

Community Car Schemes - information for Passengers



**Care Network Cambridgeshire supports
communities to set up and sustain local
volunteer led car schemes**

What is a Community Car Scheme?

A Community Car Scheme provides local door-to-door transport for people who do not have the use of a car and are unable to use conventional public transport. Passengers make a contribution towards the cost of the journey, which is also subsidised by Cambridgeshire and Peterborough Combined Authority.

All journeys are arranged through the scheme's coordinators and lifts are provided by volunteer drivers using their own cars. The volunteer drivers have enhanced Disclosure and Barring Service (DBS) checks and are fully insured.

Who can use the service?

Any local resident who is unable to travel by other means can ask to use this service.

All journeys are subject to the availability of drivers and at the discretion of the coordinator.

What type of journey can you make?

Individual schemes differ, but most will include essential trips such as attending medical, dental and chiropody appointments and many will also include social journeys.

How much does it cost and how to pay?

Most schemes have a modest minimum fee for short journeys. Longer journeys are calculated based on the mileage from the driver's home and back. Passengers pay the driver in cash on the day of travel. Contact your local scheme to see if they have other payment options available.

There may be additional charges if you have a long appointment, for example at a hospital. If the driver is unable to wait for you, the scheme may need to charge for them to travel home and back again. The coordinator will always let you know if this will be the case before you make your journey.

How can we support you?

The Coordinator will be your first point of contact and will ask you some questions about you and your journey. These details will be kept confidential. Some of the questions may be as follows:

- Do you have any other means of transport?
- Do you need to use any walking aids or wheelchair?
- Do you need help to get in and out of the car?
- Is there any information which would help the driver on the day?

The schemes rely on voluntary drivers, so the coordinator may not always be able to accommodate your journey request. It helps them if you can give them as much notice as possible.

The Driver will always have their official ID badge clearly visible on all journeys. They will:

- Wait for a reasonable time to be agreed in advance.
- Maintain a high standard of driving.
- Be punctual with a clean and tidy car.
- Maintain confidentiality at all times and not disclose personal information to anyone except perhaps the coordinator if required.



How can you support us?

- If you need extra assistance, the coordinator may ask that you always bring a relative or friend with you.
- Please pay the agreed fare in cash to the driver at the end of the journey.
- Drivers have parking permits for most hospital visits; however you will need to pay for any parking costs incurred on your journey.
- If you have a disabled parking badge, please bring it with you
- Drivers are only allowed to complete the journeys they have pre-arranged with the coordinator. If you want to make an additional journey on the day, they may have to say no.
- Please do not keep the driver waiting unduly after they have arrived to pick you up for your journey.
- If you are feeling uncomfortable for any reason on a journey, let the driver know. They will be able to open or close windows for you, or make adjustments to car heating. It is helpful to them if you don't make these changes yourself.

For the safety of the volunteer drivers we ask that passengers are mindful that drivers need to concentrate when taking them on journeys.

~ All schemes have relevant policies and procedures, including complaints and comments forms. ~

If you would like further information on a Car Scheme local to you, please contact Care Network:

Telephone: 01954 211919

Email: admin@care-network.org.uk

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