pre-booked with the Community Transport Scheduling Office.

Eligibility

The service is available to any resident of Guildford Borough who is over sixty years of age or unable to access public transport including:

- People of any age with a physical disability or mobility problem
- People of any age suffering with short or long term ill health
- People of any age with learning difficulties
- People of any age with mental health issues