

Royston Community Transport

Royston & District Community Transport is a charitable limited company No. 6744379 and registered charity No. 1127052, which provides a community transport service. The scheme is run by a board of directors/trustees and member trustees, which meets quarterly, and by four staff members; a scheme manager, a transport co-ordinator and two general assistants, to take bookings, allocate and record journeys, invoice clients and run and maintain the scheme's vehicles. The office also enjoys the clerical assistance of four part-time volunteers on four days a week.

A team of approximately eighty-five (85) volunteer drivers provides transport using their own cars. The scheme also operates two wheelchair-accessible minibuses - a nine-seater and a fifteen-seater - plus a four/six seat MPV, driven by volunteers.

All employees, board members and volunteers are CRB checked on a rolling three-yearly programme (this is currently provided by Cambridgeshire County Council) and minibus drivers are MiDAS trained.

The service is used for journeys to include:

- Hospitals for appointments, admissions or visits
- Health care appointments
- Day Centres
- Specialist Needs clubs
- Social purposes
- Shopping

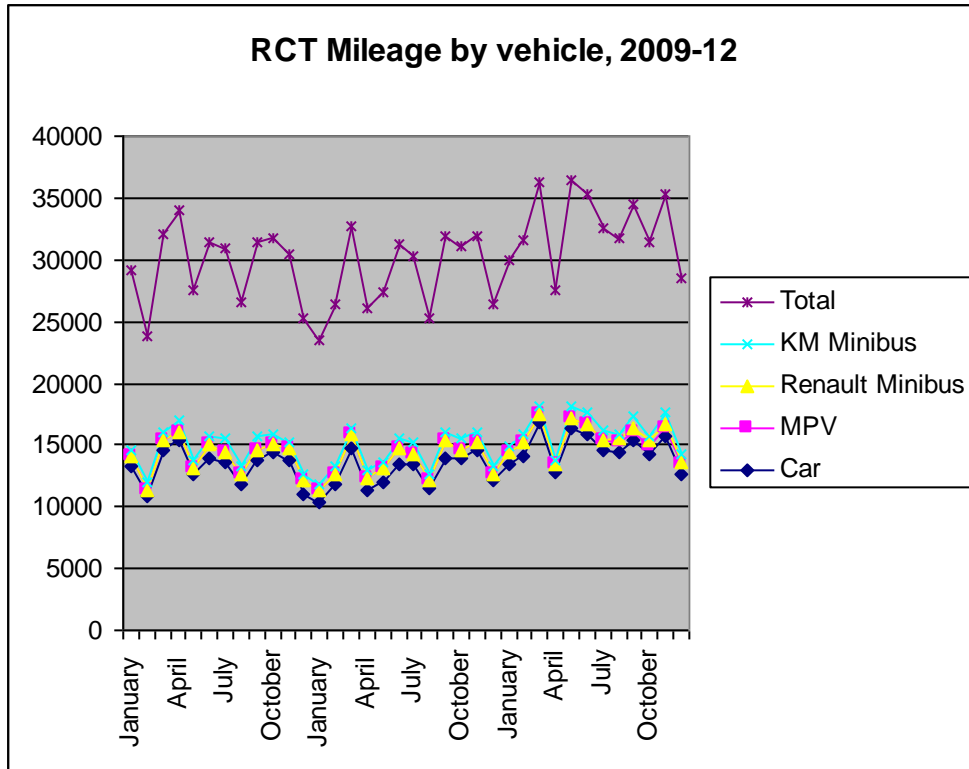
All journeys are recorded by client/passenger, driver, vehicle type, start address, destination, mileage and cost and are categorised by journey type, e.g. hospital appointment, dentist, GP surgery, shopping, social.

The scheme is promoted by local poster campaigns, leaflets, press releases and referrals by health professionals, and existing users.

The scheme moved into new, much larger, accommodation in October 2010. The new office is on the ground floor with level access and includes a small kitchen and seating area for visitors and drivers. A small library has been set up, in the office, for drivers to exchange books for reading whilst waiting for passengers.

Office hours are 9am-3pm, Monday to Friday and the vast majority of bookings are made by telephone (an answering machine operates out of hours). We also offer fax, SMS text and e-mail communication: info@roytrans.co.uk

A minimum of two working days' notice is required for most journeys, though we will always try to help in an emergency. Most journeys take place between 8am and 5:30pm Monday to Friday, with other times and weekend journeys on a more limited availability. Our minibuses are available for hire, with driver, to groups, clubs and societies for social and health-related journeys. We do not offer a self-drive hire service.



[CDO note] It is clear from the total mileage covered, rising over the last three years, that there is an overall increase in demand. Although the 2010 mileage (172,108) was slightly less than that covered in 2009 (177,026), it was significantly exceeded in 2011 (195,649).