

COMMUNITY CAR SCHEME FREQUENTLY ASKED QUESTIONS



Who is eligible for this Scheme?

Anyone in receipt of the

- Higher Rate Mobility component of the Disability Living Allowance or
- War pension Mobility Supplement or
- Registered Blind

If you do not have any of the above, you must provide a letter from your GP confirming that you are limited to mobility and are unable to use public transport.

How will I know I am registered?

Once we receive your form, we will send you a letter informing you about the status of your registration.

How do I book trips?

You are able to book up to 2 weeks in advance. Simply call **0203 114 7022 (lines open between 9:30am – 3:30pm)** and give the following details to one of our Coordinators:

- The date and times you wish to travel and your destination address
- We will confirm your booking at the time of request and give you a reference number for your trip
- Due to a high number of service users; there may be times where we are unable to accommodate your request

****Please note: as of 1st June 2012, booking lines will be open from 9:30am–12:30 pm.**

Where can I go?

The service must start or end in the Borough of Brent and distance is limited to the postcodes listed on the attached document. During peak times some journeys may be declined due to driver and vehicle availability.

Who will pick me up?

You will be picked up by a Brent Community Transport driver. All our drivers are trained in disability awareness, wheelchair handling, are friendly and CRB cleared.

How much do I have to pay and how is payment made?

£2.50 for the first 10 miles, any additional miles are charged at 75p per mile. You can pay the driver once you are dropped off at your destination. *One* registered carer can travel free of charge, any additional passengers must pay the same charge as the service user.

****Please note: as of 1st June 2012 a new charge applies - £3.50 for the first 10 miles, any additional miles will be charged at 75p per mile.**

Is there a limit on the number of trips I make?

There are currently no restrictions on the number of trips you are able to book however this may change in the future. Please also note that applicants who do not use the service in the first year of joining will be removed from our database and will need to reapply if transport is required.

If you still are unsure about using this service, please give us a call on 0203 114 7022