

CANCELLING YOUR JOURNEY

It is important to let us know if you need to cancel your journey. This could be because your appointment has been cancelled, or you are not well enough on the day to attend. Cancelling your Community Car journey will allow another person to use the service.

Who to contact to cancel:

- Is your journey after the next time the Community Car phonenumber is open? If so, please ring the Co-ordinator at the next opportunity to cancel. **07827 972163**
- Is your journey before the next time the Community Car phonenumber is open? If so, please ring Dereham Town Council, leaving a message on the answer service if necessary. **01362 693821**
- Are you cancelling your journey on the day?
 - if the Community Car phonenumber is open, please ring the Co-ordinator **07827 972163**
 - at all other times, please ring Dereham Town Council, leaving a message on the answer service if necessary. **01362 693821**

If you are unable to make your appointment, please also remember to contact the hospital, surgery, etc.

If you have any queries regarding the scheme, please ask the Community Car Co-ordinator on 07827 972163 during opening times, or Dereham Town Council on 01362 693821.



If you have a compliment or complaint, please contact Dereham Town Council by email or phone.

*generalenquiries@derehamtowncouncil.org
01362 693821*

Dereham Town Council's Privacy Policy is available at www.derehamtowncouncil.org or can be sent via post or email by request



DEREHAM COMMUNITY CAR SCHEME

This scheme is sponsored by Dereham Town Council and Breckland Council, and is available to those people who live in the **Parish of Dereham** (including Toftwood) **only**.

To book a Community Car telephone

07827 972163

Lines are open Mondays and Tuesdays only

from 9am to 14.30pm

(excluding statutory and bank holidays)

You must speak to the Coordinator in person to book. Voicemails / Text messages will not be responded to.

Please note that it may not be possible to respond to same-day requests. This scheme relies on volunteer drivers.



WHO IS ELIGIBLE TO USE THE SCHEME?

The Scheme is available to residents living within the Parish of Dereham (including Toftwood), who are unable to make an **essential journey** by private, public or private hire transport, or who would otherwise be unable, without unreasonable difficulty, to make an **essential journey** because of the lack of public transport. Passengers should be physically able to walk from their home to the driver's car.

WHAT IS AN 'ESSENTIAL JOURNEY'?

A journey is deemed essential where the passenger needs to attend :-

- Hospital
- Doctor's Surgery
- Dentist
- Optician
- Chiropodist
- Pharmacist (following GP appointment)
- Health Centre

or any similar type of destination which the relevant Committee of Dereham Town Council shall from time-to-time specify suitable to use the scheme.

HOW TO USE THE SCHEME

- Contact the Co-ordinator on 07827 972163 on the days and times listed on the front page to make your booking. **You must** speak to the Co-ordinator in person; voicemail and text messages cannot be responded to

- Under most circumstances, 72 hours notice prior to your appointment is enough time to arrange for a car to pick you up. However, it is always helpful if you advise the co-ordinator as soon as your travel requirements are known. Please notify the Co-ordinator of any special requirements, such as the use of a walker and whether someone will be escorting you.

- Journeys can be booked for appointments up to 6 weeks in advance.

- Please make the co-ordinator aware if an appointment is likely to be longer than two hours. In this scenario, drivers will drop passengers at their destination and leave their contact number for the passenger to call them when ready to return. A second journey fee will be payable.

- All persons under the age of 18 must be accompanied by an adult.

- If a passenger needs the support of an escort, the escort will travel free of charge.

FARES

Fares are payable at the start of the journey, where a set fee applies (see table below). If your destination is not listed, a fee of 20p per mile (minimum £2) will be charged at the end of your trip.

Standard Journey Fees

Within Dereham (including Toftwood)	£1.80
Norfolk & Norwich University Hospital Spire & Healthshare (Global) Norwich Bowthorpe Longwater Costessey Taverham	£7.20
Inside Norwich outer ring road	£8.00
East Norwich (e.g. Broadland)	£11.00
Spixworth	£9.50
Scarning Longham Mattishall Swanton Morley North Elmham	£3.00
Fakenham Swaffham Watton Wymondham	£6.00
Sheringham	£11.40
Cromer	£13.20
King's Lynn (Queen Elizabeth Hospital)	£12.60
James Paget Hospital, Lowestoft	£17.60
Addenbrookes and Papworth Hospitals	£28.60