



Community Transport Volunteer Driver Guidelines

The Driver

Training

Before taking up your role we will provide the following training information:-

- Safeguarding
- Confidentiality
- Risk Assessment
- Do's and Don'ts
- Dealing with complaints

In addition please refer to the information in this guide.

Drivers' Documentation

Drivers must produce the following documents on an annual basis or if circumstances change i.e they purchase a new car:

- Driving Licence
- Insurance Certificate
- MOT Certificate (if applicable)
- Road Tax

N.B. A driver whose licence is currently endorsed with more than 6 penalty points will not be permitted to drive for the scheme nor will a driver with more than three accidents or one disqualification in the last three years. In all cases the nature of any driving convictions will be taken into consideration before making an overall assessment of a driving record.

Drivers Hours

We recommend that drivers only take on the amount of voluntary driving they feel comfortable doing—the amount will vary from volunteer to volunteer.

Volunteering and Tax

If you drive as a volunteer for a charity, voluntary organisation or local authority, any mileage allowances or other contributions you receive towards the cost of running your car may be

liable for tax. However, tax is only payable if the amount you receive exceed the expense incurred in driving for the organisation and so results in a profit.

HMRC states that voluntary drivers can claim £0.45 per person mile for the first 10,000miles driven then £0.25 per person mile for every mile driven over 10,000 miles per year

We suggest that drivers monitor their mileage to ensure they do not exceed the 10,000 miles per annum and therefore do not incur tax on their mileage expenses.

Fitness to Drive

Drivers must comply with the health guidelines published in the 'Highway Code' www.gov.uk/guidance/the-highway-code. They must not accept journeys when they are ill as it might put both passenger and driver at risk.

Cancellations

If it becomes necessary for you as a driver to cancel your journey, you are requested to do so as early as possible and at least 24 hours in advance.

Tipping

Tipping will infringe car-sharing legislation and is specifically forbidden.

All passengers are made aware of this. A passenger may wish to make a charitable donation to the volunteer transport service to help fund developments within the service. If this is case, please refer them to the driving scheme Co-ordinator.

The Vehicle

A car is considered suitable for the scheme if it is:

- kept roadworthy
- driven legally as required by law
- is clean and provides a comfortable ride

The Highway Code advises that the driver should take special care to maintain:-

Lights, brakes, steering, tyres (including spare), exhaust system, seatbelts, demisters, windscreen wipers, washers, windows, indicators, reflectors, mirrors, number plates and seat adjustments.

Breakdown

In the event of a vehicle breakdown, telephone the Co-ordinator who will arrange alternative transport for your passenger – ***scheme to confirm. Out of office hours – scheme to advise***

Seatbelts

All passengers are expected to wear seatbelts during their travel which must be fastened before setting off. The only exception for a passenger to not wear a seatbelt is on production of a Medical Exemption Certificate. In these circumstances the passenger should ideally sit in the rear of the vehicle with an empty seat in front of them.

Smoking and Fire Risks

A volunteer's car with a passenger travelling in it is deemed to be a workplace under the 'No Smoking' legislation. Smoking by the driver or passenger is therefore not permitted.

The Passenger

Passenger Safety and Comfort

The safety and welfare of clients is of paramount importance. Drivers should drive within the speed limits and observe the Highway Code at all times.

There should be adequate heating and ventilation in the car and passengers should regularly be asked if they are comfortable.

Incidents and Emergencies

In the case of a medical emergency, pull over to the left hand side of the road, stop the car and put your hazard lights on. Try to reassure the passenger, stay calm and contact the emergency services. Do not attempt first aid unless you are trained and hold a valid first aid certificate.

Volunteering Do's and Don'ts

Some suggestions to make your driving as easy and pleasurable as possible.

Do

1. Keep a careful note of your journeys and the mileage for each as you complete them.
2. Claim all expenses to which you are entitled.
3. Say "no" if you do not want to do a particular journey, or if we ask you to do too much driving.
Equally, tell us if you would like to do more driving.
4. Make sure you are clear about the destination and route. If it is a new journey for you, if possible, research in advance the parking options (for example, with space for wheelchair access), and any likely problems such as road works or narrow access lanes. Bear in mind that other volunteers may have made this journey and it could be of benefit to ask around
5. Be punctual and allocate plenty of time for elderly people who move slowly.
6. Make sure your mobile phone is fully charged or you have change / card for a phone box.
7. ***Make sure that your passenger is ambulatory and able to walk without your assistance from the car to their appointment. Ensure you understand if you are expected to wait or return.
Occasionally a passenger will need an escort and you will be advised accordingly. Make sure you understand the likely time frame- SCHEME TO ADVISE***
8. Place any luggage (e.g. an overnight case for a hospital visit) in the boot of your car.
Please ensure that rear parcel shelves remain clear and that valuables are out of sight.
9. Treat as confidential anything your passenger tells you.
However, please pass on any relevant information to the scheme Co-ordinator if you are worried about anything your passenger says.
10. ***If necessary advise clients that Volunteer Drivers are not trained in how to physically assist clients
Should a client require assistance it is their responsibility to have a friend/relative or carer to accompany them on their journey. – SCHEME TO DECIDE***
11. Enjoy your volunteering.

Volunteering Do's and Don'ts cont'd

Don't

1. Give out your home telephone number freely to any passengers – all journeys are to be arranged through the Co-ordinator. If you are doing a journey and you want to give your mobile number - this is for you to decide.
2. Leave your passenger alone during the journey e.g. fill up with fuel before the trip starts.
3. Get too involved in passengers' problems – resist the urge to do more than what's required, whatever the story.
4. Let passengers take advantage of your kindness by getting you to stop at shops, etc, on your journey, unless this has been agreed with the Co-ordinator.
5. Guess – If in doubt ask. If you have any questions regarding the service or your voluntary work please ask the Co-ordinator. They may not have all the answers, but they can usually find someone who does.
6. Struggle – If you feel that you are being treated unfairly or are uncomfortable with what you are being asked to do, if you have any complaints or grievances talk to the Co-ordinator as soon as possible.

Safe-guarding - Working with Vulnerable Adults

Iver Good Neighbours Scheme(GNS) Safeguarding policy is that the Iver GNS Committee and all volunteers will never condone abuse of any kind and that Iver GNS has a duty of care with respect to vulnerable clients and volunteers.

As a first line measure, Iver GNS undertake Criminal Record Checks on all volunteers coming into contact with vulnerable adults. Employment and/or character references are also required from volunteers wishing to work with vulnerable adults.

The following document outlines Iver GNS guidelines on what you need to do if you do learn of, or observe, abuse.

1. What is abuse of a Vulnerable Adult?

A Vulnerable Adult is any person aged 18 years or over who is or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of unable to protect him or herself against significant harm or exploitation

Abuse is any action that harms another person. Abuse can be caused by a person deliberately intending to harm or neglect, failing to take the right action or through their ignorance. It can involve one or a number of people.. Abuse of adults with care and support needs is where someone in a position of trust hurts, harms or causes someone distress. Abuse is unacceptable; everyone has the right to be treated with dignity and respect and to live free of abuse or mistreatment, whether they live on their own, live with others, live in a care/nursing care home, attend a day centre or are in hospital.

2. What to do if you suspect a client or fellow volunteer is being abused:

Observing Abuse

Take great care when reporting suspected abuse. It is important not to make a subjective judgement. Behaviour that is not acceptable to you does NOT always constitute abuse. Abuse is when one person inflicts harm on another.

What to Say to the Client

Explain to the client/volunteer that you have an obligation to report what you have seen or what they have said to you. Explain that you will report the abuse to the Chair of the Iver GNS Committee accurately and appropriately.

Once the abuse has been reported, it will be investigated further by Iver GNS Committee who will ensure the client's confidentiality is maintained unless it is decided that the abuse must be reported to a higher authority (i.e. Social Services). This will be discussed with the client by a member of Iver GNS Committee prior to alerting Social Services.

It is important that volunteers do not help a vulnerable adult conceal abuse.

It is essential to report the facts only. Include name, date, time, what was said to you and who was present when it was said. You must then pass this information on to the Chair of the Iver GNS Committee.

To report abuse to the Chair please ring XXXXXXXXXXXX or email XXXXXXXXXXXXXXX – scheme to decide

The procedure should be as follows:

Volunteer

Iver GNS Chair

Iver GNS Committee

Appropriate Agency

3. Alleged abuse by Iver GNS Volunteers

If a client/volunteer approaches you regarding alleged abuse by a Iver GNS Volunteer the abuse must be reported to the Chair of the Iver GNS Committee. The Chair will then investigate the claim and take appropriate action, involving the Local Authorities where necessary.

4. How to React If a Client is Telling You about Abuse

- Stay calm and do not show shock
- Actively listen to what is being said
- Don't tamper with evidence
- Don't ask leading questions
- Don't warn the abuser
- Don't pressurise for details
- Don't promise to keep the abuse a secret
- Try and substantiate by asking when, where, how, what and why

5. For more information

[Action on Elder Abuse](#) 0808 808 8141

Volunteers can direct the client/volunteer to this service.

More information about working with vulnerable adults can be found on the internet at: <http://www.buckinghamshirepartnership.gov.uk/safeguarding-adults-board/>