



0344 800 8020

Your local voluntary transport service
helping you to get out and about

Transport Plus is a community transport service provided by Norfolk County Council.

It is a service using mostly volunteer car drivers to enable adult members of the public to access essential health, social and wellbeing services.

Who is entitled to use the service?

Adults who:

- Have a specific health or social need, but are not eligible for free transport
- Are unable to use or access normal public transport services
- Cannot access services using transport provided by family or friends
- Need a journey for their essential shopping, e.g. food or medication
- Are in receipt of mobility allowance, including higher or enhanced rates that can access the vehicle and destinations unaided
- Please note if you have recently had a heart attack, stroke or uncontrolled seizures in the last 3 months, you will need to be accompanied by a friend or relative

To use the service you need to be able to get in and out of a car unaided.

Unfortunately we are unable to take people who travel in a wheelchair. You can take a carer or assistant with you, to help you at your appointment or service.

Where can a driver take you?

- Health-related journeys to medical centres such as hospitals, doctors or health clinics
- Other medically-related appointments and preventative health care. For example, dentist, optician, physiotherapy, occupational therapy
- Day care and respite care
- Essential shopping (food shop at supermarket)
- Social activities or activities to help with general wellbeing

Please note we do not operate journeys that originate from West Norfolk PE postcodes. If you require a journey from this area please contact West Norfolk Community Transport 01553 776971

How to book

Call us on 0344 800 8020 (Monday to Friday 9am - 5pm)

We need at least three working days' notice before you want to travel

You can book a journey up to a maximum of two weeks in advance

Volunteer driver availability

Whilst we do our very best to undertake all journeys, requests are subject to drivers being available. You may be asked to share your journey with another person.

Priority will be given to journey requests within Norfolk. However journeys outside of Norfolk will be considered - for example to get to a hospital appointment.

Cost

There is a charge of 45p per mile and you will be required to pay the cost of the journey **in cash** directly to the driver on the day of travel. No other method of payment is accepted.

The charge includes the mileage the volunteer travels to and from your house. We always try to arrange the nearest driver to you, so charges are kept to a minimum. If this is not possible then our staff will discuss this with you.

We cannot provide a quote at the time of booking however you can request the driver to give you a call to advise on any costs

In some circumstances, we can arrange for the driver to wait at your appointment venue for a maximum of one hour. For longer appointments the driver will leave and return. This may incur additional journey charges.

What if I need to cancel transport?

If you need to cancel your transport then all you need to do is phone the Customer Service Centre on 0344 800 8020.

Please give as much notice as possible as this will allow us time to contact the volunteer driver and possibly use them on another journey for someone else.

Late cancellations may incur a charge if the driver has already left to collect you.

Feedback on our service

If you wish to provide feedback on the service you receive, or have a formal complaint, both can be made in writing to:

The Passenger Transport Manager, Transport Plus, Norfolk County Council, County Hall, Martineau Lane, Norwich, NR1 2DH

Can you help in any way?

Your assistance in the following would be much appreciated:

- When booking, please ensure you have all relevant details about your journey and any specific needs you might have
- Please be as flexible as you can on your appointment times
- Please keep us informed of any changes that may affect your transport journeys

Volunteer drivers required

We are always in need of volunteer drivers. If you know anybody who may be interested, please ask them to call us on 0344 800 8020

