

Green Community Travel Vision and Mission Statement.

Vision:

Our vision is to provide accessible, affordable, inclusive and reliable transport for members of our local community.

Mission:

Our mission is to:

- Provide safe and affordable transport for the communities we serve.
- To be as flexible as best we can with passengers to ensure maximum inclusivity and accessibility.
- Work with partners to benefit and help the local community and to be a bridge between them wherever possible.
- To be a champion of Community Transport both in our local community and nationwide.
- To promote independence.

Values:

Our values are as follows:

- Promoting individual independence and social inclusion
- We will endeavour to accommodate every transport request providing it is feasible to the organisation.
- We provide a reliable and trustworthy service.
- We aim to accommodate all of our passenger's needs.

Promoting individual independence and social inclusion:

We are passionate about enabling our passengers to access their local community and amenities, our door to door service enables passengers to have independent lives. We believe that people that cannot access public transport should not be socially isolated and are committed to providing safe, accessible and affordable transport so that they may retain and improve their independence and interaction with their local community.

We will endeavour to accommodate every transport request:

Wherever it is feasible for Green Community Travel (GCT) we will endeavour to accommodate your transport request, if something is 'out of area' or at a time we do not operate we will always speak to our team of volunteers. If we are unable to accommodate your original request we will endeavour to provide you with an alternative.

We provide a reliable and trustworthy service:

It is highly important to us that our service is both trust-worthy and reliable, our staff and volunteers know that we work with some people that could be classed as vulnerable and how important it is that our passengers feel they can trust us to provide reliable transport. We have also got an emergency phone meaning our

passengers can contact us if their transport is more than ten minutes late, or they have an out of hours emergency such as cancelling their transport. The office staff cover this phone and it is covered 7 days a week. (Except for Public Holidays.)

We aim to accommodate all of our passenger's needs.

We know how important it is for some of our passengers to travel with mobility aids, we will endeavour to accommodate all mobility aids. We will ensure this is safe by doing a risk assessment before travel. If we cannot accommodate a mobility aid we will give passengers an alternative, such as linking with a local Shopmobility Scheme. We will endeavour to accommodate passenger's requests to their preferred times if this is feasible for GCT. We will also take feedback and suggestions from passengers and use this to improve the service, or to accommodate new needs or requirements wherever this is possible.