

Hay Dial-a-Ride

Spring Newsletter 2024

Tel: 01497 821616

*Happy 30th Birthday
Dial-a-Ride!*



Message from the Chair....

Nearly thirty years ago on the 4th December 1994, Hay and District Dial-a-Ride began after a small group of locals saw there was a need for community transport for the elderly and disabled. I am glad to see that we are still providing the service we started but now with lots of extra features: prescription deliveries, social trips, transport to luncheon clubs, medical appointments via community cars, as well as day trips further afield to Barry Island and Mumbles (we are hoping to do longer day trips again once our new minibus arrives). This has all been possible thanks to a local band of volunteers, some of whom have been with us for years, as well as a very efficient team in our office.

It has far exceeded the scope we originally thought was needed when started all those years ago. And my hope is that it will continue to grow and expand whilst serving the needs of local people.

Mary Fellowes

2024 Fundraisers & Events

Make a note in your diaries of the dates of our fundraising events (with more to follow) where we'll be raising money and celebrating thirty years of the service with as many of you as possible!

- Saturday 29th June - Plant Stall, Hay Buttermarket
- Friday 12th July - Vintage Afternoon Tea, Cusop Village Hall
- Saturday 3rd August - A Night with Abba and Elvis, Hay Conservative Club, organised by Kelvyn Jenkins
- Sunday 4th August - Charity Concert at St Mary's Church, Hay, organised by Kelvyn Jenkins
- Saturday 19th October - Hay Shantymen Concert

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We are having our annual plant stall in the Buttermarket on Saturday 29th June. All donations of plants are most welcome. We can collect the week beginning 24th June if you're not able to drop off on the day.

Have any old photos of past Dial-a-Ride trips or events? We'd love to see them. Get in touch with the office if you have any hidden gems.

Dial-a-Ride Trips: May to August 2024

Our trips fill up very quickly so do get in touch as soon as you would like to book a seat. Lou runs a reserve list and sometimes seats do become available at the last minute. We'll be in touch with you approximately two days before the trip with the pick-up time which we can only do once the list is final. If you do want to cancel, please do so as early as possible to allow us to try to fill the seats. Trips suitable for wheelchair users are marked **WCF** (wheelchair friendly). **Bookings for the following trips open at 9am on Monday 22nd April.**

May

Wednesday 1st Lunch at the Hub, Peterchurch **WCF** - £7
Friday 3rd Brecon Bank Bus **WCF** - free
Wednesday 8th Old Railway Line Garden Centre **WCF** - free
Tuesday 21st Hop Pocket Shopping Village **partly WCF** - free

June

Wednesday 5th Lunch at the Griffin, Llyswen (Senior Citizens Special £8) - £7
Friday 7th Brecon Bank Bus **WCF** - free
Wednesday 12th Old Railway Line Garden Centre **WCF** - free
Tuesday 18th Llangorse Lake and cafe **partly WCF** - free

July

Wednesday 3rd Lunch at the Hub, Peterchurch **WCF** - £7
Friday 5th Brecon Bank Bus **WCF** - free
Wednesday 10th Old Railway Line Garden Centre **WCF** - free
Tuesday 23rd Magical Mystery Tour (with a stop for tea) - free

August

Friday 2nd Brecon Bank Bus **WCF** - free
Wednesday 7th Lunch at the Hub, Peterchurch **WCF** - £7
Wednesday 14th Old Railway Line Garden Centre **WCF** - free
Friday 23rd The Weir Garden National Trust Centre **partly WCF** - free

Talgarth Lunch Club and Hayday Café

You will need to book directly with the organisers but we can provide transport to and from these clubs.

- **Talgarth Lunch Club**

First Tuesday of the month. Contact Anna: 07806 636621. Our funding for free transport ended at the end of March so normal fares will apply, subject to any future grants of course! Please note that you do need to book your seat on the bus with us.

- **Hayday Creative Café, Clyro**

Last Wednesday of the month. Contact Sue: 01497 822523 who also takes your transport booking.



Thanks to the Lindenleaf Trust for funding transport for some of Dial-a-Ride's social trips.



Get To Know: New Volunteer Bus Driver Adam

Adam Joyce joined our team at the end of 2023. Here he shares his thoughts on his time volunteering so far and why he decided to take on the role.

"It's been a few months now since I began volunteering and undertook my MiDAS training. As members of Hay Dial-a-Ride you can be assured that the training delivered by Dave Morris is second to none, thorough, relevant and professional. When my training was over, I felt completely prepared to hit the road (with a driver assistant of course!). And what fun it's been so far! From Tuesday shopping trips, to prescription runs and community lunches, I'm enjoying meeting so many of you and driving through the beautiful scenery of our 'patch'."

"I joined Hay Dial-a-Ride to laugh at the same time as providing the essential service to you all, so if you see me as your driver, please share your favourite jokes and stories. I look forward to being at your front doors soon!"



Community Cars & Shopping

We are moving back to the pre-Covid arrangement of community cars being for hospital and medical appointments and NOT shopping wherever possible. This means that members will travel on our minibuses for their shopping bookings.

Hello!

We would like to extend a warm welcome to some new faces on our team. Community car driver Tony Goodwin, passenger assistants Dawn Mereweather, Joyce Hoole and Nataka Greenwood and Alison Fallon who has joined as both a community car driver and passenger assistant.



And Goodbye...

to Charlotte Sellar and Mike Teale who have retired after 12 and 6 years of service as drivers. Thanks for everything, we'll miss you both!



User Input & Consultation

A big thank you to those of our members who completed the annual user survey. It's great to be able to get your thoughts on what parts of the service you think are working and receive suggestions for any areas of improvement. If you would like to read an anonymised report of all the feedback, please get in touch with Lesley. Congratulations to Chris Smith, winner of the survey's free draw, who received a £15 Dial-a-Ride voucher.

There is now a suggestion box in our front hall - all feedback welcome at any time.

Easyfundraising

Easyfundraising allows you to donate to a cause you care about whilst you shop. Signing up will ensure that a small part of what you spend on an individual purchase gets donated to a charity of your choice with **no extra cost for you.**

Scan the QR code to sign-up and select Dial-a-Ride as your chosen recipient.



Legacy Gift

A legacy gift is a specific item or donation left in a will and is one of the most significant contributions you can make to a cause you care about. If you are thinking about including Hay & District Dial-a-Ride in your will, please ask your solicitor to use our charity and address details below to ensure the gift reaches us:

Hay & District Dial-a-Ride, a registered charity in England and Wales (1152682)

Registered address:

14 Castle Street,

Hay-on-Wye,

Hereford,

HR3 5DF

We do not provide legal advice and you must always consult a solicitor.

A Big Thank You

We'd like to thank the National Lottery Community Fund and the Black Mountain Lions for their generous grants of £15,250 and £5,000 respectively. This will be going towards our new minibus which has now been ordered and will be delivered this summer. We are grateful for this funding and look forward to seeing you out on the road in our new vehicle later this year!



Bookings Reminder

Wherever possible we need a minimum of 48 hours notice on all bookings. This will give you a better chance of getting the journey you want. Also, there is a possibility that you may still be charged if we are unable to contact the driver in time for any last minute cancellations.

Dial-a-Ride Online

Have you visited our website yet? Launched in 2022, it's a great place to stay up to date with everything Dial-a-Ride. Highlights include our 'News' section where you can read about all our latest goings-on. We also have information about the service, our staff and trustees as well as ways in which you can support us. Did you know you can also make transport bookings through the website? Simply fill out the form with the details of your journey and submit - it'll come through to our email system and we'll be in touch to confirm the arrangements.



Visit www.haydialaride.com or scan the QR code to be taken straight to the site.

We also have a Facebook page with lots of current news.

Elsewhere online, we were recently the subject of a post on PAVO's Health and Wellbeing blog. '**A Day in the Life of a Volunteer Community Driver**' follows our driver John Booth on one of his mornings out on the bus. To read the full article, visit pavohscn.blogspot.com. Thanks to John for being a great ambassador for us and community transport in general!



Photo: Emily Januszewski, PAVO



Bingo Night Fundraiser

We are delighted that the Old Railway Line Garden Centre is going to host a bingo fundraising evening for Dial-a-Ride on Thursday 27th June.

We will share further information on our website as soon as we have it. You will be able to book in the restaurant or online and tickets will be limited to 120. Transport will be available from Dial-a-Ride and we hope to see some of you there. This promises to be a great fundraiser and we're very grateful to Mark & Christina Cleary and their team for supporting us in this way.

Free Prescription Deliveries

From 1st April 2024, you can have your prescriptions delivered for free. The service will still run on Tuesday and Friday mornings as this seems to work well for everyone. You do need to book two days in advance please, letting us know if we need to reorder for you. This service is available from Hay and Talgarth surgeries and chemists and runs to 31st March 2025.

Our Lou

Some of you will already know that Lou, the lovely voice of Dial-a-Ride, is in hospital as we are preparing the newsletter. She is doing well but will of course be taking time to recover properly. Please bear with us while we try to cover the marvellous job that she does for all of you! We know you'll all wish her a speedy recovery.

Name the Bus Competition

Celebrating 30 years of service and the arrival of a brand new minibus in the summer of 2024, we are giving local people the chance to name our new bus in a competition.

The 'Name the Bus' competition invites entries for the latest minibus for a chance to have their name on the new Citroen. The winner will also receive a mystery prize and an invitation for the launch event in September.

You can enter at the Dial-a-Ride Office at 14 Castle Street. Entries cost £1. The closing date is 31st May 2024.

Money raised through entries will go towards the costs of the launch event, which will be held on Saturday 14th September.

More details about the minibus launch will be issued in due course.

Tuesday Shoppers

Our 12 month free pilot to help restart the service ended on 31st March. Normal fares will apply from April. It has been very successful and we hope that the free transport has been a help to our members.

Financial Help

We have a small pot of money set aside so that members who are struggling with the cost of fares can have temporary financial support. This is a confidential service and our discretion is assured. Please contact Lesley for a private discussion.

