



Rhayader & District Community Support
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COMMUNITY CAR SCHEME

Office & Booking Hours:
Monday to Friday – 9am to 5pm

Registered Charity No. 1113768 Company No. 5672088

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Revised Jan 2018

COMMUNITY CAR SCHEME:

This scheme exists mainly to provide transport for **out-of-town** hospital and other health care appointments. In-town trips are usually provided by our Dial A Ride service, however if you do not wish to become a member of this, we will endeavour to find you a Community Car driver, depending on their availability on the day.

Other journeys (shopping, visiting, etc) may be provided at our discretion, especially if you have a health-related issue that prevents you from easily accessing other forms of transport.

Community Car transport is available to all residents within Rhayader & District, and journeys may be of any distance, weekdays and weekends.

It is for people who have an un-met need for transport; who do not qualify for Non-Emergency Patient Transport (NEPT) (*see below*); who cannot drive themselves; or who do not have family or friends who are able to drive them to their appointment.

Booking Fee:

A **£1.50 admin fee** is payable at the time of booking. This will help cover the cost of processing your request, sourcing a driver, and keeping strict records of all trips for auditing purposes. **When booking please give us as much notice as possible.**

Travel Costs:

The current cost for this transport is 45p per mile (*government guideline and subject to change*) and covers the **FULL** mileage incurred by the driver throughout the trip.

Example Travel Costs:

Return Journeys:	Approx.Mileage:	Example Cost:
Rhayader to Llandrindod Hospital	24 miles	£10.80
Rhayader to Aberystwyth Hospital	68 miles	£30.60
Rhayader to Hereford Hospital	94 miles	£42.30

These costs are based on the current charge of 45p per full mile incurred, and do not take into consideration any diversions or route changes occurring on the day.

Your driver will “clock” the total journey mileage and advise you of the exact cost.

Payment must be made to the driver at the end of each journey.

Claims for transport costs from hospitals: If you are receiving certain benefits (Income Support/JSA/ESA/Tax Credits etc) you will more than likely be able to claim the travel cost from the hospital. This is done on the day of your journey and will be given to your driver.

Non-Emergency Patient Transport (NEPT).

If you have to pay for hospital transport yourself, you may wish to contact NEPT. This transport is FREE of charge. Please call their contact centre on 01686 613200 or 0845 840 1234 to check your eligibility to use the service and book your trip.

COMMUNITY CAR SCHEME GUIDELINES FOR PASSENGERS:

- All transport is provided by Volunteer Drivers using their own vehicles and giving their time freely.
- Due respect must be given to driver's vehicles at all times and any damage to upholstery etc, or valeting as a result of soiling should be paid for by the passenger.
- Drivers will always have an identity badge with their photo on, plus the phone number and contact details of the office.
- All contact must be made via the office. Passengers must not contact the driver directly.
- The office **must be informed** if the hospital appointment is for a day surgery as it may be necessary for two separate journeys to be made.
- Seat belts must be worn at all times, and child seats must be supplied by passengers.
- Under 16's must be accompanied by a parent or guardian, or suitable adult.
- No smoking or eating is allowed in the car unless allowed by your driver.
- Any special needs, health-related issues, or "risks" must be advised to the office at the time of booking the journey.
- If the passenger is the holder of a blue parking badge and time disc this should be taken and used on the journey.
- There is a Complaints Form available from the office should either the passenger or the driver feel it necessary to make a complaint.
- Any car parking costs incurred **must** be paid for by the passenger.
- Passengers are welcome to reimburse their driver for any refreshments or meals costs incurred whilst waiting.

Can you help? Do you have any spare time?

Please contact us if you are interested in becoming a Community Car Driver for this valuable service to the community.

WHAT ELSE DO WE DO AT THE ARCHES?

Dial-A Ride: In-town/local transport for members of the community.

“Archie the Minibus”: Dial A Ride transport to Luncheon Club; trips to Tea in the Valley, Afternoon Tea with Archie, out-of-town trips, etc. Also available to hire by local groups & organisations

Volunteering: Recruiting, training and placing volunteers 14 years & over to support the community in many areas.

Memory Circle: A warm and friendly get-together for people living with memory issues, (& their families, friends and carers). Fortnightly meeting with refreshments.

Rhayader Good Neighbours: Friendship scheme to help reduce social isolation and loneliness and increase confidence and independence.

Cooking Club & Allotment: Community projects for all ages to learn and share cooking and veg growing skills, tips on nutrition and healthy eating and a chance to sit down together and enjoy good food and to invite guest speakers and chefs.

Community Charity Shop: A wide variety of new and 2nd hand items for sale @ The Arches. Come along, have a browse and pick up a bargain!

Meeting Rooms: One large, and one small meeting room available for organisations to hire. Competitive rates, refreshments & buffet lunches provided.

Offices to Rent: Quality office space & rooms available to rent.

Help, support & signposting: We are on hand to help you with any issues or help you may need by hosting in-house “surgeries” for Legal Advice, I.T Help, Physical and Mental Health groups, and a monthly Police Surgery where you are welcome to come along and chat to your local Police Officers.

Rhayader Community Nursery: Quality Childcare in the beautiful surroundings of Rhayader Primary School.

If you have any queries or would like further information,
please call and see us at The Arches – you are welcome at all times.

We are your local charity.

*We are a hard-working and dedicated charitable organisation
relying heavily on donations and limited funding.*

Any donations or bequeaths received are always greatly appreciated, many thanks!