

In 2015, the Community Led Plan Steering Group made a proposal to set up a Community Car Scheme, a suggestion that was met with enthusiasm by both villagers generously offering their time to drive and those who would benefit from the scheme as passengers.

### **What is a Community Car Scheme?**

A community car scheme is an arrangement where residents who have difficulty getting to medical appointments can be taken by volunteer drivers.

In special circumstances of social need, eg visiting sick relatives, other trips will be considered.

### **Who can use the scheme?**

The scheme will be open to all residents in the Parish of Yaxham – there is NO age barrier, so young families who have difficulty would be included as well as elderly residents.

### **What does it cost?**

The volunteer drivers receive a mileage allowance of 60p per mile but this is subsidised by the Parish Charity, so a third of the cost will be supported to ensure costs are kept as low as possible.

To keep things simple, we have agreed fixed passenger rates for certain journeys, examples of which are below:

Mattishall or Orchard Surgeries	£3.00 return
Dereham Hospital	£4.50 return
Norfolk and Norwich Hospital/Spire	£13.50 return
Queen Elizabeth Hospital, King's Lynn	£27.00 return
Cromer Hospital	£30.00 return

These costs are on a journey basis **NOT** per passenger.

### **How does it work?**

If you have an appointment and need transport, call: Trudy (07748 991522) or Caroline (07711 237545). Trudy or Caroline will visit you to complete a form with details of your address, phone number, next of kin/emergency contact information, and whether you have any special needs or walking aids. The information will be confidential but, obviously, drivers need to have these details prior to a journey being undertaken. You will also be given a list of destination charges.

We need to know:

- When you want to travel
- Where you wish to travel
- The estimated length of time at appointment
- Your address
- Whether you have any special needs

Please give as much notice as possible, as we have a limited number of volunteer drivers and need to schedule their availability in advance.

In some situations, it may be that you will share your journey with another passenger with similar appointment needs. In this case, costs will be shared proportionately.

Whilst we will try to meet every request, it is unlikely that we will be able to accommodate requests that are made for immediate need, so please allow as much advanced warning as possible.

Please note that our volunteer drivers do not receive any manual handling training; therefore, if you require the assistance of a carer they must accompany you on all journeys.

Child safety seats must be provided by the child's guardian when required and all children needing transport must be accompanied by a parent / guardian.

If you wish to register for the scheme as either a user or a driver, or have any questions, please contact:

Trudy Gust – 07748 991522, or  
Caroline Thorpe - 07711 237545