



MID SUFFOLK, IPSWICH AND KESGRAVE

Background – In 2016 BSEVC were awarded the new Connecting Communities contracts in Mid Suffolk and Ipswich. BSEVC transport operations for both areas are run from Red Gables in Stowmarket with our registered office being in Bury St Edmunds.

Overview of Services – Mid Suffolk Ipswich and Kesgrave Connecting Communities - We have 4 fully accessible vehicles (which can take wheelchairs). Two vehicles operate in the South of the Mid Suffolk area and one in the North, the fourth vehicle runs central Ipswich and Kesgrave. The service is for those who are rurally isolated without access to a vehicle, those who cannot access public transport because of mobility difficulties or where there is little or no public transport available. Journeys can be booked up to 2 weeks in advance, Clinics, hospital appointments and regular day centre visits may be booked further ahead, or on a regular basis. These vehicles operate Monday to Saturday 7am to 7pm and bookings are restricted to 5 bookings per passenger per 14 day period to ensure fair access.

Fare Structure for Connecting Communities

Adult		Under 5	Child 5-16	Under 18
1 to 5 miles	£2.40	Free	£1.00	£1.00
6 to 9 miles	£3.30	Free	£1.00	£2.00
10 to 14 miles	£4.20	Free	£1.00	£3.00
15 to 20 miles	£5.50	Free	£1.00	£4.00

How do I pay for my journeys on this service? - Please pay the driver on the day with cash or your travel vouchers. **We do not accept concessionary bus passes.**

MID SUFFOLK AND IPSWICH AND KESGRAVE COMMUNITY CAR SCHEME - We also have a small team of volunteer drivers who use their own vehicles to take people from “a” to “b” known as the Community Car service. Passengers can book as far ahead as they wish and there are no restrictions on the number of bookings. Most of our drivers live in and around Stowmarket, Debenham, Ipswich and Kesgrave.

Fare structure for Community Car and accessible car journeys - Fares for the use of the community car service are 54p per mile (45p per mile + 9p VAT) and there is a booking fee of £1.20 (£1 + 20p VAT) for each single journey. Passengers are invoiced monthly.

Please note that our charges may differ each time for the same journey. This is because we charge from the volunteer driver's home (or from their previous dropping point) to

you to your drop off point and return to their home or next pick up. We always try to use the closest available driver to keep the fare down but this is not always possible.

Where passengers can share a community car journey the total cost is divided fairly between them thus making the journey cheaper for those sharing the trip.

How do I pay for my journeys for the Community Car Service? - An invoice will be sent to you during the first two weeks of the month following the month in which you took your trip. This invoice can be paid by cheque, cash or by bank transfer.

Who can use these services? - Anyone in the community who is unable to use regular public transport, where no such transport exists or it is infrequent. It is for individuals, couples, families and community groups.

What type of journeys do we cover? - Health appointments, visiting relatives and friends, shopping, connection to onward travel by bus, coach or train and transport to and from day centres and social events. However we also provide transport to take people to weddings, funerals, days out and various other local and regional events. Please note that what you are charged may differ each time because we charge from the driver's home or from their previous dropping off point.

Minibus use for groups - We have two 15 seat minibuses that are available for community use, the hiring details are available from us or from our website.

How to Book a journey on our services? - Please call 01449 614271, email bookings@bsevc.co.uk or by text to 07493 866652. Note that all options are available Monday to Friday 9am to 4pm. Our team will identify the best transport option with you and the availability.

Emergency Line - If you need to cancel a journey for the same day or the next day or you need to contact us outside of office hours (Monday to Friday 9am to 4pm) then please call 07873 668430.

For more information Please telephone one of our office staff on 01449 614271 or Email bookings@bsevc.co.uk

Our Website - Address - www.bsevc.co.uk

BSEVC Transport Office – Red Gables, Ipswich Road, Stowmarket IP11 1BE

BSEVC Registered Office - Acorn House, 8a Looms Lane, Bury St Edmunds IP33 1HE

Registered Charity No 1004198 - Company No. 2636217

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