

Our mission is to overcome barriers to social inclusion, reduce loneliness and improve the health and wellbeing of our service users. The charity provides an essential assisted transport service to elderly and disabled people in Norwich and its suburbs who are on low incomes and unable to access public transport.

If you no longer wish to receive a newsletter please call 01603 776735 or email community@norwichdoortodoor.org.uk to be removed from the mailing list

As we move into the second month of 2026, we would like to thank our passengers, our volunteers and staff, and our wider community for the continued support throughout 2025.

Charities across the UK continue to operate in a very challenging environment, and Norwich Door to Door is no exception. Over the past five years we have navigated the impact of the pandemic, a fuel crisis, and the ongoing cost of living pressures. These challenges continue to affect us today, with significant increases in the core costs of delivering our services, particularly vehicle maintenance, fuel and staffing.

As a charity, we work hard to secure funding and support from local authorities, trusts and foundations, and local businesses. However, as more charities require additional assistance, competition for this vital funding has increased, making it more difficult to secure long-term financial support.

Against this backdrop, we were extremely grateful to receive funding in 2025 from the National Lottery Fund and the Mercers' Company through the Norfolk Community Foundation's "Connecting Older People Fund" towards our fuel costs.

This support made a real difference and helped us continue to provide safe, accessible transport for those who rely on our services.



Fundraising events and community support also remain an important part of our income, and we are very thankful to everyone who contributes throughout the year. Our Christmas raffle and stall raised over £1,000, providing a positive end to 2025, and we extend our sincere thanks to everyone involved.

Following the resignation of our CEO, Ian Elliott, in October 2025, Norwich Door to Door is now being managed by Jane Humphreys and Kathleen Shirley, with oversight from the Board of Trustees. Both Jane and Kathleen bring extensive knowledge of the organisation and are providing stability, continuity and strong leadership as we move forward.

As we look ahead to 2026

A full review of the service and how we operate has been undertaken. This has resulted in some difficult but necessary decisions to ensure the long-term sustainability of the charity. While this includes increases to prices and adjustments to some aspects of how we operate, these changes are being introduced carefully and with the aim of protecting the service for the future and continuing to support those who need us most.

Despite the challenges we face, our commitment to our passengers and our community remains as strong as ever. We look forward to continuing to support your journeys throughout 2026 and beyond.

From 1 March 2026 the following measures will be introduced:

Annual registration

The registration fee of £25 will become an annual fee as opposed to a one-off payment which it is currently. **We will invoice you a month before your original registration date**, and payment of £25 can be paid by card over the telephone, or by cash or cheque with the driver. We would appreciate prompt payment of this fee.

Payment when booking

To help journeys run smoothly and to keep services on schedule, passengers will be asked to pay for their trip by card when booking with the office. This will reduce the time drivers spend processing payments and help them stay on schedule. We will continue to accept cash payments on the bus, and invoicing arrangements will remain in place for passengers who currently use this option.

Fare increases

New fare tariff and structure as follows:

Up to 1 Mile each way	£5.00
Up to 3 Miles each way	£6.00
Up to 5 Miles each way	£7.00
Over 5 Miles each way	£8.00

Cancellation on day

As previously communicated, we will continue to charge passengers who cancel their trips on the day of travel. We generally have a waiting list for journeys, and cancellations on the day cause a loss of income and a gap in the schedule which could have been filled by another passenger.

We appreciate there are a lot of changes, **AND IT'S POSSIBLE THERE MAY BE MORE TO COME LATER IN THE YEAR**, but these changes are necessary to enable us to continue the service we provide to our passengers.

We understand that many people may be struggling financially at the moment and we do not want any of our passengers to feel that they can't use the service because of affordability.

We ask that if you are experiencing difficulties to please contact us for a chat by calling Jane or Kathleen on 01603 776735 or emailing community@norwichdoortodoor.org.uk.

What's on

Our coffee mornings will resume in March if you would like to join us for games, fun quizzes and a good natter over a cup of tea and some lovely cake! Keep an eye out for posters on buses which will have all the details once finalised. All welcome.



"Not every day is good
but there is something
good in every day."

ALICE MORSE EARL

EASTER RAFFLE AND STALL

We will be holding our Easter stall at the Norwich Community Hospital on 31st March and 1st April. On sale will be lots of Easter and spring items as well as raffle tickets. If you are in the area, pop in and say hello - we always have a cup of tea on offer too.

If you would like to volunteer a couple of hours on the stall, we'd love to have you. Please call the office and let Kathleen know.

Raffle tickets on sale in March. Keep an eye out for posters on buses



PASSENGER OUTING

We are offering passengers a trip to Highways Garden Centre on **Monday, 16th February**. Whether you are thinking of sprucing up your garden, want to do some shopping or just enjoy a cup of tea and cake, make sure you put your name down early to avoid disappointment. **Price: £10 return.** **Please call the office to book your place.**

DONATIONS NEEDED

Over the coming months we will be collecting donations for our planned fundraisers. We would welcome donations of:

- **Easter eggs**
- **Unwanted new gifts/items suitable for a tombola**
- **Bottles (alcoholic and non-alcoholic)**
- **Items suitable for a hamper**
- **Raffle and auction prizes**
- **Books and puzzles (from June)**



We have a number of exciting fundraising events lined up between now and July. We'd love for you to join us and feel free to invite friends and family.



DOORS OPEN AT 6.45PM
SATURDAY, 21 MARCH, 2026

HELLESDON COMMUNITY
CENTRE MIDDLETONS LANE,
NR6 5SR

TICKET PRICES:

Fish & chips	£13
Sausage & chips	£10

Teams of up to 6 people - don't worry if you want to come alone or with a friend - we will place you in a friendly team.

****Bring your own snacks, drinks and cutlery**Tea and coffee on sale**TOMBOLA & RAFFLE**

All proceeds to Norwich Door to Door

Spring roll & chips	£10
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Chips only	£7
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Entry only	£5
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Known as one of East Anglia's most dramatic spring gardens, the colours and scents at **Stody Lodge Garden** will lift the spirits and dazzle the senses throughout its annual flowering period each May. These gardens are renowned for meandering pathways lined with towering blooms, magnificent yew hedging, expansive lawns and delicious homemade teas. Norwich Door to Door will be hosting the Charity Tea on **31 May** and invite passengers to join us for the day.



The Bishop of Norwich and his wife generously open their garden to support local charities on selected spring and summer Sundays, as part of Bishop Graham's ministry. We are delighted that Norwich Door to Door has been chosen as one of the eight charities to benefit this year, and we are very much looking forward to this fundraising opportunity. Save the date and be sure to book your place on the bus as soon as possible! Further details to follow in the next newsletter.

The RVS has donated 20 Firehawk CO alarms to us which we are offering to our passengers for free. Carbon monoxide (CO) is a highly poisonous and potentially deadly gas which is produced by the incomplete burning of carbon-based fuels such as wood, coal, oil and gas. This can occur when fuels are burnt at very low temperatures or without a sufficient oxygen supply, such as with a faulty boiler or other defective carbon-fuelled appliances.

Unlike smoke and heat from a fire, carbon monoxide is completely colourless, odourless and tasteless and so is not detectable by the human senses, therefore installing a good quality carbon monoxide alarm is the best way to protect yourself.

If you would like one please let us know and we will give it to you when you next travel with us.



**IF YOU HAVEN'T ALREADY
DONE SO, PLEASE
COMPLETE AND RETURN
THE SURVEY OVERLEAF**

Dates for your diary

- **Norwich Door to Door's Quiz Night:** Saturday 21st March, Hellesdon Community Centre, 6.45pm - 10pm
- **Easter Stall:** Tuesday 31st March, Norwich Community Hospital
- **Easter Stall and raffle draw:** Wednesday 1st April, Norwich Community Hospital
- **Stody Lodge Garden Charity Tea:** Sunday 31st May, 1pm - 4pm
- **Bishop's Garden Open Day:** Sunday 19th July, 1pm - 4pm



RECENT WINNERS

- Nov 2025:** 13 S Matthews; 136 R Day
Dec 2025: 86 D Bruton; 58 P Eagle
Jan 2026: 22 J Groves; 25 R Harwood

JOIN THE CLUB



Join our 200 Club for only £12 a year and be in with a chance of winning £50 or £25 monthly. All proceeds are allocated towards core costs. Memberships can be bought as gifts for friends and family

Name:

Buying as a gift for:

Address:

Phone:

Email:

IMPACT SURVEY

Please tick the answer that best matches your situation and please complete even if you have filled one in in previous years as circumstances do change.

1. I am able to use public transport to get where I want to go	☐ Yes ☐ Yes, with difficulty & assistance ☐ No
2. Norwich Door to Door benefits my life	☐ Yes, a lot ☐ Yes, moderately ☐ No
3. Since joining Norwich Door to Door I am able to access services on my area	☐ Yes, a lot ☐ Yes, moderately ☐ No
4. I go to social activities regularly thanks to Norwich Door to Door	☐ Yes, a lot ☐ Yes, only occasionally ☐ No
5. Since using Norwich Door to Door to get to activities, I have met new people and made new friends	☐ Yes ☐ N/A if no above
6. I see my friends and family more regularly since using Norwich Door to Door	☐ Yes, a lot ☐ Yes, only occasionally ☐ No
7. I feel less lonely since joining Norwich Door to Door	☐ Yes. a lot ☐ Yes, moderately less lonely ☐ No
8. I feel more independent thanks to Norwich Door to Door	☐ Yes, a lot ☐ Yes, moderately ☐ No
9. I feel confident about remaining in my home thanks to Norwich Door to Door	☐ Yes, a lot ☐ Yes, moderately ☐ No
10. I feel happier since joining Norwich Door to Door	☐ Yes, a lot ☐ Yes, moderately ☐ No

Additional comments or suggestions:

Name: Postcode:

All information is held in strictest confidence and no names or personal information is shared.