



COMMUNITY LIFTS

General information for drivers

HOW COMMUNITY LIFTS WORKS

This is a scheme being run in the Upper Tay Valley (Kenmore and Glen Lyon to Ballinluig) where volunteers offer to drive members of the community to appointments, to visit friends, to go shopping, to get to the train or to go to the cinema.

The Upper Tay Transport project is run by the Tay Valley Timebank. A Project Coordinator is organising the scheme and they are responsible for recruiting and managing volunteer drivers. We will undertake some basic checks on drivers to ensure they are competent to volunteer for the scheme.

Members of the community who would like to use Community Lifts as passengers will register for the scheme and pay a £5 joining fee.

They can then request lifts. This can be done by phone or text or email. We ask passengers to give as much notice as possible about the lift they need but at least 48 hours-notice is required. We will let you know as soon as possible who the driver will be, or if we cannot find a driver. We will let you know with at least 24 hours-notice before the journey.

Passengers will be asked to pay expenses for the lift. This can be done in cash on the day of the lift or we can invoice you at the end of the month. Drivers will be paid their expenses either by cash on the day direct from the passenger or monthly by bank transfer.

This is a new scheme in the Upper Tay area and we will be doing lots of monitoring and evaluation so we may ask drivers and passengers to complete feedback forms. We also welcome any feedback you may have.

Community Lifts is simple and will help many people to get out to participate in social events, attend appointments or activities. Why not get involved?

WHAT TO DO IF YOU WOULD LIKE TO VOLUNTEER?

We welcome anyone who would like to volunteer as long as you are 18 years or over (there is no upper age limit), you have a full UK driving licence, are fully insured and MoT'd vehicle and are willing to have a Disclosure check done.

You then need to

1. Complete an application form.
2. Write to your insurance company to let them know you are doing this. We have a model letter. We have never come across any problems here.
3. Complete a Disclosure application form online or on paper. We will cover the cost of this but if you apply online you will need to pay and claim the cost back from us. If you prefer to complete it on paper you will need to request a form from us, complete it and return. We will send off with payment. Online application at www.mygov.scot/basic-disclosure/apply-for-basic-disclosure. Paper forms available from the Coordinator – Eileen Merry on 07388 236233 or email info@uppertaytransport.org
4. Do an induction session which will take around 2 hours. We will go over the scheme in detail and have an opportunity to discuss issues, concerns or points.
5. Complete other training if you wish. We have organised Moving and Handling training and Dementia training.
6. There will be around 2 social events a year for volunteers to which you will be invited.

THINGS TO CONSIDER BEFORE VOLUNTEERING

- This is a great thing to do and will make a real difference to people's lives
- You may have difficult situations to deal with if people are hard of hearing for example or have heavy luggage.
- If you are concerned about someone's health or behaviour you will have the Coordinator's name and a number. They may be able to help or will aim to find someone who can if they can't help.
- You will have to cover the costs of the journey from your door to the passenger's door. You should consider this before agreeing to take a passenger. Please let us know what you think about this. We will be reviewing things regularly.
- If it is a one-way journey, we are not asking passengers to pay for the return journey unless it is over 10 miles or you are happy not to charge for the return journey.

If either a passenger or driver has any concerns about a person or vehicle please let our Coordinator know IMMEDIATELY.

HOW MUCH DOES IT COST FOR A LIFT? / HOW MUCH WILL DRIVERS GET AS EXPENSES?

Passengers using Community Lifts will pay 40p per mile travelled and this all goes to the driver. Any lift within Aberfeldy (Distillery to Moness to The Beeches to Wades Bridge) will cost £2 return. The driver will calculate the cost from door to door.

Other journeys will be approximately

Kenmore to Aberfeldy return	£4.80
Fearnan to Aberfeldy return	£8.00
Logierait to Aberfeldy return	£8.00

Passengers will be expected to pay any parking charges while volunteer driver waits for return journey e.g. Hospital carparking or City parking charges.

Passengers will not be charged for the return part of a one-way trip unless it is over 10 miles.

HOW DO PASSENGERS PAY?

People using Community Lifts can pay in 2 ways:

1. Pay cash on the day. Exact money required. This will be recorded by the driver.
2. Be invoiced monthly for all lifts taken that month. We ask these are paid by bank transfer, cheque or cash within 14 days.

Drivers will therefore be paid on the day in cash or monthly by bank transfer.

ARE LIFTS LIMITED TO THE UPPER TAY AREA?

We are not setting a limit on where a passenger can request a lift to. If a passenger needs a lift to Edinburgh or Glasgow or elsewhere, they can ask but must be aware we may not be able to find someone to volunteer for this you.

TRAVELLING WITH CHILDREN

Children (up to the age of 16 years) are welcome to travel in Community Lifts but if they are under 135cms in height they will need a car seat which the passenger must provide. If there is no car seat the driver will not be able to take the child. Children need to be accompanied by an adult to take a Community Lift.

WHAT IF PASSENGER OR DRIVER HAS TO CANCEL AT THE LAST MINUTE?

If a late cancellation happens due to illness or weather, it is vital that they let the co-ordinator know as well as the other party, as soon as possible. We may be able to find an alternative driver if it is the driver who has had to cancel, and will try, but cannot guarantee this.

WHAT ABOUT REGULAR JOURNEYS?

Community Lifts welcomes passengers who need a lift regularly and it is hoped that we may be able to find a driver who can take the passenger regularly.

THE JOURNEY... GENERAL GUIDELINES

1. Neither driver nor passenger are allowed to smoke in the car while the lift is happening.
2. If you are unsure of the exact time of a return journey (if you are going to an appointment and don't know how long it will take for example) passengers must discuss this with the driver in advance to ensure that the driver has time to wait if required.
3. It is a courtesy for passengers to ask if you can eat in the car before taking the lift.
4. Drivers and passengers must wear seat belts at all times.
5. If a passenger only needs a one-way lift, they will only pay for the journey they do – not the return unless this is over 10 miles.
6. We ask all passengers and drivers to be on time to the best of their ability. If there is a delay, they should inform the other party as soon as possible.
7. If a wheelchair or buggy or luggage is being transported it is up to the passenger to discuss this when booking the Journey.

DATA MANAGEMENT

We have a privacy policy which explains how we look after your information. But in simple terms we will ensure we keep your details safe and we will not use these for any other purpose than to run Community Lifts.

MORE INFORMATION

Please email. info@uppertaytransport.org
or phone 07388 236 233.