



## PITSTONE PARISH COUNCIL

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### Pitstone Community Car Scheme

#### Welcome

Welcome to the Pitstone Community Car Scheme whose aim is to provide transport for those residing in our parish to reach their medical appointments.

This is often a stressful time for the passenger. Many are elderly and generally they are unwell or requiring hospital treatment. If they don't have family close by, trying to get to a hospital appointment on time via the limited public transport available from our rural village, can be very difficult and this adds to their worries.

Research for the charity Age UK identified that a fifth of over 65's who attended a hospital appointment in the past year reported feeling worse afterwards because of the stress involved in the journey. They have launched the Painful Journeys campaign to call on the government to conduct an urgent review of transport services for older people.

The Pitstone Community Car Scheme tries to assist these residents, by providing a door-to-door service via a local volunteer. Knowing they will get there on time, having someone to talk to, and being able to get home again afterwards can be a great comfort. You can make a real difference to these residents.

There has been a growing demand for the service, with over 300 booking requests per year, which shows the extent of the local need.

We thank you whole-heartedly for your interest in volunteering for the Pitstone Community Car Scheme. This pack will provide you with all the information you need about the scheme, how it operates, its policies and procedures etc.

At the back, you will also find some forms for you to complete and return so that we can set you up and get you started!

Thank you so much for your support of our residents!

# Volunteer Induction Guidelines and Training

## The Driver

### **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

### **Drivers' Documentation**

All drivers must have a minimum of 3 years driving experience. Drivers must produce the following document on an annual basis or if circumstances change e.g., they purchase a new car, and advise of any changes to their driving licence, for example the imposition of penalty points or restrictions.

- 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.

### **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.

### **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 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.

### **Fitness to Drive**

Drivers must comply with the health guidelines published in the 'Highway Code' [www.gov.uk/guidance/the-highway-code](http://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, 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.

### **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.

### **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 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.

### **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. 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, it has been made clear to all clients that this is not possible.
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.

## Health and Safety Policy

It is the policy of the scheme to provide and maintain safe and healthy working conditions, equipment, and systems of work for all volunteers, trustees, users, and visitors. In order to achieve this aim, the scheme undertakes to provide any such information, training, and supervision as is necessary.

All volunteers and clients are responsible for ensuring that they do not endanger the health and safety of others.

The allocation of duties for safety matters and detailed arrangements for implementation are set out below. Allocation and arrangements will be reviewed annually to ensure that they remain appropriate to the scheme.

The scheme undertakes to co-operate fully with the Health and Safety Executive (HSE) and, if required, will provide them with facilities and information to enable them to carry out their duties.

The implementation of this policy shall be carried out in conjunction with all other scheme operational policies.

A copy of this policy will be issued to all volunteers, who must confirm, by signature, it has been received, read, understood, and will be complied with. The Health & Safety Policy will be explained during the induction process. A copy of this statement will be kept on file along with supporting Health and Safety policies. The statement will be made available on request.

### **Responsibilities**

All volunteers and clients have a responsibility to co-operate with the Car Scheme to ensure a healthy and safe workplace, and to take reasonable care of themselves and others.

### **Moving and handling**

In accordance with the Manual Handling Operations Regulations 1992, no volunteer should be asked to move unreasonably heavy loads (taking account of their size & height).

If you are lifting something heavy, e.g., a wheelchair, please follow safe lifting guidelines e.g., bend your legs and keep your back straight. Do NOT attempt to lift anything outside your comfortable capability.

## **Violent situations/ Working safely outside your home**

See Lone Worker and Personal Safety Policy.

# [Lone Worker and Personal Safety Policy](#)

The scheme is committed to reducing the risks to its volunteers associated with lone working by:

- Identifying the risks associated with lone working ('risk assessment').
- Giving practical advice and clear guidance to volunteers on how to avoid and manage risks associated with lone working.
- Developing the ability of volunteers to anticipate risks and to manage and deal with them.
- Encouraging proper reporting of incidents and near misses and ensuring that volunteers do not avoid reporting them in the belief that they are not serious enough or that it may suggest failure on their part.

Volunteers and organisers share the responsibility for achieving these objectives. This document is intended for use as a reference guide and also contains advice to help volunteers to work more safely. This advice is not exhaustive, nor is it a substitute for safe systems of work. It is essential that volunteers and organisers co-operate to develop simple and practical systems.

### **What is lone working?**

Lone working describes any situation whereby someone is not working alongside or near to other staff. Potentially this could include any volunteer or organiser.

- Due to the nature of some of the work, there could be occasions when you will be in a situation where you are working alone, sometimes in remote or isolated areas or at night.

Given some forethought and a few simple precautions, the slight risk of going missing or becoming the subject of an assault can be reduced to a minimum.

### **Risk assessment**

Lone workers could be more vulnerable e.g., to assault or because they are unable to raise the alarm, if they have an accident. Therefore, the risk for lone workers is greater and more rigorous systems are needed to protect them.

### **Basic requirements for all lone workers**

- Take care of your own safety and that of others affected by your actions or inactions.
- Comply with risk assessments and safe systems of work.
- Report any shortcomings in systems of work to the co-ordinator.
- Complete Incident Report Forms in the event of incidents or near misses.

### **Working alone away from your home**

Before leaving your normal base, volunteers should:

- Leave details of where you plan to go, approximate times when you expect to be there, details of any meetings you have arranged (including the name of the person you are meeting).
- Ensure you have an appropriate means of communication.
  - If taking a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit; leave it switched on; **do not use it whilst driving**. There is an exception if you need to call 999 or 112 in an emergency and it's unsafe or impractical to stop.

- Consider taking any additional equipment you may need, such as a torch.
- Think about where you will be going and what you will be doing; consider whether there are particular risks relating to that location or activity (e.g., an unusually isolated farm, adverse weather conditions for driving); if there are, discuss them with your co-ordinator before setting off.
- Contact the co-ordinator (or other person) to tell them about any delays or changes to your schedule.
- Make contact by telephone at specified times if you agreed to do this.
- Contact the co-ordinator, or other person as agreed, when you have safely completed your assignment.

Please remember that these procedures are there to protect you.

### **Visiting clients in their own homes**

It should not be necessary to enter the individual's home, but should they ask you to step inside (perhaps they are not quite ready when you arrive etc), then please take sensible precautions:

- Make a note of where you are going.
- Do not enter if the person you are visiting is not there and you do not know the person inviting you inside.
- Tell the co-ordinator about any incidents which arose during the meeting.
- Remember you are visiting someone else's territory; acknowledge it is their home and wait to be asked in etc.
- Familiarise yourself with the surroundings in case you need to leave quickly.
- Don't block the other person's line of egress, but make sure your own isn't blocked.
- Let the other person enter the room first and make sure you have a clear line of escape.
- Do not stand too close to the person you are visiting.
- If you feel threatened by dogs etc, ask politely if they can be moved.

### **Aggression/violence/kidnap**

This includes aggressive or inappropriate physical contact which may or may not result in pain and /or injury or offence and other non-physical abuse including verbal, racial or sexual abuse, threatening behaviour, gesturing, swearing, shouting, insults, innuendo, intimidating behaviour causing fear or emotional upset. You may like to consider carrying a personal alarm and ensure that you know how to use it.

### **Other advice**

#### ***If somebody starts to get angry:***

- Try to remove an angry or upset customer from an audience or, if easier, remove the audience.
- Make reasonable efforts to control the situation.
- Stay calm; try to stay relaxed; do not become rooted to one spot; move about occasionally; try to look at something you are discussing rather than at the aggressor.
- Listen carefully, even to abuse; agree where possible.
- Ask yourself if you are the best person to deal with the situation.
- Offer an angry person a range of options from which to choose, in that way he or she will find it difficult to stay angry.

- If you are unable to control the situation it is better to retreat.

After a violent, or potentially violent incident, volunteers should meet with the co-ordinator to review the incident and agree courses of action including any further support or counselling. Any such review will be treated as a priority.

A full written report of any incident or support will be compiled. This will be kept in confidence.

### **Travelling by car**

This might include travelling long distances to unfamiliar areas, perhaps at night.

1. Plan your route and take appropriate maps or a satellite navigation device.
2. Ensure that the vehicle is in good order and that you have sufficient fuel; take warm clothes in case of breakdown or bad weather.
3. Keep valuables out of sight; female drivers should not leave obvious signs that the driver is female (handbags, coats etc) on the seats.
4. Park in well-lit areas, if possible, with the car facing in the direction of exit; when returning to the vehicle, check the back seat.
5. Be aware of safe parking areas, particularly after dark.
6. Carry a mobile phone for emergency use (see also Mobile Phone policy).
7. Do not pick up hitchhikers.
8. Carry a torch at night.
9. If you see an incident, do not stop unless it is safe to do so; it may be safer to drive on and summon help.
10. If you are forced to stop, keep your engine running and lock the windows and doors; leave sufficient space in front of the vehicle to be able to pull out and drive away; drive off if you feel threatened.

### **Road rage**

If at any time you are confronted by this situation, it is important that you do nothing to fuel it further. Do not stop to confront the third party. If a car pulls in front of you and you are approached, stay in your vehicle with the doors locked and windows closed; keep the engine running and drive away as soon as possible. If you cannot get away make as much noise and fuss as you can; sound the horn, flash lights etc. to gain others' attention.

- If you think you are being followed or feel threatened, raise the alarm by using hazard lights and horn; if possible, drive on until you reach a busy area – e.g., a 24-hour garage.
- If you are stationary and have a mobile phone, ring the emergency services.

### **If you break down on a motorway or dual carriageway**

- Park as near as possible to an emergency phone.
- If you need to walk, wear high visibility clothing if possible.
- Leave your car by the passenger door.
- When making an emergency call, face oncoming traffic, so you can see if another vehicle is approaching.
- Tell the operator if you are a lone female.
- Never cross the carriageway.
- Wait behind the barrier, beside your vehicle if this is safe.
- Ask for ID from uniformed persons to ensure they are bona fide.



## Dog attack

- Do not enter premises where an unfamiliar dog is loose.
- If, when talking to a customer, their dog causes you to feel uncomfortable, politely ask them to remove it.
- If you are worried about a dog/animal at a client's home, report this to the co-ordinator, and no more bookings will be taken until the client has agreed to negate the threat.

## Travelling in isolated areas / late at night

Wherever possible arrange trips so that they are completed during daylight hours, if you have to go to an evening appointment, be aware of safe parking areas, particularly after dark.

## Procedure for alerting to personal danger

If volunteers find themselves in danger and unable to speak freely, they should emphasise to the antagonist that they are expected to call the co-ordinator at a pre-determined time, and that if they don't, the alarm will be raised.

On telephoning, the volunteer should say:

"Hello, this is ....., may I speak to ....."?"

And then adopting a traffic light system, mentioning a green folder means that 'all is well', a yellow folder means that 'I need assistance' and a red folder means 'call the police'. **THIS WILL SIGNIFY THAT ALL IS NOT WELL. THE CO-ORDINATOR WILL IMMEDIATELY CALL THE POLICE AND DIRECT THEM TO WHERE THE INDIVIDUAL HAS INDICATED IN THEIR SCHEDULE THEY HAVE GONE.**

# Confidentiality Policy

## Introduction

This policy outlines the Pitstone Community Car Scheme position on matters of confidentiality. It is a binding document which is to be accepted in its entirety by all volunteers at the commencement of their involvement with the scheme. The policy should be observed at all times and in all circumstances; breaches may lead to the termination of their involvement with the scheme.

Any legislation in this area, such as the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, must be observed. Please also refer to the Community Car Scheme Data Protection Policy for further detailed information.

It is important to recognise the difference between secrecy – which is an unwillingness to disclose information for any reason – and **confidentiality** which is based on a reasoned concern for protecting the interest of the User (as defined below). Working to a confidentiality policy means only disclosing information with consent (see below) and when it is necessary to do so, allowing discussion and consultation within these boundaries.

## “Confidential”

Confidential information is defined as verbal or written information that is not meant for public or general knowledge. It is information which is regarded as sensitive or personal or information which has been specifically expressed as such by users or volunteers.

## **“Consent”**

Consent to disclose information can only be given by the person who owns the information. It is important that the person giving the consent is aware of the reasons why their consent is sought; the uses to which the information will be put; the identity of the parties to whom the information is given; and the possible implications of disclosure for the person and any significant others. For the avoidance of any misunderstanding, consent will generally need to be documented between the parties.

## **“Users”**

Users are defined as any party who has a relationship with the scheme such that information has been provided to the scheme e.g. a client requiring transport. As such, the Users are the owners of the information.

## **Statement**

**The Pitstone Community Car Scheme regards it as a duty on volunteers not to reveal to any person outside the organisation, without the specific prior consent of the User, any matter which becomes known to them through their involvement with the organisation.**

1. All information is confidential to volunteers of the scheme. They may need to share personal information during meetings with the co-ordinator. This should be done without identifying an individual where possible.
2. Restrictions already exist regarding the use of any information obtained. A User may seek to impose further conditions before disclosing information, for example about who in the organisation should have access to the information. If a volunteer is unable to accept such conditions, this should be explained.
3. It will be necessary to explain to the User the need to keep written notes of a booking. Only that which is considered necessary on a “need to know” basis should be recorded or held electronically.
4. The scheme reserves the right to break confidentiality if a) a child or vulnerable adult is at risk of being harmed, or b) a person’s life is at risk, or c) the organisation has reasonable grounds to believe a criminal act has, or will, take place.
5. Statistical information may be used for funding and monitoring purposes; this will never be attributable to an individual.

A copy of this policy will be issued to all volunteers, who must confirm, by signature, it has been received, read, understood, and will be complied with. The Confidentiality Policy will be explained during the induction process. A copy of this statement will be kept on file along with supporting policies. The statement will be made available on request.

## **Data Protection Policy**

The Pitstone Community Car Scheme must comply with the provisions of the [Data Protection Act 2018](#) (the ‘Act’), and General Data Protection Regulations, in relation to how we handle any personal data which we obtain from clients and volunteers.

### **Policy Statement**

The scheme needs to keep data about individuals to allow it to run effectively. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

We must:

- Use personal information fairly and lawfully.
- Collect only the information necessary for a specific purpose(s).
- Ensure it is relevant, accurate and up to date.
- Only hold as much as we need, and only for as long as we need it.
- Allow the subject of the information to see it on request.
- Keep it secure.

The co-ordinator is ultimately responsible for the policy's implementation and will deal with any day-to-day matters arising from the implementation of the Data Protection policy which volunteers or clients bring to their attention.

Personal data held by the car scheme falls into two broad categories:

- Personal data relating to clients.
- Personal data relating to volunteers.

### **Purposes**

- The scheme obtains contact details (names, addresses, phone numbers, email addresses) from clients and volunteers, to be able to contact them as the need arises.
- We gain additional data (e.g., health details) from clients where necessary to identify and address client issues as part of the service; and to enable volunteers to provide the required help safely and effectively.
- We obtain Disclosure and Barring Service (DBS) checks and driving licence details from volunteers to make safe, legal, and sound recruitment decisions.
- The data must be obtained, stored, and processed solely according to these purposes, and will not be used for any other purpose except with the permission of the person concerned.

### **Consent**

- Personal data will not be passed on to anyone outside the scheme without explicit consent from the person concerned unless there is a legal duty of disclosure to protect the welfare of clients or volunteers.
- Written permission is sought from each volunteer via the induction form. Where written permission is not practical for clients, the person is informed by the phone holder when they contact the group and verbal permission is sought.

- Third party referrals

When a referral is made via a third party (for example: a relative, friend or a statutory/voluntary organisation), the third party is asked to confirm they have permission to share details and contact is made with the potential client to confirm that permission has been granted to store and process their personal data.

- Use of photographs

We will seek consent of clients and volunteers before displaying photographs in which they appear. If consent is not possible (for example, in a large group photo) we will remove any photograph if a client or a relative/friend of the client makes a complaint. This policy also applies to photographs published on the internet.

## Access

- Only scheme volunteers will have access to clients' personal data. All volunteers are made aware of this policy and their obligation not to disclose personal data to anyone who is not authorised to have it.
- Only scheme volunteers will have access to volunteer contact details. The 'BCC – blind carbon copy' facility should be used for personal email addresses of recipients of group emails, unless permission has been given to share this data.
- Volunteer or client personal contact details will not be passed on to anyone outside the group unless permission is specifically given to do so, or it is a matter of health and safety for the client or volunteer.
- Any personal information that needs to be emailed e.g., transport requests from clients, must be contained in a password protected/encrypted document.
- If volunteer drivers store any personal information on their laptops/computers/phones e.g., address details for clients, details of clinics etc, all such files must be password protected/encrypted.
- Disclosure information is always kept separately and securely, with access strictly controlled and limited to those who are entitled to see it as part of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and recognise that it is a criminal offence to pass this information on to anyone who is not entitled to receive it.

## Accuracy

All volunteers will take all reasonable steps to keep personal data within their control up to date and accurate, and to let the co-ordinator know of any changes as soon as possible.

## Retention and Disposal

As stated above, we will hold personal data only for as long as we need it as follows:

<b>Data</b>	<b>Retention period</b>
Personal data about clients	As long as the client uses the service (unless there is another statutory reason for further retention)
Disclosure information gained through the recruitment procedure	6 months (unless otherwise advised by DBS) and a further 6 months following the annual review via the DBS Update Service.
Personal data on volunteers	One year after the volunteer has stopped working for us
Accident records/reports	3 years from the incident and/or date of the last entry

After each retention period, hard copies must be shredded, and electronic files irretrievably destroyed at the earliest available opportunity. While awaiting destruction, data must be held securely. If the volunteer does not have the ability to securely destroy any personal data in their possession, it must be returned to the co-ordinator for secure disposal. Should you decide to leave the Community Car Scheme, all personal data held by the volunteer must be securely destroyed or returned to the co-ordinator.

## **Request for records**

Any requests should be directed to the co-ordinator. Should an individual request to see their personal information, the car scheme must first verify that the identity of the person submitting the request is indeed the person for whom the data is held (e.g., by providing their passport). Once confirmed, the person will be supplied with a copy of any personal data held, free of charge, if a request is made. We may however ask for cost of postage if required.

## **Security**

- Personal data stored in paper filing systems must be kept in locked filing cabinets when not in use. Personal data other than basic contact details must be kept in password-protected files on any computer.
- Paper records of information entered onto computer databases are destroyed immediately the information has been entered. All paper records are shredded as soon as they are no longer current.
- Any personal data that needs to be transmitted via email, must be transferred via password-protected files.

## **Disclosure & Barring Service**

As a group using the Disclosure & Barring Service (DBS) in line with legal requirements, we comply fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures, and Disclosure information. We also comply with our obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention, and disposal of Disclosure information.

## [Equal Opportunities Policy](#)

The Pitstone Community Car Scheme is committed to implementing and promoting equal opportunities in its activities, services, and practice. It realises that discrimination exists in society (whether protected by law or not) and believes that this prevents potential and ability from being realised in young people and others.

The car scheme will not tolerate discrimination on the basis of:

- Race
- Colour
- Gender
- Sexual orientation or identity
- Ethnic or national origin
- Disability
- Partnership status or home responsibility
- HIV or AIDS status
- Age
- Political or religious belief
- Trade union activity
- Socio-economic background
- Refugee or asylum seeker status

As a provider of a service to the community, the Pitstone Community Car Scheme accepts the responsibility to promote equal opportunities and challenge discrimination wherever it occurs. This

document sets out the main consequences of this commitment and the action to be taken to achieve equal opportunities.

Our Community Car Scheme recognises that some users of its services may, because of their past or present distress or illness, say or do things which would otherwise be unacceptable and incompatible with the Equal Opportunities Policy. The scheme will do all it can to challenge such behaviour. In cases where intervention is possible a gentle approach will be adopted which aims to alter attitudes and behaviour while maintaining support for the distressed client.

The scheme reserves the right to open its membership to any organisation who supports our aims and objectives. However, it will exclude from membership those organisations that actively work against the development of an equal opportunities policy over time, despite encouragement from the car scheme.

A genuine commitment to equal opportunities must operate on all levels:

- The scheme will prevent unfavourable treatment, directly or indirectly, upon individuals from any group facing discrimination in its recruitment and deployment of human resources. Where discrimination does occur, it will be dealt with through the agreed procedures. This will be achieved by following the Equal Opportunities Policy.
- The scheme will seek to prevent discrimination and ensure equal representation in the services it provides, the structures that it facilitates and the practice through which it carries out its volunteering.
- We encourage a diversity in volunteering membership, to ensure a genuinely wide representation.

### **Responsibility**

- 1.1. The scheme has overall responsibility for the effective operation of this policy. However, all volunteers and service users have a duty as part of their involvement with the scheme to do everything they can to ensure that the policy works in practice. Those responsible for recruiting volunteers are responsible for ensuring that they are aware of the Equal Opportunities Policy and adhere to it while working as volunteers.
- 1.2. The scheme will bring to the attention of all volunteers and service users the existence of this policy and will provide such training as is necessary to ensure that the policy is effective and that everyone is aware of it.
- 1.3. If any service user or volunteer feels that they have been, or are being discriminated against, in any way, they are entitled to pursue the matter and should in the first instance speak to the co-ordinator. If the allegation relates to the co-ordinator, the individual should speak to the parish council safeguarding officer.
- 1.4. All instances or complaints of discriminatory behaviour will be treated seriously.
- 1.5. Complaints or allegations of an unfounded or malicious nature will also be treated as serious.

### **Disabled Access**

- 1.6. The Pitstone Community Car Scheme will endeavour to ensure, as far as is practicable, that all the premises it uses e.g., for any meetings have disabled access.
- 1.7. We will try and accommodate requests from disabled clients, as far as is practicable, and achievable given the limitations of transport owned by volunteers.

## **Use of Language**

- 1.8. Volunteers and service users should avoid and challenge the use of language which, in any way, belittles anyone.
- 1.9. Where the language used has a personal impact on others, and it has been made clear to the person concerned that their use of such language is unwelcome and/or offensive, disciplinary action may be taken if they persist with it or further bookings from such a client may be declined.
- 1.10. All materials used or developed by the scheme will be judged in the light of the promotion of equal opportunities, and those considered to be discriminatory will not be used.

## **Sexual Harassment**

- 1.11. No volunteer or service user should be subject to sexual harassment.
- 1.12. This is interpreted as unwanted behaviour of a sexual nature including:
  - verbal sexual abuse
  - physical contact
  - repeated remarks which an individual finds offensive
- 1.13. If it has been made clear to the person concerned that their behaviour is unwelcome and they persist with it, then the service user or volunteer who is the recipient of the behaviour will be entitled to make a formal complaint.

No volunteer or client should be put to a disadvantage either, directly or indirectly. It is the responsibility of every individual to eliminate discrimination and to ensure the practical application of this Policy.

# **Safeguarding Policy**

## **Working with Vulnerable Adults**

The Safeguarding Policy means that the Pitstone Community Car Scheme and all volunteers will never condone abuse of any kind and that the scheme has a duty of care with respect to both vulnerable clients and volunteers.

As a first line measure, the scheme undertakes Disclosure and Barring Service 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 information outlines the scheme guidelines on what you need to do if you do learn of, or observe, abuse.

### **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 or 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 several 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.

### **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 car scheme co-ordinator accurately and appropriately. Once the abuse has been reported, it will be investigated further by the co-ordinator 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 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 co-ordinator.

#### **The procedure should be as follows:**

Volunteer

Scheme Co-ordinator

Appropriate Agency

#### **Alleged abuse by Volunteers**

If a client/volunteer approaches you regarding alleged abuse by a volunteer, the abuse must be reported to the co-ordinator. The co-ordinator will then work to investigate the claim and take appropriate action, involving the Local Authorities where necessary.

#### **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:  
<https://careadvice.buckinghamshire.gov.uk/>

## Use of Mobile Phones When Driving Policy

### **Legal status on the use of mobile phones when driving**

- 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.

The law still applies to you if you're:

- 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
- You must stay in full control of your vehicle at all times.
- The police can stop you if they think you're not in control because you're distracted.
- This includes if you are using devices like a sat nav or car radio. If you are using the sat nav facility or app on your mobile phone for directions to a client's home or the location of the medical facilities required, your phone must be secured into a hands-free cradle.

### **You can only use a phone 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

### **Penalties:**

- You can get 6 penalty points on your licence and a fine of £200.
- You'll lose your licence if you passed your driving test in the last 2 years
- 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 or riding
- You can get a maximum fine of £1,000 (£2,500 if you're driving a lorry or bus).
- For more information check the government website: <https://www.gov.uk/using-mobile-phones-when-driving-the-law>

The Pitstone Community Car Scheme will not be held responsible for any fines etc. incurred by volunteer drivers during their service. It is the responsibility of all volunteers to ensure that they are operating within the law by finding a safe place to park their vehicle before operating any mobile phone/device.

## External Complaints Policy

This policy relates to complaints and feedback by external parties including volunteer car scheme users regarding volunteers and activities.

### **What is a Complaint?**

A complaint is defined as any expression of dissatisfaction or grievance made in writing or in person to a representative of the scheme by an external individual or organisation in relation to our activities. A complaint may arise because of one of the following:

- A misunderstanding of the role.
- Poor performance by the scheme.
- Poor perception or even ill-will by the person making the complaint.

### **Commitment to Handling Complaints**

- We aim to improve and continue to offer high standards of service to our clients.
- We will listen to and investigate any instances when you feel that the scheme has failed to meet a high standard of service to the community.
- If the scheme receives a complaint about your conduct, you will be told the name of the person who will be responsible for looking into the complaint and we aim to keep you informed of progress until the matter is closed.
- Whatever the cause, we commit to fully investigating the complaint, identifying its cause and, if possible, taking remedial and preventive action.

### **What to do if you have a complaint**

- If you wish to make a complaint, please submit the written details to the co-ordinator in the first instance, then it will be handled efficiently and taken seriously by the scheme.
- Please attach any relevant correspondence or information.
- If you make a complaint verbally, the person receiving the complaint will report it to the co-ordinator as soon as possible.
- Once a complaint is received in writing we will send an acknowledgement email or letter within 7 working days of receipt of the complaint.
- The co-ordinator will then respond to you, usually in writing, answering all points raised. We intend to respond fully within 28 days of receipt of your complaint; if this is not possible, we will inform you within 28 days of the likely date for a response given and the matter concluded.
- At this point we hope to have answered all your concerns and that you will be happy with the response and any action the scheme has taken as a result.

A 'Complaints Register' will be maintained by the co-ordinator and will be kept up to date with details and dates of all complaints received, investigative reviews undertaken, and responses given.

## Risk Assessment

Risk	Probability	Impact	Mitigation
Road Accident while volunteer is transporting client	L	H	<ul style="list-style-type: none"> <li>• Driver &amp; vehicle safety information issued for compliance by all volunteers.</li> <li>• Only volunteers with a minimum of 3 years driving experience will be utilised.</li> <li>• Any client concerns about unsafe driving or vehicles to be immediately reported to the co-ordinator.</li> <li>• Any unsafe driving or vehicles reported by clients or others will be immediately reviewed and drivers removed from the list of available volunteers, where considered appropriate.</li> </ul>
Client harmed due to frailty, illness, or infirmity (e.g., falls when getting in or out of car)	M	H	<ul style="list-style-type: none"> <li>• Volunteers will not attempt to lift or support ill or infirm clients. Clients needing such assistance must be accompanied by a carer.</li> <li>• Volunteers will not provide help for which they are not medically qualified or trained.</li> <li>• Should a client be taken ill when being transported by vehicle, volunteers will immediately summon medical help.</li> <li>• Clients who are considered too ill or infirm will not be transported by vehicle, but alternative arrangements made via trained social services or NHS staff.</li> <li>• Volunteers will not collect client's medication on their behalf.</li> </ul>
Volunteer harmed through manual handling or use of tools & equipment	L	M	<ul style="list-style-type: none"> <li>• Volunteers will not take on tasks for which they are untrained, inexperienced, or ill equipped.</li> <li>• Volunteers will not attempt to lift any heavy objects without appropriate experience, help or support.</li> <li>• When agreeing to any task, volunteers must be realistic about their abilities and experience.</li> <li>• Volunteers to wear clothing and footwear appropriate to the task being undertaken.</li> <li>• When assisting clients, volunteers will not use tools, appliances, or other equipment unless they are qualified or experienced and confident to do so.</li> <li>• Volunteers will not take on any task that is outside the scope of the scheme.</li> </ul>
Volunteer harmed by client's dog or another animal	L	M	<ul style="list-style-type: none"> <li>• Volunteers should not undertake a task involving a client's pet, such as dog walking.</li> <li>• Volunteers should not undertake any task where there is the threat of injury from a client's dog(s) or other animals.</li> <li>• Volunteers will report such incidents and future requests for help will only be undertaken if the relevant client negates the threat.</li> </ul>
Abuse, physical violence, or sexual assault of	L	H	<ul style="list-style-type: none"> <li>• All volunteers will undergo DBS checks.</li> <li>• All volunteers must comply with the Safeguarding Policy.</li> <li>• Any complaint from a client to a volunteer will be immediately reported to and acted upon by the co-</li> </ul>

client by volunteer			<p>ordinator and, in appropriate cases, the police will be informed if the client has not already done so.</p> <ul style="list-style-type: none"> <li>Volunteers will ensure all clients are treated equally in accordance with the Safeguarding and Equal Opportunities Policies.</li> </ul>
Abuse, physical violence, or sexual assault of volunteer by client	L	H	<ul style="list-style-type: none"> <li>Volunteers must refuse to complete a task when confronted with abuse, threats or violence from a client or other person and must report this fact to the co-ordinator.</li> <li>In cases of abuse and violence directed towards volunteers, the volunteer concerned will decide if a report to the police is necessary.</li> <li>The scheme will decline all future requests for help from any client who has been abusive, threatening, or violent.</li> <li>More than one volunteer will be allocated to a particular task when it is considered acting alone would render a single volunteer vulnerable.</li> </ul>
Theft, fraud, or improper use of funds by volunteers	L	M	<ul style="list-style-type: none"> <li>All volunteers will undergo DBS checks.</li> <li>Volunteers will not accept payment of any kind for their services other than the mileage charges agreed and published by the Pitstone Community Car Scheme.</li> <li>Volunteers must not purchase items for clients or handle client's money to avoid any misunderstandings or allegations.</li> <li>Clients/their families wishing to make a donation to the scheme will be directed to speak to the co-ordinator.</li> <li>Volunteers will treat clients' property with respect and will not undertake any tasks for which they are not qualified or experienced and confident.</li> <li>Any complaint from a client to either a volunteer or the co-ordinator will be immediately reported, acted upon and, in appropriate cases, the police will be informed if the client has not already done so.</li> </ul>
Volunteer experiences stress or overwork	M	M	<ul style="list-style-type: none"> <li>The coordinator will ensure that tasks are shared between all volunteers and that no client becomes unreasonably dependent upon a single volunteer.</li> <li>Volunteers will be encouraged to report any excessive demands on their time.</li> </ul>
Breach of client confidentiality by volunteer	M	H	<ul style="list-style-type: none"> <li>Volunteers will ensure that all information obtained about clients and the service provided to them is kept strictly confidential.</li> <li>Clients will not be identified by name during any meeting.</li> <li>Care will be taken to ensure activities are not the cause of village gossip thus increasing the vulnerability of clients.</li> <li>Volunteers will always carry and show their identity card when asked to do so.</li> </ul>

## Risk Assessment Covid-19 Supplement

Risk	Probability	Impact	Mitigation
Volunteer infects Passenger with Covid-19	L	H	<ul style="list-style-type: none"> <li>• Volunteer will not take a trip if they have had a new, continuous cough, fever, or a loss of the senses of taste or smell at any time, in the preceding 7 days. This restriction also applies to if any other member of the Volunteer's household has had these symptoms within the preceding 14 days.</li> <li>• Volunteer will wash their hands before leaving home and where possible at the destination and use hand sanitiser regularly at other times.</li> <li>• Volunteer will wear a face covering before leaving home and throughout the trip. If the volunteer does not have a face covering, the Coordinator will provide one before the trip.</li> <li>• Volunteer will clean and disinfect the car before and after the trip, paying particular attention to the touch points such as door handles, hold points, seat belt buckles etc.</li> <li>• Volunteer will increase ventilation in the car such as opening windows and avoid the recirculation mode of air conditioning.</li> <li>• If at all possible, the Volunteer will position the client in the back seat on the left-hand side of the car, behind the passenger seat.</li> <li>• Volunteer will maintain 2 metres social distance whenever possible and continue to observe the recommended hygiene practices of regular hand washing, use of hand sanitiser and not touching their face.</li> <li>• Volunteers will place a container in the car where the client can drop the cash payment and also consider leaving the cash untouched for 72 hours.</li> <li>• Volunteer to keep tissues to hand in the car.</li> <li>• Volunteer to keep a container for rubbish in the car, including used face masks. The contents will be disposed of in bagged household waste.</li> <li>• Clients should move unaided into the car.</li> </ul>
Client infects Driver with Covid-19	L	H	<ul style="list-style-type: none"> <li>• Clients will not be transported who have had a new, continuous cough, fever, or a loss of the senses of taste or smell at any time in the preceding 7 days. This restriction also applies if any other member of the client's household has had these symptoms within the preceding 14 days.</li> <li>• Client will wash their hands before leaving home and where possible at the destination and use hand sanitiser regularly at other times.</li> <li>• Client will wear a face covering before leaving home and throughout the trip including any time in a medical</li> </ul>

			<p>setting. If the client does not have a face covering, one will be provided by the Coordinator.</p> <ul style="list-style-type: none"> <li>• If at all possible, the client will sit in the back seat on the left-hand side of the car, <u>behind the passenger seat</u>.</li> <li>• The client will maintain the 2-metre social distance whenever possible and continue to observe the recommended hygiene practices of regular hand washing, use of hand sanitiser and not touching their face.</li> <li>• Clients will place the cash payment into the container in the car rather than handing it directly to the Volunteer.</li> <li>• Client to use a tissue or the crook of their elbow to catch coughs or sneezes.</li> <li>• Client to use the container provided for rubbish in the car, including used face masks or take and dispose of them at home.</li> <li>• Clients should move unaided into the car.</li> </ul>
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## Volunteer Driver Role Description

An increasing aging population in Buckinghamshire means that the need and demand for public transport will grow. In our rural village, the infrequent public transport network unfortunately does not always enable elderly residents to reach their hospital and medical appointments in a timely manner. The Pitstone Community Car Scheme will provide a service of transporting vulnerable members of our community to and from their medical appointments, providing support at a time that can often be stressful.

<b>Aim of role</b>	To provide a transport service for people living in Pitstone and Ivinghoe to their medical appointments.
<b>Role Title</b>	Volunteer Driver
<b>Start date</b>	ASAP
<b>Time commitment</b>	Days and times vary depending upon the commitment that the volunteer wishes to give.
<b>Location</b>	The parishes of Pitstone and Ivinghoe.
<b>Main tasks</b>	Drivers use their own cars to take older people, or those without another means of transport available, to medical appointments.
<b>Skills/Experience</b>	<ul style="list-style-type: none"> <li>• You should be an experienced and safe driver and hold a full UK driving license.</li> <li>• Your car must be in good condition, and you must have fully comprehensive car insurance.</li> <li>• You should be in good health and able to give 'a helping hand' to passengers if required.</li> <li>• You should have a friendly manner and good rapport with older people.</li> <li>• Respect the confidentiality of the patient.</li> </ul>
<b>What we can offer you</b>	<p>Volunteering with us will give you the opportunity:</p> <ul style="list-style-type: none"> <li>• To become an active member in a community scheme.</li> <li>• To meet new people whilst providing an important and highly valued service to the local community.</li> </ul>

	<ul style="list-style-type: none"> <li>• Our volunteer drivers are able to claim £0.45 pence per mile for all journeys undertaken on behalf of the car scheme. There is a minimum fee of £1 for short journeys.</li> <li>• Training.</li> </ul>
<b>Additional information</b>	References will be taken, and a DBS (criminal record) check will be completed.

## Process

The client must ONLY request a service via the co-ordinator. If a volunteer driver receives direct contact from a client, they must politely insist that all requests are routed via the co-ordinator. This ensures:

- The co-ordinator is aware of your location and client details if you are driving for the scheme in case there is an emergency.
- Your personal details are not freely provided to clients, and volunteer drivers do not receive out-of-hours calls direct to their homes and could be put in a position where they find it hard to refuse a client.
- The scheme can keep accurate details of clients, individual usage, and the total demand etc. which helps to ensure the efficient running of the scheme.

### Co-ordinator details:

- Name: Stephen Davies
- Telephone 01296 767116
- Email [communitytransport@pitstone.co.uk](mailto:communitytransport@pitstone.co.uk)

### Process:

#### 1. CLIENT CALLS CO-ORDINATOR TO REQUEST TRANSPORT

Clients should call the co-ordinator on 01296 767116 (or email; [communitytransport@pitstone.co.uk](mailto:communitytransport@pitstone.co.uk)). It is likely the telephone will revert to an answering machine, the message will be picked up at the next opportunity, usually within 24 hours during the week.

#### 2. CO-ORDINATOR SENDS DETAILS TO DRIVERS

The co-ordinator will text outline details of the trip request (Date, pick up time, collection locality and destination) to all the volunteer drivers, during working hours, asking if anyone would like to take the trip. Emergency requests may be handled by phone.

#### 3. DRIVERS RESPOND TO CO-ORDINATOR

If a driver would like to fulfil any of the requests, they reply to the text.

Drivers should respond within 24 hours to enable a timely response to the client.

#### 4. CO-ORDINATOR RESPONDS TO DRIVERS & CLIENT

The co-ordinator responds by text to the driver confirming full details of the trip will follow by email. This email will contain:

1. Client Name
2. Client Phone number
3. Trip Date
4. Pick up time
5. Pick up address
6. Destination address
7. Appointment time
8. Expenses charge
9. Additional notes
10. Parking arrangements if destination is a hospital

## 5. CO-ORDINATOR UPDATES DRIVERS AND CLIENTS

Co-ordinator texts all other Drivers confirming the trip has now been covered and telephones or emails the client to confirm that a volunteer driver is available and provides:

1. Driver's name
2. Pick up time and date
3. Type and colour of car
4. Car registration number
5. Expenses charge

## 6. DRIVER FULFILS BOOKING

The driver completes the accepted booking. Driver takes their ID card in case the client wishes to check they are the driver they were expecting. The client pays the driver the associated reimbursement for expenses.

If the client requests a receipt, the driver emails the coordinator, confirming that the expenses were collected. The coordinator sends the receipt to the client on behalf of the driver.

## 7. DRIVER FEEDBACK TO CO-ORDINATOR POST BOOKING

Once the driver has completed the booking, they should provide feedback to the co-ordinator if they feel this is helpful, otherwise it will be considered that the trip was completed without any unanticipated events. This helps safeguard our drivers as well as ensuring that accurate records can be kept of trips fulfilled, gives information that may be useful to other subsequent bookings (e.g. a particular clinic is always running late) and provides an opportunity to note any issues/concerns e.g. if a driver had to request a dog be confined.



## Call Handling Checklist

When a client rings up, these are some of the questions you should ask.

Remember to write down the answers and transfer the information to the Pitstone Community Car Scheme worksheet.

<b>Contact details</b>	Name of caller Name of person who requires assistance (if different) Address of person who requires assistance Contact telephone number of the person who requires assistance Contact telephone number of caller (if different)
<b>Assistance required</b>	Nature of assistance required (e.g., transport to ...) Date & appointment time required
<b>Access</b>	Are there any problems with access to the address where assistance is required? (e.g., steep steps, door not immediately obvious, no parking space nearby) Can the person requiring assistance get to the door to let the volunteer in? Are there any pets?
<b>Requests for transport</b>	Nature of the trip (hospital appointment, dentist check-up etc.) Address to be picked up from, and address to be taken to. Rough estimate of appointment length. If this is a return trip, will the driver be required to wait, and for how long. If the driver needs to return, at what time will this be? Can the person get into a car without any difficulty? Will the user require a wheelchair? Does the person have any walking aids? Will someone accompany the client? Does the person have a Disabled Badge? Mention the associated charge

Advise the caller that you will call you back to confirm if a volunteer is available to fulfil their request, who the driver will be and what vehicle they will be driving.

# Policy Confirmation and Declarations

**Name:** .....

I confirm that I have received, read, understood, and agree to comply with all the following policies and documents:

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

## **Confidentiality Declaration**

The Confidentiality Policy of the Pitstone Community Car Scheme has been explained to me. I declare that I have read and understood it, and had the opportunity to seek clarification, and that I will operate within its boundaries.

I understand that during the course of my involvement with the car scheme I may come to be aware of personal information about users or volunteers within the organisation. I understand that this information is of a confidential nature and agree that any such information must not be shared with any other person outside those specifically stated within the Confidentiality Policy. I agree not to disclose any of this information without the specific consent of the person to whom the information pertains, within the guidelines of the Confidentiality Policy.

I understand that this declaration constitutes a contract between me and the Pitstone Community Car Scheme.

## **Personal Data Declaration**

I give my consent for the Pitstone Community Car Scheme to record my personal information about me electronically and manually.

I understand my information will not be passed onto another organisation or person without my permission.

I also give permission for the car scheme to contact me via email, phone and text.

I give permission for my name and car registration number to be given to hospital parking coordinators, for the purpose of facilitating free on-site parking when driving for the scheme.

I also declare that the information given in relation to my application is true and complete to the best of my knowledge and belief.

## Volunteer Drivers Declaration

I wish to offer my services as a volunteer driver. I have been informed of the procedures, and I understand fully what I may be asked to do.

I confirm that I hold a valid driving licence and motor insurance. I have advised my insurance company of my intention to drive on a voluntary basis. Should either my licence or insurance lapse or my licence be endorsed, I will inform the co-ordinator.

My car is taxed and has a current MOT. (if required) and it will be kept in a safe and roadworthy condition. I will at all times comply with relevant legislation governing the use of motor vehicles. I undertake to inform the organising committee of any material changes to my health or any other circumstances affecting my ability to carry out voluntary driving work.

Signed.....Date.....

## Driver & Car Details Registration Form

### YOUR DETAILS

Title: MR/MRS/MS

First Name.....Surname.....

Address.....

.....

### DRIVING LICENCE DETAILS

Licence Number: .....

Licence Check Code

(Case sensitive, please write **very** clearly): .....

This allows us to check your licence following the abolition of the paper counterpart. Please create this on the government website <https://www.gov.uk/view-driving-licence>  
If you are unsure how to do this, the co-ordinator will be happy to help.

Endorsements: Yes/No

If yes, please give details: .....

.....

### CAR DETAILS

Registration number(s): .....

Insurance company(s): .....

Type of car (e.g. Estate, hatchback, saloon, SUV, Crossover etc.) .....

Number of doors.....

**Please return this form to the coordinator, along with copies of your:**

- Current car insurance **certificate**
- Driving licence.

**Training and DBS**

Pitstone Parish Council has agreed to meet the costs of a half day training event for the Community Car Scheme if there is sufficient demand for one by volunteers. The training would be organised by Community Impact Bucks and one of their trusted training providers and can accommodate up to 15 delegates. It would cover:

- Safeguarding Passengers
- Staying Safe as a Driver
- Lone Working
- Risk Assessment
- Boundaries

The session would last 3 hours and would be tailored to our policies, with plenty of real-life examples from other schemes. If you feel this would be beneficial to you, please provide your availability below.

The parish council has also agreed to meet the costs of the DBS applications. This is a requirement for all volunteer drivers and safeguards both yourself and the users by proving that you have no convictions and are therefore not barred from working with vulnerable adults.

Once you fill out the form below, you will receive an email to complete the online application. Following this, your identity documents will be checked, usually at your home, by the car scheme coordinator.

Please see the government website <https://www.gov.uk/guidance/documents-the-applicant-must-provide> for more information about what documents they will need to view.

Once you have started your application, it is **very important** to sign up to the DBS update service, which is free to volunteers. This means in future, the coordinator is able to check your 'live' DBS online and you will not need to complete another DBS application. You can do this here; <https://secure.crbonline.gov.uk/crsc/apply?execution=e1s1>

Please complete and return the form below.

TITLE: MR/MRS/MS

FULL NAME (DBS require this to be listed as it appears on your passport):

.....

EMAIL ADDRESS: .....

IF YOU ARE INTERESTED IN TRAINING, PLEASE PROVIDE YOUR PREFERENCE FOR TRAINING TIME (we will try and go with the majority): MORNING/AFTERNOON/EVENING.

## Volunteer Registration Form

Thank you for giving your time to volunteer with the Pitstone Community Car Scheme. In order for us to support you as a volunteer there is certain information that we need to hold on file.

Please would you complete the below and return to the co-ordinator.  
Many thanks! We hope that you enjoy your time volunteering with us!

THIS FORM WILL BE TREATED AS CONFIDENTIAL INFORMATION.

### **Personal Details**

Title Mr/Mrs/Ms:
Name
Address:
Email:
Telephone Number:
Mobile Number:

### **Emergency Contact Details**

Please fill in the first box in with a next of kin and the second with a local contact just in case you are taken ill or have an accident whilst volunteering.

<b>First</b> Emergency contact name:
Relationship to you:
Emergency contact address:
Telephone number:
Contact's relationship to you:

<b>Second</b> Emergency contact name:
Relationship to you:
Emergency contact address:
Telephone number:
Contact's relationship to you:

**Do you have specific availability?**

Please help us with the smooth running of the scheme by letting us know if you have specific dates or times that you are available/not available. Circle times when you are normally available.

<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
AM	AM	AM	AM	AM	AM	AM
PM	PM	PM	PM	PM	PM	PM
Eves	Eves	Eves	Eves	Eves	Eves	Eves

Please feel free to provide us with more detail on your availability.

.....

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.....

**What kind of things do you fancy helping out with?**

Lifts to local clinic/doctor’s appointments.	
Longer journeys e.g., trips to further away hospitals.	
Could you carry a wheelchair in your car?	
Could you assist a wheelchair user / put chair in the car?	
Could you help us, with the behind-the-scenes admin work e.g. provide holiday cover for the co-ordinator?	

Do you have any special skills or experience to offer?

.....

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.....

**References**

Please give details of an individual (not a family member) who has known you for at least 2 years and could provide a reference.

First Name:
Surname:
Address:
Postcode:

Email
Tel No (day):
How does this person know you?

How did you find out about this volunteering opportunity?

.....

Please complete and return these forms to the coordinator (pages **26-31**), along with a copy of your driving licence and insurance certificate.

**Review**

These Guidelines were adopted by Pitstone Parish Council on ....27/2/25.....  
 minute reference .....286/24..... and will be reviewed on at least an annual basis.

Signed on behalf of Pitstone Parish Council by:

*D Nicholls*

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Chairman