







# Volunteer Driver Information



## Thinking of becoming a driver for SWRCCS?

-  Drivers must be between 25 – 80 years old and have held a full driving licence for 5 years
-  You will need your own car, with valid tax, MOT, fully comprehensive insurance that allows for volunteer driving and breakdown recovery.
-  Because of the nature of the work you will be doing with us, you must also be able to provide character references.
-  A reasonable knowledge of the geography of the area is helpful, but directions to pick-up points are provided.
-  Good time keeping *is* important, as many of our passengers get anxious if the car does not arrive when they expect it to, particularly if they have an appointment to keep.
-  If you can't do a requested car run, just say no – that is fine, you will only drive when you want to or it fits in with your schedule.

## Our passengers

Our passengers come from a broad cross section of the community and use SWRCCS for a wide variety of reasons. As well as a core of regular passengers, we get several “one off” requests – for instance, when people are temporarily without transport. Some of our passengers may need some assistance – e.g. a supporting arm to walk from their door to the car, help getting in/out of the car or help with luggage – guidance is given about what is appropriate assistance. When passengers are attending a surgery appointment or want to do a little shopping, they may ask if the Driver can wait and take them home again but you will be told if it is a single or return journey when you get a request.

## Bookings

Normal bookings are usually within the local area and are made by our volunteer telephonists - they will contact you to ask if you are available to do a run. The telephonist will tell you who the passenger is, when they wish to travel, the pick-up point and destination. You *then* say if you are able to do the run. If you are unable or do not wish to do that particular run for whatever reason, **you can just simply say, “Sorry, no”** – you are not obliged to explain why! Furthermore, Drivers have the right to refuse to transport *any* passenger who is drunk or abusive when they arrive to collect them.

Hospital runs are longer runs and are usually booked through the Coordinator. Again, you will be asked by phone or email whether you can do the run and if it fits in with your schedule and you want to do it. Hospital runs often involve waiting for a short time while the appointment takes place and then bringing the passenger back to their home.

## Expenses

SWRCCS will reimburse you for every mile you do on behalf of the Car Scheme. Expenses are paid monthly directly into your bank account when we have received your expenses claim form. To enable us to apply for funding and also gauge if we are providing the right sort of service for the needs of the community, all Drivers are asked to keep concise records of the journeys they undertake. A pad of Journey Record / Mileage Claim Forms is provided - these are very simple to fill in – honest!

The rates set by the Inland Revenue are:

- 50p per mile with passengers in the car and
- 45p per mile for any additional miles travelled in order to collect passengers and/or return home having dropped them off

## Fares

Passengers are asked to pay 20p for each mile they are in the car (minimum £1.00 and maximum of £10.00 for any single, composite or return journey made on the same day - except hospital runs where there is a flatrate of £10.00). Passengers pay this direct to the Driver, who then claims the remaining mileage allowance from the Car Scheme at the end of each month.

## All Above Board!

We will ask drivers to complete a self-certification certificate on application and annually thereafter saying that they have:-

- a full, currently valid driving licence
- fully comprehensive insurance, **with cover for volunteer driving** # see note below
- a vehicle that has paid tax and a current M.O.T. certificate where applicable
- breakdown recovery

**The above details are required to enable us to comply with the law and insurance regulations – all confidential information will be treated as such.**

As SWRCCS does not have to do PVG checks, we also ask for references from two "responsible persons" saying that they recommend you as a driver for the scheme. We will need to contact your referees by email or phone to ask them to supply written references.

(You may wish to check that they will be happy about this before providing us with their names.)

## The Association of British Insurers website

(<https://www.abi.org.uk/globalassets/files/publications/public/motor/2019/abi-guide-to-volunteer-driving--the-motor-insurance-commitment.pdf>) has a section on Volunteer Driving, where you will find a table of Insurance Companies who include cover for voluntary driving in their policies.

The list indicates what class of cover you need with each company for voluntary driving to be included in your policy, and also if there is an additional charge or not.

Although *some* of the companies say you don't have to tell them you plan to do volunteer driving, it is advisable to check with your insurer that you *do* have the right level of cover!

If you don't have access to the internet, please contact the coordinator who will be happy to look up the ABI site for you and get their up to date list – just give him a call on the number above.

## Apply now!

An application form is attached. Please complete the application form and then, along with photocopies of the relevant documentation, send to the coordinator, in the S.A.E. provided.

Please feel free to call our coordinator on the number below if you have any questions you would like to ask or would like more details or a look at our policies.

Or if you are passing you would be very welcome to drop into the office (core hours Wed – Fri from 11am to 3pm)

Thank you

*Once you have returned your application form, etc and we have contacted your referees, we will confirm your acceptance and send the Expenses Claim form pad, Drivers' guidelines, complimentary First Aid kit, car sticker etc.*