

We hope that when you have read this leaflet you will be interested in becoming a volunteer driver for The Bassetlaw Community Car Scheme. If you have any questions about anything that you have read, please do not hesitate to contact:

Karen Greenwood—
Bassetlaw Community Car Scheme Project Officer

The Retford Action Centre
18 West Street
Retford
Notts
DN22 6ES

Tel: 01777 709650
Email: carscheme@retfordactioncentre.org.uk



REGISTERED CHARITY NO: 1053798
The Bassetlaw Community Car Scheme is funded by
Nottinghamshire County Council

BASSETLAW COMMUNITY CAR SCHEME VOLUNTEER INFORMATION

“The Bassetlaw Community Car Scheme provides a community transport service serving the residents of Bassetlaw who are unable to access public transport”

INTRODUCTION AND HISTORY

The Bassetlaw Community Car Scheme has been in operation for over 12 years. It is open to all residents in Bassetlaw who are unable to access public transport. The scheme functions through The Retford Action Centre. The Manager of the Retford Action Centre is Lynn Tupling, the Project Officer for the scheme is Karen Greenwood and the car scheme bookings are taken by Kate Clewes and Jane Bullock. The scheme currently has 25 drivers in Bassetlaw.

Why should you be a volunteer driver?

If you enjoy driving and meeting people, you are the ideal person to be a volunteer driver. Many of our volunteer drivers are retired and are looking to help their local community. Any amount of time that you are able to give to the scheme is welcomed, even an hour or two each week. We are all part of a friendly team and drivers help and support each other in addition to receiving support and training from the staff at The Retford Action Centre. We do not put any pressure on our drivers, and are grateful for any amount of time that they are able to give to the Car Scheme. Many clients have managed to remain independent because of the valuable help they have received from our volunteer drivers.

Below are some comments from a couple of our clients:

“It is absolutely marvellous, I am so grateful to the drivers who give their time. I don't know what I would do without it—I would be stuck inside all the time”. Mrs Warrener (Worksop).

“The drivers are very good, very helpful and extremely trustworthy. It is an excellent scheme and I have told my Doctor about it”. Mrs Hunter (Retford).

The Retford Action Centre
18 West Street, RETFORD,
Nottinghamshire. DN22 6ES

Contact us:

Tel: (01777) 709650

Fax: (01777) 700644

carscheme@retfordactioncentre.org.uk

www.retfordactioncentre.org.uk



What do you need to be a volunteer driver?

1. Access to a roadworthy vehicle.
2. Fully clean driving licence and 2 years driving experience.
3. Fully comprehensive car insurance and MOT if applicable.
4. Be able to provide details of 2 referees.
5. Be prepared to have a CRB check.
6. Lots of patience and understanding.
7. Be honest and reliable.
8. Be prepared to do a small amount of paperwork.

Equal Opportunities Statement

The Retford Action Centre is committed to a policy of equal opportunities:

- To its staff, through recruitment, training and progression within the organisation.
- To its clients to ensure that no-one suffers abuse, discrimination or harassment by staff or trustees or other organisations/members of the public using the Centre.



Who do we transport?

We will only transport Bassetlaw residents who are unable to access public transport. This can be because they are physically unable to use public transport or they are not able to access local buses. The scheme is mainly used by clients to go shopping or attend doctors appointments. If clients use the scheme to attend hospital appointments they are not permitted to use their bus pass. All clients must be registered to use the car scheme and are required to re-register annually. Escorts may travel with clients if they are registered and their presence is essential.

The Bassetlaw Community Car Scheme operates a waiting time policy of 1 hour. If the client needs longer than 1 hour, the driver will go home and return later.

Who do we not transport?

1. Babies and children
2. Clients not registered with the scheme
3. Severely disabled people (unless they are escorted)
4. Anti social clients i.e. drunk, abusive etc.
5. Extra passengers who have not pre-booked
6. Dogs/pets (guide dogs at the driver's discretion)
7. Volunteer driver's partners (unless pre-arranged with the office)

Training and Support

Support is always available by contacting the following :

Karen Greenwood (Car Scheme Project Officer)

Or

Lynn Tupling (Manager of the Retford Action Centre)

The office is open :

Monday & Thursday
9.30—12.30 & 1.30—3.30

Tuesday & Wednesday
9.30—12.30

There are 3/4 meetings per year held at The Retford Action Centre for drivers. These are informal get-togethers where drivers receive any updated information on administration requirements. Also guidance and support is available. Training sessions are also arranged during the year. Attendance is not compulsory to either the meetings or training sessions.

In an emergency and for use outside of office hours a list of drivers and contact telephone numbers are provided.

The Bassetlaw Community Car Scheme currently finances all drivers to be part of the Nottinghamshire Rural Community Council No Claims Bonus Scheme. This enables drivers to be reimbursed for their loss of excess to a maximum of £250, if they are involved in an accident whilst they are driving for the scheme. However, if the cost of repair to your vehicle is less than the excess on your policy, the scheme will not make a payment for the loss of excess.

Administration

Drivers are requested to submit claim forms on a monthly basis to The Retford Action Centre. A list of dates when claims are due and when payments will be made by the car scheme is provided to all drivers. Most journeys are paid for directly by the client to the driver in cash and a receipt is then provided.

The cost of a journey is per car and not per person and is calculated from the driver leaving his home to returning back to his home.

A "ready reckoner" is provided by the car scheme and the driver will need to calculate his mileage and confirm whether or not the client has a bus pass to then find the payment due.

The cost of a journey at the present time is 42p per mile (21p per mile with a bus pass), a 50p administration cost is included in the charge.

Drivers are currently paid a rate of 40p per mile that they travel. At the end of each month when the claims are due, drivers must send a claim form and copies of all receipts issued to the office. The office will then calculate the shortfall and issue a cheque (usually within 7 days).

The car scheme has an arrangement with some organisations, where the office will invoice for the entire journey. No money is collected from the clients and the entire journey is reimbursed to the driver. This must be clearly marked on the claim form. If a client fails to cancel the office must be informed, however the driver is paid for "wasted" miles.