

KILLIN and DISTRICT VOLUNTEER CAR SCHEME DRIVERS' HAND BOOK



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Introduction

1. Welcome

This Volunteer driver Handbook aims to provide those interested in volunteer driving useful information which will cover the most frequently asked questions and the care standards that must be provided to passengers. Volunteers are people who are unpaid and choose to give their time, energy and skills to benefit individuals and groups in their community. Volunteer drivers provide an invaluable service to the community, transporting people to places that they could not otherwise access. We will provide reasonably priced fares and a door-to-door service for anyone needing assistance with transport.

Volunteers are from all walks of life that have a shared desire to give a little back to the community, giving their time freely to lend a helping hand to those who need it. It's not just our passengers who benefit as becoming a volunteer can offer lots of opportunities for you too:

- Helping people in your community:
- Meeting and engaging with new people
- Experiencing personal growth

- Developing a flexible way to fill any spare time
- Feeling valued
- Putting something back without being out of pocket.

2. Registering

Registering as a volunteer? Is volunteer driving for me?

There is no such thing as the 'ideal volunteer'. Everyone brings their own motivation, skills, experience and personality into their voluntary work. Becoming a volunteer driver will require you to have good interpersonal skills and be able to make positive relationships with people by listening and talking to them. There are some qualities which we feel that volunteers will need:

- Patient and sensitive to the needs of others
- Helpful and caring manner with a friendly disposition
- Honest and trustworthy
- Reliable and punctual
- Tolerant, non-judgemental and able to respect confidential information; and
- Able to work on your own initiative and as part of a team

3. Volunteer driver information

Role description

As a volunteer driver your role will involve transporting service users within the Killin and surrounding villages to and from authorised locations. Drivers must at all times drive safely in accordance with the Highway Code. It may be necessary to provide assistance to passengers, to and from your car at their pick and destination locations.

Volunteer drivers will need to ensure their punctuality as passengers are likely to be attending appointments. All necessary paperwork, e.g. recording mileage is completed correctly. Volunteers must drive a vehicle that is clean and suitable for the carriage of passengers, so it is important to conduct vehicle checks before carrying passengers.

What is the process before I can start driving?

If you decide to join the Killin and District Volunteer Car Scheme (KDVCS) as a volunteer driver there is a need to know that you are:

- Legally entitled to drive the vehicle you are using
- Have eyesight to the standard needed by the DVLA or wear glasses to correct your vision.
- Using a vehicle that is safe and road legal
- Properly trained and competent to drive it safely

To become a volunteer driver it is necessary to provide:

- Insurance documentation.
- Please inform your insurance company that you will be undertaking volunteer driving.

- Volunteers will need to be aged at least 18 or over and hold a valid, full UK driving licence appropriate for the type of vehicle being driven.
- The maximum age for any volunteer driver is governed only by an individual's ability to comply with DVLA guidelines
- Demonstrate that eyesight is to the standard needed by the DVLA or wear glasses to correct your vision and that regular checks with an Optician is ongoing.
- All drivers are required to undergo a Protecting Vulnerable Groups check

4. Training

Training will be available to all voluntary drivers and we aim to cover manual handling, basic First Aid, 'passenger assistance', Dementia support, health and safety, driver awareness, safe use of a fire extinguisher

A. Induction

Induction of volunteers will include:

- Assessing volunteer training and development needs
- Meeting training and development needs
- Supervision and support
- Introduction to the organisation

B. Safeguarding

Safeguarding is about protecting everyone from harm, abuse or neglect, in particular children, young people and vulnerable adults. Protecting Vulnerable Groups (PVG) checking is the government's process for providing information to employers and organisations about whether an individual is suitable for particular types of work. We must ensure that we are doing all we can to protect the most vulnerable members of our society and it is therefore essential that all volunteer drivers have a PVG disclosure check before starting. KDVCS has applied as a charity for an arrangement that will mean that the checks will be at no cost to the volunteer drivers on their scheme.

C. Dementia Awareness

Dementia awareness and training is ideal for volunteer drivers in order to be better equipped to understand and communicate with passengers with dementia. Gaining an idea of what it is to live with dementia, an understanding of dementia and how to help support those with the condition. Stirling University provide training about increasing awareness of dementia and providing advice about the small ways you can help as a volunteer driver.

D. Stroke Awareness

Stroke awareness and training is ideal for volunteer drivers in order to be better equipped to understand and communicate with passengers who have had a stroke (Cerebrovascular accident) and gaining an idea of how to help and support those with the condition.

E. Physical and Neurological Conditions

General awareness of people who may be blind/visually impaired or deaf or have physical disabilities such as Motor Neurone disease, head injuries following an accident/surgery/virus, etc.

Separately, people who may have a learning disability, which is generally from birth (congenital) or at the time of birth such as Cerebral Palsy.

F. Health and Safety

As a volunteer you need to be aware of any day to day health and safety issues relating to the activity or task you are involved in. We have a duty to keep volunteers safe under the Health and Safety at Work act. Therefore a sufficient risk assessment must be completed to reflect any potential hazards that may occur from the volunteering activities you are involved in.

Your introduction to health and safety may cover an explanation of how to report health and safety incidents, including location of accident book and first aid procedures, fire procedures and personal safety issues.

G. Risk

Risk assessment & Manual Handling.

Volunteer drivers are advised never to attempt to lift a passenger. Only passengers who can transfer from their wheelchairs unaided into a vehicle are transported by a volunteer driver. If necessary, passengers are encouraged to take an escort with them to assist them to transfer. Drivers are to be informed if a folding wheelchair is to be transported, to enable them to decline the journey or seek advice if they are concerned about transporting passengers who need to use a folding wheelchair.

Incidents / accidents

If an accident occurs whilst driving you will need to stop the vehicle and if any third party is involved through personal injury or damage to property, you will need to contact the KDVCS when safe and convenient to do so. It is important to exchange contact and insurance details and give all relevant information to third parties involved at the time of the incident. In all situations you and your passengers are more important than the vehicle and it is important to stay calm and safe. Depending on the severity of the incident or accident it may be necessary to dial 999 to call out the Police or if there is an injury, also the ambulance service. If an incident happens to a passenger whilst in your care, basic first aid can be administered only if you have been trained or feel confident in the circumstances. KDVS will supply a first aid kit, fire extinguisher and provide insurance for excess if there is a claim on car insurance

5. Passenger Behaviour

In the unlikely event of unacceptable or dangerous behaviour by a passenger, drivers are asked to contact KDVCS as soon as possible. If volunteer drivers feel immediately threatened, drivers are advised to dial either 101 for non-emergency situations or 999 if you feel there is an immediate danger. Drivers are advised that whenever possible they should drive to a public place and leave the vehicle to make any necessary phone calls. On the rare occasion there is an incident a record is to be kept by office staff of those passengers who have behaved disruptively or violently towards voluntary drivers. This will alert staff if the same passenger attempts to make a further booking. Drivers and coordinators can and may refuse to accept bookings from any passengers with a history of disruptive or violent behaviour.

6. Procedures

Availability

Volunteers can give as little or as much time as they can but a minimum of 3 hours per week will be helpful. Days and times that volunteers work are flexible, but will usually be between Monday and Friday. Volunteers are asked to nominate days and times when they will be available. Drivers can change their availability, but are requested to give the co-ordinator as much notice as possible.

Expenses

KDVCS will pay mileage and believe that volunteer drivers should not be out of pocket when giving their time on a

voluntary basis to the community. Drivers who use their own vehicles are entitled to claim expenses for mileage. The amount claimed will cover the cost of petrol and wear and tear on the vehicle. Drivers need to record all details of journeys undertaken so accurate mileage can be reimbursed. KDVCS sets the rate in line with the HMRC guidelines.

7. Legal

Legal Requirements and Welfare Issues

Whilst in Scottish law a **'child'** is generally defined as under 16 years of age, Section 97 of the Protection of Vulnerable Groups (Scotland) Act 2007, a 'child' is defined as an individual aged under 18 years. When transporting passengers under the age of 18 years of age they must be accompanied by either parents or a nominated adult, with arrangements put in place at the time of booking

Volunteers must observe passenger's confidentiality and dignity at all times

No unauthorised passengers should be carried at any time whilst voluntary driving

Volunteer drivers must never be under the influence of alcohol or drugs whilst they are driving. Drivers must have access to a mobile phone and numbers of contacts who can be called in

the event of accident or breakdown in case of an emergency. However it is against the law to use a mobile phone whilst driving.

Vehicle checks

Volunteers must have access to a vehicle that is clean and suitable for the carriage of passengers. An inspection of the vehicle should be made before the start of each journey. Vehicles should be checked for defects such as lights, washers, horn etc. and ensure they are working and that the vehicle is in a roadworthy condition at all times.

Seatbelts

The vehicle used by volunteer drivers will need to be fully fitted with seatbelts. The driver will need to ensure both front and back seat passengers wear seat belts. Any passengers who contrary to advice, refuse to wear seat belts and do not have a medical exemption certificate, should politely be advised of the legal requirements and a note made of their refusal to wear one. Please check with KDVCS, as we may not be able to offer transport to the passenger in future, without their compliance, or a medical exemption certificate provided by the passenger.

In the case of transporting children, those under 135cm (4ft 5in) must not travel in the front passenger seat. Babies may travel in the front seat as long as they are in a rear facing car seat and the **passenger air bag is turned off**. Child seats and booster cushions for younger children must be used where applicable and **supplied by the parents** and should be

arranged by the transport coordinator before the day of the journey.

8. Code of conduct

Drivers' guidelines

Volunteers need to make sure they understand the rules of conduct of the KDVCS and we will ask for a volunteer agreement to be signed. Any behaviour that breaches the code may jeopardise their role as volunteer.

The code of conduct will cover things such as:

- Promoting good practice
- Ensuring quality of service to passengers
- Applicable policies and procedures
- Expectations of you as a volunteer

How to help passengers

Passengers may have a range of health problems and / or disabilities which will affect them in different ways: hearing, speech or sight impairment, mobility, mental health or memory problems. Always ask the client what help they need, do not presume anything. On returning home it may be necessary to see the client to the door and help them with any baggage or equipment. It is not advised that volunteer drivers enter passengers' homes.

9. Useful Information

Insurance

Drivers must notify their insurance company that their vehicle will be used for volunteer driving. It should be made clear to the insurance company that “expenses will be claimed strictly on a non-profit basis.” This will not normally result in an increase in premium and is usually included in a standard “domestic, social and pleasure” policy. In some instances, companies may wish to extend the policy to include “business use” but again this does not usually lead to extra cost.

We have a letter in template available, which the driver can complete and send to their insurers. Should you be charged an administrative cost, please provide evidence of this from your insurers and KDVCS will reimburse you.

KDVS will supply a first aid kit, fire extinguisher and provide insurance for excess if there is a claim on car insurance

Volunteering should not affect your right to claim benefits. The only money that would be paid to you would be mileage expenses upon proof of receipt. More information can be found on the HMRC website:

<https://www.gov.uk/volunteering/pay-andexpenses>