

What to expect

The first time you contact us, we will send you a registration form to complete and return.

Once you are registered with the scheme you can call to request help with journeys to health-related appointments, and where we have capacity, we will also help with journeys for activities that promote independent living (eg. groups & clubs).

Journeys should be requested at least 48 hours before they are needed, and we will let you know at least 24 hours beforehand if we cannot provide a driver.

Your volunteer driver will contact you to confirm the journey arrangements and will transport you as agreed.

Drivers will provide a receipt for your donation to the scheme.

It is the passenger's responsibility to pay for additional expenses such as parking fees. Also, if the driver agrees to wait for the duration of the appointment, please offer to buy them a coffee/refreshments!

During the first year of operation we won't charge a registration fee to join the scheme as we don't know how much capacity we will have to meet your needs. However, we may introduce an annual fee in future to cover our administrative expenses.

Feedback

From time to time we will ask you for feedback on the service you have received, but if you want to give specific feedback please call us using the Community Car phone number overleaf.

All published feedback will be anonymised, both for the passenger and the volunteers, unless mutually agreed otherwise.

We need volunteers!

The government's latest *Community Life Survey* shows that the number of people volunteering has almost halved in the last ten years, and 65% of small charities report difficulties recruiting volunteers.

If you know of someone who could volunteer to drive for our Community Car Scheme please encourage them to get in touch!

This scheme is hosted by
Darent Valley Community Church
Pastor Adrian Elms 07908 045445
dvccpastor@outlook.com
www.dvcc.online

This scheme was established using Bus Service Improvement Plan (BSIP) funding awarded to Kent County Council by the Government as part of the National Bus Strategy



Funded by
UK Government

COMMUNITY CAR

Wheelchair
Accessible
Vehicle
coming soon

Priority given to
health-related
appointments



‘Community Car’...

is a not-for-profit scheme run entirely by volunteers, offering support to those who struggle to attend appointments due to insufficient access to private or public transport.

Initially, the scheme is available to residents of **Eynsford, Farningham and Lullingstone** and to those who attend **Darent Valley Community Church**.

**Call us
to join the scheme
07405 710197**



Voluntary Car Scheme

Volunteers generously use their own cars and give of their time to drive you to appointments. The scheme will reimburse volunteers for their expenses.

Wheelchair Accessible Vehicle

We have received a government grant to purchase an adapted vehicle to transport wheelchair users. This vehicle may be booked at the time you request help with a journey.

A trained passenger assistant can also be arranged.

Donations

You will be given an estimate of the cost of your journey to the scheme.* Please make a donation to cover this cost if you can.

*Calculated at 45 pence per mile (from where the driver starts and finishes) plus an administration fee of £3 per journey

Safety

- We cannot transport passengers who are experiencing a health crisis. You will need to call for an ambulance.
 - All our volunteers have completed a security check* and our drivers hold a valid driver's licence.
 - Our driver will contact you to confirm arrangements prior to your journey. They will wear photo-identification.
 - We will complete a brief risk assessment for passengers with restricted mobility and this will be updated for each new destination you request.
 - We hold evidence that vehicles used by the scheme have up-to-date MOTs, insurance and road tax, and are serviced regularly.
 - We hold a section 19 permit to operate a wheelchair adapted vehicle, with its specialist equipment conforming to UK safety standards.
 - Your personal information will be held by the scheme in accordance with UK GDPR regulations. You may ask for your data to be deleted from our records. Our Data Privacy Notice can be found on our website (<https://dvcc.online/dvcc-policies/>).
- * Enhanced Disclosure & Barring Service check