

Community Cars Newsletter

Spring Edition 2016

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01382 305721



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Important Dates For Your Diary: Office Closures

The office will be closed on the following dates:

- Monday 4th April
- Monday 2nd May
- Monday 30th May

The answering machine will be on at all times when the office is closed so please leave a message if you require a journey booked in. We require at least **3 working days notice** for bookings.

Celebrations: New Awards

Following a successful nomination we were delighted to win the Good Neighbour Award at the Evening Telegraphs Community Spirit Awards. The ceremony was held in the Caird Hall on Friday February 5th and was a great celebration of the good work that happens across our City.

Our team continuously work to improve Community Cars and provide the best service possible for our passengers and it was fantastic to see that effort rewarded so publicly.



Pictured: Staff and volunteers with David Martin of Dundee City Council receiving the award



Volunteer Friendly Award

The volunteer friendly award is a quality standard awarded to organisations who are good at involving volunteers. Designed in Dundee, the award covers 5 elements of volunteering ranging from being fair & equal to celebrating achievements.

Dundee Community Transport is proud to be recognised as a Volunteer Friendly organisation from March 2016.

Volunteer News: Welcome

We would like to offer a warm Community Cars welcome to some new volunteers. Marianne joined our Committee at our A.G.M in 2015 and is helping to shape our future. Lewis and Danny joined us as drivers in 2016 and will be completing their first journeys over the next few weeks. We are delighted to have them as part of the team and can't wait to see where they take us.

Volunteer Opportunities:

As the organisation grows so does our need to expand our team of volunteers. We are currently looking to fill the following roles:

- Treasurer
- Volunteer Driver
- Committee member

If you or someone you know may be interested please have them call **01382 305721** or email info@dundeecommunitycars.org

Community News: Research and Community Support



A Community Learning Development Student from Dundee University is currently undertaking research into the Community Transport Provision in Dundee. Jennifer is keen to hear from people who use Community Cars about their experience and has prepared a short survey.

If you haven't received a physical copy of the questionnaire or would rather speak with Jennifer in person, we can arrange to book you in for a telephone interview on the 12th of April.



DIAL-OP is a local Information Helpline that provides easy-to-access information on services available for older people, and their carers, in Dundee. Volunteers will either provide the caller with information in relation to their enquiry or let them know where they can get further help. Follow-up calls are conducted to ensure callers are receiving the help and support required. The helpline is staffed Monday to Friday 10am to 1pm. An answering service is available 24/7.

DIAL-OP also offers a Telephone Befriending Service for people, 65+, in Dundee who live alone with little or no contact from family or friends. The service aims to help prevent feelings of loneliness and isolation by offering a weekly telephone call from one of our friendly volunteers.

For further details or enquiries please call us on **01382 305757** or email us at **dialop@number10.org**

Customer Information: Booking Journeys

To avoid disappointment, we ask that customers give at least 3 days notice when booking a journey. All journeys should be booked through the office on **01382 305721** and if no one is available to take your call, please leave a message and someone will get back to you when they can. No journeys should be booked directly via the volunteer driver.

Once we have your booking details, we will phone you to confirm if we have been able to find a driver for your journey. As all of our drivers are volunteers, it is very important that any changes to your destination or route (such as additional stops) be confirmed with the office at least 24 hours in advance.

Please be aware that we might not always be able to provide you with a driver and you may need to find alternative transport arrangements.

Contact Details: Roisin Craig, Number Ten, 10 Constitution Road, Dundee, DD1 1LL
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