

Order of Malta Dial-a-Journey



and



Central Shopmobility



Company Profile

Supported By

Holders Of



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OUR HISTORY

Dial-a-Journey

The origins of Dial-a-Journey lie with the Margaret Blackwood Housing Association, who in the mid-1980's were engaged in building a mixed hostel/housing complex in Bannockburn.

Around the same time they recognised the lack of accessible public transport and entered into discussions with Central Regional Council (CRC) to set up a dial-a-ride scheme. Subsequently they obtained approval to run the scheme under the Manpower Services Commission (MSC)'s Community Programme, with funding for the manager provided by CRC and vehicles provided by The Order of Malta. The service commenced late in 1986.

In November 1988, MSC funding ceased. CRC undertook to sustain funding until the end of the financial year in 1989. During this period, negotiations with CRC secured ongoing funding, covering staff and office costs, but with vehicles continuing to be provided by the Order of Malta. The running costs of vehicles were being met through fares from passengers.

At the same time as setting up Order of Malta Dial-a-Journey Ltd as an independent company in 1991, CRC, in reviewing its concessionary fares policy, increased its level of funding with the requirement that the service covered the whole of Central Region as opposed to only the urban south-east corner.

Over time, the service has grown from a small number of part-time staff and two vehicles to become one of Scotland's largest providers of this type of service in Scotland, currently employing 43 staff and operating 24 vehicles.

Central Shopmobility

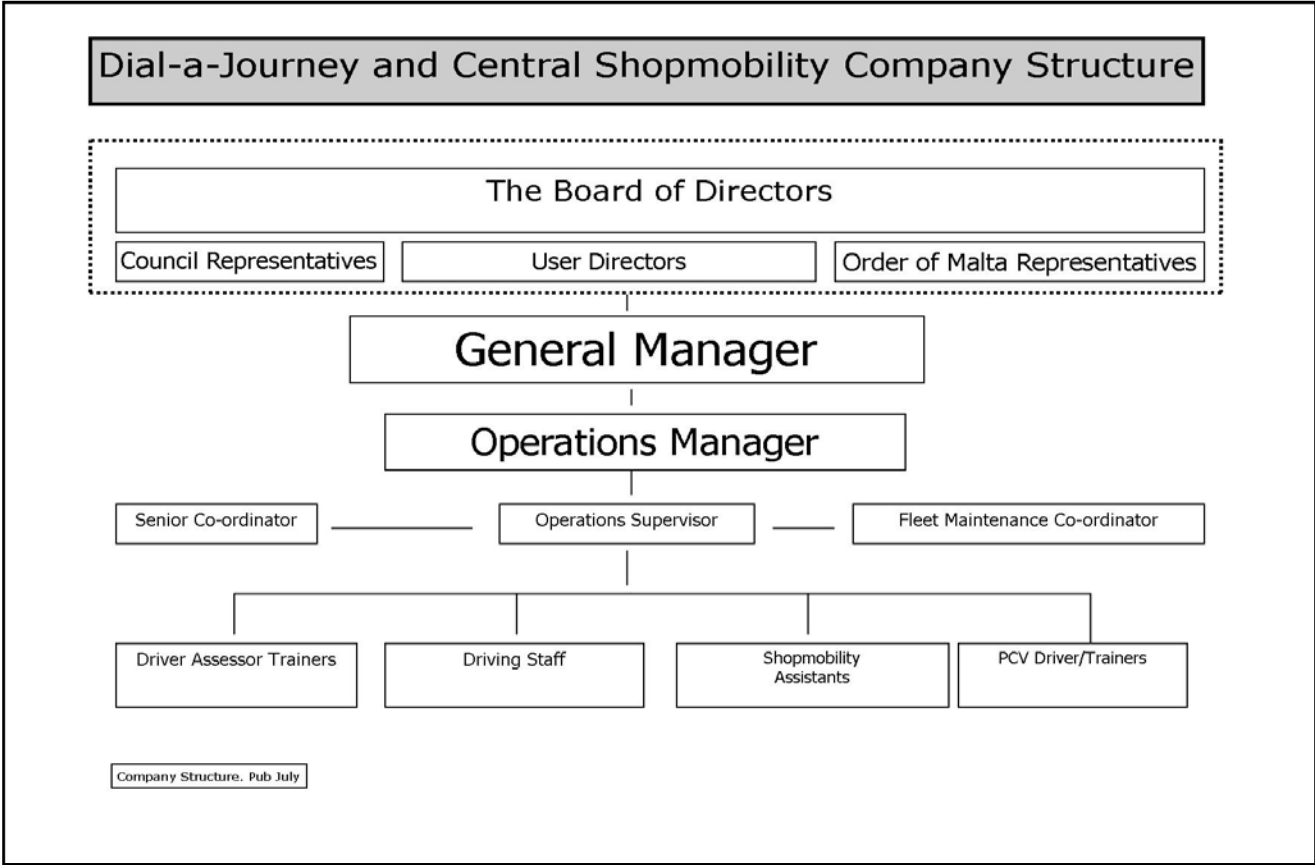
Central Shopmobility and Dial-a-Journey have enjoyed strong links since Shopmobility's inception in 1992 under the direction of Ray Brisbane. With funding secured from Central Regional Council (and the successor unitary authorities), Ray and his team grew Shopmobility from a small office in the Howgate Shopping Centre into the service you see today, with a fixed base in the Callander Square Shopping Centre in Falkirk, the Bus Station in Stirling and a mobile service that serves Clackmannanshire, and other venues.

Following the sudden death of Ray in 1994, Dial-a-Journey became more involved in the management of Central Shopmobility, as the two organisations exist with very similar purposes.

Following lengthy discussions, Dial-a-Journey and Central Shopmobility formally joined forces during 2007 and became one organisation, with both retaining their own identities.

The company is an equal opportunities employer and was awarded the Department of Employment "Positive about Disabled People" Award in 1995. In 2000, the company was awarded "Investors in People" accreditation, and re-recognised in 2003. PADP was renewed in 2007.

OUR STRUCTURE



Order of Malta Involvement

In addition to hands on support by members of the Order of Malta (an international charitable organisation), they also carry out fundraising to purchase vehicles, and contribute to the costs of running the head office. Of particular benefit to Dial-a-Journey is the unpaid commitment to Dial-a-Journey by members of Order of Malta who are pro-active in the various sub-groups that meet regularly. The members devote a great deal of time and expertise in assisting the management of the company.

There are a number of sub groups of the Board that assist with policy making and other issues

The Staffing Subgroup

Consists of management and members of the Board who meet to deal with personnel issues.

The Finance Group

Consists of management and Board members, who meet approx. every 3 months to monitor and review the financial performance of all operations, set budgets and monitor operational performance.

The Excursions and Short Breaks Sub Group

Meet regularly to formulate and evaluate excursions and holiday programs. This group has input from User directors, staff and management.

Joint User Forum

With the coming together of Dial-a-Journey and Shopmobility, it is important that the views of the users are considered fully when making strategic plans. The joining of the two Boards gives a wealth of knowledge in both areas, as well as a broader understanding of customer needs. Work is underway to form a joint user's forum, who will meet regularly, and whose comments will be fed in to the main Board.

The presence of both Dial-a-Journey and Shopmobility has had a large impact on the lives of those who were previously unable to travel. This is verified by our own chairperson.

OUR SERVICES

Dial-a-Journey has changed dramatically since 1995. It has grown and flourished to become one of the largest providers of accessible transport and associated services in Scotland and has enhanced travel conditions and opportunities for users of the service and beyond. It is certainly the most diverse.

Services are split into two areas (**core funded** through the service agreements **and non-core funded** which activities we carry out, that are expected to operate on a stand alone basis and be self-funding)

We offer the following;

CORE FUNDED SERVICES

Dial-a-Journey Door to Door Service

Dial-a-Journey is the original service created to provide a daily "dial-a-ride" type door-to-door transport service. This service is designed to provide accessible transport for passengers who cannot use conventional public transport.

This core service is funded jointly by Falkirk, Stirling and Clackmannanshire Councils. Sizeable donations from the Order of Malta provides vehicles and support services, while grant funding is designed to cover staff, operational costs, rent contribution and vehicles. Vehicle running costs are recouped through fare income from passengers.

The service normally operates every day of the year except New Years Day, providing transport for Social, Recreational, Welfare, Religious and Educational requirements.

The door to door service in 2006/07 carried approx 23,000 passengers

Central Shopmobility

As mentioned earlier, Dial-a-Journey and Central Shopmobility officially combined forces in 2007. Shopmobility's role is to provide the use of manual and electric wheelchairs to members of the public who have mobility difficulties.

Initially the concept of providing the use of equipment was to make shopping more accessible for people who have mobility difficulties, but this service has grown to mean so much more than that to the many people who cross the door. For some, the contact with the staff at Shopmobility can often be the only time they have contact with the outside world.

The aims of both Shopmobility and Dial-a-Journey are to promote inclusion in all walks of life, and as such the ethos of the two organisations are very similar. This creates an environment that allows the two organisations to have a close affinity, and it is intended that both Shopmobility and Dial-a-Journey will work closely together to integrate their services in a way that maximises the potential for inclusion and benefit our customers.

Group Hire Service

The company operates a group hire service to supplement the door-to-door provision

At times when we have spare vehicle capacity, we are able to offer voluntary groups who are members of our scheme the use of minibuses either with their own volunteer driver or with one of Dial-a-Journey's. The use of these vehicles is closely monitored and regulated to ensure that they keep within the scope of the permit we operate under. This service is very popular for groups with limited funding.

With the demand for accessible minibuses increasing, and the needs of those who hire from us also changing, it was recognised that hiring a full size minibus may not always be the most appropriate vehicle.

In addition to providing vehicles for voluntary groups, we also offer the use of smaller single wheelchair carrying vehicles for use by registered members of our scheme. This facility is proving to be very popular with members, as by providing these smaller vehicles it can often give the opportunity for families to take a family member away on holiday with a the benefit of having the flexibility to go when and where they want at an affordable cost.

Taxicard Booking Service

The company operates the telephone booking system for the Taxicard scheme on behalf of Falkirk, Stirling and Clackmannanshire Councils. This scheme is offered to members who cannot use conventional public transport, but who do not necessarily need the facilities that Dial-a-Journey can offer.

The Taxicard scheme compliments conventional public transport provision in so far as if a more ambulant member of the Dial-a-Journey scheme can use a taxi we will direct them in that way, thus freeing our vehicles for members who can only travel in their wheelchair.

There are around 3000 members of the Taxicard scheme, who make around 85,000 journey's per annum

SELF FUNDED SERVICES

Excursions

Outwith school term time, we have additional drivers and vehicles available, which enables us to offer day excursions, with an increasing number of different venues being offered each year.

Schools Transport

With wheelchair accessible transport being a scarce commodity, we are involved in providing home to school transport for the children with mobility difficulties. This is a particularly important service, as it enables many children to gain access to educational facilities, and also participate in extra curricular activities, that they may previously may have not been able to do.

PCV Work

The acquisition of a PCV operators licence in 1997 enabled us to take on work that helps feed additional resources into the Dial-a-Journey service. All additional revenue raised from work such as the Wee County Boarder bus service and other private hire work enables Dial-a-Journey to renew vehicles earlier than anticipated, and engage additional members of staff, which gives additional capacity to the door to door service.

Training and Consultancy

There have been a number of initiatives over the years, including the introduction of Training and Consultancy to help raise funds to enhance the core service.

MiDAS

MiDAS training is a nationally recognised minibus training and assessment scheme delivered in conjunction with the Community Transport Association (CTA), and has resulted in an enhancement in the quality of training for staff and volunteer drivers alike, and has provided safer transport for our customers.

PATS

We also deliver the CTA accredited PATS training scheme for passenger assistants (escorts), which ensures that passenger assistants are given training in the many aspects of looking after passengers in their care.

Taxi Driver Training

Additional benefits of Dial-a-Journey being involved in training are that it allowed us to become involved other initiatives such as Stirling Council's Taxi Driver Disability Awareness Training Scheme during 1999/2000, and Falkirk Council's Taxi driver training initiatives.

Minibus Evacuation

We deliver minibus evacuation training for groups and individuals who transport passengers in minibuses. This training is essential in making drivers and escorts aware of what needs to be done in the event of a vehicle becoming involved in incident that requires the vehicle to be evacuated quickly and safely (such as in accident situations or vehicles fires)

COMMERCIAL ACTIVITIES

Wheelchair Accessible Vehicle Enterprises (WAVE)

Another major development has been the creation of Wheelchair Accessible Vehicle Enterprises (WAVE) by the Order of Malta that allows some commercial activity to take place that also supplements Dial-a-Journey's income, and provides additional travel choices for groups and individuals in need of alternative transport solutions. A significant development has been the introduction of large vehicle operations in the form of our Accessible Coaches. Many local voluntary organisations use these vehicles when organising trips and outings for their members

KEY FACTS

- Order of Malta Dial-a-Journey Ltd is a company limited by guarantee and has been granted charitable status by the Inland Revenue in Scotland. The company operates a number of services in accordance with the terms and conditions of Service Agreements with 3 unitary authorities that replaced the former Central Regional Council.
- Geographically Dial-a-Journey covers a total operating area of 1042 miles and has a membership of around 1400, consisting of people with various mobility difficulties who cannot use conventional public transport.
- Dial-a-Journey currently employs 34 permanent full-time, part-time and temporary staff. Shopmobility currently employs 8 part-time and temporary staff
- Currently the split of staff resident in each of the local authority area is about equal.
- All staff are first-aid trained
All drivers have undertaken the Community Transport Association's MIDAS (Minibus Driver Awareness Scheme) assessment and training course.
A considerable number of drivers have either passed their PCV driving test or are in the process of doing so.
- DAJ currently operates a fleet of 24 vehicles in total. All have accessible features i.e. lifts or ramps and most are operated under Section 19 permit legislation. There are currently 10 vehicles funded for the core door-to-door service, with the remainder being deployed on self-drive, local bus services or other services.
- Dial-a-Journey moved to Cunningham Road 2003, which is now the operational headquarters. For a number of years, Dial-a-Journey was located in the centre of Stirling at 4 Albert Place, and briefly at Livilands Lane near the hospital. Thereafter we moved to Munro Road which was thought to be ideal at the time, but we quickly outgrew those premises.
- Group hire service carried Approx 3000 passengers in 2006/07

CENTRAL SHOPMOBILITY

- Shopmobility has 2 fixed bases, one in Falkirk and one in Stirling Bus Station
- Clackmannanshire is served by equipment based at Sterling Mills in Tillicoultry and by phoning the Dial-a-
- Equipment is out stationed at; The Falkirk Wheel, Howgate Shopping Centre Falkirk, Callander Square Shopping Centre Falkirk, Your Independence in Grangemouth, Sterling Mills Tillicoultry, The Thistle Centre Stirling
- Approx 22,000 items of manual and electric equipment were loaned out in 2006
- Central Shopmobility has a fleet of approx 40 electric scooters and a similar number of manual wheelchairs which follows a major investment programme saw the entire fleet of powered equipment renewed in 2006/07

Statistics

- We currently employ a total of 42 temporary and permanent, part-time and full-time employees
- The Dial-a-Journey fleet has increased from 9 operational vehicles in 1995 to 24 today
- In 2006/7
 - The door to door service carried approx 22,000 passengers
 - Group Hire service carried approx 3200 passengers
 - Schools and other transport carried approx 25,000 passengers
 - Approx 80,000 journey's were carried out on the Taxicard service
 - Around 35,000 passengers were carried on the Wee County Boarder Service
 - Approx 22,000 items of equipment were issued by Shopmobility

CONCLUSION

Key factors in Dial-a-Journey's and Shopmobility's success have been the commitment of funders, Board, management and the staff of both organisations.

In particular, tribute must be made to the staff, who work hard to making things happen. As with all organisations, occasionally things go wrong but customers are normally complimentary about the services we deliver.

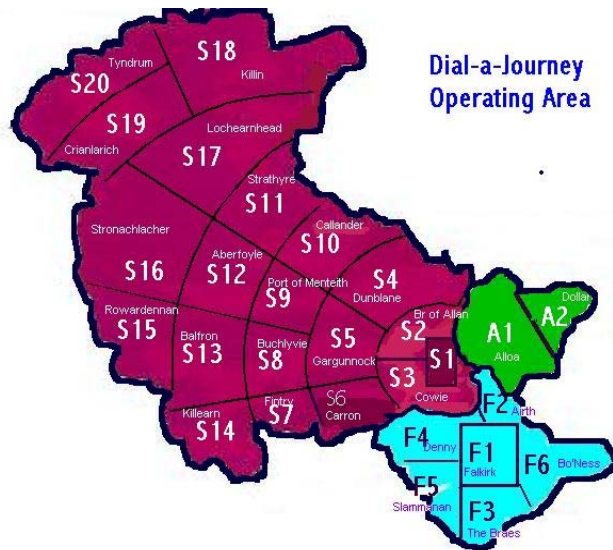
Dial-a-Journey and Shopmobility have been fortunate that those involved, are like minded people who give 100% in dealing with their customers. The team we have is what makes our service what it is today and forms what it will be tomorrow.

We have come a long way in the past few years and we aim to go further and improve on what we can offer those in need of our service.

No one knows what lies ahead for us, but we have the goodwill of many and the determination to make a difference, which drives our commitment to be around for long time to come

A handwritten signature in black ink, appearing to read "James L. Keenan". The signature is written in a cursive style with a long horizontal stroke underneath.

General Manager



ALLOA A1 Alloa Benview Clackmannan Coalsnaughton Devonside Fishcross Forestmill Glenochil Kennet Menstrie Sauchie Tullibody	FALKIRK F1 Bainsford Brightons Camelon Carron Village Carronshore Falkirk Glen Village Grangemouth Hallglen Larbert Laurieston Maddiston Polmont Redding Reddingmuirhead Rumford S or N Broomage Stenhousemuir Torwood	AIRTH F2 Airth Dunmore Letham Skinflats	AVONBRIDGE F5 Avonbridge Limerigg Slamannan
DOLLAR A2 Dollar Muckhart Sheardale		CALIFORNIA F3 California Shieldhill Standburn	BONESS F6 Blackness Boness Borrowstoun Carriden Grangepans Kinneil Muirhouses New Town Whitecross
		DENNY F4 Banknock Bonnybridge Denny Dennyloanhead Dunipace Fankerton Greenhill Head of Muir High Bonnybridge Longcroft	

STIRLING S1 Bannockburn Bridge of Allan Cambusbarron Cambusken-neth Causeway head Raploch Stirling St.Ninians	DUNBLANE S4 Ashfield Blairdrummond Buchany Deanston Doune Dunblane Kinbuck	BUCHLYVIE S8 Amprior Buchlyvie Dykehead	ABERFOYLE S12 Aberfoyle Brig O' Turk Lendrick Trossachs	STRONACHLACHAR S16 Frenich Inversnaid Kinlochard Stronachlachar
LECROPT S2 Keir Estate Lecropt Church	GARGUNNOCK S5 Cauldham Gargunnoch Kippen Thornhill	PORT OF MENTEITH S9 Lake of Menteith Port of Menteith Ruskie	BALFRON S13 Balfron Croftamie Drymen Gartmore	LOCHEARNHEAD S17 Lochearnhead Balquhidder Kingshouse
COWIE S3 Cowie Fallin Plean Throsk	CARRON BRIDGE S6 Carron Bridge Easter Buckleburn	CALLANDER S10 Callander Drumvaich Kilmahog	KILLEARN S14 Dumgoyne Killearn	KILLIN S18 Achmore Killin CRIANLARICH S19 Auchessan Crihanrich
	FINTRY S7 Fintry	STRATHYRE S11 Ardchullarie Strathyre	ROWARDENNAN S15 Balmaha Milton Rowardennan	TYNDRUM S20 Tyndrum