

## Who can use the scheme

To use the scheme you must be unable to make your journey using public transport, or any other means of transport. Reasons for eligibility might include geographical remoteness, disability or ill health.

You need to be able to get in and out of a car unaided, or bring a helper (an escort) who can help you to do this. Drivers can only offer an arm to lean on as they are not trained or insured to lift passengers.

Drivers can take light foldable wheelchairs by prior arrangement. Children under the age of 14 must be accompanied by an adult.

## How to join

There is a registration fee of £25 per year renewable annually on 1st August. For a couple the fee is £35 for the year.

You will need to complete a registration form (available from the office) and send it with the registration fee to the address on the back of the leaflet.

## What journeys can be made

You can request up to three return journeys per week. Journeys can be undertaken Monday to Friday between 8.30am and 5pm.

## Calculating the cost of the journey

- £1 admin fee per single or return journey
- 45p per mile for all mileage incurred by the driver

We try to use the nearest driver to your home address. **However, please be aware that costs may vary according to where the driver is setting off from as they may be completing other journeys on behalf of the scheme.** If the driver has to come from further afield, we will let you know.

Payment is made in cash to the volunteer driver who will issue you with a receipt. Passengers may be invoiced for journeys in certain circumstances - please ask for further details. Escorts

*"I really appreciate the service, it make such a difference."*

*"An excellent service."*

## Booking Transport

You will need to give **two working days notice** to book your journey so we can organise a volunteer driver.

**You can request transport by contacting our offices Monday to Friday between 9am - 12.30pm. Telephone 0115 969 9060 ext 134. Requests for transport can't be made at any other time.**

We will need to know the date and time of your journey, your name, address and telephone number, your destination, whether a return journey is required and any other relevant details. Only registered passengers and a named escort may use the service.

If you have a Disabled Badge, please bring this with you. This is especially useful where parking is difficult.

Every effort is made to meet your requests, however, if we are **NOT** able to provide transport for any reason, we will let you know as soon as possible.

*"I'm very grateful for this service as getting about would be very difficult without it ."*

*"The driver I have never lets me down.."*

## Cancellations

Please contact us as soon as possible to cancel a journey. We have a 24-hour answerphone so leave a message outside normal office hours. We want to ensure we have enough time to prevent the driver setting out, otherwise a charge may be payable.

**All requests for transport, and any changes to a journey, must be made directly to our office.**

## Our drivers

Our drivers are all volunteers who use their own cars. All drivers are interviewed and provide references. They undergo a criminal records check through the Disclosure and Barring Service.

Many of our drivers have driven for us for several years, and they have good relationships with our passengers and offer a caring and friendly approach.

## We need more drivers

If you know anyone who could volunteer as a driver with us, please get in touch.

# 0115 969 9060

**Monday to Friday between  
9.00am—12.30pm**

**gedlingtransport@rushcliffecvs.org.uk  
@rushcliffecvs or find us on Facebook**

**Rushcliffe Community &  
Voluntary Service  
Level 3a, Bridgford House  
Pavilion Road  
West Bridgford  
Nottingham NG2 5GJ**

**This leaflet can be made  
available in large print.**

Please keep this leaflet.

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## Gedling Voluntary Transport Scheme



Gedling Voluntary Transport Scheme provides safe, affordable and reliable journeys to people who find it difficult to use public transport or taxis, who don't drive and don't have access to a car.

Our volunteers are police checked and use their own cars to help people get out and about, for example, to the shops, doctors, dentists, hairdressers, social activities, visit friends and take part in their communities.