

Good Practice Guidelines For Dorset Voluntary Car Schemes

A guide to help communities set up and run their
own volunteer car schemes

2019



Introduction

NeighbourCar groups are independent, usually entirely volunteer and community led and locally based. Seed-funding may be available from Dorset Council. To find out more about how to apply for funding contact Amanda Evans, Community Travel Engagement Officer for Dorset Travel (details below).

The schemes provide essential journeys for people who are unable to use - or have difficulty using - the existing public transport services. They particularly play a key role in rural areas where public transport services are limited. Volunteers use their own cars to take people to and from hospital, GP and other medical appointments, to visit relatives in care homes and, in most cases, for shopping and social trips too.

The aim of this Good Practice Guide is to provide schemes with up to date information and interpretation of the law and current good practice, to ensure that schemes operate within the legal framework. It is also to make sure that drivers can carry out their voluntary work safe in the knowledge that their NeighbourCar scheme is operating correctly.

If anything in these guidelines is unclear, or you feel that something is incorrect and needs updating please contact:

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Legal Requirements and Good Practice

This section of the good practice guidelines covers the legal requirements and associated good practice for car schemes. It contains all the information you need to ensure that your car scheme is operating in accordance with the law.

The legal position of social car schemes

The law relating to the use of private cars for voluntary car schemes is not always very clear and some parts are open to interpretation. However, there are some clear rules that apply to schemes and drivers:

The law exempts car schemes from licensing

Generally, if passengers contribute in cash or in kind, the law would take the view that the scheme is a commercial business, therefore taxi or private hire car licensing would apply. However, **the law exempts car schemes** from licensing, provided that certain requirements are met.

The Law

The Public Passenger Vehicles Act 1981 states that:

“... a journey made by a vehicle in the course of which one or more passengers are carried at separate fares shall not be treated as made in the course of a business of carrying passengers if –

(a) The fare or aggregate of the fares paid in respect of the journey does not exceed the amount of the running costs of the vehicles for the journey; and

(b) The arrangements for the payment of fares by the passenger or passengers so carried were made before the journey began

and for the purposes of paragraph above, the running costs of a vehicle for a journey shall be taken to include an appropriate amount in respect of depreciation and general wear.”

It should be remembered that tipping drivers in cash or in kind could infringe car sharing legislation and therefore should be specifically discouraged.

Mileage rates

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.

The law does not state a rate per mile but Her Majesty's Revenue and Customs (HMRC, formerly the Inland Revenue) publishes rates per mile, above which it considers that a profit is being made. Following the 2011 budget these maximum rates are as follows:

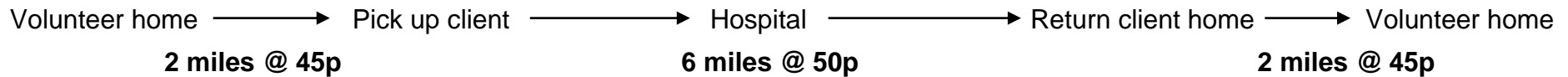
On the first 10,000 miles in the tax year	45p
On each mile over 10,000 miles in the tax year	25p

In addition, the driver can receive a further 5p per mile per passenger when the passengers are being carried as part of their volunteering.

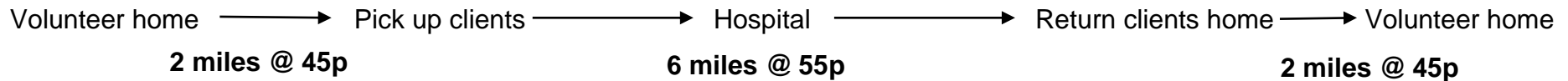
The law in practice: an example

For a 10 mile journey, a driver could potentially claim expenses of 45p per mile, total expenses £4.50. If the driver carried a passenger, they could also claim an additional 5p per mile whilst the passenger was in car. If the driver was to carry 2 passengers, they could claim an additional 10p per mile. The diagrams below explain how the mileage rate works in practice for different scenarios.

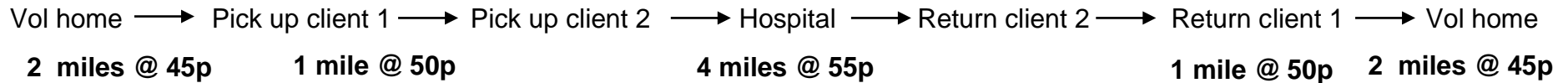
Example 1 – carrying 1 passenger



Example 2 – carrying 2 passengers from same address



Example 3 – carrying 2 passengers from 2 different addresses



The law and the volunteer driver

Volunteer drivers need to comply with all legal requirements, as with everyday motoring:

- Their vehicle must be properly licensed i.e. full road tax paid.
- Their vehicle must be properly insured.
- Their vehicle must have a valid MoT certificate.
- Drivers must hold a valid full driving licence.
- Drivers must be able to read a car number plate at a distance of 20-22 metres (67-75 feet). This may be done with spectacles or contact lenses if these are usually worn. Drivers' eyesight should be checked regularly as it can deteriorate gradually.

The committee/governing body of any organisation has a duty of care to ensure that all volunteers comply with any legal requirements. To ensure that all legal requirements are adhered to it is highly recommended that all new volunteer drivers should be asked to produce the above documents as part of the application process and thereafter on an annual basis. The care group or car scheme should ideally keep a photocopy on file or at the very least record that all documents have been checked.

Seat belts, the law and good practice

- Drivers and passengers must wear seat belts, where fitted. Drivers should remind their passengers to belt up!
- Where drivers encounter passengers who refuse to wear a seat belt, good practice recommends your car scheme to have a rule: 'No belt, no trip!'
- Where passengers have a Medical Exemption Certificate issued by their doctor, which means that wearing a belt could worsen their medical condition, it is best for an unbelted passenger to sit in the rear seat on the passenger side, with no-one sitting in the front passenger seat.
- Good practice is to ensure that all passengers have a lap and diagonal seat belt. Some cars may only have two seat belts on the back seat, not three, or only have a lap belt for the middle seat. This may mean that you do not use the centre rear seat in some cars.

Children, child seats and the law

- Children must use a child car seat until they are 12 years old or 135 cm tall, whichever comes first.
- Children over 12 years or more than 135 cm tall must wear a seat belt.

The driver could be prosecuted if a child is not transported using an appropriate restraint. Good practice is for your car scheme to only transport children if the parent or guardian provides the booster/child seat.

- Never place a rear-facing child restraint in a seat with an active airbag in front of it. It is recommended good practice for volunteers to ask the parent or guardian of the child to fit the car seat.

Frequently asked questions on volunteer drivers and the law

Question: How much should we reimburse our drivers?

Answer: Each car scheme is free to set its own rates, up to the maximum of 45p per mile (plus any additional mileage for passengers carried, see p.3). In addition, you can reimburse drivers for any genuine 'out of pocket' expenses, such as car parking charges. It is good practice for volunteer drivers to keep a record of their mileage and out of pocket expenses for each journey. On pages 11-13 we cover drivers' expenses and passengers' payments (or donations) in more detail.

Question: Running a car is getting more costly. Can we pay our drivers more than 45p per mile?

Answer: You may reimburse drivers more than 45p if they are carrying one or more passenger however, beyond this we would strongly advise against paying higher rates, as two serious problems could arise:

1. The drivers' insurance may be invalidated as the drivers are likely to be viewed as making a profit.
2. Your Council's Taxi Licensing Officer will take the view that you are 'in business' and need to be licensed as a taxi or private hire operator. This not only has a cost associated with it but there are also legal implications to being a licensed operator, for example, only the person who holds the licence can legally drive the car. You are therefore strongly advised to pay no more than the 45p per mile (or 25p for drivers who claim more than 10,000 miles in a tax year).

Insurance

Car Insurance

Volunteer driving should be classed as social and domestic use, not business use, for the sake of insurance cover.

We recommend that all drivers notify their car insurance company that they are driving as volunteers and will receive a mileage allowance to cover their expenses. There is a standard letter for doing this (Appendix C). The driver needs to send this to their car insurance company as it clearly details their voluntary driving activity. The insurance company will then stamp the form and return it to the driver. You should then keep this form on file as proof that they are covered for voluntary driving. By stamping the form, the insurers are acknowledging that they are aware that the driver is receiving a mileage allowance but that it is strictly on a not-for-profit basis. The term 'not-for-profit' in this instance means that the mileage rates are reimbursed within the HMRC figures as shown on page 4. If expenses are in excess of the HMRC rates and are not declared, then the driver is not complying with the terms of their car insurance.

A new development is that there is now a page on the ABI website listing car insurance companies and whether or not they do charge extra for volunteer driving. Some companies state that you do not need to tell them whether you are doing volunteer driving but we would, as good practice, still recommend that you use the letter to make sure they are aware.

www.abi.org.uk/products-and-issues/choosing-the-right-insurance/motor-insurance/volunteer-drivers/

Other insurances all groups should consider

- **Public Liability Insurance**: This insurance cover is not a legal requirement, however, it would be extremely unwise for any organisation that offers services to members of the public not to have it. In general, it protects organisations against claims by third parties including service users and members of the public for death, illness, loss, injury or accident caused by the negligence of the

organisation. Policies may vary so all organisations should check what cover they have.

- Employers Liability (this provides cover for volunteers): All employers must insure against claims by workers for injury or illness caused by the employer's negligence or failure to comply with a statutory duty such as health and safety. This does not normally cover volunteers, however, specialist policies can be negotiated to cover volunteers.

It must be stressed to the drivers that if they undertake a journey at the direct request of the passenger rather than through the scheme co-ordinator then they WILL NOT be covered by the scheme's insurance policy.

Frequently asked questions about insurance

Question: Do voluntary drivers need 'business use' car insurance?

Answer: Generally, no. The national agreement with the insurers says that voluntary driving is covered under normal 'social, domestic and pleasure' cover. If an insurer says that 'Class 1 business use' is required, but they won't charge you extra for it, then there is no issue. If they want to charge extra, it is worth challenging them on this – see link to the ABI website on previous page.

Question: My insurer will cover my voluntary driving but won't agree to the bottom part of the standard letter about, 'Indemnifying the agencies with which I am volunteer against third party claims arising from the use of the vehicle on such voluntary work'.

Answer: If your group has public liability insurance, it is not essential for the insurer to agree to this bottom part of the form. In these cases, you can use a modified version of the letter without this part (Appendix D). We recommend that you always use the original letter (Appendix C) first, using this modified letter only where an insurer has concerns.

Question: My insurer wants to charge an 'administration fee' for stamping and returning the letter. Can they do this?

Answer: It is against the spirit of the national agreement with the ABI.

Insurance hints and tips:

- If you or a driver have to deal with a call centre, ask to speak to the supervisor if you do not think that the person you are talking to fully understands voluntary driving.
- When shopping around to renew your car insurance, ask about cover for voluntary driving. You can use the list on the ABI website to check which companies do not charge extra for volunteer driving.
- If you use internet comparison sites, voluntary driving is not mentioned, so telephone the company to check before you sign up.

Scheme and Driver Guidelines

Scheme Guidelines

It is recommended good practice for each scheme to produce operational guidelines.

These guidelines should cover the following areas:

- The operating area of the scheme: It is useful for drivers, co-ordinators and passengers if the scheme has a set area that they will cover. This may be postcode based, parish based or village based. Within this it is also useful to have a guide of where the scheme will transport to. For instance, if your group prefers to transport passengers to the local hospital only.
- A guide for wheelchair users: Some schemes can take passengers who have a folding wheelchair and are able to transfer into a car seat.
- Moving and handling: It is recommended good practice for drivers to not lift or take the weight of their passengers.
- Risk Assessment: It is recommended good practice for co-ordinators to carry out a basic risk assessment on new passengers. This only needs to cover very basic details on the passenger. See Appendix F for a sample risk assessment form.

Driver Guidelines

Each scheme should draw up a set of guidelines, in writing, to cover the recruitment and selection of volunteer drivers. These guidelines will help to ensure that individual volunteers do not feel discriminated against. The guidelines should cover the following issues:

- Driving Licences: A full driving licence is required and schemes may choose not to accept those with endorsements for any offence that implies suspect driving. This may be done on an individual offence basis or by the number of points on a licence.
- Age: Many volunteer drivers are over 60 years old because they are available in the day time when drivers are most needed. The car scheme committee should discuss the issue of driver age and formally agree a policy bearing in mind that age is no indication of driving ability.
 - All drivers must reapply for a driving licence at the age of 70.

- If your scheme decides to retain drivers over 70, then it may be advisable to check with the driver's doctor. This can be done by asking the driver to give their doctor a letter, supplied by the scheme, explaining that they carry passengers on a voluntary basis (see Appendix B).

We would strongly recommend as good practice that mature drivers complete a **Mature Drivers Review**. This review is delivered by IAM RoadSmart and provides an opportunity to renew your confidence, get a trusted second opinion, sharpen your skills and reassure others who drive with you.

The review is aimed at mature drivers but all ages are welcome as any driver will benefit. For more information about the review, please contact IAM RoadSmart on 0300 303 1134 or visit www.iamroadsmart.com/courses/mature-driver-review .

For details of all the online learning, other driving courses and modules delivered by IAM RoadSmart please visit www.iamroadsmart.com/courses .

Also consider:

- Driving experience: Schemes may wish to set a minimum period of driving experience, for example 2 years.
- Health issues: Volunteer drivers must report any illness which might put a passenger at risk and of any medication which may affect their ability to drive. Drivers also need to keep you up to date with any changes in their condition, for example any new medication could affect their driving.
- Smoking: Although the law says that vehicles used primarily for private purposes are not covered by the “no smoking” regulations, we strongly recommend that your group has a no smoking policy for drivers and passengers. This should include drivers not smoking in their vehicles on the way to pick up or whilst waiting for their passenger. Smoke in a vehicle can be unpleasant for other people and can aggravate respiratory conditions.

Recruitment of Volunteers

Application Forms and Required Documentation

All drivers should be required to complete an application form (see sample form, Appendix A). The form should request the following details:

- Address
- Age
- Car insurance
- Driving licence
- MOT certificate (if applicable)
- Criminal convictions
- Health
- References

For the convenience of the scheme co-ordinator, the application form would also be the ideal opportunity to have on record the following:

- Driver's availability
- Car details e.g. estate/saloon
- Whether the car could take a folding wheelchair

In law, it is the driver who would be prosecuted if they were stopped and it was found that their insurance had run out. But as a car scheme, you have a duty of care to your passengers and therefore we strongly recommend that you carry out checks on your drivers' paperwork. To ensure that all legal requirements are met, we recommend the following good practice:

- New drivers: ask drivers to produce their documents (car insurance, driving licence and MOT Certificate, if applicable) as part of the application process.
- All drivers: check their documents on an annual basis.

You also need to keep records of these checks. Good practice is ideally to keep a photocopy of the documents on file or at the very least record that all documents have been checked.

Tip: To enable your scheme to keep accurate records on driver's documentation and to ensure you fulfil your duty of care you may wish to add a tick box or a statement on driver reimbursement forms confirming that drivers have insurance, an MOT and a valid driving licence.

Disclosure and Barring Service (DBS) checks

Employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS) as part of its recruitment process.

For certain roles, the check will also include information held on the DBS's children and adults barred lists, together with any information held locally by police forces that is reasonably considered to be relevant to the applied for post.

These checks are to assist employers in making safer recruitment decisions. However, a check is just one part of robust recruitment practice. When a check has been processed by the DBS and completed the employer and individual will receive a DBS certificate.

This service enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

We recommend that every volunteer car scheme carries out DBS checks on their volunteers.

Applications for DBS checks can be made via your local Volunteer Centre and the DBS check is free for volunteers.

For more information on DBS checks go to:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

Passengers Fares and Donations

Reimbursement to volunteer drivers

Car schemes can decide at what rate they intend to reimburse volunteers but should be mindful of the Inland Revenue figures, if these are exceeded then it will become a tax, insurance and licensing issue for the driver. For simplicity, many car schemes choose to reimburse at one set rate, but others do it on the car's engine size. Details, on page 5, of these guidelines clarify issues such as remuneration and tipping for volunteer drivers.

Fares

The charges made to passengers can be based on the driver's mileage and added to this may be an administration charge. This additional charge is at the discretion of the car scheme. However, please remember that the car scheme cannot make a profit.

If a fare is charged, then the passenger must be informed of the amount at the time of booking. To simplify the system, many schemes charge a set journey or zoning rate, for example, £5.00 from the village to the hospital. This £5.00 is for the journey rather than per passenger so don't forget to divide the fares if there is more than one passenger. Remember, it is important that the driver is only reimbursed on a mileage rate basis upon submission of an expense claim sheet, to keep within their car insurance criteria.

If you choose to charge on this basis then you need to ensure that the fares are simple to understand by both drivers and passengers to eliminate any confusion. The advantage of this system is that the co-ordinator/treasurer knows what the driver is expected to collect in fares.

Donations

If a donation is requested, then this is ideally done by supplying the driver with envelopes, clearly marked up for the car scheme. The passenger should be handed the envelope during the journey and invited to put in a donation and then seal the envelope. The envelope should then be handed over to the scheme co-ordinator/treasurer. Donations should preferably be opened with 2 people present.

Again, remember that it is important that the driver is reimbursed on a mileage basis upon submission of an expense claim sheet, to keep within their car insurance criteria.

Administration of fares and donations

Good practice dictates that all fares/donations are handed over to the scheme treasurer/co-ordinator and then the drivers reimbursed against their mileage expense claim form.

There are no set protocols for the administration of fares and donations. However, it is suggested that the scheme adopts one of the following approaches to ensure that the opportunity for discrepancies to arise is kept to a minimum:

- Sealed envelope - This method protects the passenger's confidentiality and enables the money given to be dealt with immediately after the journey has been completed. The co-ordinator gives the volunteer driver a supply of envelopes. The envelopes need to be clearly marked with the car scheme name and logo. The driver makes an envelope available to each client and ensures that the client is aware of how the system works. The driver keeps a record of the mileage for each journey on an expenses sheet and gets reimbursed on a mileage basis. The donations in the sealed envelopes should be handed to the treasurer either directly or through the co-ordinator. The treasurer has the responsibility to open all the envelopes in the company of another person. They then calculate the driver expenses and reimburse the driver. They should also prepare accounts for all contributions, expenses and donations at the AGM in the annual treasurer's report.
- Sealed box - This is a similar system to the sealed envelope. Each driver is provided with a box into which contributions and donations can be placed. The box is treated in the same way as sealed envelopes above.
- Log book or sheet - Drivers are responsible for claiming their expenses direct from the contribution made by the client and entering it into a log book. In most cases the expenses claimed will be the same as the contribution given. If the contribution is greater than the expenses this will show in the log book as a plus amount and can be passed on to the treasurer as a donation to the car scheme. If the contribution is less than the expenses incurred it will show as a

deficit and the driver will have to notify the co-ordinator so that the car scheme can reimburse the expenses incurred by the driver. It is advisable that volunteer drivers and co-ordinators keep a record of any excess or shortfall reconciled in order to ensure that financial records tally. If this method is used, it is worth considering adding a column to the log sheet so that drivers sign to confirm that they have a current driving licence, an MOT and insurance. See Appendix D.

Fares and travelling to hospital

Some passengers may be able to reclaim the cost of their transport to and from the hospital under the Healthcare Travel Costs Scheme (HTCS).

Who can claim for help with travel costs?

To qualify for help with travel costs under the HTCS, you must meet 3 conditions:

- At the time of your appointment, you or your partner (including civil partners) must receive one of the qualifying benefits or allowances listed below, or meet the eligibility criteria for the [NHS Low Income Scheme](#) .
- You must have a [referral](#) from a healthcare professional for a specialist or to a hospital for further NHS treatment or tests (often referred to as secondary care).
- Your appointment must be on a separate visit to when the referral was made. This applies whether your treatment is provided at a different location (hospital or clinic) or on the same premises as where your GP or another health professional issued the referral.

If the passenger meets these criteria then the drivers will need to issue them with a receipt, on behalf of the scheme, to enable them to make a claim. Further details can be found in the www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx

Fares and passenger hardship

In cases of hardship, the car scheme may wish to waiver the expenses they ask for. If there are insufficient funds, the car scheme might consider holding a fundraising event to create a bursary that could be used in this way. The co-ordinator or driver involved can suggest to the committee that it might cover the clients' expenses from car scheme funds.

Record Keeping

To assist with the good running of the scheme, basic record keeping is required and should include the following:

- Number of journeys, broken into:
 - medical transport (any health-related trips)
 - social transport (shops, clubs, visiting relatives, outings)
 - minibus trips (make sure you record each passenger)
- Individual driver's mileage is recorded (for tax purposes)

Financial records of the following should be kept:

- Driver's expenses (original expense claims should be held on file)
- Expenses on overheads, such as telephone, stationery, publicity, car parking etc.
- Income from passengers, broken into patient hospital trips and 'other' trips.
- Grant income.

The following mileage records should be kept:

- A cumulative total of each individual driver's mileage to ensure that they do not exceed the 10,000 miles per annum at the higher mileage rate.

You do need to remind drivers that the 10,000 includes the total reimbursed mileage they do on a voluntary basis, not just with your scheme. If a mileage rate below that listed by the HMRC is paid then drivers can drive proportionally more than the 10,000 tax free miles.

Data Protection and the General Data Protection Regulations (GDPR)

Recently, there have been some changes to data protection legislation. Protecting personal data and confidentiality is important. The Information Commissioners Office's concerns are based around the nature and the level of harm that might be caused by personal data falling into the wrong hands. To be safe, you should only collect a minimum of data. Volunteer car schemes collect small amounts of personal data, often name, address and the address of the destination. If that destination involves additional personal information, for example, a hospital visit, extra care should be taken with confidentiality.

The GDPR only applies to organised, searchable databases or a part of 'a filing system'. Personal data held on computers, like emails, documents and spreadsheets will meet these criteria. Even personal data stored in an indexed 'ring binder' can be a part of a filing system. You cannot transfer personal data from an organised database to an unstructured one, in order to avoid the consequences of GDPR. Where personal data is held as a part of a filing system, you need to justify its use. There are six 'lawful basis' for processing personal data. The most appropriate one is 'consent'. Both volunteers and clients using your service should actively consent to processing personal data.

The personal data should be collected, used and stored properly. You should not do anything with that data that someone might find unusual or unwanted. You should delete the data on request or at the end of a defined period. For example, you might choose a period one or two years after the last contact. Whatever you do with personal data, you should let people know.

Your clients will need to know what they are consenting to, and their rights. You will need to document the consent. It is suggested that a very simple form is handed out on first contact, and a copy is kept for the duration of the provision of service as evidence of consent. If there is a break in the service, a new form should be completed.

Below is a VERY basic template. You may want to add to it.

Scheme name

We will use the personal data you give us to enable us to provide the service you have requested. Your personal data will not be shared with any other third party, except in an emergency or if required by law. You have rights under the law. Those rights include the right to:

- 1. Be told how your information will be processed.
- 2. Ask for copies of the personal information we hold about you.
- 3. Make sure that we correct your personal information if it is inaccurate or incomplete.
- 4. Delete or remove your personal information where it is no longer required.
- 5. Block or restrict certain processing of your personal information.
- 6. Ask for your personal information to be transferred elsewhere.
- 7. Stop certain types of processing of your personal information.
- 8. Rights related to automated decision making/profiling – we don't do this.

I consent to my personal data being used to provide me with ?????????????? service.

Signed Name

Date

Useful Information for Car Schemes

Hospital Parking Permits

The NHS can provide hospital parking permits which can be used in many hospitals in the local area. Each driver is issued with their own permit. The permits are numbered and the car scheme must keep a record of each permit they issue. Permits must be returned to the car scheme if a driver no longer drives for the group. To enquire about permits, contact the Dorset Interactive NeighbourCar Group at the email address:

dorsetcargroup@gmail.com

Blue Badge Scheme

The Blue Badge Scheme provides a range of parking benefits for disabled people with severe walking difficulties who travel either as drivers or as passengers. The scheme operates throughout the UK. The concessions only apply to on-street parking and include free use of parking meters and some pay-and-display bays. Badge holders may also be exempt from limits on parking times imposed on others and can park for up to three hours on yellow lines (except where there is a ban on loading or unloading or other restrictions).

Who automatically qualifies?

You won't need to be assessed for a badge if:

- You receive Disability Living Allowance (DLA) at the Higher Rate of Mobility.
- You receive Personal Independence Payment (PIP) and scored 8 points or more for 'Moving Around'.
- You are registered blind (severely sight-impaired).
- You receive a War Pensioners Mobility Supplement.
- You have received a lump sum benefit (within tariffs 1-8) of the Armed/Reserve Forces Compensation Scheme and have been certified as having a permanent and substantial disability affecting mobility.
- You are applying on behalf of someone who has a significant cognitive impairment (profound autism, severe learning disabilities, advanced dementia etc.) and it is dangerous for them, or others, to walk long distances.

Who Else Qualifies?

Following an assessment, you may qualify if:

- You have a permanent and substantial disability, which means that you are unable to walk, or are unable to walk far, without experiencing extreme difficulty (excessive pain, breathlessness, etc).
- You drive a specially adapted vehicle with modifications/adaptations and have a severe disability in both arms.
- You are applying on behalf of a child under 3 years old, who has a specific medical condition, which means that they must be accompanied by bulky medical equipment, or always need to be kept near a vehicle, so that they can be treated, or be quickly driven to a place where they can be treated such as hospital.

[The Department for Transport booklet has more details on eligibility](#)

The badges can be used throughout the UK and in some other European countries. The Blue Badge Scheme does not apply to off-street car parks, private roads or at most airports.

Dorset Council Disabled Badge Parking Team can be contacted:

Dorset Direct – Blue Badge

Dorset Council

County Hall

Dorchester

DT1 1XJ

Tel: 01305 224321

Fax: 01305 224325

Email: parkingbadges@dorsetcouncil.gov.uk

How to help passengers

Always ask the client what help is needed, do not presume anything.

On leaving home - If the client is on their own, encourage them to:

- Make sure that their property is secure and they have their keys.
- Take any medication they need.
- Check they have all that they require for the trip.

On returning home:

- See the client to the door and settle them in if they wish.
- Make sure they are happy and safe to be left.
- Notify the co-ordinator if you have any concerns.

If there is no reply when collecting a client:

- Ring the co-ordinator to check the appointment time and contact the emergency contact number.
- Enquire from the neighbours what might have happened.
- In cases of real anxiety ring 999.

A passenger with hearing or speech problems:

- Always carry a pencil and paper to write down information.
- Invite the client to write down what they would like to say to you.
- Remember that kind clear actions often speak louder than words.

A passenger with sight impairment:

- Offer your arm having asked which arm they prefer to take.
- Check that their feet are pointing in the same direction as yours.
- As you walk together keep your arm down by your side. If all is correct their arm will be bent to hold your elbow. The client will be walking beside you half a step behind.
- As you walk the natural movement of your body will convey when to stop or turn. It will also help them to gauge the height of kerbs and steps.
- Talk to them about what is ahead.

- When approaching stairs, it is important to say whether they are going up or down and make it clear when it is the last step.
- When getting into a car, approach the vehicle and place your guiding hand on the passenger door handle. Let the client find the handle with their hand and place their other hand on the roof above so that they can gauge the height of the door. Make it clear which way the car is facing. Encourage them to open the door and sit down without your intervention. Simply advise them to locate the corner of the door as they open it and to establish the seat position with their other hand. Watch that they do not hurt their head.
- When getting out of a car, check that it is clear for the client to open the door.
- Always guide by letting the partially sighted person hold your arm. Resist the natural temptation to steer them from behind.

A passenger who has had a stroke:

- Speak slowly and clearly rather than loudly.
- Say a little at a time and be prepared to repeat it if the client does not grasp what is said at once.
- Allow plenty of time for them to take in what you say and to respond.
- Always keep a pencil and paper to hand.
- It will be helpful to speak simply but hurtful to talk to the client as though they were a child.
- Walk at their pace.
- Concentrate on one task at a time, talking whilst walking, for example, may be impossible.

(Extracted from 'Learning to Speak Again' publication. The Stroke Association)

Transporting pets

Where possible the owner or the owner's representative should accompany the pet.

- The owner and the pet should be in the back of the vehicle.
- Where possible the pet should be restrained in a suitable pet carrier.

Where the owner, or a representative of the owner, is not accompanying the pet a second volunteer should:

- Travel with the animal in the back of the vehicle.
- Take notes at the vet on behalf of the owner.
- Treatment should not be carried out without the consent of the owner being given directly to the vet.

When the volunteer is in the car, the motor insurer will be responsible for any accident.

Dealing with emergencies

It is good for volunteers to think through what might be helpful in an emergency. It is advisable to carry change or a charge card for a pay phone if no mobile phone is available. It is always wise to keep details of a Named Person who can be contacted on behalf of a client in the event of an emergency. **Always notify the co-ordinator as soon as possible.**

If a passenger is unwell at home:

- Ask if the client would like the doctor to be called.
- Ask if they would like neighbours or relatives informed.
- Inform the hospital or day centre where they were expected.
- If the client becomes unconscious call the ambulance service by dialling 999.

If a passenger is unwell in transit:

- Stop somewhere safe.
- Investigate the problem.
- If necessary, drive to the nearest Accident and Emergency department.
- In a real emergency dial 999.

If there is a vehicle breakdown/emergency:

- It is useful if the vehicle can be immediately identified as part of a car scheme.
- The volunteer should always carry the contact details of the client and the scheme co-ordinator as well as their own.
- A mobile phone is a real asset if available.

On ordinary roads pull off the road as far as is possible. Switch on the hazard lights. On a motorway, drive or coast to an emergency phone. If it is impossible to drive further, pull on to the hard shoulder and switch on the hazard lights. Reassure the client. If a mobile phone is not available, leave the car by the passenger door and walk to the nearest emergency phone. Tell the control centre the number of your breakdown organisation, the car registration and the number shown on the nearest road marker post. Return immediately to the car.

If the volunteer driver is involved in an accident:

- Check the health of the client.
- If they or anyone else are injured call 999.
- If there are no apparent injuries, deal with the documentation if another car is involved. Exchange all the necessary insurance details as normal.
- Ask the client if they would like to be taken to the nearest Accident and Emergency or to their GP.

Useful contacts

Dorset Interactive NeighbourCar Group (DING) is a networking group for all Dorset's community transport schemes. DING is available to provide guidance and support to anyone looking to set up their own volunteer car scheme. Meetings are also held twice per year to give an opportunity to network with other groups and listen to guest speakers. E-mail: dorsetcargroup@gmail.com

Dorset Community Action (DCA) supports charities, social enterprise and community groups to best achieve their goals, by helping make informed decisions, connecting to the right people and giving the skills and knowledge needed to make their project and organisation a success.

Tel: 01305 250921 www.dorsetcommunityaction.org.uk

NEIGHBOURCAR TEMPLATES

HOW TO USE THESE TEMPLATES

- This pack aims to provide you with templates that your NeighbourCar group will be able to modify to suit your needs. Not all templates will be appropriate.
- Discuss the templates as an organisation. Once you decide which ones you will use and/or modify, hold them electronically in more than one place in case files become corrupted.

Appendix A

APPLICATION FORM TO BECOME A VOLUNTEER DRIVER

Full Name:	Date of Birth:
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Present address: From:	Previous address (e.g.) within the last 5 years: Continue on a separate sheet if necessary From: To:
---	---

Daytime Telephone Number:	Best time to ring:
Evening (if different):	

Car Details: Make and model of car: * estate / hatchback / saloon * please circle as applicable Registration number: * 3 door / 5 door * please circle as applicable Engine capacity: Can the vehicle take a folded wheelchair Yes <input type="checkbox"/> No <input type="checkbox"/>	
Names and addresses of insurance company:	Do you hold a full driving licence? Yes/No Do you hold fully comprehensive insurance? Yes/No
Do you have any endorsements: Yes <input type="checkbox"/> No <input type="checkbox"/> (if yes, please give details)	
Previous voluntary work/relevant experience (if any)	

Times available to drive (please tick all appropriate):

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
a.m.							
p.m.							
evening							

Please give the name and address of 2 referees personally known to you of whom neither should be relatives:

Name:

Address:

Name:

Address:

Do you have any disability or health problems which may affect your voluntary driving? e.g. back problems

Have you ever been convicted of any criminal offence at any time? Yes No
Rehabilitation of Offenders Act 1974 (Exemption) Orders 1975 & 1986.

The provisions relating to the non-disclosure of criminal convictions do not apply to the voluntary work for which you are applying. Therefore, it is necessary for you to disclose any criminal convictions even of, under the Rehabilitation of Offenders Act they would otherwise be regarded as "spent". Disclosing an offence will not necessarily prevent you from volunteering.

If yes, please give details of the conviction(s) and date(s)

Charges pending

Data protection

Further info

I wish to apply to become a voluntary driver. The information I have given is correct at the date of this application

Signed: _____

Date: _____

OFFICE USE ONLY:

Date interviewed: _____ By: _____

Documents Checked:

Driving licence:

Vehicle Insurance:

MOT certificate:

Appendix B

LETTER TO GP TO INFORM OF VOLUNTEERING

Date:

Dear Dr

Re: (*name of driver*)

Date of birth

The above mentioned has *applied to become / is currently a volunteer car driver for our voluntary car scheme.

The (*name of scheme*) is a voluntary organisation and we provide voluntary car drivers for people who have no other means of transport.

As the person mentioned above is over the age of 70 and many of the passengers are older/disabled people who may require assistance from the driver, I would very much appreciate you taking the time to tear off the return slip at the bottom of this letter, indicating whether you are aware of any health impediment which may adversely affect them from acting as a volunteer in this capacity. I would be grateful if you could return your reply it to me in the stamped addressed envelope provided

Yours sincerely,

(*name of co-ordinator/scheme representative*)

I, the above mentioned authorise you to give this information to the (*name of scheme*)

Signed (by driver)

Please print name

To: car scheme co-ordinator, Driver name

Address

(Please tick)

I am not aware of any health problems, which will prohibit the above patient for carrying out duties as a volunteer car driver.

I do not think that the above patient would be suitable as a volunteer car driver

Signed Date.....

Appendix C

LETTER TO INSURANCE COMPANY

Name:
Address:
Date:

To: (Insurance company)

Re: (Policy number)

I intend to undertake voluntary work and, from time to time, I will use my vehicle to carry passengers or to carry out other duties, as requested. I will receive a mileage allowance for these journeys to cover the running costs of my vehicle in accordance with Section 1(4) of the Public Passenger Vehicles Act 1981, which exempts me from both Passenger Service Vehicle and Hackney Carriage/Private Hire Car Licensing laws. Such expenses will be claimed strictly on a non-profit basis.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving - please use the 'tear off' slip below. Please also confirm that my insurance policy contains a clause indemnifying the agencies with which I am a volunteer against third party claims arising out of the use of my vehicle for such voluntary work.

Yours faithfully,

(Policyholder)

.....

From: (Insurance company)

Re: Policy number

Policyholder/Driver

This is to confirm that your insurance policy covers voluntary driving (for which a mileage allowance may be received). This also confirms that the above policy contains a clause indemnifying the agencies with which you are a volunteer against third party claims arising from the use of the vehicle on such voluntary work.



ISSUED BY DATE

Appendix D

REPLACEMENT LETTER TO INSURANCE COMPANY IN CASE OF PROBLEMS

Address:

Date:

To: (Insurance company)

Re: (Policy number)

I intend to undertake voluntary work and, from time to time, I will use my vehicle to carry passengers or to carry out other duties, as requested. I may receive a mileage allowance for these journeys to cover the running costs of my vehicle in accordance with Section 1(4) of the Public Passenger Vehicles Act 1981, which exempts me from both Passenger Service Vehicle and Hackney Carriage/Private Hire Car Licensing laws. Such expenses will be claimed strictly on a non-profit basis, within the mileage rate limits set by HM Revenue & Customs.

I should be grateful if you would confirm that my existing policy covers me for such volunteer driving - please use the 'tear off' slip below.

Yours faithfully,

(Policyholder)

From: (Insurance company)

Re: Policy number

Policyholder/Driver

This is to confirm that your insurance policy covers voluntary driving (for which a mileage allowance may be received)



ISSUED BY

DATE

Appendix E

SAMPLE EXPENSES CLAIM FORM

(Name of care group)

Name:

Month ending:

Address:

Vehicle registration:

Please return this form to:

Name:

Address:

It is important for the committee to know the true cost of the journeys undertaken so please claim all your expenses. If you do not wish to keep the money you can donate it back to the car scheme.

Travel Expenses

Date	Client	To	From	Mileage	Cost

Other Expenses (please include any receipts)

Date	Item	Cost

Please supply details of any changes to your details e.g. address, telephone number, vehicle, insurance company, driving licence, MOT certificate.

I certify that this claim is correct and I hold a current driving licence and current insurance policy and MOT relating to my vehicle. I have not incurred any endorsements that I have not previously notified you of in writing.

Signed..... Date.....

Appendix F

SAMPLE CLIENT RISK ASSESSMENT FORM

When taking on a new client, the co-ordinator will need to make an assessment as to whether it is right for the car scheme to assist. This information can also be used as a risk assessment. This judgement is based on three things:

- Is the service provided by the car scheme appropriate for the potential client's needs?
- Is the volunteer at risk by dealing with the potential client?
- Is the request within the capacity of the car scheme?

When a new client is interviewed for the first time, it is useful to ask certain questions which the co-ordinator can form an opinion. The interview can be carried out over the telephone or ideally in person. An explanation should be given that this is a formality with all new clients.

Name

Date of birth

Address

.....

Telephone number

Emergency contact name and number

GP name and address

.....

Risk Assessment

Does passenger need assistance walking from their front door? Yes No

Does passenger need assistance getting into the car? Yes No

Does passenger need to sit in the front seat of the car? Yes No

Does passenger use a wheelchair? Yes No

If yes, type of wheelchair.....

Does the passenger have a blue badge? Yes No

Has the Client got any health problems that the car scheme should be aware of?
For example, seeing/speaking/hearing/memory?

.....

.....

Any specific medical condition the driver needs to be aware of?

.....

Does a carer/relative/friend need to accompany the Client? Yes No

If yes does the carer/relative/friend have any special requirements e.g. wheelchair user?

.....

Any further information (please list anything that will assist the driver when he picks the passenger up)

.....

.....

.....

.....

PLEASE NOTE:

This information is strictly confidential and to keep this information on file you do need to ask for the potential Clients permission. The information should be kept safe and locked away.

Does the client give their permission for this information to be kept? Yes No