



PITSTONE PARISH COUNCIL

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Pitstone Community Car Scheme

Volunteer Induction Guidelines and Training

The Driver

1. Training

Before taking up your role we will provide the following training, information and policies:

- Health and Safety policy
- Lone Worker and Personal Safety policy
- Confidentiality policy
- Data Protection policy
- Equal Opportunities policy
- Safeguarding policy
- Mobile Phone policy
- Complaints policy
- Risk Assessment

In addition, please refer to the information in this guide on:

- General guidelines and information relating to drivers, vehicles and passengers
- Do's and Don'ts

You will also find enclosed:

- A role description
- A Car Scheme Process
- A number of forms for completion and return

2. Drivers' Documentation

All drivers must have a minimum of 3 years driving experience. Drivers must produce the following documents on an annual basis or if circumstances change e.g., they purchase a new car:

- Driving Licence
- Insurance Certificate

Your car's MOT and Road Tax will be checked online by the coordinator.

N.B. A driver whose licence is currently endorsed with more than 6 penalty points may 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.

3. Insurance

You must inform your Insurer that you volunteer for Pitstone Community Car Scheme, confirming the payment you receive for expenses does not exceed the current HMRC mileage rates. Volunteer driving will not affect your insurance or increase your premium.

4. 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.

5. 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 exceeds 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 10,000 miles 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.

6. 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.

7. Cancellations

If it becomes necessary for you as a driver to cancel your journey, please advise the co-ordinator as early as possible and at least 24 hours in advance. If this is not possible, please contact the client directly as well as the co-ordinator.

8. Tipping

Tipping will infringe car-sharing legislation and is specifically forbidden, unless this is a negligible amount (e.g. if the charge is £8 and the client gives you £10 so that you can buy a cup of coffee whilst you are waiting for them this would be permissible). All passengers are made aware of this. If customers/their families wish to make a larger donation to the operation of the scheme, please ask them to liaise with the co-ordinator.

9. 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.

10. Breakdown

In the event of a vehicle breakdown, telephone the co-ordinator who may be able to arrange alternative transport for your passenger.

We recommend that you take out breakdown cover for your vehicle if you do not already have this in place and consider taking a hi-vis jacket and a torch for emergencies.

11. 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.

12. 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

13. 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.

14. 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. The coordinator will often include parking advice and / or arrangements if available. If it is a new journey for you, you may want to research your journey in advance including the parking options (for example, with space for wheelchair access), and any likely problems such as road works or narrow access lanes. If you are unsure, please speak to the coordinator.
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. You are expected to wait for your passenger during their appointment. Occasionally a passenger will need an escort and you will be advised accordingly. Make sure you understand the likely time frame for each journey.
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 co-ordinator if you are worried about anything your passenger says.
 10. If necessary, advise your 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.
 11. Enjoy your volunteering.

Don't...

1. Give out your 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. If you are accompanying the client to, for example, a hospital reception, consider giving your mobile number to them to call you when the client is ready to collect.
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.

Training

We are able to organise a half day training session, for up to 15 volunteers, via a trusted training provider and Community Impact Bucks to provide advice on safeguarding, lone working and health & safety if this is of interest to enough volunteers.

R Review

These Guidelines were adopted by Pitstone Parish Council on *24th February 2022*.....

minute reference *355/21*..... and will be reviewed on at least an annual basis.

Signed on behalf of Pitstone Parish Council by:

D Nicholls

Chairman