



Fareham & Gosport
Voluntary Car Service

Service Offering - Client Eligibility

The Fareham & Gosport Voluntary Car Service is offered to eligible Clients, defined as:

- A Fareham or Gosport Borough resident
 - Unable to use public transport
 - Unable to access patient transport
 - Be travelling within Hampshire
- (We cannot accept Clients wishing to travel with pets)

We may accept exceptions to this subject to approval by the F&G VCS Committee

The intention is that we offer our service to elderly, vulnerable members of the community who may have mobility or other concerns making transport very difficult for them.

Service Offering - Service Portfolio



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The F&G Voluntary Car Service is offered, subject to our Drivers' availability, to:

- Eligible Clients needing transport to destinations typically within ~25-mile radius, for:
 - Medical appointments
 - Funerals
 - Visiting hospitals/care homes
 - Social events
 - Exceptionally, we will consider Client requests to undertake a day trip (e.g. to visit a relative) if a driver is willing.
- We cannot accept Clients with pets (subject to driver availability, exceptions may be made for assistance dogs).
- We will prioritise Medical Appointments above all else.

Subject to our Health & Safety / Safeguarding Guidelines, Clients may expect Drivers to:

- Offer a helping hand between their external front door and the car
- Offer a helping hand to get in/out of the car
- Offer a helping hand between the car and the front entrance to their destination venue
- Fold up wheelchairs or walkers and to put them in the boot of the car

NOTE: Drivers are generally not available to enter premises nor to provide the role of:

- Carer for vulnerable adults
- Chaperone/guide to accompany Clients inside their destination location
- Mobility assistant. E.g. to push a wheelchair within the location

If any of these roles are required, then the Client is required to take someone to accompany them