



**c/o Bridgend Community Transport  
1 Australian Terrace, Bridgend. CF31 1LY  
01656 669665**

## **About Bridgend Community Car Scheme**

Established in 2012, Bridgend Community Car Scheme is a project of Bridgend Community Transport (the only supplier of Community Transport services for the Bridgend County Borough area) and a registered Charity.

Our car scheme service enables Bridgend County Borough residents who are not able to make regular essential journeys by public transport, and who do not require accessible transport, to book bespoke one-to-one journeys. Assisted by our team of friendly volunteer drivers who drive their own cars on the service, members can book a journey to attend activities and classes, visit friends and family, attend appointments including hospital appointments (unless they are entitled to free carriage to hospital appointments by ambulance / non-emergency patient transport), or just generally go about their everyday business.

This service can be used for just about every occasion, including affording access to mainstream bus routes where there is no other service available. However, members should be able to demonstrate they are unable to use mainstream public transport, or that there is no service available to them at the time they need to travel.

Although passengers are required to pay volunteer drivers directly for the miles they travel on the scheme, Bridgend Community Transport covers the rest of the costs associated with the scheme (such as the drivers positioning mileage to and from your home and coordination costs), from its fundraising efforts and a small contribution from Bridgend County Borough Council.

## **Criteria to use the voluntary car scheme**

**ALL PEOPLE CARRIED IN CAR MUST BE MEMBERS OF SCHEME.**

They must also meet at least one of the following criteria:

- Permanently restricted mobility – unable to use public transport
- Have a sensory impairment, learning disability or an enduring mental health problem.
- Temporary inability to use public transport
- Live in an isolated area where public transport is limited
- Transport needs are not met by existing services or timetables

- Require the assistance of a passenger assistant/ companion to travel (to be provided by the Member)

### **Application Process**

You will find enclosed an application form which should be completed and returned to our office along with a cheque payment for your annual membership fee (£12.00 including VAT).

If you require assistance, or further information to complete your forms, please do let us know as we are only too happy to help. Once we receive your form, we contact you to let you know that your application has been processed and whether you have been accepted onto the scheme. If you do not meet the criteria then your cheque payment will be returned to you.

### **Booking Procedures**

Unfortunately, unlike taxis we are unable to take bookings for travel on the same day as booking. As the service is provided by volunteers, ideally we would like as much advance notice as possible – at least 48hrs – in order we may identify a suitable volunteer for your journey requirements. If you could provide more notice that would be helpful.

All bookings are subject to availability of drivers and operate on a first come, first served basis.

Bookings may be made on 01656 669665 between 1.00 p.m. and 4p.m. Monday to Friday (except on public holidays when the office is closed). You may leave messages on the ansaphone out of hours, but we are unlikely to pick up your message out of office hours.

### **Fees for service**

As mentioned previously, there is a yearly membership fee of £10.00 plus VAT to use the service. Cheques should be made payable to **Bridgend Community Car Scheme**.

In addition, provided you return within 2hrs of being dropped the miles you travel in the volunteers car are charged to you at the rate of 45p per mile subject to a minimum charge of £5.00 per booking which covers up to the first 11 miles.

Drivers will wait **up to 2 hours** on arrival at your destination, but if you are not ready for collection after this time the charge per mile will be £0.90 per mile with a minimum charge of £10.00 as the driver will likely need to return to base.

**An example of how this charging work is given below:**

Mrs Jones from Maesteg goes shopping to Bridgend every Tuesday for 1 hour 30 minutes, she will be charged for 20 miles for a return journey (assuming a 10 mile each way trip). This is calculated as:

$$20\text{miles} \times 0.45\text{p} = \text{£}9.00$$

If Mrs Jones wants to be picked up 3 hours later the charge will be £18.00 i.e. 20 miles x 0.90p. This is because the driver will have left and needs to make a separate return journey.

**How to pay**

Membership fees should be sent along with your application to Bridgend Community Transport office at 1A, Australian Terrace Bridgend.

Mileage costs, as outlined above, should be paid direct to your driver, who will calculate your fare on the day of travel based on distance travelled and time (if you are not able to return within two hours of being dropped off).

Please note that our drivers are unable to accept tips or gifts. However, if you would like to make a donation towards the scheme please contact the Bridgend Community Transport office on 01656 665669 for details on how this may be achieved.

## Application for Registration

Confidentiality will be maintained at all times

No public access to this information will be allowed

### Personal Details

Title e.g (Mr/Mrs/Miss) \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Forename \_\_\_\_\_ Surname \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_

### Eligibility Criteria

These are the priority groups that qualify members to use the scheme. Please tick all the statements which are appropriate to you:

- My mobility is permanently restricted and I am unable to use public transport
- I have a sensory impairment, learning disability or an enduring mental health problem.
- I have a temporary inability to use public transport
- I live in an isolated area where public transport is limited
- My transport needs are not met by existing services or timetables
- I need support of a passenger assistant/ companion to travel (to be provided by the Member)

### Emergency Contact e.g. (Relative/Friend/Neighbour)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_

**Your Doctors Details**

Doctors Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Telephone No: \_\_\_\_\_

**In order we may allocate the right vehicle and driver for your requirements please provide us with information on the following:**

**Please delete as appropriate**

Are you able to get into and out of a car? Yes/ No

Are you able to get into the back seat of a two door car? Yes/ No

When travelling do you use:

a) a wheelchair Yes/ No  
If yes can you transfer unaided from a car? Yes/No  
If yes is your wheelchair manual or electric manual/electric  
If a manual wheelchair is it collapsible Yes/ No

b) a walking stick Yes/ No

c) a walking frame/ crutches Yes/ No

d) a rigid shopping trolley Yes/ No

Do you have a visual impairment Yes/ No

Do you have a hearing impairment Yes / No

Special Requirements:

**General Health:**

Please give details of any conditions that you may have which you think we need to be aware of e.g. giddiness, angina, arthritis etc, so that we may provide you with a safe & stress free journey

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