

ECT in Cheshire News

For our members and supporters

Take a trip with us this summer

Book now for our FREE one-day outings

Do you know
someone who needs
help getting around?
Find out more inside



Important information: how we collect and use your personal information

Current members of ECT in Cheshire should have recently received a letter from us regarding the new data privacy law that has been introduced in the UK.

ECT is committed to protecting and safeguarding your personal data. As part of this commitment, we've updated our privacy policy to meet the high standards of the new data protection law, known as the General Data Protection Regulation (GDPR).

To put your mind at rest, this won't mean we're changing the way we collect or use your

information. **You can continue to use our transport services in the same way as you do now, you don't need to take any action.**

But to help make it easier for you to find out what we do, we've created a new 'Privacy Notice' which includes details about:

- your rights relating to the information we hold about you
- how we keep your personal information safe
- the types of personal information we collect and use
- the legal basis we rely on to use your information

This Privacy Notice covers any of our transport services you use and any communications we may send to you.

Where you can find our Privacy Notice

You can read the privacy notice at ectcharity.co.uk/privacy. If you prefer paper, give us a call on 0151 357 4420 and we'll send you a copy in the post.

We're here to help

If you have any questions about how we collect or handle your personal data, please give us a call on 0151 357 4420 or email privacy@ectcharity.co.uk and we'll be happy to help.

Welcome!



'Making journeys possible' is what we're all about at ECT in Cheshire. We are proud to operate a range of community transport services to help people get where they need to go, safely and comfortably.

If you're not familiar with our green minibuses or our PlusBus community transport, we hope that this newsletter will give you some helpful information about a service that you might not have

considered before for yourself or a family member or friend. If you're one of our valued members, we're sure that you'll be keen to find out what we've got planned for the next few months.

Our PlusBus provides door-to-door journeys in Chester, Ellesmere Port and Neston for people who are over 80 and/or have mobility difficulties. **If you know someone who needs help getting around, turn to page 4** to find out more.

We also provide minibuses with a professional driver for local voluntary and community groups.

We are pleased to announce in this newsletter the details of our popular Summer Day Trips programme. These journeys are available free of charge to our PlusBus service users as

part of our charitable activities and community benefit. **The full Summer Day Trips programme starts on page 6.**

Our vehicles are fully wheelchair accessible and our drivers are trained to a nationally-recognised and accredited standard. All of our passengers are cared for from their front door right to their destination.

One of the best things about my job is seeing the positive impact that we have on people's lives, so I look forward to welcoming back our regulars as well as greeting some new faces over the coming months. If you've got any questions, just give us a call on 0151 357 4420 and we hope to be able to help.

Ian Dibbert, General Manager





**Do you know someone who
needs help getting around?**

PlusBus provides safe, accessible transport for over-80s
and people with mobility difficulties around our local area

Do you know someone who needs help getting around?

We can take people wherever they need to go in the area and our highly trained, friendly drivers ensure that they travel safely right from their front door to their destination – whether that's a friend's house, a social club, the shopping centre or somewhere else.

We are keen to offer this service to more people, especially those who rarely go out, are lonely or isolated. So if you, a family member or a friend might benefit, please get in touch to find out more.

We know that this service is vital to many people who would otherwise struggle to leave their homes. We help people stay

independent, improve their wellbeing and remain a part of their local community.

Who is PlusBus for?

- Our PlusBus service provides door-to-door transport for people who find it difficult to use public transport.
- People can register for PlusBus if they are aged 80+ and/or have mobility difficulties.
- Our vehicles are fully accessible and our drivers are trained to nationally accredited standards.

Where and when can people travel?

We pick up passengers from an address in the area shown on

"It's my lifeline to independence"

Barbara, PlusBus passenger

the map and drop them off at any other destination on the map.

Journeys are available between 9am and 11pm from Monday to Saturday, and between 9am and 6pm on Sundays subject to availability.

How do I find out more?

All our PlusBus passengers are registered as members of ECT in Cheshire (this also gives them the opportunity to take part in the free Summer Day Trips, see page 6). Call us on 0151 357 4420 to find out more.



Introducing our Summer Day Trips programme

We are delighted to offer our popular Summer Day Trips programme again this year.

Last year, we provided nearly 350 return journeys with three or four minibuses full of passengers taking part in each day out. We know that our passengers love the opportunity to get to places that they wouldn't usually be able to visit and that a day out

with friends can be a great lift to the spirits. Even if one of the passengers doesn't know anyone else at the start of the trip, they'll have had lots of opportunities to chat to other people throughout the day and may even have forged some new friendships.

We've been to all of the destinations on this year's programme before and we know that there are some firm favourites. Book now to avoid disappointment!

"I had a wonderful time, thank you very much"

Audrey, North Wales coastal tour passenger

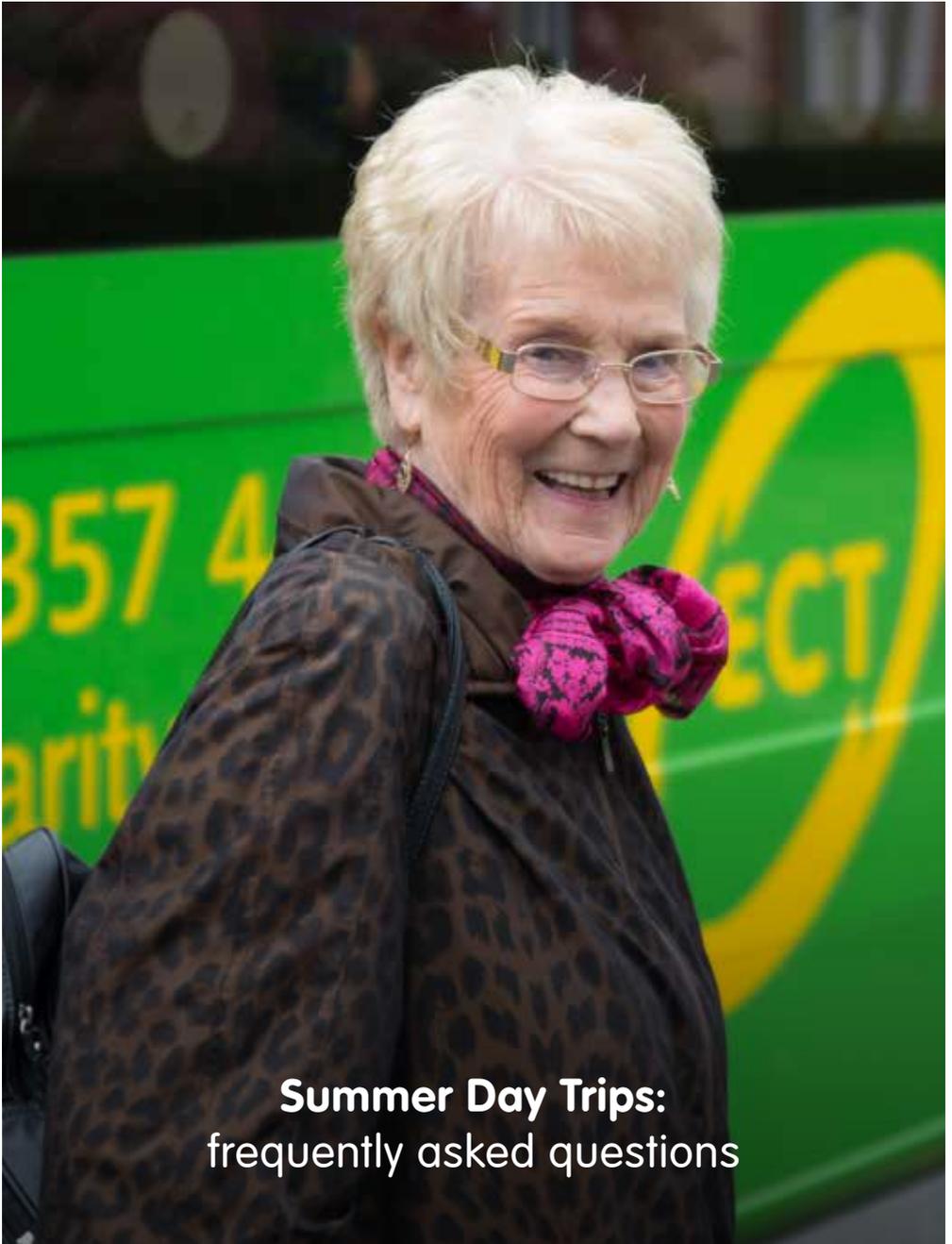




The 2018 Summer Day Trips programme

Date	Destination
Saturday 14 July	Llandudno
Saturday 21 July	Bridgemere Garden Centre
Saturday 28 July	Liverpool
Saturday 4 August	North Wales coastal tour
Saturday 11 August	Bents Garden & Home store
Saturday 18 August	Tweedmill Shopping Outlet
Saturday 1 September	North Wales coastal tour
Saturday 8 September	Bridgemere Garden Centre

Pick-ups for all trips begin at 9am; passengers will be returned home around 5pm.
More details on the following pages.



Summer Day Trips:
frequently asked questions

Where can I go?

Please see the list on page 7 for this year's destinations. We've chosen destinations that are as accessible as possible, but we do encourage you to contact the venue if you have any specific questions or concerns. This applies particularly if you are a wheelchair or scooter user.

How much does it cost?

As part of ECT's charitable activities and community benefit, we are offering the travel free of charge. Admission charges, food and refreshments are purchased by the passenger.

You must be a PlusBus member to join these trips. However, we are welcoming new members at the moment – turn to page 4 to find out more.

How do I book?

To book a place on a Day Trip, please complete and return the enclosed booking form as soon as possible.

Where will the bus pick me up from?

Your own front door! Just like PlusBus, our helpful drivers will collect you from your home address, so there's no need to

make your way to any central pick-up point. At the end of the day, the driver will drop you back to your front door.

Can I bring a wheelchair or scooter?

Yes! If you want to bring your wheelchair or scooter, please provide the relevant details on the booking form. We will ensure that your vehicle is accessible and that the driver will help you board. We advise you to book as early as possible as spaces for scooters and wheelchairs are limited.

Can I bring an escort?

Yes! If you need an escort to come with you, please let us know on the booking form.

What if I require a carer?

If you require a carer, they will need to be provided by you. Please let us know on the booking form.

What if I need to cancel?

Please give us as much notice as possible so that we can offer your place to someone else.

I've got a suggestion for another Day Trip destination.

We're always looking for new ideas. If you have any suggestions about possible future destinations for Day Trips, please let us know.



Summer Day Trips: details of our destinations

Llandudno

This is Wales' largest seaside resort. You could try out the cable-hauled tramway, the longest pier in Wales or enjoy a picnic on the Blue Flag beach. There are plenty of shops and eating opportunities too. After all passengers have been picked up in the morning, the scenic journey to Llandudno will take about an hour and a half. Once we arrive, we expect to spend three or four hours at Llandudno.

Bridgemere Garden Centre

With a total area of 50 acres, Bridgemere is one of the largest garden centres in Europe. The

centre sells over 5,000 plant varieties, most of which are grown locally. A six-acre display garden dating from around 1985 is open to the public free of charge. Designed to inspire amateur gardeners, it is composed of more than 20 separate gardens, including English country, Victorian, Mediterranean, woodland, water, rose and patio gardens. The display also includes recreations of prize-winning gardens from the Tatton Park and Chelsea Flower Shows, as well as the garden in which the 1993 television series *Gardener's Diary* was filmed.

Other facilities include a restaurant and coffee shop.

Liverpool

With its unique attractions, exciting events, unrivalled musical heritage and famously warm welcomes, Liverpool is the ideal destination to visit and explore. We offer three pre-arranged drop-off points on this trip.

Liverpool One Shopping

Centre: This shopping centre offers more than 160 famous high-street shops. You can also visit the restaurants and cafes on the terrace overlooking Chavasse Park.



Docklands: The Docklands is home to award-winning attractions including the Beatles Story, International Slavery Museum, Merseyside Maritime Museum and Tate Liverpool. Visitors can also enjoy a great selection of restaurants.

Walker Art Gallery: The Walker Art Gallery holds a stunning collection of paintings, sculptures and decorative arts spanning over 600 years. Home to outstanding works by Rubens, Rembrandt, Poussin and Gainsborough, the Walker Art Gallery is also one of the finest art galleries in Europe.

North Wales coastal tour

This trip may particularly suit passengers with limited mobility. We will collect you from your home and make our way down the North Wales coast following the coastal road through the picturesque towns and villages along the way. We will be stopping off at a coastal café for something to eat or you are welcome to bring a flask and a packed lunch. Then we're off to Llandudno, where we will stop at the pier, followed by a trip around the beautiful Great

"I enjoyed the trip and met some lovely people"

Angela, Liverpool trip passenger



Orme private coastal road before heading home.

Bents Garden & Home store

This family owned garden centre was established in 1937 and has evolved into a destination where customers can discover products, advice and inspiration to make outdoor and indoor living more beautiful. Alongside plants, outdoor furniture and barbecues there are gifts, food, clothing and pet supplies. There are six cafes, restaurants and

bars plus the Jurassic Cove Adventure Golf Course.

Tweedmill Shopping Outlet

Tweedmill Shopping Outlet offers over 300 brand names, cafés and a farm shop over two floors. It boasts a massive choice and fantastic prices, plus the very best of local Welsh produce all in one place. Also available are a hair and beauty salon, holistic therapies and a computer care store.



ECT in Cheshire is part of ECT Charity, a charity and a social enterprise that creates social value through its charitable activities; it delivers high quality, safe, accessible and affordable transport services that positively benefit local communities.

Contact us

Bookings and general enquiries: 0151 357 4420
(open 9am to 4.30pm Monday to Friday)

Cancellations: 0151 357 4425
(if you need to cancel, please let us know as soon as possible)

Emergencies: 0151 357 4429

Photography

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