



Volunteer Driver Policy (including vehicle hire)

Policy Statement

The safety and welfare of our members (passengers) and volunteer drivers is of upmost importance. To that end we ensure that we stay abreast of current relevant legislation and good practice guidance via our membership to Community Transport Association (CTA).

General Good Practice:

All volunteer drivers are fully vetted and will be interviewed by a RSM member of staff; DBS checked and require two satisfactory character references. Additionally, RSM requires the following:

License

Drivers must provide RSM 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.

Fitness to Drive

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

Roadworthy Vehicles

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 and clean for every trip.

Insurance

We require our drivers to hold fully comprehensive insurance.

We request that all drivers advise their motor insurer that they are using their vehicle as part of a volunteer driver scheme. Additionally, 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.

Passenger Safety

Drivers must drive in accordance with the law and the Highway Code. We ask that our drivers drive with courtesy to other road users, recognising that they are ambassadors for RSM.

Drivers must not drive whilst under the influence of alcohol or drugs which may affect their ability to drive safely.

Seatbelts must always be worn by drivers and passengers.

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

If a driver is to collect a passenger after a medical procedure or a hospital stay, we will request that a carer/relative accompanies the driver. If the member does not have a suitable carer, we will put in place a RSM volunteer. This is to ensure the safety and welfare of both the driver and member.

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 provide 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.

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.

Booking Process

All drives are booked through the RSM office. Volunteer drives only take place between Monday and Friday.

When confirming the booking we advise the driver of the passenger's name, address and telephone number. This information may be given verbally or via WHATTSAPP which is secure end-to-end encryption. We also advise the passenger of the name of their driver and in special circumstances (with the driver's permission) the driver's telephone number.

Occasionally some members approach drivers directly. In these circumstances, we ask that the driver directs them to RSM to book through the proper channels. This ensures both members and drivers are covered by liability insurance, that if one driver is unavailable, another suitable driver may be found and that RSM is reimbursed for providing the volunteer driver service, with necessary insurance and vetting service.

Reimbursing Expenses

Drivers are asked to provide RSM with their bank details so we can reimburse their expenses by BACs transfer.

We reimburse our volunteer drivers for expenses they have incurred @ 45p per mile inline with HMRC plus any receipted parking charges (if applicable).

After completing a drive, the driver must confirm the total mileage with the passenger plus any parking fees and then let RSM know the details by handing in a completed drive form so they can take payment. RSM prefers to take payment over the phone. RSM will then reimburse the driver within 5 days.

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

This policy was written/reviewed by	Staff: Vicky Cheeseman
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