

Voluntary Social Car Scheme – Customer Terms of Use

ANY PARTICIPATION IN THIS SERVICE WILL CONSTITUTE ACCEPTANCE OF THE FOLLOWING AGREEMENT:

The Voluntary Social Car Scheme is a transport service supported by Westmorland and Furness Council and provided by volunteer Co-ordinators and Drivers. The scheme operates under the Car Sharing Legislation.

- The scheme is only available to Cumbrian residents.
- You are only eligible to use the scheme if you do not have access to a private vehicle or to a public transport service (or have difficulty accessing). This is determined by the journey requested each time (which can include temporary situations).
- Customers under the age of 18 must be accompanied by an adult.
- Customers must book journeys through an appointed Volunteer Co-ordinator, not through the Volunteer Driver. This is either done ad-hoc with the closest available driver or where easier and available, as a weekly/fortnightly arrangement with the same driver.
- Journeys are only available depending on Volunteers' availability. Customers may be asked to share transport and may need to be flexible about the times they travel.
- As the Voluntary Social Car Scheme is not a scheduled bus service, passengers are unable to use their concessionary NoWcards.
- There is no smoking permitted in the vehicle during the journey, by either the Volunteer Driver or passenger and for 20 minutes before the journey commences.
- Guide dogs are permitted. Any other animal is at the discretion of the Volunteer Driver. Please inform the Co-ordinator when arranging bookings.
- Customers must be able to access/exit the vehicle without weight-bearing assistance. Volunteer Drivers can use their arm for guidance to show sight impaired customers to and from the car. If a customer requires assistance, they must provide their own carer (carers travel for free). Volunteers (or customers) are not insured for injury if they participate in manual handling activity. This includes carrying shopping/lifting objects in/out of the car.
- Volunteer Drivers do not hold a Disclosure & Barring Service check; they are not permitted to enter a customer's household, or able to accompany passengers to appointments and are not permitted to carry passengers requiring personal care (i.e. going to a day centre for a bath).
- Customers must pay for parking (there are some agreements where Volunteer Drivers can park for free at hospitals – please check before journey commences).

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- Customers must ensure they have enough money with them before travel. Volunteer Drivers must not accept more than 45p per mile (adding an extra 5p per additional passenger) from the customer(s) for each journey as set by the Inland Revenue for the first 20 miles. The Council rate drops to the customer to 25p per mile for 1 passenger after 20 miles (adding an extra 5p per additional passenger). Any additional monies received will be given to charity of the Volunteer Drivers choice.
- The Volunteer Co-ordinators and Drivers will try to provide journeys as requested, but cannot be held accountable for journeys that cannot go ahead due to unforeseen circumstances such as illness, weather, car issues etc.
- Customers with a Blue Badge issued must ensure it is used under the Terms and Conditions imposed and ensure it is in date.
- The customer will be offered a receipt for their payment from the Volunteer Driver, but does not have to take one if not required.
- Customers must treat all Volunteers and other customers with dignity and respect at all times. Abuse of Volunteer Drivers will not be tolerated and future journeys may be refused.
- Customers are asked to give as much notice as possible when making journey arrangements and if there is a need to cancel or make changes.
- Customers must not travel whilst under the influence of non-prescription drugs or alcohol or other substances that could be incapacitating.
- The Council does not duplicate other transport provision and therefore the Voluntary Social Car Scheme cannot be used for transport to day care, school, nursery or college and cannot be used for hospital appointments/treatment if Patient Transport is available. If you need transport to get you to your hospital appointment; please check your eligibility for Patient Transport by contacting the Patient Transport Service run by North West Ambulance on 0800 032 3240.
- The customers personal and journey information will be kept by the Volunteer Co-ordinator and given to the Volunteer Drivers for the purpose of operating the scheme and will not be used for additional purposes without your consent. This information is also shared with the Council. All personal details will be processed in accordance with the General Data Protection Regulation (GDPR) May 2018 and you have the right to see records relating to yourself and ask that they be amended where they are inaccurate or deleted (if no longer requiring the scheme). For more information, the Council's corporate notice is available on request.
- The Community Transport Volunteer Schemes Corporate Privacy Notice is available on request.
- Customers can request a Comment Card to feedback any comments / suggestions / issues / experiences to the Council.

This information can be found on website

<https://legacy.westmorlandandfurness.gov.uk/voluntarycarscheme/default.asp>

If you would like a printed copy, please contact Katy Wood, Voluntary Transport Officer, using the contact details on the reverse.