



Fareham & Gosport
Voluntary Car Service

Welcome to F & G VCS

Thank you for your interest in the Fareham & Gosport Voluntary Car Service, the not-for-profit driving service for older residents.

To qualify to use the service you must be:

- A Fareham Borough resident.
- Over 55 years old.
- Unable to use public transport.
- Unable to access patient transport.
- Be travelling within ~25-miles radius of Fareham.

Note that we cannot accept Clients wishing to travel with pets, though subject to our Drivers' availability, an exception may be made for an assistance dog.

All our drivers are volunteers who use their own cars, and they are DBS checked. Our co-ordinators are also volunteers. This is not a taxi service so a driver cannot always be guaranteed, but we will do our best to help if possible. When we are unable to find you a driver, our co-ordinator will notify you in plenty of time, so you can make alternative arrangements.

The service can drive you to a variety of destinations, among them:

- Medical appointments (GP's, dentist, hospital)
- Visiting family and friends
- The hairdressers and social clubs

Note that we will prioritise Medical Appointments above all else.

To provide the best service:

- Try to give us 7 days' notice of your trip/appointment.
- If you are having a procedure or operation, you **must** be accompanied.
- If you have any memory issues, you **must** be accompanied.
- If you have mobility issues requiring assistance, you **must** be accompanied.
- Should you need to cancel a trip/appointment, please give us as much notice as possible.
- Please advise us if your circumstances or contact details change.

To request a driver, please contact us on 07771 880552 to notify us of your trip/appointment.

We need the following information:

- The date of your trip.
- Your destination and the time you need to arrive there.
- Whether it is a one way or return trip.
- Purpose of the trip – medical or social.
- If you will be accompanied.

- If you will be bringing a wheelchair or any other walking aid.
- If you will be more than 90 minutes at your appointment. (You may need to pay for the driver to return to pick you up i.e. 2 journeys).
- Drivers can only give you a helping hand in and out of the vehicle and a guiding arm. They are not allowed to provide any other assistance and cannot accompany you any further than the entrance of your destination. If you need more support, please bring someone along with you who can provide that assistance.
- Our service co-ordinator will contact the drivers with your request. If we are able to allocate a driver, they will call you 48 hours before your trip to confirm your pickup time. If we cannot allocate a driver, our coordinator will call you to let you know as soon as we are able.
- On the day of the trip, you will need to pay the driver directly, cash at a rate of 45p a mile. **The total trip cost is from and back to, the driver's home.** The driver will complete a receipt which both yourself and the driver will sign. You will be given a copy. The cost of the trip will vary each time, depending on the home address of the driver.
- We do have parking badges that can be used at some of the hospitals, however, if payment is required, you will need to pay the fee to the driver.
- Our drivers cannot accept monetary gifts. However, if you wish to make a donation to help maintain our service, please give that to the driver who will pass it through to the office. This will be added to your receipt.
- All requests for drivers must be done via the F&G VCS co-ordinator, please do not contact drivers directly.

We look forward to helping you soon.
Kind regards

Rich Berry – Chairman of F&G VCS

On behalf of the F & G Voluntary Car Service
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