



vasa
CHANGING LIVES by CONNECTING PEOPLE

Volunteer Drivers Service

Email transport@vasa.org.uk

Website www.vasa.org.uk

Call 01789 262889. Press 1 for transport.

Charity Number 1067584

The Community Transport Service is a volunteer led service, with volunteer drivers using their own cars to transport people to medical or social inclusion journeys.

To be registered for the service you must

- Be aged over 18 years;
- Live in Stratford District, Warwick District or Rugby Borough;
- NOT have regular access to a vehicle or are unable to use your vehicle due to health issues;
- Be unable to use public transport or not have regular public transport where you live;
- Have no other affordable means of transport;
- Have any available friends/family or neighbour to help.

Types of Journeys we will undertake.

Health Journey- A visit to the GP, hospital, dentist, optician etc.

Social Inclusion- A trip to a lunch club, a support group, or visiting family or friends in hospital or residential home.

Please note, acceptance of a booking for a volunteer driver doesn't guarantee a driver for that journey, it's a 'request' which we try our best to fulfil.

The demand on our service has grown dramatically and our drivers are volunteers who can only commit to certain times.

We do suggest that you contact us as soon as you know details of the journey you need, and no later than 3/4 days before the journey, to give us a greater chance of matching your journey.

How to request a Journey

- Call 01789 262889, option 1, between 9:30am and 3:30pm, Monday to Friday
- You may also request journeys by email at transport@vasa.org.uk

Or complete this form <https://forms.office.com/e/XZF4hrW2PP>

We need a minimum of 3/4 days' notice for all requests.

Journeys must be booked through our office otherwise the journey would not be insured. If you like the familiarity of the same volunteer driver you can mention at time of booking, and we can see if they are available for you.

Types of journey.

Wait and Return-where a volunteer waits for a short time and brings you home.

If you are longer than anticipated and the volunteer can't wait any longer, they will come in and let you know that they have to leave, you can phone us and see if we have anyone available to bring you home or you'll need to find your own way

Any appointment known to be over 2hrs or more with be classed is a double journey

Drop off /IN only-perhaps you are being taken in for surgery and don't require the driver to wait—or you are going to be longer than the 2 hours - a return only journey is booked for later in the day (an additional admin fee applies to a second journey)

Pick up/RETURN only perhaps you have a relative who can take you to day care, but they can't bring you home at the end of the day.

Most journeys take place between office hours. However, some drivers are happy to carry out journeys earlier in the morning and work later in the evening and weekends, and bank holidays, so please phone and we'll do our best to find a driver for you.

Costs

Mileage costs– The cost of a journey is 45p per mile paid to the driver in cash on the day of the journey unless agreed with the office prior to your journey. (We do have the facility to take card payments over the phone)

A £3 admin fee is applied to all journeys. (This comes to us as a charity to help us run the service)

The types of journeys available are listed below and the mileage charge in all cases begins and ends at the driver's house. For this reason, we will always try to find a driver who is located as near as possible to you.

MINIMUM CHARGE of £6 (which includes the admin fee (any journey between 0-6 miles)

If claiming benefits there are two ways to claim your costs back.

1. Ask the driver for a receipt and then use this receipt and complete form HC5(t) if on the qualifying benefits

[https://www.nhs.uk/nhsengland/healthcosts/documents/hc5\(t\).pdf](https://www.nhs.uk/nhsengland/healthcosts/documents/hc5(t).pdf)

OR

2. if you are at a hospital where there is a Cash Office you can take your proof of benefits to the office and the receipt from the driver, and they will refund you **partly** for your journey.

They only reimburse you from your address to the hospital and back-**you must pay the difference to the driver.**

How to cancel a journey

If you need to cancel a journey, please try, and give us at least 24hrs notice to cancel –this can be done by telephoning and leaving a message if out of hours or by email to transport@vasa.org.uk

VASA retain the right to charge a cancellation fee of £5 per journey to recover costs.

Our Promise to you:

- We will always do our best to find a volunteer driver but cannot guarantee any journey. We aim to give you 24/48hrs notice if we are unable to find you one to allow you time to either amend your appointment or find alternative way of getting there.
- We will always try and find the nearest available driver to you in order to keep your journey costs to a minimum.
- All of our volunteer drivers wear ID badges and are insured and have undergone a DBS and reference checks and have their driving licence, MOT and insurances verified annually.
- Our Staff and volunteers will be polite and respectful and as such we ask for the same in return . Any Passenger found to be abusive will not be able to access the service.
- We will keep your personal information safe and stored securely in accordance to GDPR legislation

Privacy Notice – Our promises at VASA, we take your privacy seriously and will only use your personal information to contact you about the service (s) we provide.

We promise to: Always hold your details securely.

- Only use your personal information to:
- Provide the service you have requested;
- Contact you regarding administrative issues e.g., fare increases, wheelchair assessments.
- Make sure that everything we send is relevant to our services or activities;
- Send one annual anonymous passenger satisfaction survey which is a contractual requirement;

Not share your data with any third parties unless we are required or permitted to do so by law.

Retain your data for as long as required by law, HMRC rules, our insurance etc. You have a right to see the personal information we hold on you. If you have any concerns over how we are using your personal information, or to make a request to see what personal data we hold about you, please email transport@vasa.org.uk or call us on 01789 262889.

Charity Number 106758



VASA is a charity with volunteer drivers using their own cars to transport people on social inclusion journeys.

To be registered for the service you must

- Be aged over 18 years;
- Live in Stratford District, Warwick District or Rugby Borough;
- NOT have regular access to a vehicle or are unable to use your vehicle due to health issues;
- Be unable to use public transport or not have regular public transport where you live;
- Have no other affordable means of transport;
- Have any available friends/family or neighbour to help.

Our social inclusion transport is for people to visit relatives in hospitals or care homes, lunch clubs, exercise classes for Parkinson's etc, for people who are socially isolated.

We also provide transport to dementia day care settings.

Unfortunately, we cannot do shopping or trips into town or hairdressers etc.

ALL passengers need to be independent enough to get in and out of a standard car with little or **NO** assistance from the volunteer.

Volunteers can give support in the form of - an arm to help passengers from their front door to car and into their appointment.

Our Volunteers use their own vehicles, **so unfortunately NOT wheelchair accessible.**

Foldable wheelchairs that can go in the boot are ok, Unfortunately **WE CANNOT** help people transfer from wheelchairs into vehicles-as our volunteers are not specifically trained and many are elderly themselves.

Passengers can bring along a relative/carer to help them if necessary (and take on the responsibility of their mobility) **IF you need a wheelchair on arrival, please inform us as not all our volunteers are able to do this.**

If you need more support than our volunteer car service can offer, please contact the Patient transport service on 01926 310312 or a wheelchair accessible taxi.

Our Volunteers charge their mileage at the HMRC rate of 45p per mile then in addition an admin fee of £3 (this fee comes to the charity as our income)

Our default payment method is cash, payable for each journey on the day direct to the volunteer driver.

However, if people are struggling to get out to get cash, we can take payments over the phone using our payment terminal 'square' so no cash needed on the day

As our drivers are all volunteers, they cannot take any other form of payment other than cash.

If the passenger is requesting regular transport, for example every Wednesday & Thursday to go to dementia day care. We set these up as invoices, so we send invoices via email if possible (to keep the postage costs down)

Invoices will be sent out around the middle of the following month that the transport took place. We have to collate all the mileage from the volunteers first before we can generate invoices.

It's the same for 'Square payments' we need to know what the mileage charge was before we know the cost of your journey. We will contact you to take payments (Usually during the first week of the month, for the previous months journeys)

Shared cars-where possible we try to share cars, so if two people from a similar location are attendees at a dementia day service or lunch club etc it makes sense for them to travel in the same car. The benefit of this to the passenger is that the total mileage is shared between all passengers that travelled. And each passenger is charged an admin fee.

As our drivers are volunteers, they are unable to take tips, however if you feel you want to make an additional cash donation to the charity you can give this to the driver, and it can be passed onto us.

Parking-if a parking ticket is required it is the passenger's responsibility to pay this.
IF you have a blue badge, please take this with you to help with parking arrangements.
We do have parking arrangements with most of the local hospitals, so check with the driver if there is a parking charge payable.

Unfortunately, as our drivers are volunteers, they are unable to accept tips, but will pass on any additional donations to the charity.

Your passenger ID number is «PaxId» you can use this number when you phone us to

request journeys. This may help us find your details on our system easier

Many thanks

Kindest regards

This service is for those people who have no other option to get to their medical appointments and have exhausted other options before coming to us, So, please be mindful that when a volunteer driver has been confirmed they have said 'no to other journeys/activities.

When journeys get cancelled once they've been confirmed, on the day or right at the last minute, they cannot be redeployed to help anyone else.

Ali Gravestock

Community Transport Manager

Please note our Terms and conditions & privacy notice are on our website www.vasa.org.uk