

## Information on help with Local Transport – East Lothian

The **North Berwick Volunteer Car Scheme** is available in North Berwick only, to help people who have difficulty with transport. They have approximately 30 drivers and offer help with transport to hospitals, doctors, health related appointments, visiting and social journeys. You will be asked for the date and time of your journey, the pick-up arrangements, the destination address, and the approximate waiting time for the driver and any special requirements. You need to book at least 48 hours ahead. A suggested donation is requested for use of the North Berwick Volunteer Car Scheme. Please note: this option is only available to older adults living in North Berwick and cars provided are not wheelchair accessible. Please call: 01620 894942 to book a volunteer car, Monday to Friday between 9am and 12noon.

The **Royal Voluntary Service** provide a volunteer car service, which covers East Lothian. Please phone: 01875 811 011 (opening hours: 9am to 4pm Monday to Friday) for more information and to arrange transport.

You can also email: [eastlothian@royalvoluntaryservice.org.uk](mailto:eastlothian@royalvoluntaryservice.org.uk). There is a charge for this service to cover the cost of mileage. We also provide a FREE transport volunteer service to GP

**The Red Cross Voluntary Car Service** can also provide volunteer drivers across the Lothians. Wheelchair accessible vehicles are available. Please provide as much notice as possible when booking. The cost of the service is 55p per mile [costs may be subject to change]. In order to be eligible for this service you must be unable to access transport yourself e.g. public transport or access to a family car. Telephone: 01506 654 652 to arrange transport through Red Cross.

Handicabs provide two options for transport services to help you if you find it difficult to use public transport. The '**Dial-A-Ride**' service provides a door-through-door transport service for people with limited mobility who are unable to use ordinary buses. In certain circumstances we can provide transport for people who have limited access to public and/or private transport. Dial-a-Ride is charged on a mileage basis at £3.75 for the first mile plus 25p per mile up to 10 miles, and plus 50p per mile over 10 miles. A return trip costs twice that of the outward one. Group bookings can also be made and any additional passengers pay a £1.50

flat fare when accompanying a full-fare passenger on the same journey. The Dial-a-Ride transport is wheelchair user friendly and the service operates seven days a week including evenings, subject to availability. Contact Dial-a-Ride to book this service on: 0131 447 9949. Note: you need to register with the Dial-a-Ride service before you book your first journey.

The Handicabs '**Dial-a-Bus**' service provides transport from home to local shopping centres for people who cannot manage by ordinary bus. The Service operates at least once a week from most areas in the Lothians. The bus is wheelchair friendly. Fare for dial-a-bus is £1.25 each way. Dial-a-Bus operates Monday to Friday between 9.00am and 5.00pm. You will have between 1 to 2 hours at the shopping centre and then return home. The driver will take you and your shopping to your door if you need help. If you are unable to travel by yourself you may bring an escort with you who will also travel at £1.25; you need to ensure that you book a space for accompanying passengers. Contact Dial-a-Bus to book this service on: 0131 447 1718. Note: you need to register with the Dial-a-Bus service before you book your first journey.

If you have a disability and find it difficult to use public transport, you can apply for a **SEStran Thistle Assistance Card**, which clearly displays the level of assistance you require to use public transport. You can show this card to e.g. a bus driver to non-verbally notify the driver of your needs. Not that the Thistle Scheme does not entitle you to discounted travel and is used only to notify what level of assistance you may need for using public transport. You can obtain a Thistle Assistance Card for your local library or phone the East Lothian Council Transport Department (tel: 01620 827974) for more information.