



BARROW UPON SOAR GOOD NEIGHBOUR SCHEME

Driver Guidance And Transport Charges

G004

1. Introduction

Thank you for volunteering as a driver. Volunteer Drivers give their time **free of charge**, but may reclaim mileage costs as explained below.

You must be licensed to drive your vehicle, and ensure that any vehicle you use is:

- Roadworthy
- Correctly taxed
- Insured for voluntary work
- Covered by a valid MOT (if required)

2. Insurance and Registration

- You **must inform your insurance company** that you use your car for voluntary work.
 - This usually does not cost extra.
 - If you do not do this, your insurance may be invalid.
- You must complete a **Volunteer Driver Registration Form** for each vehicle you use.
- Registration details are reviewed and updated annually.

3. Before and During a Task

Always:

- Wear your **ID badge**
- Plan your route in advance (do not rely on the member for directions)
- Ensure you have enough fuel
- Take a charged mobile phone
- Ensure everyone wears a seat belt
- Follow a **non-smoking policy** (including members)

Parking:

- Park safely and legally
- Pay parking charges if required - the member reimburses this
- If a member has a Blue Badge, display it correctly

Other good practice:

- Carry warm clothing, water and a torch in case of breakdown
 - Confirm with the Telephone Coordinator whether you are expected to wait during appointments
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4. Wheelchairs and Walking Aids

- You are **not obliged** to take wheelchairs or walking frames.
 - If you are happy to transport a wheelchair but **cannot lift it**, inform the Telephone Coordinator.
 - A second volunteer may be arranged to help.
 - If asked to collect or return a wheelchair, tell the Coordinator if you are unable to do so.
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5. Driving Vulnerable Adults

In addition to safeguarding guidance:

- Never leave a member alone in the car
 - Park so the member exits onto the **pavement side**, not the road
 - Help the member into the car and assist with seat belts if needed
 - Ensure the seat belt is fastened before driving
 - On arrival, open the door for the member and assist them out if required
 - Always wear your ID badge and **hand the member over to an official** where appropriate
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6. Driving with Animals

- You are **not required** to accept journeys involving animals.
 - If you agree, the member must ensure the animal is **securely restrained** in a cage or carrier.
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7. Transport Charges

- Journeys **within Barrow upon Soar** are free to the member.

- Journeys **outside Barrow upon Soar** are charged at **£0.50 per mile**.
 - The charge starts and ends from the member's home, not yours.
 - Members are told about charges when booking.

Drivers must:

- Remind the member of the charge
- Record the mileage
- Collect payment at the end of the task and use the provided envelope
- Pass the envelope to the Treasurer as soon as possible

Mileage breakdown:

- £0.45 per mile may be kept by the driver for costs
- £0.05 per mile goes to BGNS
- Drivers may choose to donate all mileage to BGNS

If two drivers are used (outward and return), **each driver collects for one journey only**.

8. Parking Charges

- Any parking costs are paid by the member.
- This should be agreed in advance with the Telephone Coordinator.

9. Accidents and Breakdowns

If you feel unsafe:

- Keep doors locked and engine running
- Drive away if possible
- Call **999** if threatened

If you break down:

- Stop in a safe place
- Exit by the passenger side on fast roads if possible
- Wait behind barriers if available
- Wear high-visibility clothing if you have it
- Tell recovery services you have a **vulnerable adult** with you
- Ask to see ID from anyone offering help