

We hope that when you have read this leaflet you will be interested in becoming a volunteer driver for The Bassetlaw Community Car Scheme. If you have any questions about anything that you have read, please do not hesitate to contact:

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## BASSETLAW COMMUNITY CAR SCHEME VOLUNTEER INFORMATION

*“The Bassetlaw Community Car Scheme provides a community transport service serving the residents of Bassetlaw who are unable to access public transport”*

### INTRODUCTION AND HISTORY

The Bassetlaw Community Car Scheme has been in operation for over 15 years. It is open to all residents in Bassetlaw who are unable to access public transport. The scheme functions through Bassetlaw Action Centre. The Chief Executive of Bassetlaw Action Centre is Lynn Tupling. The Transport Manager is Jayne Bullock. The scheme currently has 30 drivers in Bassetlaw.

### Why should you be a volunteer driver?

If you enjoy driving and meeting people, you are the ideal person to be a volunteer driver. Many of our volunteer drivers are retired and are looking to help their local community. Any amount of time that you are able to give to the scheme is welcomed, even an hour or two each week. We are all part of a friendly team and drivers help and support each other in addition to receiving support and training from the staff at The Bassetlaw Action Centre. We do not put any pressure on our drivers and are grateful for any amount of time that they are able to give to the Car Scheme. Many clients have managed to remain independent because of the valuable help they have received from our volunteer drivers. Below are some comments from a couple of our clients:

*“It is absolutely marvellous, I am so grateful to the drivers who give their time. I don’t know what I would do without it—I would be stuck inside all the time”. Mrs Warrener (Worksop).*

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### What do you need to be a volunteer driver?

1. Access to a roadworthy vehicle.
2. Fully clean driving licence and 2 years driving experience.
3. Fully comprehensive car insurance and MOT if applicable.
4. Provide details of 2 referees.
5. Be prepared to have a CRB check.
6. Lots of patience and understanding.
7. Be honest and reliable.
8. Be prepared to do a small amount of paperwork.

#### **Equal Opportunities Statement**

Bassetlaw Action Centre is committed to a policy of equal opportunities:

- To its staff, through recruitment, training and progression within the organisation.
- To its clients to ensure that no-one suffers abuse, discrimination or harassment by staff or trustees or other organisations/members of the public using the Centre.



### Who do we transport?

We will only transport Bassetlaw residents who are unable to access public transport. This can be because they are physically unable to use public transport or they are not able to access local buses. The scheme is mainly used by clients to go shopping, visit friends or attend doctors' appointments. All clients must be registered to use the car scheme. Escorts may travel with clients if they are registered and their presence is essential. Membership fees may apply.

The Bassetlaw Community Car Scheme operates a waiting time policy of 1 hour. If the client needs longer than 1 hour, the driver will go home and return later.

### Who do we not transport?

1. Babies and children
2. Clients not registered with the scheme
3. People with severe disabilities (unless they are escorted)
4. Anti social clients i.e. drunk, abusive etc.
5. Extra passengers who have not pre-booked
6. Volunteer driver's partners (unless pre-arranged with the office)

### Training and Support

Support is always available by contacting the following :

Any of the booking staff members  
Or  
Jayne Bullock (Transport Manager)  
Or  
Lynn Tupling (Chief Executive of the Bassetlaw Action Centre)

The office is open :  
Monday to Friday  
9.00 am — 12.30 pm

There are 2/3 meetings per year held at various locations for drivers. These are informal get-togethers where drivers receive any updated information on administration requirements. Also guidance and support is available. Training sessions are also arranged during the year. Attendance is not compulsory to either the meetings or training sessions. In an emergency and for use outside of office hours a list of drivers and contact telephone numbers are provided.

The Bassetlaw Community Car Scheme pays for all drivers to be part of the Nottinghamshire Rural Community Council No Claims Bonus Scheme. This enables drivers to be reimbursed for their loss of excess to a maximum of £150, if they are involved in an accident whilst they are driving for the scheme. However, if the cost of repair to your vehicle is less than the excess on your policy, the scheme will not make a payment for the loss of excess.

### Administration

Drivers are requested to submit claim forms on a weekly basis to Bassetlaw Action Centre. A list of dates when the final claims are due and when payments will be made by the car scheme is provided to all drivers. Most journeys are paid for directly by the client to the driver in cash and a receipt is then provided. The cost of a journey is per car and not per person and is calculated from the driver leaving his home to returning back to his home.

A "ready reckoner" is provided by the car scheme and the driver will need to calculate his mileage to find the payment due. The cost of a journey is 30p per mile plus a £1 administration cost. A membership fee may also apply. Drivers are currently paid a rate of 45p per mile that they travel. At the end of each month when the claims are due, drivers must send a claim form and copies of all receipts issued to the office. The office will then calculate the shortfall which is due to the drivers.

The car scheme has an arrangement with some organisations, where the office will invoice for the entire journey. No money is collected from the clients and the entire journey is reimbursed to the driver. This must be clearly marked on the claim form.

If a client fails to cancel the office must be informed, however the driver is paid for "wasted" miles.