

**General**

All volunteer drivers need to complete a Driving Registration Form every two years or if they change their vehicle. This involves confirming that their vehicle is in a roadworthy condition and that it is correctly taxed and insured and with a current MoT certificate if appropriate. The GNS insurance policy does **not** cover the driver, passenger or any third party if there is an accident. The driver must notify their insurance provider that they are acting as an unpaid volunteer driver, but this should not increase their insurance premium.

The driver states the locations or distances they are willing to drive and whether they are willing or able to take a wheelchair or other mobility aid. In addition, the driver may agree to take animals in their vehicle with the client.

If you are interested in becoming a driver, please call the GNS mobile **07561 890 100** and the Driving Coordinator will contact you.

**What happens when a lift is requested**

The person requesting the lift will have called the GNS mobile detailing the date and time, as well as length of appointment if a return journey is requested. In addition, the person may request a wheelchair, space to take a mobility aid, additional assistance from a second volunteer or to transport an animal.

The Telephone Coordinator will provide details of the cost to the client and then contact the volunteer drivers to see who is able to provide the transport.

The volunteer is requested to telephone the client one or two days before the job to confirm the arrangements. If the volunteer does not wish the client to know their personal telephone number, they can withhold it by entering 141 before the client's telephone number.

**When carrying out a job, the driver must**

- wear their ID badge
- plan the route, set the Sat Nav and/or take appropriate maps and not rely on the client to help with directions
- make sure that they have sufficient fuel
- take their mobile phone for emergency use or to liaise with the client if appropriate
- in case of a breakdown or inclement weather, consider taking warm clothes, a torch and water
- make sure everyone is wearing their seat belt
- if possible, park in a designated parking space or zone and pay the parking fee if required. This should be recovered from the client at the time. If the client has a Blue Badge, set the time clock and display it in their windscreen
- if parking on the road, park so that the client is on the kerb side, never getting in or out of the car into the road.

**Wheelchairs**

If the driver has agreed to transport a wheelchair, the Telephone Coordinator may suggest having two volunteers to carry out the job - the second volunteer is to

organise the wheelchair and take the client into the hospital for example whilst the driver parks the car.

**Driving with animals**

If the driver has agreed to transport an animal, it is the client's responsibility to make sure that the animal is securely restrained whilst in the car, in a box or cage.

**When driving vulnerable people, the driver should consider the following**

- never leave the person alone in the car
- assist the person into the car, offer the seat belt (ask the client to hold it if they can't do it up, and the driver can then fasten it from their side). Ensure the seat belt is fastened before driving off
- on arrival, assist the client out of the car if necessary
- 'hand over' the person to an official if appropriate

**Charges**

There is no charge for a lift within the parish.

There is a fixed rate of charges for frequently-requested destinations. If a destination is not listed, the Telephone Coordinator will calculate the charge at the time of booking, using the table of fixed charges as a guide. The Telephone Coordinator will have quoted the charge to the driver as well as the client, who will have been asked to prepare the correct amount.

Normally, the driver will take the client to their appointment, wait and bring them home.

Occasionally, depending on the distance to travel and/or the length of the appointment, the outward driver may not be able to wait and bring the client home. The Telephone Coordinator will ask the client to pay for the driver's outward and return journeys so that the driver's costs are covered. The Telephone Coordinator will also ask the client if they require a second driver to bring them home, in which case the second driver's outward and return journeys will be charged so that their costs are also covered.

The driver collects the charge at the end of the job. The driver is entitled to 90% of the fixed charge to cover their costs. The additional 10% will be used to help pay the costs of the GNS. Drivers are provided with brown envelopes to record the details. If the driver does not wish to be reimbursed, the whole of the charge will go to GNS funds.

The envelope should be delivered to the address nominated on the brown envelope as soon as possible after the job. Drivers should contact the **GNS mobile** on **07561 890 100** in case of queries or for more brown envelopes.

Car parking charges or Blue Badge parking arrangements will be covered by the client.

**In case of a breakdown, the driver should**

- park as near as possible to an emergency phone if on a motorway or dual carriageway
- use the emergency phone to report the breakdown. This will enable the call handler to pinpoint your position
- use your mobile phone if no emergency phone is available
- inform the call handler that there is a vulnerable adult in the car and follow their instructions
- ask for ID from uniformed persons to ensure they are bona fide.

**Becoming a driver for the Good Neighbour Scheme**

If you would like to become a driver, please call the **GNS mobile** on **07561 890 100**. The Telephone Coordinator will notify the Driving Coordinator to contact you.

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