



ICONNECT VOUCHER SCHEME

Terms and conditions for applicants

(1) GENERAL INFORMATION

(1.1) What is the ICONNECT voucher scheme?

The ICONNECT voucher scheme is a transport voucher scheme which is funded by the Big Lottery Fund (BLF)

The ICONNECT voucher scheme will provide community groups/ organisations with annual funding support towards transport costs for eligible groups working with older people in the Craigavon and Banbridge council areas.

All trips must be completed by the 31/10/2014 along with any forms (including feedback).

The ICONNECT voucher scheme provides subsidised transport for community groups/voluntary organisations that are non profit making, with the majority of their members being classified as older people over 60 deemed to be at risk.

(1.2) Scheme area

The scheme applies to groups whose base is within the Craigavon and Banbridge council areas.

(1.3) Applying for project support through a transport vouchers

Applications will be invited from eligible community groups/voluntary organisations. Successful applicants will be issued with a transport voucher to assist with the transportation of older persons to an activity centre or for a number of outings during the funding period November 1st 2014-to 31st October 2015.

- are aimed towards services for older persons over 60 deemed to be 'at risk'
- are non profit making

N.B: the applying organisations need not be constituted, however, for application scoring purposes it will be of benefit to the group if they have completed this formal process.



2) VOUCHER CONDITIONS

1. Vouchers will be approved by a panel of community representatives from the DART partnership. Please see complaints procedures below if you wish to appeal DART's decision.
2. Vouchers will be issued during three project rounds and will have an expiry date. Any unused vouchers should be returned promptly to DART partnership after the expiry date. The expiry date shall be 31st October 2014.
3. All travel arrangements will be made between the community group/voluntary organisation and DART.
4. Please note a £30 membership fee is automatically deducted from the voucher, this membership lasts for one year and entitles the receiving organization to continue using DART services, at regular costs after the ICONNECT project ceases.
5. In the event of a group arranging a trip and subsequently not travelling, any associated costs levied by DART will be the sole responsibility of the group/organisation unless the group/organisation contacts DART at least 48 hours in advance of the date of the trip if a cancellation is appropriate.
6. It must be remembered that vouchers can **only** be used to subsidise transport costs provided through the DART Partnership utilizing DART vehicles and personnel and only where the trip/s has actually taken place.
7. Any damage caused by a member(s) of a group subsidised by the voucher scheme will be the sole responsibility of the member or the group and is a matter between DART and the individual or group concerned.
8. Any anti-social behaviour or any other misbehaviour is a matter for DART and the group/member(s) concerned.
9. A copy of terms & conditions will be provided to each community group/voluntary organisation as part of an 'information pack' and sent out with each application form requested.



VOUCHER CONDITIONS (Continued)

10. For the purpose of monitoring and evaluating the success of the scheme information such as passenger types and nature of trips will be collated from application forms, claim forms etc. This information may also be made available to the Big Lottery Fund for monitoring and statistical purposes.
11. A trip record form will be provided to each group. The group leader must complete this form at the end of the journey, sign, and get the driver to verify and countersign. This form should then be given to the driver to be returned for verification. Details of the vehicles and drivers authorised to participate in the scheme will be listed on the reverse of the form and it is vital that **only** authorised vehicles & drivers are used on the trips subsidised by the ICONNECT voucher scheme.
12. Participating groups must agree to participate in scheduled and accredited volunteer training programs provided by DART through the ICONNECT project. A minimum of 2 older volunteers (over 60) are required.

(3) PUBLICITY & MEDIA

Beneficiary groups agree to publicize trips and the voucher scheme through any media release mentioning Big Lottery Fund as the funder and DART Partnership as the provider respectively.

In addition beneficiary groups and members agreed to participate in filming events and publicity organized by DART to highlight the ICONNECT project in the community.



(4) COMPLAINTS AND TERMINATION

Down Armagh Rural Transport Partnership Ltd through the ICONNECT service seeks to offer a high quality service to all members. We understand there will be times when people who use our services wish to make suggestions to help us to improve these services, or to complain about the service they have received or feel they should be receiving.

We wish to ensure that everyone who uses our services is aware that they have the right to raise concerns or make complaints. The Complaints Procedure explains what options are open to members if they have a complaint, and how to go about making one. It also explains what action we will take if we receive a complaint from a user of our services or from someone acting on the user's behalf. This will ensure that you are able to take up your right to make a complaint, knowing that we will respond to it according to the procedures now established.

The Complaints Procedure aims to:

Address complaints thoroughly and sensitively; enable people to resolve matter at any stage of the procedure; encourage positive action by us in looking at the effect of the resolution(s) of a complaint on the provision of our service(s) and to implement changes as appropriate.

Who can complain?

Any person using, or wishing to use, one of our services. A person who legitimately represents someone who uses, or wishes to use, one of our services.

What can be complained about?

The Complaints Procedure can be used to raise any concerns about the service(s) you are receiving or feel you should be receiving.

Can I get help with making my complaints known?

The person dealing with your complaint will try to assist you in whichever way is appropriate, e.g. in putting your complaint in writing. If you wish to make a complaint verbally, you can bring someone also, either for support or to act on your behalf.

To whom do I make my complaint?

In the first instance you should normally make a complaint, verbally or in writing, directly to the member of staff providing the relevant service. Or you may, if you prefer, make a complaint, in writing, to the Partnership Director.