

General

Thank you for offering to provide lifts – this is the most common request received by the Good Neighbour Scheme.

Please make sure that your car is in a roadworthy condition and that it is correctly taxed and insured, with a current MOT certificate.

When called by the Telephone Coordinator for a driving job, before accepting you should discuss with the Telephone Coordinator whether or not you will be expected to (or are able to) wait if the client has an appointment.

Several of our clients have asked if the volunteer who is kindly giving them a lift can telephone them directly one or two days before the job, to reassure them that they have not been forgotten and their lift is all arranged. It is now our policy to ask all drivers to telephone the client the day before the job, to check that the lift is still necessary and to remind the client of the pick-up time and to bring change where possible. If you do not wish the client to know your personal telephone number, you can withhold it by entering 141 before the client's telephone number.

Insurance

Volunteer driving should not increase your car insurance premium. However, you must inform your insurer that you are intending to use your vehicle for volunteering purposes.

You will not be asked to carry out a driving job for the Good Neighbour Scheme until you have completed a Driver Registration Form, in which you confirm that you have informed your insurance company.

There is a driver registration form at the end of this section. The form is also available to download from the GNS website – **www.woodhousegns.org.uk** – or can be obtained by ringing the GNS mobile – **07561 890 100** – and asking for one to be printed off for you.

Please remember to inform your insurance company when you renew your policy and to complete a **new** registration form if you change your car!

When carrying out a job

Always remember to wear your ID card.

Make sure you know the way - plan your route, set the Sat Nav and/or take appropriate maps. Do not rely on the client to help with directions.

Make sure that you have sufficient fuel.

Take your mobile phone for emergency use.

In case of a breakdown or inclement weather, consider taking warm clothes, a torch and water.

Make sure that you and your passenger are wearing seat belts.

Make sure that you park in a designated parking space or zone and pay a parking fee if required. This should be recovered from the client at the time.

If your client has a disabled parking badge, set the time clock and display it in your windscreen.

Wheelchairs and walking frames

If you do not wish to have a wheelchair or walking frame in your car then please do not feel under any obligation to agree to a job where it is necessary.

If a wheelchair is required or might be useful (eg for a hospital appointment), inform the Telephone Coordinator if you are able to take the wheelchair but unable or unwilling to lift the wheelchair into your car yourself. In this case the Telephone Coordinator may suggest having two volunteers to carry out the job - the second volunteer can organise the wheelchair and take the client into the hospital whilst you park the car.

Driving vulnerable people

In addition to the general guidelines, remember the following:

Never leave the person alone in the car.

If you have to park on the road, park so that the person is on the kerb side, never getting in or out of the car into the road.

Assist the person into the car, offer the seat belt (ask them to hold it if they can't do it up, until you get in and can fasten it from your side), shut the door. Ensure the seat belt is fastened before driving off.

On arrival, ask the person to wait while you go around to their door and open it, and assist them out if necessary.

Always wear your badge and "hand over" the person to an official.

Driving with animals

You are under no obligation to agree to a driving job which involves taking an animal in your car – just tell the Telephone Coordinator you cannot do the job.

If you are happy to take an animal, then it is the client's responsibility to make sure that the animal is securely restrained whilst in the car, in a box or cage.

Charges

There is no charge for lifts within the Parish.

The GNS charge is £0.50 a mile for lifts outside Woodhouse and Woodhouse Eaves. This will be made clear to the client when they contact the Telephone Coordinator. The Telephone Coordinator will also ask the client to have change if possible. Please remind the client of this when you phone to confirm the lift the day before.

If one driver takes and a second driver brings back the client, each driver can collect for a single journey only.

Collect the charge at the end of the job. You are entitled to £0.45 a mile to cover your costs. The additional £0.05 will be used to help pay the costs of the GNS. Use the brown envelope provided to record the details.

The envelope should be delivered to the person nominated on the brown envelope as soon as possible after the job. If you are unsure who or where to deliver it to, or you need additional envelopes, please call the GNS mobile – 07561 890 100.

If you do not wish to be reimbursed, the whole of the charge will go to GNS funds and be recorded as a donation.

Accidents and breakdowns

If you see an incident, stop only if it is safe to do so. Otherwise drive on and summon help.

If you are forced to stop, keep your engine running, lock the windows and doors and stop so you can pull out and drive away.

Drive off if you feel threatened. If you cannot get away, make as much noise and fuss as you can - sound the horn, flash lights, etc. and dial 999.

If you break down

- park as near as possible to an emergency phone if on a motorway or dual carriageway
- on a fast road climb out of your car by the passenger door, wait behind any barrier, beside your vehicle if this is safe
- wear high visibility clothing if possible
- inform anyone you contact for help that you have a vulnerable adult in the car with you
- ask for ID from uniformed persons to ensure they are bona fide.

Becoming a driver for the Good Neighbour Scheme

If you are not currently a driver in the Good Neighbour Scheme but would like to become one, please call the GNS mobile – 07561 890 100. The Telephone co-ordinator will notify a member of the Steering Group to contact you.

Giving lifts is the most requested service in the scheme, and the more drivers we have, the better!