



Volunteer Driver (including vehicle hire)

Policy Statement

The safety and welfare of our members (passengers) and volunteer drivers is of utmost importance. To that end we ensure that we stay abreast of current relevant legislation (including guidance from Corporate Manslaughter and Corporate Homicide Act (2007) and have robust procedures in place.

Procedures

General Good Practice:

To ensure that we are up to date and complying with current legislation and advice, we are members of the CTA (Community Transport Association).

All drivers are fully vetted and will be interviewed by a RSM member of staff; DBS checked and require two satisfactory character references.

We ensure that all drivers provide us with a copy of their driving license (which must be a full license). It is preferable that drivers do not have endorsements on their licence, however the nature of the sanction will be considered to decide if the driver is suitable. Drivers must advise us immediately of any changes in relation to sanctions on their license.

All drivers must advise of any illness or disability which may affect their ability to drive.

Drivers are required to confirm the make and model of their car and their registration number so that we can verify via the DVLA checking system that the vehicle is taxed and MOT'd. We keep on file renewal dates for each driver/vehicle for Tax/MOT/insurance to prompt us to request current documents.

We ask drivers to confirm that their cars are roadworthy for every trip.

Seatbelts must always be worn by drivers and passengers.

We remind drivers that smoking is not permitted in the vehicle while transport is being delivered.

We remind drivers that it is an offence to use mobile phones whilst driving

We advise that drivers must not drive under the influence of any substances that may be unlawful, illegal or, in any case, impair their ability to drive safely.

Drivers must drive in accordance with the Highway Code.

We ask that our drivers drive with courtesy to other road users, recognising that they are ambassadors for RSM.

We ask drivers to ensure that when transporting mobility aids that they are properly secured.

RSM will not be liable for any driving offences (speeding, parking fines etc).

All VDS drives are booked through the RSM office. When confirming the booking we advise the driver of the passengers name, address and telephone number and advise the passenger of the name of their driver and in special circumstances (with the drivers permission) the drivers telephone number.

Insurance

We request that all drivers advise their motor insurer that they are using their vehicle as part of a volunteer driver scheme. We provide a standard form which drivers can send to their insurance company to ensure they are fully covered. This form can be found at <http://tinyurl.com/ncg52yl>

We advise drivers to ensure they are insured for activities whilst the vehicle is not moving, such as when the member is getting in or out of the vehicle.

We require our drivers to hold fully comprehensive insurance.

We reimburse our volunteer drivers for expenses they have incurred (if volunteers are seen to be making a profit, their insurance may be invalidated as they may be seen as an employee). We reimburse drivers 45p per mile.

Personal Safety of Volunteer Drivers

We document all drives so that we are aware of where drivers are, their departure and arrival time and who their passengers are.

We provide all drivers with a photo ID badge with RSM contact details on the reverse.

We offer manual handling training to all drivers as some members may have reduced mobility and require equipment such as a wheelchair.

We provide hi vis vests to drivers upon request for use during times of poor visibility.

We advise drivers to lock doors when driving and to keep windows closed as much as possible in built up areas and in slow moving traffic (**see below*).

During the Covid-19 Pandemic, this policy must be read in conjunction with the Rotherfield St Martin VDS Covid-19 risk assessment, to ensure that both drivers and members / passengers are kept as safe as possible when undertaking a voluntary drive.

**The following amendments apply for drives taken during the Covid-19 Pandemic...*

Driver to be in low risk bracket ie under 70yrs and have no underlying health issues.

Driver to be non-symptomatic of COVID19 - no cough, high temperature, sore throat or loss of sense of taste/smell.

Only undertake essential drives such as hospital, GP, Chiropodist or dental.

Driver to contact passenger the night before to confirm they have no symptoms of COVID19 (see above).

Driver to wear a mask (gloves as well if passenger requires assistance either personally or with walking aids)

When driver picks up they must knock on the door then stand 1 - 2 meters away.

Driver to ask again if passenger has developed any symptoms since phone call. If passenger has any symptoms the drive cannot go ahead.

Passengers must wear masks unless they have a valid reason not to. (We will supply if they don't have their own).

Driver to open car door.

Passengers to sit in the rear of the car away from the driver.

Driver to have at least one window open to provide clean circulated air.

After drive is completed the driver will clean their car. When cleaning their car the driver should focus on, door handles, handrails, headrests, seat grab handles, seat backs and seat belts (tongue, buckle and webbing). Please note:- using too much liquid/spray will make fabric damp increasing the risk of the virus thriving.

Drivers mask, gloves and hand wipes to be safely disposed of (put in a nappy sack and binned) after each drive.

Where possible allow 72hrs between drives.

Where possible match passengers to the same driver.

We will supply drivers with a copy of this risk assessment, a COVID drivers Instruction sheet and PPPE to include: Antimicrobial spray and wipes, face masks, gloves, antimicrobial hand sanitisers and nappy sacks for safe disposal of masks, wipes and gloves.

We have updated our members drive request form to reflect the new guidelines. We will advise members of symptoms of COVID and ask if they have any. If they do, at any point before the drive, we ask that they contact us immediately as we may need to cancel the drive, if there is not a clear 14 day window from developing first symptom.

We will ascertain what level of assistance they require.

We will advise that the driver cannot accompany them into the medical facility but can escort them to the door if required.

We will advise that if the allocated driver shows symptoms of COVID we will change to another driver.

At any point in the process a driver can say no to the drive. They will inform RSM and we will reallocate to another driver.

NB: these guidelines have been written in conjunction with advice from CTA.

Vehicle Hire

When hiring vehicles the health and safety of our members is of paramount importance. We take care to ensure that hire vehicles are suitable for older people. We take into consideration; access, wheelchair suitability, storage for mobility aids and position of seating. We request a copy of the hire company's vehicle risk assessment and ensure they are diligent and rigorous in their assessment. We request that the driver ensures all passengers wear seatbelts. We request drivers as part of the hire agreement and both vehicle and driver are hired in good faith.

This policy was written/reviewed by	Staff: Vicky Cheeseman
Adopted by	RSM Trustees
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Reviewed	8 Jan 2021 - VC
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