



## PITSTONE PARISH COUNCIL

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## Pitstone Community Car Scheme

### PROCESS FLOW CHART

- The client must **ONLY** request a service via the co-ordinator. If a volunteer driver receives a direct telephone call from a client, they must politely insist that all calls are routed via the co-ordinator. This ensures:
  - The co-ordinator is aware of your location and client details if you are driving for the scheme in case there is an emergency.
  - Your personal details are not freely provided to clients, and volunteer drivers do not receive out-of-hours calls direct to their homes / can't be put in a position where they find it hard to refuse a client.
  - The scheme can keep accurate details of clients, individual usage and the total demand etc which helps to ensure the efficient running of the scheme.
- Co-ordinator details:
  - Name: Stephen Davies
  - Telephone 01296 767116
  - Email [communitytransport@pitstone.co.uk](mailto:communitytransport@pitstone.co.uk)
- Process:
  - See flow chart below

#### **CLIENT CALLS CO-ORDINATOR TO REQUEST TRANSPORT**

Clients should call the co-ordinator on 01296 767116 (or email; [communitytransport@pitstone.co.uk](mailto:communitytransport@pitstone.co.uk)) during working hours Monday to Friday. It is likely the telephone will revert to an answering machine, the message will be picked up at the next opportunity, usually within 36 hours during the week.



#### **CO-ORDINATOR SENDS DETAILS TO DRIVERS**

The co-ordinator will text outline details of the trip request (Date, pick up time, collection locality and destination) to all the volunteer drivers, during working hours, asking if anyone would like to take the trip. Emergency requests may be handled by phone.



## **DRIVERS RESPOND TO CO-ORDINATOR**

If a driver would like to fulfil any of the requests, they reply to the text.

Drivers should respond within 24 hours to enable a timely response to the client.



## **CO-ORDINATOR RESPONDS TO DRIVERS & CLIENT**

The co-ordinator responds by text to the driver confirming full details of the trip will follow by email.  
This email will contain;

- |                        |   |
|------------------------|---|
| 1. Client Name         | 6. Destination address                                |
| 2. Client Phone number | 7. Appointment time                                   |
| 3. Trip Date           | 8. Expenses charge                                    |
| 4. Pick up time        | 9. Additional notes                                   |
| 5. Pick up address     | 10. Parking arrangements if destination is a hospital |

Co-ordinator texts all other drivers confirming the trip has now been covered.

The co-ordinator telephones or emails the client to confirm that a volunteer driver is available and provides;

- |                           |                            |
|---------------------------|----------------------------|
| 1. Driver's name          | 4. Car registration number |
| 2. Pick up time           | 5. Expenses charge         |
| 3. Type and colour of car |                            |



## **DRIVER FULFILS BOOKING**

The driver completes the accepted booking. Driver takes their ID card in case the client wishes to check they are the driver they were expecting. The client pays the driver the associated reimbursement for expenses.

If the client requests a receipt, the driver emails the coordinator, confirming that the expenses were collected. The coordinator sends the receipt to the client on behalf of the driver.



## **DRIVER FEEDBACK TO CO-ORDINATOR POST BOOKING**

Once the driver has completed the booking, they should provide feedback to the co-ordinator if they feel this is helpful, otherwise it will be considered that the trip was completed without any unanticipated events. This helps safeguard our drivers as well as ensuring that accurate records can be kept of trips fulfilled, gives information that may be useful to other subsequent bookings (eg a particular clinic is always running late) and provides an opportunity to note any issues/concerns eg if a driver had to request a dog be confined.