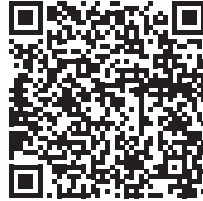


Can you help in any way?

Your assistance in the following would be much appreciated:

- When booking, please provide all journey details and specific needs you might have
- Be flexible with appointment times
- Update us on changes affecting your travel

Volunteer drivers required



We are always in need of volunteer drivers. If you know anybody who may be interested, please ask them to call us on **0344 800 8020**

www.norfolk.gov.uk/volunteerdrivers



If you would like this information in large print or in an alternative version, please contact us on 0344 800 8020 and we will do our best to provide it.

What if you need to cancel transport?

Call 0344 800 8020 to cancel

- Provide ample notice for driver reassignment
- Late cancellations may result in charges if driver en route.

Travel Norfolk Car Scheme



Community volunteers helping you to get out and about

Travel Norfolk Car Scheme run by Norfolk County Council

Offers community transport through volunteer drivers, helping adults reach vital health, social, and wellbeing services.

Who can access the service?

Adults who:

- Have specific health/social needs but not eligible for free transport
- Are unable to use or access normal public transport services
- Cannot access services using transport provided by family or friends
- Need a journey for essential shopping, e.g. food or medication
- Are not in receipt of any higher rate of disability payment or have a score above 8 points for mobility if in receipt of PIP

Note: If you've had a heart attack, stroke, or seizures in the last 3 months, you must be accompanied by a friend or relative

Requirements

Can independently enter/exit car.
No wheelchair users but can bring a helper.

Where can a driver take you?

-  Medical centres (hospitals, clinics, doctors)
-  Health appointments (dentists, opticians, therapy)
-  Day care and respite care
-  Essential shopping (food shop at supermarket)
-  Social/wellbeing activities

Note: We don't serve West Norfolk PE postcodes. For journey from there, contact West Norfolk Community Transport at **01553 776971**

How to book

Call us on 0344 800 8020 (Mon-Fri, 9am-5pm)

- Give 3 working days' notice
- Book up to 2 weeks ahead



Volunteer driver availability

We aim to fulfill all trips but depend on driver schedules. Sharing rides might be required.

Priority will be given to journey requests within Norfolk.

However, journeys outside of Norfolk will be considered like hospital appointment.

Travel cost

- 45p per mile
- Pay cash to driver on travel day
- No other payment methods accepted

Coverage

- Cost covers driver's round-trip mileage
- We prioritise nearby drivers to reduce costs
- Staff will discuss if nearest driver isn't possible

Estimates

- No immediate quotes, but driver can call with costs
- Get cost info from driver during booking

Wait Times

- Up to 1-hour wait at venue sometimes possible
- Longer waits: driver leaves and returns
- Additional charges for extended waits