



# BARROW UPON SOAR GOOD NEIGHBOUR SCHEME

## Driver Guidance And Transport Charges

G004

### 1. Introduction

Thank you for offering to be a Volunteer Driver. All Volunteer Drivers of the Barrow upon Soar Good Neighbour Scheme (BGNS) must agree to provide their time free of charge for the services they provide.

Please make sure that your car is in a roadworthy condition and that it is correctly taxed and insured, with a current MOT certificate.

### 2. Drivers

All Volunteer Drivers are to notify their insurance company that they will be using their car for voluntary work purposes. This should not attract any additional charges but, if not registered, could cause your insurance to be invalid for a journey to and from a task regardless of whether you are using your vehicle for transport members.

Volunteer Drivers must provide a **Volunteer Driver Registration Form** for each vehicle they might use. This will be reviewed and updated annually.

### 3. When carrying out a task

- Always remember to wear your ID card
- Make sure you know the way – plan your route, set the Sat Nav and/or take appropriate maps. Do not rely on the member to help with directions
- Make sure that you have sufficient fuel
- Take your mobile phone for emergency use
- Make sure that you and your passenger are wearing seat belts
- Make sure that you park in a designated parking space or zone and pay a parking fee if required. This should be recovered from the member at the time
- If your member has a disabled parking badge, set the time clock and display it in your windscreen
- Consider taking warm clothes, a torch and water In case of a breakdown or inclement weather
- Please observe a non-smoking policy in the vehicle, including members

Before taking the task you should discuss with the Telephone Co-Ordinator whether or not you are expected to (or are able to) wait if the member has an appointment.

### 4. Wheelchairs and walking frames

- If you do not wish to have a wheelchair or walking frame in your car then please do not feel under any obligation to agree to a task where it is necessary.
- If a wheelchair is required or might be useful (eg. for a hospital appointment), inform the Telephone Co-ordinator if you are able to take the wheelchair but unable or unwilling to lift the wheelchair into your car yourself. In this case the Telephone Co-ordinator may suggest having two volunteers to carry

out the task -the second volunteer can organise the wheelchair and take the member into the hospital whilst you park the car.

- You may be asked to collect a wheelchair and take it back at the end of the task. The Telephone Co-ordinator will let you know where the wheelchair can be collected from, and delivered back to, for each task. Tell the Telephone Co-ordinator if you are unable to do this.

## **5. Driving vulnerable people**

In addition to the **Vulnerable Persons Safeguarding Guidance**, remember the following:

- Never leave the person alone in the car
- If you have to park on the road, park so that the person is on the kerb side, never getting in or out of the car into the road
- Assist the person into the car, offer the seat belt (ask them to hold it if they can't do it up, until you get in and can fasten it from your side), shut the door
- Ensure the seat belt is fastened before driving off
- On arrival, ask the person to wait while you go around to their door and open it, and assist them out if necessary

Always wear your badge and “hand over” the person to an official.

## **6. Driving with animals**

You are under no obligation to agree to a driving task which involves taking an animal in your car – just tell the Telephone Co-ordinator you cannot do the task.

If you are happy to take an animal, then it is the member's responsibility to make sure that the animal is securely restrained whilst in the car, in a box or cage.

## **7. Charges**

Journeys within Barrow upon Soar are free of charge.

The BGNS charges £0.50 a mile for lifts outside of Barrow upon Soar. This will be made clear to the member when they contact the Telephone Co-ordinator.

As a Volunteer Driver, please remind the member of this charge and make sure you record the number of miles covered. The charge is from the member's house, not the driver's. If one driver takes and a second driver brings back the member, each driver can collect for a single journey only.

Collect the charge at the end of the task, using the envelope provided. The envelope should be given to the Treasurer as soon as possible.

You are entitled to keep £0.45 a mile to cover your costs. The additional £0.05 will be used to help pay the costs of the BGNS. If you do not wish to be reimbursed, the whole of the charge will go to BGNS funds and be recorded as a donation.

## **8. Parking Charges**

Should any journey require parking charges then this should be paid for by the member. This should have been discussed with the Telephone Co-ordinator at the time the task was agreed.

## **9. Accidents and breakdowns**

If you see an incident, stop only if it is safe to do so. Otherwise drive on and summon help when safe to do so. If you are forced to stop by an unidentified person, keep your engine running, lock the windows and doors and stop so you can pull out and drive away. Drive off if you feel threatened. If you cannot get away, make as much noise and fuss as you can-sound the horn, flash lights and dial 999.

If you break down:

- Park as near as possible to an emergency phone if on a motorway or dual carriageway
- On a fast road, climb out of your car by the passenger door if possible
- Wait behind any barrier or beside your vehicle if this is safer
- Wear high visibility clothing if possible
- Inform anyone you contact for help that you have a vulnerable adult in the car with you
- Ask for ID from uniformed persons to ensure they are bona fide

## **10. Transport Requests**

BGNS provides transport to members who are unable to make use of other services for a particular journey for appointments such as

- hospitals
- doctors
- dentists
- opticians
- prescription collection
- hairdressers
- physiotherapists
- local shopping

BGNS will not be able to provide a service to members:

- whose wheelchair or other aid will not fit into the volunteer's car
- who require transport for more people and aids than can, in the opinion of the driver, be safely carried in the volunteer's car
- who are under the age of 18 unless they are accompanied by an adult who will be responsible for and with them at all times
- who, in the opinion of the scheme, is abusing the service or its volunteers