Community Ride Hub Connect

Membership application form

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IMPORTANT - PRE-LAUNCH DRAFT

This form lets you apply for Community Ride Hub Connect membership when applications are being accepted. Passenger journeys cannot yet be arranged. Completing this form does not book a journey and does not guarantee membership or travel.

What Community Ride Hub Connect is

Community Ride Hub Connect is Community Ride Hub's planned membership-based community mobility service: accessible, pre-booked, shared door-to-door transport for approved members who face barriers using ordinary public transport.

Membership contributions and journey charges have not been set. Nothing on this form is a price. Membership does not guarantee unlimited travel. Journeys are subject to eligibility, availability, operating area and booking conditions.

Community Ride Hub Connect is a service of Community Ride Hub Limited. It is not TfL Dial-a-Ride and is not affiliated with Transport for London.

How to complete this form

Complete in black ink and BLOCK CAPITALS, or fill it in electronically and print/sign. Incomplete or illegible applications may be returned. Send photocopies or scans of evidence only - never original documents.

Everyone completes Parts 1, 2, 4, 5 and 6. Then either:

- Route A (Part 3A) - if you have recognised fast-track evidence, or
- Route B (Part 3B) - if you need a Community Ride Hub travel-needs assessment.

How to return this form

Email (preferred while we prepare postal processing):
hello@communityridehub.org.uk
Subject: Connect membership application - [your name]

Post (when using paper):
Community Ride Hub Limited
39 Craven Park, Harlesden, London, NW10 8ST

Questions: hello@communityridehub.org.uk | Website: https://communityridehub.org.uk

For office use only

Membership number: _____	Route: A / B Escort: Y / N
Date received: _____	Decision: _____

Part 1 - About the applicant

Everyone must complete this section.

☐ Mr ☐ Mrs ☐ Miss

☐ Ms ☐ Other (please state): _____

Last name

First name(s)

Home address

Borough / area

Postcode

Date of birth (DD/MM/YYYY)

Home telephone

Mobile (for journey updates where available)

Email

Driver notes about where you live (e.g. "I live on the 10th floor", "use side gate")

Correspondence address (if different)

Address

Postcode

Is someone applying on the applicant's behalf?

Applying on behalf of the person named above?

☐ Yes ☐ No

Your name (if applying on their behalf)

Your relationship to the applicant

Your telephone / email

Part 2 - Emergency contact & companion

Emergency contact name

Relationship to applicant

Home telephone

Mobile

Email

Do you require supervision and need to travel with an essential companion/carer when using Community Ride Hub Connect?

☐ Yes ☐ No

An essential companion does not need separate Connect membership when accompanying an eligible member. Any charge for them has not been set. They travel when needed, subject to vehicle capacity.

Proposed membership type

☐ Standard Connect member - contribution not set yet

☐ Supported Connect member - contribution not set yet (please explain below)

☐ Child / young person member - contribution not set yet (subject to safeguarding pathway)

If requesting supported membership, briefly explain why

Figures are proposed and subject to Board confirmation before any payment is taken. Paying membership does not book a journey or guarantee unlimited travel.

Part 3A - Route A: Fast-track evidence

Complete this part if you can provide one piece of recognised supporting evidence. You may tick more than one box, but only one clear copy of evidence is required. If none apply, skip to Part 3B.

- ☐ Blue Badge
- ☐ Taxicard (or equivalent local taxi concession)
- ☐ PIP - Standard or Enhanced Mobility rate
- ☐ DLA - Higher Rate Mobility Component
- ☐ Attendance Allowance - Higher Rate
- ☐ Registered blind or partially sighted
- ☐ War Pension Mobility Supplement
- ☐ Aged 85 or over
- ☐ Special Rules / clinician confirmation (e.g. SR1-style)
- ☐ Written referral from a health, social care, education or community professional

Evidence attached (describe what you are enclosing)

PIP Daily Living alone is not usually enough for fast-track. Attach copies only. Final accepted evidence list depends on Community Ride Hub's section 19 permit once issued.

Part 3B - Route B: Community Ride Hub travel-needs assessment

Complete this part only if you are not applying under Route A. We assess the transport barrier - you do not need a particular diagnosis on this form.

Which public transport can you currently use unaided for daily activities? (tick all that apply)

- ☐ Buses
- ☐ Trains
- ☐ London Underground / Overground
- ☐ Trams / DLR
- ☐ None of these

How often do you travel on public transport?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Occasionally
- ☐ Not at all

Which statement best describes standing today?

- ☐ No difficulty standing
- ☐ Difficulty standing
- ☐ Cannot stand

If you have difficulty standing: how long can you stand, and what limits this?

_____

_____

Is the difficulty permanent or temporary?

- ☐ Permanent
- ☐ Temporary - expected duration: _____

In your own words: how does this affect your ability to use ordinary public transport?

_____

_____

_____

_____

_____

Professional confirmation attached (name, role, organisation - e.g. GP, OT, social worker, care manager)

_____

_____

Route B applications normally need written confirmation from a professional who knows your circumstances. Some GPs charge for letters - another professional who already supports you may be able to help instead.

Part 4 - Mobility and accessibility needs

Everyone completes this section so we can plan safe travel.

Please tell us about any long-term condition or situation and how it affects your mobility or travel

Is there anything else about your health, disability or support needs that drivers or passenger assistants should know for safe travel?

Mobility aids (tick all that apply)

- ☐ Stick / crutches
- ☐ Walker / Zimmer frame
- ☐ Shopping trolley
- ☐ Assistance dog
- ☐ Manual wheelchair
- ☐ Electric wheelchair
- ☐ Mobility scooter
- ☐ Other: _____

Wheelchair / scooter make and model (if known)

Can you transfer from your wheelchair/scooter into a vehicle seat if needed?

- ☐ Yes
- ☐ No

Do you need a vehicle with a ramp or lift?

- ☐ Yes
- ☐ No

Do you currently weigh more than 16 stone (103 kg)? If yes, please state weight below.

- ☐ Yes
- ☐ No

Weight (if yes above) - stone or kg

If you use a wheelchair or scooter, we may arrange a practical safety check before your first journey so we know we can carry you and your equipment safely. A clear photo of the aid (if you can provide one) helps.

Any other information that would help us arrange your transport

Part 5 - Proof of identity

Enclose a clear copy of one of the following. Do not send originals. If you have changed your name through marriage, a birth certificate alone may not be enough.

- ☐ Passport
- ☐ Birth certificate
- ☐ NHS medical card or GP letter
- ☐ Asylum registration card (ARC) or SAL
- ☐ Driving licence
- ☐ Marriage / civil partnership certificate
- ☐ Statutory declaration of change of name
- ☐ Other (describe): _____

How you prefer to receive information

- ☐ Email (preferred if you gave an email)
- ☐ Post - normal print
- ☐ Post - large print

Part 6 - Declaration and consent

I declare that the information given is true to the best of my knowledge. I confirm that I am unable, or almost unable, to use ordinary public transport services some or all of the time, or that I am applying on behalf of someone for whom that is true.

I understand that Community Ride Hub Connect membership lets me request journeys and does not guarantee any particular journey or unlimited travel. Membership contributions and journey charges have not been set. They will be published before anyone is asked to pay, and remain subject to eligibility, availability, operating area and booking conditions.

I agree that Community Ride Hub Limited may hold the personal information on this form, including special-category health and disability information where provided, to assess membership and to plan safe travel. I will tell Community Ride Hub promptly if my mobility or contact details change. Further information: https://communityridehub.org.uk/privacy

Signature of applicant

Date

If the applicant cannot sign, or is under 16, a parent, legal guardian, relative or person with appropriate authority may sign below.

Signature on behalf of applicant

Print name

Relationship to applicant

Date

Checklist before you send

- ☐ Parts 1, 2, 4, 5 and 6 completed
- ☐ Either Part 3A (with evidence copy) or Part 3B (with professional confirmation) completed

- [ ] Proof of identity copy enclosed

- [ ] Wheelchair/scooter photo enclosed if relevant (optional but helpful)
- [ ] Form signed and dated
- [ ] I understand journeys cannot yet be arranged (pre-launch)

Equalities monitoring (optional) may be collected separately so it cannot affect an individual decision. Community Ride Hub aims to provide services fairly to everyone in the community.