Community transport

NEWSLETTER

Summer 2026

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North Herts & Stevenage Community Transport Service Booking/Enquiry Line, open Monday to Friday, 10am - 2pm
Tel: 01462 689402
Email: transport@nhcvs.org.uk

Team members, Jon - Manager, Melanie – Coordinator, Opal – Office Volunteer - Mondays & Heather, Office Volunteer -Fridays and Helen – Social Media Volunteer

A Wonderful First Client Tea Party

We were delighted to host our first-ever **Client Tea Party** on the 4th July, bringing our clients together for an afternoon of good company, conversation, tea and plenty of smiles. It was a lovely opportunity for the team to meet some of our regular clients and to hear about the positive impact that our community transport is having.

A huge thank you to all our Community Transport volunteers who went the extra mile to help our clients get to and from the event. Their time and support helped make the afternoon possible for many.

We are grateful to Opal, Heather and Helen, our Community Transport Office Volunteers, who supported the event, alongside Hannah, CEO of NHCVS. Their presence helped make our first tea party a truly special occasion and run smoothly.

Who knows, this may be the start of many to come!

HMRC Changes to Mileage Rate

As you may be aware, HMRC has recently increased its approved mileage allowance rate from 45p to 55p per mile. The previous rate of 45p per mile had remained unchanged since April 2011 — a period of 15 years — despite significant increases in fuel and motoring costs.

In line with this change, journeys undertaken as part of our service will now be charged at a **flat rate of £6 for the first 11 miles travelled, followed by 55p per mile thereafter**.

Mileage will be calculated from and to the volunteer's home address.

Out & About with Community Transport!

It's been a busy summer and autumn so far for our Community Transport team! We've been out and about at various events across the community, meeting people, raising awareness and spreading the word about our services. It's been a great opportunity to connect with local communities and let people know how we can help with their transport needs.

TRANSPORT
FOR CONNECTION

Transport for Connection – Making a Difference

We're pleased to share an update on our Transport for Connection campaign. Since the campaign began, we have been able to support approximately 20+ clients to access new groups and social opportunities.
We've also been making good use of our volunteers' vehicle by filling available spaces wherever possible, helping us provide transport efficiently while reaching more people.
For some of our members, having a regular driver is a real benefit, as it provides continuity and familiarity, making their journeys feel more comfortable and reassuring.
One lovely example is a lady in her 90s from Hitchin, who told us that without community transport, she would never have been able to get out and attend a social group. She now looks forward to both the transport and the group every week. The service gives her a reason to get out, meet other people, and stay connected with her community.
We feel the campaign is already having a positive impact, helping people overcome transport barriers and enjoy new social connections.
With demand for this service increasing, we have now introduced a waiting list. If you know of anyone who would be interested in becoming a volunteer driver for the service and would enjoy the benefits of offering regular time, they are welcome to give our team a call on **01462 689402**.

Community Transport Week 2026

From **12–16 October 2026**, communities across the UK will celebrate **Community Transport Week 2026**, shining a light on the vital role community transport plays in helping people stay connected, independent and involved in their communities.
This year's theme is *Driving Communities Forward*. The theme celebrates the people who keep community transport moving every day, from paid and volunteer drivers to the staff, trustees and volunteers working behind the scenes. It recognises the connections they create, the barriers they help remove, and the opportunities they open up for people across our communities.

Booking Tips: Making Your Journey Easier

We know how important it is to make booking your trip as easy as possible. Here are a few tips to ensure your next trip goes smoothly:

- **Book Early**: To secure your booking, we recommend booking at least **2 weeks** in advance. This helps us ensure the availability of a volunteer driver. Please do not book with the volunteers directly.
- **Know Your Pickup Details**: When booking, make sure to specify your destination, appointment time and any special instructions (e.g., if you need assistance or have mobility aids).
- **Walking aid:** Please let us know if you need to bring a larger walking aid or if you have changed the type of walking aid you normally use.
- **Please do leave a message!** We will respond to all messages left within our opening hours (10a.m until 2p.m Monday to Friday).
- **Cash Payments:** It is often helpful for our volunteers if you have some small change when paying for the mileage.

Other CVS News!

Wider North Herts & Stevenage CVS News!

Age Friendly Hertfordshire is a countywide programme working with residents, local councils, health services, and community groups to create places where older people feel empowered, respected and connected.

The Age Friendly Herts website has lots of resources and information about initiative that the organisation is rolling out to improve services and access on many topics affecting older people.
Please click the website link below.
Age Friendly Hertfordshire – Join us in creating an age friendly community
(https://afcherts.org.uk)

Useful links

Please find a list of useful resources, information, and links to other services that may interest you.

Community Transport Hertfordshire is an online resource designed to help you find local community transport services across Hertfordshire County.

https://www.communitytransportherts.org/

HEALTH ACTION DAY

North Herts Leisure Centre

Sunday 18th October

10am-2pm

Free health and wellbeing event for the community

Visit the stalls for information, support and advice

Check your blood pressure

Try a new activity; join in with one of the many activities

For more information email: Northhertsactivecommunities@everyoneactive.com