

- Please remember to take your bus pass along with you.
- Clients will be contacted by a member of staff at least 24 hours before their intended journey, to confirm whether their request has been met. If so, the client will be told the driver's name.

### How much does it cost?

There is an annual registration fee, of £15 per person, renewable annually from the 1<sup>st</sup> April.

Journeys undertaken are currently charged at a rate of **40p per mile**, paid by the client to the driver. There is also a minimum charge of £2.40 for journeys that are 6 miles or less



This leaflet can be made available on disc, tape, large print, in braille or in other languages on request.

"strengthening community action"

When calculating the cost of a journey it is important to note that:

- Mileage is charged from the driver's home, to their destination and then back to the driver's home.
- Drivers may wait up to 20 minutes in circumstances like Doctor's appointments.
- Every effort is made to meet clients journey needs, however, it is dependent on the availability of a driver.

### How do I join?

To register as a client of the scheme you need to complete a registration form (available from the office on request) and send it together with the registration fee to the address stated below.

**Please retain this leaflet for reference, it contains all the information you need.**

22a Main Road  
Gedling  
Nottingham  
NG4 3HP

Phone: 0115 9871981

Fax: 0115 9878091

Email: [admin@gedlingcv.org.uk](mailto:admin@gedlingcv.org.uk)

Company number: 5239446 Registered charity: 1108272

## Gedling Community & Voluntary Services



## Gedling Voluntary Car Scheme Users

## Who qualifies

Gedling CVS Voluntary Transport Scheme provides a service for residents in the Borough of Gedling who experience permanent or temporary mobility difficulties using public transport as a result of:-

- Age
- Illness or Infirmary
- Disability
- Location
- Geographical or Social Isolation

### **And who have no other means of transport available to them.**

- The client can be of any age group but children under the age of 14 years must be accompanied by an adult.
- It is important to remember that a client must be able to help him or herself a little in getting into and out of the car.
- A client needing additional help may take an escort provided they are collected from the clients home and that this is arranged with the office when the journey is booked.



## What can the transport be used for?

The voluntary transport can be used for any purpose for which other public transport services could normally be used.

- Shopping/ personal business trips
- Visits to friends/ relations
- Recreational and cultural activities
- Interchange with train/tram or long distance coach service
- Hospital visiting
- Medical appointments, e.g. doctors, dentists and chiropodists (but **NOT** hospital outpatient appointments, your G.P. should arrange hospital transport for you)

## How does the scheme operate?

Once a client has been registered, they should contact the office direct to book a journey (**Tel no: 9871981**) **between 9.00 and 12.30 Monday-Friday**. When the office is closed or the telephone line is busy a message can be left on the answer phone at any time.

**THE CLIENT MUST GIVE AT LEAST 48 HOURS NOTICE BEFORE A JOURNEY;**

## **IT IS NEVER TOO EARLY TO BOOK.**

- A member of staff will need to know the date & time of journey, the clients name & address, destination(s) and whether a return journey is required. Clients cannot add on extra requests, unless they are booked in advance via the office.
- Please mention at time of booking your journey any other relevant details: wheelchairs, escorts, need to travel in the front seat.
- Unexpected passengers are not covered by insurance and **cannot** be taken.
- It is illegal for drivers to make private arrangements for journeys and so **all requests** must be made via the office, and **not** to the drivers direct.
- Clients are allowed a maximum of 3 journeys a week. This may be restricted at times due to the availability of volunteer drivers.
- If the client is a Disabled Badge Holder, it would be useful if they would allow the driver to use the badge in the car, this is especially useful where parking is difficult.