



VOLUNTEER COMMUNITY TRANSPORT DRIVER POLICY Mayfield & Five Ashes Community Services (MAYFACS)

Policy Statement

MAYFACS is proud to be able to offer a transport service to clients and we take the safety of our drivers, their vehicles and clients very seriously. This policy outlines what we expect from our drivers and procedures in place in case of incident. Any questions regarding the policy should be directed to the Manager. The policy may be amended at any time.

1. Driver Reimbursement

- 1.1 To comply with the law, the driver must not make a profit on the expenses claimed for each journey. If the driver made a profit it would jeopardise the driver's car insurance as well as putting them in breach of licensing exemptions.
- 1.2 The law does not state a rate per mile but His Majesty's Revenue and Customs publishes rates per mile, above which it considers that a profit is being made. The maximum recommended rate is currently 45p per mile. In addition, the driver can receive a further 5p per mile per passenger when the passengers are being carried as part of their volunteering.
- 1.3 After completing a drive, the driver must confirm the total mileage plus any parking fees by completing the drive form.
- 1.4 MAYFACS will not be liable for any costs incurred from driving offences such as speeding, parking fines, insurance and road taxes etc. Any parking or congestion charges are covered by the client.

2. MAYFACS Responsibilities

MAYFACS will:

- Ensure all legal requirements are met
- Ensure a DBS check is completed and up to date for each volunteer driver, prior to the drive.
- That the vehicle is properly registered, taxed, insured, has had an MOT (if required), is serviced and the driver's eyesight complies with legal requirements.
- Ensure the vehicle is in a safe condition and appropriate to take passengers who may have some difficulty in getting in to the vehicle
- Provide full address details and contact numbers of clients to allow drivers to plan their journeys
- Be available to discuss any issues/concerns drivers may have regarding the vehicle, clients or journeys
- Check volunteer driver licenses if they are still volunteering when licence expires
- Provide the opportunity for drivers to undertake basic first aid and moving and handling training
- Provide the driver with clear instructions on all the procedures including for payment by the client and for submitting claims to MAYFACS (Reference No. 11 Procedures)

3. Volunteer Drivers' Responsibilities

- 3.1 Volunteer drivers need to comply with all legal requirements, as with everyday motoring:
 - Their vehicle must be taxed.
 - Their vehicle must be properly insured and the drivers' insurance company notified of their volunteer driving role.
 - Their vehicle must have a valid MOT certificate.
 - Drivers must hold a valid full driving licence.
 - Drivers are required to confirm the make and model of their car and the registration number so that it can be verified, via the DVLA checking system, that the vehicle is taxed, insured and has a valid MOT.
 - Drivers must be able to read a car number plate at a distance of 20 meters (66 feet). This may be done with spectacles or contact lenses if these are usually worn.
 - Inform the DVLA of any medical condition that may affect your ability to drive safely.
 - Ensure they are fit to drive at all times



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- Follow all rules of the road including adhering to speed limits, wearing seat belts and following diversions.
- Ensure that their car is roadworthy and clean for every trip.
- We ask our drivers to drive with courtesy to other road users, recognising that they are representing MAYFACS.
- Update MAYFACS if there any changes to car, licence or ability to continue as a volunteer driver.

3.2 Follow the accident procedure if needed. *See Point 7*

3.3 Have a clear DBS (Disclosure & Barring Service) Enhanced Check and satisfactorily read, completed and signed all the relevant MAYFACS paperwork (See number 9)

3.4 Only drop the client to the address given.

3.5 All drivers must refrain from:

- Driving when affected by alcohol, drugs or medicines
- Driving when affected by illness
- Driving when you are too tired to do so safely
- Using a mobile phone when driving
- Inform MAYFACS about any health issue or personal circumstances that may affect their ability to drive or any changes to their driving licence status.

4. Lone Working

Driving clients to and from their homes will often be undertaken alone and should be taken seriously. Please refer to the lone working policy (* a section will be needed to be added to the lone working policy for volunteer drivers)

5. Wheelchairs & Passenger Mobility

5.1 Clients using the MAYFACS Community Transport Scheme are informed that the driver is not expected to lift or operate a wheelchair.

5.2 Any client that uses a wheelchair will require a support worker, carer or friend/relative to assist with their journey and this person should assist with all transfers.

5.3 Drivers are also not expected to assist the client in or out of their car, but if they feel comfortable doing so and/or have received safe moving and handling training, they can do so.

6. Volunteer Driver Safety and First Aid

6.1 MAYFACS takes our volunteer drivers safety very seriously and would never put anyone in a position where they feel uncomfortable or unsafe.

6.2 MAYFACS will keep in regular contact with our volunteer drivers over any issues with clients not being able to access the transport safely and/or mobility aids being transported.

6.3 All drives are documented, so that we are aware of where drivers are going and who their passengers are.

6.4 All drivers will be provided with a MAYFACS ID badge and car sign.

6.5 For the safety of all those traveling in the vehicle, we advise all drivers to lock doors when driving and keep windows from being wide open as much as possible in built up areas, whilst still allowing for some air ventilation and in slow moving traffic.

7. Accidents

7.1 All accidents should be reported to the MAYFACS Manager as soon as feasibly possible after the accident has taken place.

7.2 If a client is in the vehicle at the time of the accident, drivers must ensure they are safely moved away from the scene.



- 7.3 If the client is injured and needs medical attention/taking to hospital, drivers should stay with the client and call The MAYFACS Team as soon as possible and they will advise the next course of action. If the driver feels that calling 999 is necessary, then this should be the first priority.
- 7.4 If the driver is injured but still able to, they should call The MAYFACS team as soon as possible, or 999 if they feel this is necessary.

8. Adverse Weather and Travel Disruption

- 8.1 MAYFACS does not expect drivers to undertake volunteer driving under severe weather conditions that may disrupt or prevent normal travel arrangements, and health and safety risks, such as a heat wave, snow/ice or flooding.
- 8.2 Drivers are not expected to make journeys if major travel disruption is likely such as major accidents, road closures or train strikes.

9. Passenger/Client Safety

- 9.1 Drivers will drive in accordance with the law and the highway code.
- 9.2 All passengers and drivers must be worn when travelling/driving.
- 9.3 Mobility aids and baggage will be properly secured in the vehicle.
- 9.4 All drives are documented, so that we are aware of where passengers/clients are and who their drivers are.

10. Booking Process

- 10.1 All drives are booked through the MAYFACS office. Passengers are required to give their name, address and phone number as well as the date, time, duration and location of their appointment.
- 10.2 When the booking is confirmed we will advise the driver of the passenger's name, address, telephone number and destination. We will advise the passenger of the name of their driver and in special circumstances (with the drivers permission) the drivers telephone number. (GDRP – It is assumed that the client and driver agree with these details being stored, used and shared in relation to Community Car Drives)

11. Linked Procedures to be viewed in conjunction with MAYFACS Community Transport FLOW CHART

- MAYFACS Confidentiality Policy
- Community Transport Privacy statement
- Community Transport Driver on Duty sign
- Community Transport Insurance letter
- Community Transport Intro letter
- Community Transport Update Information Form
- Community Transport Welcome letter
- Community Transport Drivers Logs
- Fare Charges
- Hints and tips for Drivers
- Driving Risk Assessment

POLICY No.
08

DATE POLICY REVIEWED/REVISED: January 2024 DATE FOR NEXT REVIEW: January 2026

TRUSTEE SIGNATURE: Signed on hard copy

Review Policy every 2 years.

TRUSTEE NAME (Print): L.Firrell (Chair)