

Community Transport Service Information

Centre 81 operates a fleet of 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, which includes the surrounding villages, who cannot access ordinary public transport.

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.

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.

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.

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.

To arrange transport just ring 01493 332253 **by 12 noon the working day before** you wish to travel. If you wish to use our transport to attend an appointment you should call us as soon as you know your appointment details, to give us the best opportunity of being able to provide transport.

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.

How to become a member

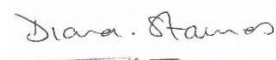
Please complete an application form and return your form with the membership fee of £10 to Centre 81, Tar Works Road, Great Yarmouth, NR30 1QR.

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 or Jenal on 01493 332253 who will be very happy to assist you.



Diana Staines
CEO

Terms and Conditions *(please read before completing your application form)*

Operating Information

- We operate under Section 19 of the Local Transport Act and is available to all residents who live within the Borough of Great Yarmouth, which includes the surrounding villages.
- 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.
- Fares will be calculated using the mileage from your pick-up point to your destination and return, if booked.
- Escorts must be able to assist you to and from your bus and will travel for half fare.
- All times you are given for your booked journey should be treated as approximate timings due to other passengers booked on the same bus being ready and traffic conditions.
- Cancellations must be notified to Centre 81 as soon as possible. If you repeatedly cancel without prior notice, you are likely to incur a cancellation fee.

Seatbelt Information

The safety of our passengers, drivers and other road users is paramount and therefore, the following road safety rules **must** be followed:

- All seats in our vehicles are fitted with a seatbelt which **must** be worn at all times **unless** you have a medical exemption certificate. Wheelchair occupants will be provided with two seatbelts that are anchored to the floor tracking.
- You are only allowed 1 person in each seat.
- If you have a medical exemption and you do not have to wear a seat belt you will have been given a 'Certificate of Exemption from Compulsory Seat Belt Wearing' from your doctor. You must:
 - show this to your driver
 - have it available to show to the police if stopped
- Children must use the correct car seat as detailed in the Highway Code, road safety and vehicle rules, for their weight until they reach 135cms tall or their 12th birthday, whichever is first. The child safety seat or booster cushion, where required, must be provided by the adult travelling with them. Centre 81 is not responsible for providing baby or child seats. Please contact us to check compatibility of the safety seat with our vehicles.

Covid Safety Information

- 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 3 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.
 - 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.

Data Protection – Privacy Policy

- This privacy notice is published in accordance with the EU General Data Protection Regulations (GDPR) 2018. This notice provides general information on the way in which the personal information you provide is managed and processed by Centre 81.
- The information you have provided to us will be used to administer your community transport service membership. We will store your personal data securely in accordance with statutory requirements and our retention policy. We will not share your data with any third party unless we are legal obliged too.
- You have the right to request a copy of the personal information that we hold; have any inaccuracies corrected and have it erased. Where the processing of your personal data is based on your consent, in most circumstances you have the right to withdraw that consent at any time and Centre 81 will act on your instructions. The right to have your data removed is not an absolute right, and we will need to retain data that forms part of our statutory or legal obligation for an existing membership. Any personal data Centre 81 holds will be destroyed in accordance with statutory requirements and our retention policy when your membership ends.
- Centre 81 is the Data Controller for the personal data you provide. The contact details for you to exercise any of your data protection rights or to raise any concerns you may have regarding your personal data are:
 - Address: Centre 81, Tar Works Road, Great Yarmouth, NR30 1QR
 - Email: reception@centre81.co.uk
 - Tel: 01493 852573