

# ndds

Community Transport

*Low cost travel, high quality service*

Voluntary Impact Northamptonshire  
15 St Giles Street, Northampton, NN1 1JA

Enquiries 01604 583553

Email [ndds@voluntaryimpact.org.uk](mailto:ndds@voluntaryimpact.org.uk)

Website [www.voluntaryimpact.org.uk](http://www.voluntaryimpact.org.uk)

## NDDS INFORMATION

Thank you for your enquiry.

We operate minibuses for travel **within the borough of Northampton only**. We collect people from their homes to take them to destinations within the Borough of Northampton, then return them home later if required. Our service runs from 8.30am – 5pm Monday to Friday and we book on a first-come first-served basis.

We have two services:

1. The **Full NDDS Door-to-Door Membership** is available at an annual cost of £35 where the drivers will pick up from the member's address (or specified location), help them to and from the minibus, assist with loading shopping and other goods on and off the bus and take it to the front door if required. NDDS Door-to-Door membership users can book journeys two days in advance and in addition can book our Shopping Service and Lunch Club outings.
2. Our **Basic Demand Responsive Service (DRS)** is free for **non-assisted** travel where the minibus will arrive at the appointed time in a place nearest to the passenger's address. They will wait for a few minutes and, if the passenger does not appear, will move on to the next pickup. The driver will not come to the front door. These journeys can be booked one day in advance.

Providing members have a valid bus pass, the charge for travel after 9.30am is a £1 booking fee per journey (£2 for a return) to help with running costs. Travel before 9.30am will incur a small fare depending on distance travelled, plus the booking fee. Fares and booking fees also apply to all journeys where the member does not have a bus pass.

Our service is for elderly or disabled people who are unable to use conventional public transport. We have accessible minibuses with ramps, so we can accommodate scooters or wheelchairs, etc. but we do not stock any mobility aids or hire them out.

To use our service, the enclosed membership form should be fully completed and returned - with the annual fee if applying for full NDDS membership. If paying online, we must be advised of the payments date, amount and name of payee. Once we receive the completed form and membership payment, we register the details and post a membership pack to them. The pack explains how to book trips and when to phone.

Please contact us if you have any further queries.

NDDS Community Transport is funded by voluntary contributions and the following strategic partners



Charitable company limited by guarantee no.4184061

Registered Charity No 1087513

VAT no 845554505

## REGISTRATION FOR NDDS COMMUNITY TRANSPORT

<b>MEMBERSHIP NUMBER</b> <b>Office use only</b>	
<b>BUS PASS NUMBER</b>	
<b>BUS PASS EXPIRY DATE</b>	[DD] / [MM] / [YYYY]
<b>Title</b>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other:
<b>First name</b>	
<b>Surname</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Home phone number</b>	
<b>Mobile phone number</b>	
<b>Email address</b>	
<b>Date of Birth</b>	[DD] / [MM] / [YYYY]
<b>Name and telephone number of someone to contact in an emergency</b>	<b>Name</b> <b>Contact No(s)</b> <b>Relationship to you</b>

I agree to become a member of NDDS Community Transport and be bound by its terms of business and carriage and to notify of any changes in my circumstances.

**Annual membership fee is £35.00 and we have two easy payment methods:**

**Send this form to the address above along with a cheque or postal order made payable to Voluntary Impact Northamptonshire; or pay direct online to Barclays Bank Sort Code 20-61-55, Account 43236617, adding your name as a reference.**

SIGNATURE:

DATE:

Name (if not the member):

Please continue overleaf

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Do you need to travel with a mobility aid?  Yes  No

If yes, please tell us what that is: \_\_\_\_\_

Do you have a guide dog?  Yes  No

Do you need to bring someone with you?  Yes  No

You **must** let us know of any disabilities or age-related issues in the box below. **Please note we cannot process your membership without these details.**

*We may call you to discuss your own unique needs relating to your travel and assistance from your home to the bus.*

Do you live alone?  Yes  No

Do you live in sheltered housing?  Yes  No

How often do you speak to another person?  Daily  2-3 days  
 Weekly  Less often

**How did you hear about us?**

- Existing member  Care worker [11]  Club/Group [12]  Saw Bus [13]
- GP or Hospital [14]  Leaflet/Poster [15]  Radio [16]  Internet [17]
- Magazine [18]  Returning member  Friend

Gender:  Male  Female

**How would describe your Ethnic Origin?**

- White or White British [01]  Asian or Asian British – Pakistani [22]
- Asian or Asian British – Indian [21]  Asian or Asian British – Chinese [24]
- Asian or Asian British - Bangladeshi [23]  Black or Black British [31]
- Asian or Asian British – Other [29]  Other Ethnic Group [99]
- Mixed or Multiple [41]

Please continue to next page

## DATA PROTECTION ACT: CONSENT FORM

### Permission to store and process your data

To help with your enquiry or as a member of NDDS, we may need to record your details. These details may include personal and sensitive data. To comply with the Data Protection Act (1998), we must ask for your permission to store and process your personal and sensitive data for this purpose.

### I give my consent to NDDS recording sensitive personal information about me

*Please note we cannot process your membership without your permission.*

<b>NAME:</b>			
<b>SIGNATURE:</b>		<b>DATE:</b>	

Below are some key statements about our data protection and privacy policy. Our full Data Protection and Privacy Statement is available on our website.

### What is personal and sensitive data?

Personal data is data which can be used to identify you. This may include your name, date of birth, address, telephone number, etc. Sensitive personal data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, health, sexuality, offences and/or convictions.

### Where will you store my data?

Your data will be stored in an electronic database system accessed by employees of NDDS. Paper copies of your data may also be stored securely and accessed by NDDS employees.

### How will you use my data?

We will only ever share your information with your permission. Your data will primarily be used for scheduling your journeys. We are obliged to collect information on behalf of Local Authorities, Government Departments and ourselves. This information is collected anonymously. It is used to improve our services and provide statistics to ensure we are reaching all members of the community who need our support and to advise us where to advertise information.

### Can I withhold my consent?

Yes, but NDDS will not be able to process your membership and provide you with transport.

### What is a Data Controller?

A Data Controller is someone who is responsible for your data and who must make sure that your data is processed according to the law. For example, they are responsible for making sure that the information held about you is accurate and that it is kept secure. For the purposes of the Data Protection Act, the Manager at NDDS is the Data Controller.

### Obtaining the information we hold about you

You have a right to ask for a copy of your information and to correct any inaccuracies. Under the Data Protection Act 1998, NDDS is required to respond to your request within 40 days. If you would like a copy of the information we hold about you, please write to The Manager, Voluntary Impact Northamptonshire, 15 St Giles Street, Northampton, NN1 1JA. A fee of £10 is payable. Cheques should be made payable to "**Voluntary Impact Northamptonshire**".