

Background

The scheme started in 1998. Since then we have seen an increase in the need for our services year on year. In 2018-19 we travelled 122,000 miles.

Who are we?

We have volunteer drivers offer door to door transport to people who are unable to use conventional public transport. All our drivers have an Enhanced DBS Check and use their own cars.

The **drivers provide transport only** they are **not carers** and cannot assist with your shopping or household duties.

Who can use the service?

If you live in East Cambs and find it difficult to use conventional public transport.

We **do not** have access to wheelchair accessible vehicles therefore you should be able to get in and out of a car unaided and be able to walk unaided a short distance.

In busy periods priority is given to medical appointments.

Drivers we need YOU!

to help us provide transport for people who are unable to use conventional public transport.



Do you:

- ✓ have access to a roadworthy car?
- ✓ like helping people?
- ✓ have a few hours to spare on a regular basis?
- ✓ hold a full driving licence?
- ✓ Willing to undertake an enhanced DBS check.

What we can offer you:

- ✓ You will receive a mileage allowance of 45p per mile from the customer.
- ✓ That good feeling you get from helping others.

If you are interested in becoming one of our drivers please contact granville@vcaec.org.uk or 01353 666166



Environment and Transport

East Cambs Social Car Scheme



This scheme is operated entirely by volunteers



01353 666553 (open between 9.30 & 12.30) answerphone available.

www.vcaec.org.uk

VCAEC, 41e, Forehill, Ely, CB7 4AA



@vcaec



@vcaec

How can I arrange my journey?

When booking a journey please give as much notice as possible.

Please bear with us as it may take us some time to find a suitable driver available to undertake your journey.

If your appointment is cancelled please can you notify us as soon as possible to avoid an unnecessary journey. If we are not notified you may still be charged for any mileage the driver has undertaken.

You will not be expected to share the car with strangers. Although there may, on rare occasions (for instance if a driver is ill), where this may happen, you will be asked for your permission first.

Where can I go?

We can provide an opportunity for you to go to:

doctors, dentists, shopping, opticians, chiropodists vets, hospital, hearing/ sight tests, visit friends & relatives who are in hospital or care homes.

What questions will I be asked?

We will need to ascertain that you eligible for the service and may need

to ask you some questions about your needs.

We will need to ask why you need to travel ie the nature of your appointment and any additional needs you may have (such as your need for a walker), so that we can arrange for a suitable vehicle/ driver for your needs.

What we will not cover.

We are **not** a cheap taxi service. Our services are for those individuals who are unable to use conventional transport.

We are also unable to assist with subsidized transport for appointments which are outside the border of Cambridgeshire. The only **exception** to this rule applies to residents of parishes that look to surrounding towns or facilities and services (i.e. health), just outside of Cambridgeshire, for example the Queen Elizabeth II hospital at King's Lynn which is in Norfolk.



How much does it cost?

Passengers make a contribution of **45p** per mile towards the cost

of their journey direct to the driver at the time travel. This contribution is calculated from the **drivers home and back again**. This ensures the driver's petrol costs and wear and tear on the car are reimbursed.

We will always endeavor to find a driver as close to your home as possible. If we cannot do this you will be informed first.

PLEASE NOTE there is a minimum contribution of **£6**, which will be explained to you when you book.

Data Protection

Please note that by using this service you agree to your details being kept on our database. This information will not be shared with any other agencies. Once you cease to use our service your details will be removed.