

About Us

The North Tandridge Voluntary Car Scheme is run by East Surrey Rural Transport Partnership (ESRTP).

ESRTP is a registered charity that works with local councils and support from Surrey County Council and Kent County Council to provide much needed additional local transport.

ESRTP has been established since 2001 and offers many local transport solutions including the North Tandridge Voluntary Car Scheme.

Other transport options we offer in the Tandridge area (minibus services):-

- Buses4U Tandridge
- Tandridge Dial-a-Ride
- Westway Centre Transport

For more information and leaflets regarding these minibus services please call ESRTP on 01883 701270 or email rtp@esrtp.org.uk

Tandridge Community Transport website: www.tandridgecommunitytransport.org

Book your journey on
01883 701270

Booking line opening times
10am – 12 noon Monday to Friday

Would you like to be a Volunteer Driver and give your local community a lift?

If you are interested in helping us as a volunteer driver please email today with your contact information to volunteering@tva.org.uk
Or call the Tandridge Voluntary Action team on **01883 722593**.

Please note that we operate in the North Tandridge area, north of the M25, however we could expand the area if volunteer drivers were to become available.

There are so many different ways to volunteer your time to help the local community. If you are interested in becoming a **volunteer** please call the TVA team on **01883 722593**.

North Tandridge Voluntary Car Scheme is operated by East Surrey Rural Transport Partnership



East Surrey Rural Transport Partnership
Tandridge District Council Offices
8 Station Road East
Oxted, Surrey RH8 0BT

North Tandridge Voluntary Car Scheme

Local Community Transport

Volunteer drivers provide a service for those unable to use public transport and do not have their own transport.



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10am – 12 noon Monday to Friday

1 November 2020

We can help you if you are unable to use public transport and do not have your own vehicle

What we do

Volunteer drivers provide a service to help people who find it difficult to use public transport, either because of problems with accessibility, timetables or mobility and those who do not have their own vehicle.

We can help if you live in the north Tandrige area (north of the M25) and have important or day-to-day appointments to get to:-

- * hospital, doctor, dentist, physiotherapy or opticians.
- * exercise, therapy or social groups.
- * hairdressers or shopping.
- * visit friends or relatives.

The North Tandrige Voluntary Car Scheme can arrange for a volunteer driver to pick you up from home, wait for you, for a reasonable time, and take you back home.

Please note that if the duration exceeds 2 hours then the journey would need to be split into two separate chargeable bookings.

How to book

When you call you will be asked for your name, address, phone number and date, time and location of your appointment.

To minimize costs we will try to find a volunteer driver who lives close to you.

One of the car scheme coordinators will call you back with the name of the driver assigned to your journey.

Please give as much notice as possible, minimum of 2 working days.

We cannot guarantee that every request for a journey will be met – although with enough notice it is rare that we cannot help.

Journeys can be booked 14 days in advance.

How much does it cost?

All of our drivers are volunteers and give their time without being paid. However, there is a nominal charge of 60p per mile* this helps cover the driver's fuel and vehicle running costs and includes an admin charge. In addition the passenger pays for any car parking charges.

The charge for the journey is calculated from the driver's home and is payable to the driver at the end of the journey. **Cash only.**

** 60p per mile correct at time of printing*

Our Team

Our volunteer drivers live in the north Tandrige area and use their own vehicles.

They are happy to help if you need assistance to and from the car/appointment. Solid and collapsible walking frames can be taken and in some cases, depending upon the vehicle size, collapsible standard wheelchairs.

You will be asked about any assistance requirements and mobility aids when you make a booking.

All of our volunteer drivers have a DBS (Disclosure and Barring Service) check.

Our booking team answers calls between 10am and 12 noon Monday to Friday on **01883 701270**.

The volunteer drivers are then contacted and given details of the journey requests.

When a driver has been found you will be contacted and advised that the booking has been confirmed.

Your contact telephone number will be given to the driver.

Please note that bookings are unlikely to be confirmed on the same day as calls are received.

Book your journey on 01883 701270
Booking line opening times are between 10am – 12 noon Monday to Friday