NEWSLETTER

A warm welcome to this summer edition of the North Herts and Stevenage Community Transport Newsletter. We hope you and all your families are well.

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Our Statistics from 1 January 2024 to 30 June 2024

2,501 Journey	62,826 Miles	170 New Clients

North Herts & Stevenage
Community Transport Service

Booking/Enquiry Line, open Monday to Friday, 10am - 2pm
Tel: 01462 689402

Email: transport@nhcvs.org.uk

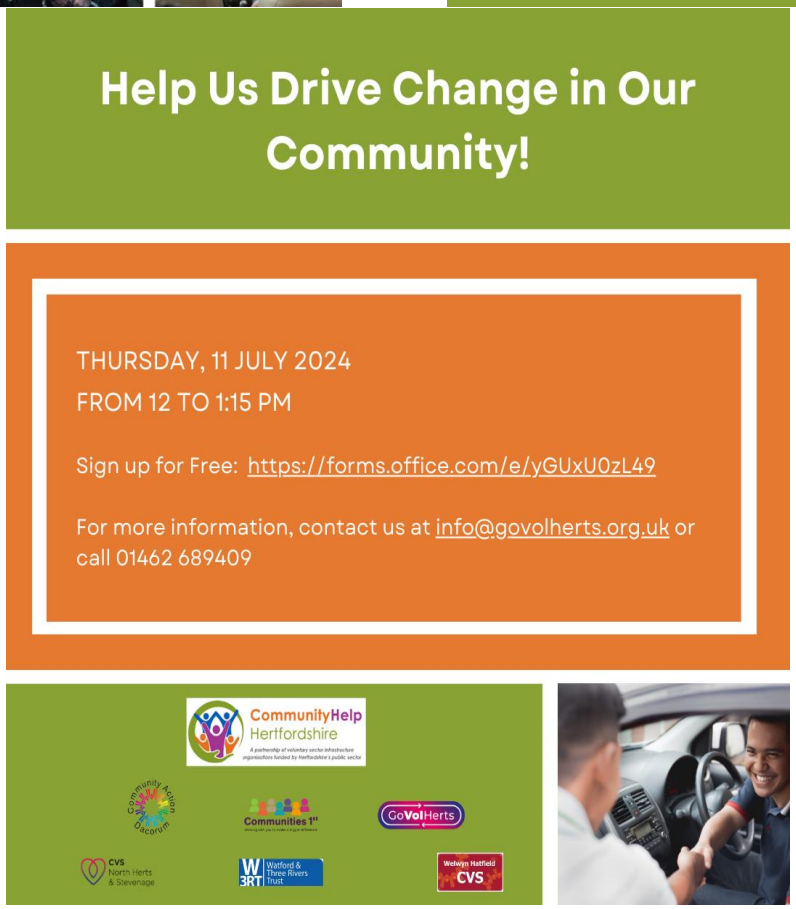
Meet the Team…

From right to left: Jon Brown - Community Transport Manager of 9 years, Opal - Office Volunteer, Lynn - Office Volunteer and Melanie Warren - Community Transport Coordinator. We are also supported by Karen, Office Volunteer and Alfie, Social Media Volunteer

Top Transport Booking Tips

- Due to the high demand for the service, a week to 10 days (about 1 and a half weeks) notice of an appointment is best. If you do have a short notice appointment, please contact us and we will always do our best to accommodate your transport needs.
- Please book all your transport requests through the office team.
- The team aims to respond to all voice messages. However, we may not be able to respond to all left before or after the phoneline opening hours.
- Please leave as much detail as possible about your appointment (date, time, location and appointment duration) in your voice message.
- We will always endeavour to call you back to acknowledge receipt of a booking but do check with us to make sure we have received your booking, if you do not hear.
- If you need to cancel a booking at short notice, please let the Community Transport Team know as soon as possible, or your volunteer if you have their telephone number.
- If your health or social appointment is expected to be longer than two hours, please inform the office at the time of booking.
- We are, unfortunately unable to register anyone outside of Herts County, please call the team and we can signpost you to the most appropriate services.

Volunteer Recruitment



5 Facts About: Pension Credit & Transport

- The main part of Pension Credit is Guarantee credit, which is awarded to those who have reached State Pension age (currently 66 for men and women) and are on a low income.
- Those who claim Pension Credit qualify for transport assistance if: they have a referral for specialist care from a healthcare professional to a specialist or a hospital for further NHS treatment or tests (often referred to as secondary care); and the appointment must be on a separate visit to when the referral was made. A carer/escort may claim travel assistance if the healthcare professional says it is medically necessary for someone to travel with the client.
- Travel reimbursement is normally based on the cheapest mode of transport, including community transport.
- Clients can claim back the costs within 3 months using an HC5 form (printable from the NHS webpage).
- To claim travel costs, clients need to take their travel receipt, appointment letter or card, plus proof of their pension credit to a nominated cashiers' office.

If you wish to know more about Pension Credit, you can visit www.gov.uk/pension-credit, or speak to your local money advice service, such as Citizen's Advice Bureau.

https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/

Client Survey

Please look out for our Client Survey!

This will be included with your next renewal letter. We really do value your feedback and thoughts. If you would like a survey sooner, please call us on 01462 689402

Useful links

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

Community Transport Hertfordshire is a search engine to help you find local community transport services across the Hertfordshire County.
https://www.communitytransportherts.org/

Helping people in Hertfordshire to be more physically active.

The website is home to the Moving More Activity Finder (formally known as Hertfordshire Activity Finder) which has developed over many years and now provides a 'one stop shop' for discovering physical activity opportunities in Hertfordshire.

www.movingmore.co.uk

Did You Know?

Did you know that Community Transport, along with other projects and support services are managed by North Herts & Stevenage Centre for Voluntary Service. See link below for more information and to find out what the charity offers.

North Herts Centre For Voluntary Service (nhcvs.org.uk)