

## How it works

The Community Transport Service is a door-to-door transport service for those who would otherwise struggle to get to medical appointments or become isolated within their own homes.

We ask for at least 3 working days' notice when booking your journey (excluding weekends).

All our drivers are volunteers, using their own cars, who are DBS checked and referenced.

Drivers will wait for you for up to one hour for a local trip and up to two hours for a hospital appointment. If your visit is going to be longer, you can still get a lift home, but this will be charged as a double trip and the driver will return for you later, which they will arrange with you.

There is a yearly membership fee of £25 to belong to the service and each trip will cost approximately 60p per mile, which goes to the volunteer driver, plus a small administration fee of £3 per trip which goes to the charity. Please note that there is a minimum charge per trip of £5 incl. admin fee.

## Community Transport Service

Our Community transport is a vital lifeline for individuals who may face various mobility challenges and limitations, providing independence and a friendly chat!

Our transport members are aged 65 and over and unable to drive due to physical disabilities, physical impairments, or lack of access to personal transport.

It enables residents to attend Hospital, GP and dental appointments, as well as visit relatives, go shopping or attend social events.

For a small annual fee, we link residents to a volunteer driver who will pick them up from their home and return them back there after the appointment, stress free.

Our transport service is there to enable people living in the area to remain as independent as possible and to help prevent isolation.

# Kent Coast Volunteering Community Transport Service

Connecting communities through volunteering





## Volunteer Driving

### VOLUNTEER DRIVERS MAKE A DIFFERENCE!

Become a volunteer driver and provide an invaluable service for your local community!

- Help get people aged 65+ to medical appointments
- Volunteer as much or as little as you can
- Mileage Paid
- Full training and support provided

Our drivers, and the service they provide, are invaluable to the community. Volunteer drivers are asked to take people who are unable, or find it difficult due to mobility, disability, frailty, or location for example, to access public transport to get to hospital, medical and other pre-agreed appointments.

You will need a full clean driving licence, car insurance (fully comprehensive desirable) and MOT certificate if applicable. Mileage expenses are always covered.

Would you like to be a driver:  
email: [transport@kcv.org.uk](mailto:transport@kcv.org.uk)  
Phone: 01304 380513.

Find out more  
<https://www.kcv.org.uk/what-we-do/community-transport/become-a-driver/>

## Community Transport Service

The transport team, has three part time staff members, 9 office volunteers, and 57 volunteer drivers and continues to provide vital support to those in need.

Drivers using their own cars manage more than 14,000 trips getting people to and from medical and other health related appointments across Kent - and social trips wherever possible.

We currently have more than 1000 members of the service, part funded by the NHS Kent and Medway Integrated Care Board, which supports some of the most isolated in our community to attend NHS appointments.

This project is supported by grants from Kent County Council and NHS Kent and Medway

Kent  
County  
Council



NHS  
Kent and Medway

## Client feedback

"We think the service is absolutely wonderful and all the drivers are absolutely wonderful and the whole set up is absolutely wonderful and we don't know what we'd do without it. We can't speak highly enough of it." Mr and Mrs B.

"This service offers transport, and it is lovely just having someone going with you and someone to talk to. Going to the hospital is the only time I go out." Mrs H.

"I think it's wonderful. I have really regular appointments and it's a lifeline for me." Mrs H.

"Just can't Thank you enough for this service, such a help to me and my Mum," Mrs. D.

"Reliable, friendly and very helpful. In the past nine months, I have benefited from about 5 lifts to hospitals, each time with a different driver, and every single one has been kind and caring. Each driver has been punctual with good knowledge of where I am going and where to park for best access to where I've needed to go," Mrs B.

## Contact us

**Opening Hours:** 9.30am - 2pm Mon - Fri  
Kent Coast Volunteering Community Transport  
**Office:** Age UK Building, 3 Park Street, Deal, CT14 6AG  
**Email:** [transport@kcv.org.uk](mailto:transport@kcv.org.uk)  
**Phone:** 01304 380513.