

Community Transport Service Information

Centre 81 operates a fleet of eight fully accessible minibuses. Each bus comes equipped with a tail-lift or ramp, secure anchor points for wheelchairs and some of the friendliest, most helpful drivers you will find anywhere.

Our aim is to support our community transport members to be independent and assist them to be part of their local community. Many consider our transport to be their lifeline, helping them to reduce their sense of isolation and enabling them to remain active and independent. Our service can also reduce a member's reliance on family, friends and carers.

Our affordable service is there for anyone, of any age, who lives within the Borough of Great Yarmouth, who cannot access ordinary public transport, to assist them to be involved in their local community.

Our community transport is able to take people to do all the usual every-day trips, such as shopping, going to the bank or to attend a medical appointment. We can also provide transport to support members to undertake a volunteering role and get them to and from a place of work. All of this we are still able to do in a covid safe way, but we have to work within the current government guidelines. Please read our up-to-date guidelines under Covid Safety to see how we are achieving this.

As and when we can we are also hoping to reinstate the extra services we used to provide. For many of our Door-to-Door members Centre 81's Community Transport is their '**social club on wheels**' and can be used so that they can get 'out and about' and enjoy their local community and any local groups they attend. We organise our own daytime Dining Club and regular day trips to local garden centres, favourite shopping destinations and local tourist attractions. So, look out for news on when these will return.

It cost just £10 a year to be a member and journey costs are approximately the same as those of traditional public transport, unfortunately we are unable to accept bus passes.

The service is available from 10.30am to 3.30pm from Monday to Friday. Bookings outside of these hours can be arranged, if vehicles are available, so always call and speak to Andy or Jenal to ask.

Our service can be used by:

- Anyone with a disability and their accompanying escort.
- Elderly people who are frail.
- People living in areas not served by public transport.
- Anyone who needs transport to access volunteering or work opportunities.
- Anyone over 16 years who wishes to travel independently.
- Anyone under 16 accompanied by an adult.

Terms and Conditions

We operate under Section 19 of the Local Transport Act.

We can accommodate an extensive range of mobility aids including custom-built manual and electric wheelchairs. Unfortunately, due to the size, we do not have the capacity to take large mobility scooters on our buses. If you need to travel with your scooter it is essential to contact our community transport service on 01493 332253, so we can check that we can accommodate your scooter on our buses.

We understand that some people need more than one mobility aid throughout the day and in some circumstances, we can accommodate both a wheelchair and mobility walker.

Passenger assistant dogs are welcome.

Transport for children/young people under the age of 16 can be provided with booster seats to meet legal requirements. We are unable to provide safety seats for very young children and these need to be provided by the accompanying adult. Please contact us to check the seat/bus compatibility.

How to become a member

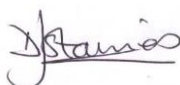
Please complete an application form and return your form with the membership fee of £10 to:

Centre 81
Tar Works Road
Great Yarmouth
NR30 1QR

Payment can be made by cash, cheque or online using the following information:

1. Please make cheques payable to 'Centre 81'
2. Bank Information:
 - Sort Code: 08-92-99
 - Account Number: 65634547
 - Account Name: Centre 81 Limited
 - Reference: please use your first and surname

On receipt of your completed membership form we will telephone you to welcome you as a member and arrange a visit by a member of our transport staff to introduce ourselves and see if we might be able to offer any further assistance. However, if you have any questions about being a member, the membership form or need assistance with completing the form, then please do not hesitate to contact Andy, Jenal or Jackie on 01493 332253 who will be very happy to assist you.



Diana Staines
CEO

COVID SAFETY

What we are doing to keep you and our drivers safe!

- ❖ All our drivers will be:
 - washing their hands regularly through the day, and if needed, will be using hand sanitiser to supplement hand washing
 - wearing a face mask at all times, whilst travelling with passengers
 - wearing gloves when clamping wheelchairs into the bus
 - able to assist members that need help with taking their shopping into their home.
- ❖ In line with current social distancing guidelines only 2 passengers, either seated or in wheelchairs, including escorts will be on the bus at any one time. Unless passengers are from the same household/support bubble.
- ❖ Seated passengers will be asked, by the driver, to sit in a designated seat.
- ❖ If only one wheelchair or mobility scooter user is booked on the bus, this person will be located at the rear of the bus.
- ❖ All passengers will travel in the rear of the bus, no passengers will be able to travel in the front of the bus.
- ❖ The interior of the bus will be cleaned with antibacterial spray after every use.
- ❖ At the end of the day the bus will be thoroughly cleaned and sanitized.

What we are asking you to do to keep you and our drivers safe?

- ❖ Our driver will ask to take your temperature using a non-contact thermometer, and as long as this is below 37.8°C you will be welcome to travel on our bus.
- ❖ Please also do not travel on our bus if any of the following apply:
 - You have a new persistent cough or respiratory problems
 - You have suffered from a recent loss of taste and/or smell
 - You have had contact with any possible source of the corona virus
- ❖ If you have met any of the above criteria please return home and contact NHS 111 for advice.
- ❖ Please wear a face covering unless you have a medical situation or disability that prevents this. A disposable mask can be provided by your driver if needed.
- ❖ If our driver takes your shopping into your house, please remain in another room while he takes the shopping to the kitchen and then promptly leaves.
- ❖ Please do not ask our drivers to help with any other personal care/household maintenance. If you need any other assistance, please call our office and we will endeavour to find you the right support.