



Covering the villages of Bradenstoke, Broad Town, Bushton, Clyffe Pypard, Lyneham and Tockenham, and the town of Royal Wootton Bassett.

Call 07879 394666

We would like to welcome you as a new client to our scheme. We hope that the information included in this letter will help you to get the best from the service that we provide.

What sort of thing can Link 6 & RWB help me with?

Typically, we get involved in driving our clients to and from hospital and other medical appointments, to the hairdresser or taking people shopping or to social events. We can also take you for a walk, come and have a chat or read to you, fetch shopping in for you or even change a light bulb or sew a hem! If you have a need, please ask and we will see what we can do to help.

Although we may be able to undertake occasional journeys to hospitals further afield, such as the John Radcliffe and Bath's RUH, we regret that we are unable to provide daily transport for long term courses of medical treatment e.g. daily radiotherapy.

Making a booking

Please call our phone line, **07879 394666** between the hours of 09.00 am and 1.00 pm, Monday to Friday. You may hear a recorded message but please leave your name and a contact telephone number and we will return your call as soon as we can. We generally ask for at least 48 hours' notice, but we do understand that emergencies can happen so if you cannot give the required notice, we will still do our best to help.

We will try to match a volunteer to your request, but we cannot guarantee that this will always be possible. It is very important that you explain to our co-ordinator the exact nature of your requirements and where possible an estimate of how long it will take, so that we can make sure the volunteers know what they are agreeing to.

It is also important that you inform us of any issues, particularly mobility, so that we do not send an unsuitable vehicle or volunteer for you. We also ask that you do not make any changes to that journey without prior agreement from the co-ordinator, as we need to make sure that our insurance is correct for your trip.

Cancelling a booking

If you know that you need to cancel, please give as much notice as you can. There is no emergency number but do ring our contact number **07879 394666** and leave a message, as this number is often checked outside of normal hours.

We do advise our volunteers to telephone you prior to your appointment. If you no longer wish to make the journey, please let them know. However, you should **not** contact any volunteer directly with your request for a trip for task: you need to call the co-ordinator, otherwise we are not insured to carry out your request.

How much does it cost?

LINK6 & RWB is a free service, however our clients are invited to make an anonymous donation towards the costs of running the service and ideally the cost of the journey, at 45p per mile, will be covered by donations. Our volunteer will provide you with an envelope for your anonymous donation. The envelope is not marked in any way, and is handed directly to our Treasurer. We understand that not all of our clients

can afford this and we invite whatever donation you are able to make. Our co-ordinator can give you guidelines as to suggested donations if you are unsure.

Can I bring a friend?

Our drivers are insured to carry named passengers who are booked onto our system. We advise our volunteers not to take people who are not booked, however some of our volunteers may agree to do so on their own insurance. To avoid embarrassment, please inform us prior to any journey of any intended passengers.

How do I know that the volunteers are safe?

All our volunteers must undergo an enhanced check with the DBS (CRB) and we do our best to ensure that you can trust them. The Link scheme is signed up to Wiltshire Council's Safeguarding Adults policies and our volunteers receive advice and guidance on how to keep safe from abuse of any kind.

We are particularly concerned when it comes to our volunteers handling money on behalf of our clients. Please do not ask our volunteers to use credit/debit cards for you, as giving out your PIN means that your bank security is compromised, and if you give them cash to go shopping, please get a receipt for both the money and the goods.

What happens if I have a problem with a volunteer?

We do have a complaints procedure in place. If you have a problem, please phone [07879 394666](tel:07879394666) and ask for the Kate (Chairperson) to call you back.

General Data Protection Regulation

We are now obliged, under the new General Data Protection Regulation (GDPR) to gain consent from you into order to keep your personal information details (data) on our computer.

The data we hold is limited to your name, address and telephone number and a note of any mobility aids you might need, but not the health reason for using them. This information is stored on our database and is only used by our co-ordinators to help organise your requests for assistance. We do not share the information with any other organisation.

Without this basic data we will not be able to provide a service to you. You have the right to see the data we hold; all you need to do is ask Tony Cole, the Link 6 & RWB Data Protection Officer (DPO). We will retain the data until you no longer require/use our service, when it will be removed. If you no longer use our service and wish us to remove your details, please use our normal contact number in the first instance and speak to the coordinator.

To ensure we comply with the requirements of GDPR we ask that you agree to our storing of those details when first contacted by a coordinator. This will be then noted by them on our database. You need to do this, so we can continue to help you.

Current Covid-19 social contact guidelines

Until the current restrictions for social contact are lifted, we are obliged to follow government guidelines. These include wearing a mask and the necessity of your travelling in a rear seat with the windows open. These restrictions also apply to an accompanying carer. The volunteer will wipe/sanitise any mobility aid and sanitising liquid for hands if there is a need to help you in and out of the car. Their vehicles will be sanitised before and after the Link6 & RWB journey to ensure your and their safety.

If you have any questions about anything in this letter, please phone our normal contact number [07879 394666](tel:07879394666).