

**University of Nottingham – Estates Department
Disability Support Vehicle Service
Service Level Statement**

Background

The minibus service for disabled students and those with long term medical conditions is provided in recognition that the University of Nottingham's campuses can present problems for those with mobility difficulties.

It is offered as an enhancement to the free University hopper bus service and parking for disabled drivers but is restricted to those for whom the 'usual' modes of travel; walking, using the hopper buses or driving would prove difficult.

Whilst the service aims to be responsive and offer some degree of flexibility it does not and cannot operate as a taxi service due to the complex nature of the demands by all users.

The minibus service exists primarily to enable students, who are unable to use other forms of transport provided by the University (eg hopper bus), to attend their academic activities i.e. lectures, seminars, tutorials, the library, Academic and Disability Support. Depending on demand it may be available on occasions to take a student to other academic-related activities on campus, such as appointments at Cripps Health Centre.

The University currently has three vehicles which are designed specifically for disability support. All have chair lift facilities and properly trained drivers.

Booking the Service

Journeys are booked through Student Services – see leaflet <http://www.nottingham.ac.uk/disability/minibus.htm> for details

Eligibility Criteria to become a user of this service:

You must be:

- A University of Nottingham student registered on a full-time or part-time course and
- Assessed as being eligible by Disability Support and have provided appropriate documentation outlining your disability and the impact of this on your mobility
- A personal assistant accompanying the student, by prior arrangement with Disability Support

You are required to

- Present yourself to a member of the Disability Support team with some medical evidence in order to be assessed for eligibility to use the service

As a user of the service you must provide Disability Support with:

- a regular booking timetable at as early a stage in the semester as possible which indicates your choice of journeys

- a separate timetable for journeys required in connections with exams
- information and times of other planned appointments at least 48 hours prior to the appointment for which you require transport
- You must notify us if you need to cancel a journey e.g. because of illness with as much notice as possible

We will provide

- A minibus service between the hours of 8am and 6pm Monday to Fridays
- A minibus service for University of Nottingham exams
- A minibus service for other planned appointments provided 48 hours notice is given
- a response to phone calls between 9.30 and 4.45 Monday – Friday through Student Services 0115 9513710
- For out of hours **emergencies only**; these should be reported through University security on 0115 9513013 or 0115 9518888

What will happen if the minibus is out of service?

In exceptional circumstances where it may not be possible to provide a specifically designed minibus for a journey booked in advance the University will attempt to provide suitable alternative transport utilising one of the other University vehicles. If wheelchair access is required and an adapted taxi is necessary the University will meet the cost.

What will happen if I make a late booking?

Where it is not possible to respond to a late notice request or outside the hours provided by the service the student may wish to use a taxi, D&G taxis (0115 960 2808) will undertake short distance journeys on the University's campuses for a minimum fare of £2.80 for cars £15 for wheelchair accessible vehicles. Costs are the student's responsibility.

Personal Bookings

The University has negotiated with the current taxi contract supplier D&G taxis (0115 9602808) for services outside the normal operating times of the Disability Support Vehicle Service. The person(s) requiring this service will be required to set up a personal credit account with D&G. Those interested in using this service should contact D&G directly for the terms and conditions quoting the University of Nottingham.