



THE IVERS GOOD NEIGHBOURS SCHEME

VOLUNTEER DRIVER MANUAL

The Ivers Good Neighbours Scheme is a volunteer led community transport scheme, offering lifts to the most vulnerable members of our community. The scheme was established by a group of residents in 2017.

The scheme provides transport and support to those members of the Ivers Parish: Iver, Iver Heath and Richings Park, who, either through the impact of advancing years or disability, or who have difficulty in maintaining some aspects of independent living or have a temporary disability such as a broken leg, where lifts to the hospital or the doctors is needed.

Thank you for volunteering to be a Driver with the scheme. This manual offers guidance for the role to read in conjunction with all policies adopted by The Ivers Good Neighbours Scheme.

Before you commence driving, we will complete a Drivers Declaration with you and ensure that all your driving documents are in place.

Contents

1	Driver Role description	p.2
2	Guidelines	p.3
3	Do's and don'ts	p.6
4	Procedures and Practicalities	p.7
5	Expense Claim form	p.8
6	Policy list	p.10

Volunteer Driver Role Description

An increasingly aging population in Buckinghamshire means that the need and demand for public transport will grow. The Ivers Good Neighbours Scheme will provide a service of transporting vulnerable members of your community to and from Doctor and Hospital appointments. This could also include taking people with their pets to the vets or to a bank if needed. The model will operate with volunteer drivers and volunteer co-ordinators.

Aim of role: To join our team of volunteer drivers to provide a GP surgery and hospital outpatient transport service to people living in the Ivers.

Title: The Ivers Good Neighbours Volunteer Driver

Commitment: Variable. Usually weekdays

Location: Iver Heath, Iver, Richings Park to local appointments

Main tasks: The volunteer will use their own car to transport clients without their own means of transport to appointments.

The volunteer will:

- Need their own car, be an experienced driver with a full licence and comprehensive insurance (full checks will be completed)

Skills and experience

The volunteer will:

- Need to be in good health and be able to guide clients in and out of the car – to give a helping hand if needed
- Have a friendly manner and able to build a good rapport with older people
- Respect the confidentiality of the client

What we can offer you:

- Training and preparation for the role
- The opportunity to contribute to the community
- Involvement in the running of the scheme
- Participation in social events organised for the clients
- Full reimbursement of all expenses (currently 45p a mile)

A DBS check will be required.

Volunteer Driver Guidelines

The Driver

Before you commence driving, we provide the following information and training:

- Driver Manual booklet
- DBS check
- Policies:
 - Safeguarding Adults Policy and Procedure
 - Confidentiality and Privacy Policy
 - Privacy notice
 - Complaints Policy
 - Lone Worker Policy
 - Health and Safety Policy
 - Equal Opportunities Policy

Drivers Documentation

The scheme will carry out a check of your driving documents and ask you to complete a Drivers Assessment.

The scheme will want to see your Driving licence, Insurance documents and MOT certificate if applicable.

N.B If a driver currently has more than 6 penalty points or has had more than 3 accidents in the last 3 years, they will not be able to drive for the scheme. In all cases, the nature of any convictions will be taken into consideration when applying to drive for the scheme.

Driver Hours

Each Driver is only obliged to take on as much driving as they are happy to complete. Most local trips are completed within a couple of hours. Occasionally a trip may entail a wait for a client but this could be carried out by two different drivers.

Volunteer Expense claims and Tax

Volunteer Drivers can claim 45p a mile as a mileage expense. This covers fuel and wear and tear on the car. If the reimbursement does not exceed the cost, no tax is liable. HMRC states that volunteers can claim 45p for the first 10,000 miles then 25p thereafter. No volunteer is likely to be asked to complete this amount in a Year.

Fitness to drive

Volunteer Drivers must comply with the health guidelines published by the Highway code: <https://www.gov.uk/guidance/the-highway-code>. You must not accept a journey if you are ill as it may put you and the passenger at risk.

Cancellation

If you need to cancel a booking you have already taken, please give as much notice as possible for the scheme to find a replacement driver.

Tipping

Tipping will infringe the car sharing legislation and is strictly prohibited. If a client would like to donate to the scheme, please refer them to the Scheme co-ordinator.

The Scheme coordinator will set a suggested fare for the client. They will put the donation that they are able and comfortable to pay in an envelope given to them by you. (see full details under Procedure and Practicalities).

Use of mobile phones

It's illegal to hold and use a phone, sat nav, tablet, or any device that can send or receive data, while driving or riding a motorcycle. This means you must not use a device in your hand for any reason, whether online or offline. For example, you must not text, make calls, take photos or videos, or browse the web.

The law still applies to you if you are:

- stopped at traffic lights
- queuing in traffic
- supervising a learner driver
- driving a car that turns off the engine when you stop moving
- holding and using a device that's offline or in flight mode

Exceptions

You can use a device held in your hand if:

- you need to call 999 or 112 in an emergency and it's unsafe or impractical to stop
- you're safely parked
- you're making a contactless payment in a vehicle that is not moving, for example at a drive-through restaurant
- you're using the device to park your vehicle remotely

Using devices hands-free

You can use devices with hands-free access, as long as you do not hold them at any time during usage. Hands-free access means using, for example:

- a Bluetooth headset, voice command, a dashboard holder or mat, a windscreen mount
- a built-in sat nav

The device must not block your view of the road and traffic ahead

Penalties

You can get 6 penalty points and a £200 fine if you hold and use a phone, sat nav, tablet, or any device that can send and receive data while driving or riding a motorcycle.

You can get 3 penalty points if you do not have a full view of the road and traffic ahead or proper control of the vehicle.

You can also be taken to court where you can be banned from driving.

The Vehicle

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

- Kept roadworthy
- Driven legally as required by the law
- Is clean and provides a comfortable drive

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 client.

Seatbelts

All passengers are expected to wear seatbelts during their travel, which must be fastened before setting off. The only exception for a passenger not to wear one 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 is therefore not permitted.

The Passenger

Passenger safety and comfort

The safety and welfare of clients is paramount. Drivers should drive within the speed limit 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 and to the left-hand side of the road, stop the car and put your hazard lights on. Try to reassure the client, 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 Dont's

Do...

1. Keep a careful note of the journeys you make and the mileage as you complete them
2. Claim all expenses
3. Say 'No' if you do not want to do a particular journey, or we ask you to do too much for you. Equally let us know if you would like to do more.
4. Make sure you are clear about the destination and route. Research parking options (for example if wheelchair access is needed), and any likely problems such as roadworks or pavement access. If the journey is new to you, other drivers may have completed it before so do ask.
5. Be punctual and allocate enough time for elderly clients who may move slowly.
6. Make sure your phone is fully charged.
7. Make sure your client is ambulatory and can walk from the car to their appointment. You will be advised beforehand if a wheelchair is needed. We ask you to be able to give assistance by a 'helping hand' or arm support if required. You will normally be expected to wait for your client during their appointment unless it is several hours and then a different return trip can be arranged.
8. Place any luggage in the boot for your car (i.e. an overnight bag for a hospital visit). Keep your parcel shelf clear and valuables out of sight.
9. Treat as confidential anything your passenger tells you. If you are worried however, please pass on any information to the Scheme Co-ordinator.
10. If asked, please remind clients that Volunteer Drivers are not trained to assist with mobility. If they require assistance, they can bring a family member.
11. Enjoy your volunteering!

Don't...

1. Give out your own home phone number. If you call in the morning to confirm, you can conceal your own number.
2. Leave your client alone during the journey i.e. to fill up with petrol. Do this before you pick the client up.
3. Get too involved in the client's problems – your role is to transport.
4. Let the client take advantage of your kindness by them asking you to stop at the shops or do errands whilst you are out. Let the Co-ordinator know if this happens.
5. Guess – if in doubt, ask. If there is anything that you need to know, ask the Co-ordinator.
6. Struggle – if there is anything that does not feel right, ask the Co-ordinator.

Procedures and practicalities

Accepting a job

The scheme co-ordinator is responsible for answering the IGNS phone line and logging the allocation of jobs. The process works as follows:

- Client calls and requests a lift
- The Co-ordinator sends a text message to the group of drivers detailing the date and the location from and to
- A volunteer Driver replies to accept
- The Co-ordinator passes on full details of the journey. This will include a suggested pick-up time and a suggested donation for the client to make

Prior to the drive, it is good practice for the volunteer driver to confirm arrangements with the client

- Call to introduce yourself and confirm arrangements. Please do not give your phone number to a client unless you are comfortable to do so. If they need to cancel or change the arrangement, they should contact the Co-ordinator.

On the day:

- Collect the client as arranged
- Make a note of the drive details for future expense claim (see below)
- Before you drop off the client, pass them an envelope for them to insert their donation.
- The client puts the money into the envelope which you should seal, date and name of client on the front.
- Retain the envelope to return to the Co-ordinator at the next meeting along with your expense claim.

How to claim expenses

Please claim your expenses each month using an expense claim form. For each journey that you accept:

- Make a note of the journey number and date
- Measure your mileage from your home to the client then on to the appointment until you are back at home.
- If you incur a car parking charge, please retain the receipt.
- Attend the next committee meeting or ensure your form is returned to a committee member in advance for expenses to be reimbursed.

Policy List

The Scheme is governed by Constitution and the following policies.

Copies will be made available to you

- Safeguarding Adults Policy and Procedure
- Confidentiality and Data Protection Policy
- Equal Opportunities Policy
- Complaints Procedure
- Lone Worker Policy
- Health and Safety Policy

This manual will be updated every three years or as necessary.

Approved at the AGM April 2023