



south west ross
community
car scheme

Volunteer Manual

Where to today.....?

Contents

Welcome to SWRCCS	2
SWRCCS: An Introduction	3
Driving: General / Main Points.....	5
Legal / Insurance	6
Governance	7
Health & Safety/ Keeping Safe	8
SWRCCS Protocols for Delivery Runs	9
SWRCCS Protocols for Passenger Runs	11
Information about the Bookings System	14
Mileage and Passenger Fares.....	15
Expenses.....	17
SWRCCS Telephonists' Role	19
Queries, Suggestions and Complaints	23
Appendix 1: a. Fares, Journeys and Claims Explained	24
b. Driver only / Passenger Miles Diagram	26
Appendix 2: Seat Belt Regulations	27
Appendix 3: Driver's Journey Record & Claim Form.....	28
Adverse Weather Policy and Cancellation Procedure	29
Code of Conduct	30



Welcome to SWRCCS

Welcome to South West Ross Community Car Scheme. If you are without a car in a scattered rural area like ours, it's all too easy to become isolated. So the contribution you are making as a driver or telephonist will help people in many different ways, getting them to hospital appointments, doctors' appointments, dentists' appointments, shopping, seeing friends, delivering prescriptions and providing transport that would otherwise be unavailable to them. All in all, adding to their improved health and well-being. Without you this isn't possible, so thank you.

If there is anything that you are unsure of or would like to know more about then please do get in touch. There are other ways you can help too if you would like to get more involved by being on the board managing the organisation.

Any problems, concerns or suggestions, just give me a call, I would also love to hear any stories about that the effect SWRCCS has on people in the area (volunteers and passengers) so if you have a story to tell I would love to hear it.

*Peter Fenton, Coordinator
February 2021*

SWRCCS: An Introduction



Background

South West Ross Community Car Scheme (SWRCCS) exists to help address the need for flexible transport within our remote community. We take people and the things they need, so that they can lead active and independent lives, through accessing the support of volunteers from within the community. SWRCCS has been on the road since 2002 and currently has over 40 volunteers providing transport on a regular basis to members of the community who may be isolated, vulnerable or frail.

There is increasing recognition of social isolation and loneliness as major public health issues that can have a significant impact on a person's physical and mental wellbeing. There is evidence showing social isolation and loneliness are experienced across Scotland. ... The vision to tackle social isolation is for a Scotland where individuals and communities are more connected, and where everyone has the opportunity to develop meaningful relationships regardless of age, status, circumstances or identity.

Transport can play a crucial role in keeping people connected, allowing them to socialise, access services and meet with friends and family face-to-face. Transport essentially allows people to be socially active and therefore positively impact on their wellbeing.

Ref: National Transport Strategy for Scotland Draft 2, 2019

Area Covered



SWRCCS operates within the boundaries of Achnasheen, Kinlochewe, Torrison, Alligin, Diabaig, Shieldaig, the Applecross Peninsula, Kishorn, Achintraid, Ardaneaskan, Lochcarron, Strathcarron, Glen Carron (back up to Achnasheen).






Journeys

Journeys must normally be within the area. However, if required, SWRCCS can take residents out-with our boundaries for urgent need such as hospital appointments , *if we have a driver available and willing to take on the run in question.*

SWRCCS may be used for a variety of reasons;-

-  medical - including delivery of prescriptions
-  social

-  accessing services – including local shops and garages
-  church
-  link up with existing public transport

Any reasonable request will be considered.

Journeys will normally take place between 9:00am and 8:30pm except in an emergency OR to meet up with public transport. Provided a driver is available, bookings can be made for weekdays and weekends.







NB The Scheme does not compete with public transport but actively encourages the use of public transport where and when it is available. Unless there is a very valid reason, a driver should not be asked to take a passenger on the same route, at the same time as any existing public transport. This is more flexible during the Covid pandemic.

In order to keep our records in accordance with regulations, SWRCCS journeys **must** be booked through one of the telephone volunteers. Journeys arranged any other way cannot be considered part of the scheme and will not qualify for mileage allowance because they will not come under our current funding agreements.

All drivers follow strict hygiene protocols when undertaking any journey and we would ask users of the journeys to do the same.

Journeys not normally allowed

The following journeys cannot normally be accepted:-

-  Under 18 years old unaccompanied by an adult
-  Journeys that could be done by public transport
-  Journeys outwith the coverage area (unless for medical purposes)
-  Journeys for passengers not resident in the coverage area
-  Journeys to the pub
-  Regular journeys to or from place of work





Due to the current circumstances there may be times when exceptions can be made. Check with the coordinator if there is any doubt in your mind about this.

Passengers





The Scheme is for use by *anyone* resident within this area (and also relatives / friends visiting them), who, for whatever reason, is unable to use public transport for their journey and has no means of private transport, either temporarily or permanently. It is not intended, however, as a “taxi service” for tourists, nor will it ferry *anyone* to and from the pub of an evening!

Driving: General / Main Points

Office organisation

-  Please let SWRCCS know immediately if for any reason you have been advised not to drive, are feeling unwell or if your vehicle develops a fault which would make it unsafe to carry passengers.
-  If you **know** that you will be unavailable for specific dates or suddenly have to be away for a length of time, please let SWRCCS know and telephonists will not phone you for those dates.
-  Please contact me if you change car / insurance policy / etc. (see page 4 for full details)
-  SWRCCS has a policy not to use drivers over 80, so if you reach this landmark, please let the office know and we can discuss other ways in which you could be continue to be involved with the SWRCCS.

Expenses (also see later)




-  Fill out your claim form (supplied to you by email but also available on the website) as you go along – it's easier than trying to remember details at the end of the month!
-  If you do any runs **at all** during the month - *however small!* – please send a claim in at the end of that month. We need the figures to demonstrate to our funders that our service is required.
-  Please try to send your claim in promptly at the end of each month (unless you have done no runs that month, in which case you do not need to send anything in).
-  Payments are usually made through BACS so please provide your bank details to enable this to happen.







Car Runs

Car runs are split into 3 types and drivers can choose which types of run they are willing to do:-

1. Delivery runs (all within the area we cover - see SWRCCS: An Introduction page 3)
2. Short passenger runs (within the area we cover)
3. Passenger runs (outwith the area to hospitals in Inverness, Broadford and Dingwall and to access services not available in our area).

**You do not have to accept any run if you would rather not do.
Please do not ever feel pressurised into saying Yes.**

-  When organising any run the telephonist or the coordinator will always look for drivers who are near to the pick up point (or the destination if it is a single journey). This is to reduce the driving time and the 'driver only miles' and therefore the cost to SWRCCS for the journey. This also applies to hospital runs. If a driver is not available near the pick up point then it is at that stage that other drivers further afield are approached.
-  When estimating how long a journey will take (mileage table on page 13 may help), remember to allow additional time for less mobile passengers, the elderly or those with small children, to get in and out of your car. Also please bear in mind that some people are nervous in cars and you may need to drive very "sedately"!
-  Remember to take some change with you, as passengers do not always have the exact fare.

-  Set your trip / note the mileage when you (*if you forget look at mileage table on page 13*)
 - 1) leave home
 - 2) pick your passenger up
 - 3) drop them off
 - 4) get home again
-  If on a delivery run, note how many deliveries you have made and how many returns
-  Volunteer drivers are entitled to refuse to take **any** passenger who is abusive, under the influence of drink or other drugs, or behaving unreasonably. We hope that such a situation will never arise, but if it should, please be assured that you will have SWRCCS' full support.
-  Never physically try to LIFT passengers – this level of assistance requires professional help! (please see Health and Safety below).
-  By special arrangement, we occasionally do runs for other bodies outwith the area that we normally cover (such as Kyle Pharmacy or Dentist). These need authorisation and are made through the coordinator, who will contact you in person and, if you are able to do the run, let you know what the arrangements regarding fares etc should be.
-  Please report any accident / incident to the coordinator as soon as possible. See Accidents & Breakdowns on page 6.

Things to bear in mind

If, for any reason, you find yourself unable to do the run on the day, please contact both the passenger and either the telephonist on duty or the coordinator as soon as possible, so that we can try to arrange another Driver.

Duty Telephonist Tel: 01445 791 436
(between 9:30am and 2:00pm, Mondays to Fridays)

Co-ordinator Tel: 01445 791 335
(out of hours ansaphone available)

Please try to be punctual. Some of our passengers may be very vulnerable to worrying - and/or unable to leap speedily into your car. If you should be held up, try to let the passenger know.

Legal / Insurance

Please remember that you have agreed to let SWRCCS know of any changes in your circumstances in relation to driving for the scheme - e.g. changes to your driving licence, change of car, insurance etc.

We will ask you to fill in a Self Certification Form annually to let us know that you have the following:-

- a full, currently valid driving licence
- fully comprehensive insurance, **with cover for volunteer driving** * see note below
- MOT and current tax payments are up to date for the vehicle/s used for SWRCCS where applicable
- breakdown recovery

It is essential that you stop driving for the Scheme if

- 1) You have been advised not to drive for medical / legal reasons or have been banned from driving
- 2) You change Insurance Company, or you (or your Insurance Company!) *change* your policy for whatever reason - **until** you have confirmed with them that you are covered for volunteer driving*
- 3) Your vehicle develops a fault that makes it unsafe / unwise to transport passengers

*You will find a table of Insurance Companies willing to provide such cover in the section on Volunteer Driving, on the Association of British Insurers (ABI) website: www.abi.org.uk

For each company on the list, it indicates what class of cover you need with them and whether they will charge you extra or not. Although *some* companies say you don't have to tell them you plan to do volunteer driving, it is advisable to mention it, to ensure they have given you the right level of cover! Remember also to include any mileage you reckon you will be doing for us in the "annual mileage" estimate you give them.

ABI update the list on their website, so it is best to check when you are actually shopping around for new motor insurance.

If you don't have access to the internet, SWRCCS is happy to look it up for you – just call 01445 791 335

Drivers are expected to follow all government advise and legislation at all times.

Children under 18

For legal reasons, **all** children under 18 **MUST** be accompanied by a responsible adult. (To safeguard you and SWRCCS, as well as the child, this must be adhered to, even if you know the child / child's parents).

The accompanying adult is to be responsible for providing and fitting any child / booster seat required. Passengers travelling with children will have been advised by the telephonist to bring an appropriate child/booster seat with them when they made the booking.

However, at the end of the day, this is the DRIVER'S legal responsibility! Please refer to the separate sheet "Seat Belt Requirements" included in Appendix 2. NB It is a **legal requirement** that all children under 4ft5in or 12/13yrs use an appropriate child/booster seat.

Governance

SWRCCS is a Scottish Charity and registered at Companies House. It is governed by a board of directors who meet regularly and manage the organisation. There is also an Officer's group (comprising of the chair, treasurer and secretary) who make more routine decisions needed for the smooth running of the organisation. Day to day running of the organisation is done by the coordinator. As a volunteer you are a member of SWRCCS and have a vote at the Annual General Meeting and can stand to become a member of the Board to be more involved in the management, direction and development of the organisation.

All volunteers are expected to treat our users with respect at all times. Many are vulnerable or isolated so your contact with them is important for their mental well being.

Health and Safety / Keeping Safe – ALL RUNS

Weather conditions

As the driver, it is for you to assess road conditions at the time of the run. We appreciate that, given our climate and the geography SWRCCS covers, these can vary considerably from day to day and place to place. If, on the day, you feel that you need to allow longer for the journey or that it is unsafe to set out, please let both the passenger and SWRCCS know. We would not wish any driver to make a journey if they feel unhappy about the road conditions. Your own safety and the safety of your passenger(s) must be your first consideration.

You can also look at SWRCCS Adverse Weather Policy which is available at the end of this manual and on the website.

NB If you have a run to Applecross and are concerned about the weather on the Bealach, you can call Mr Donald Mackenzie on 07769 713 668 to check the road conditions before setting out. Mr Mackenzie works for the Roads Department and will have up to the minute information or be able to check with his colleagues for you.

Feeling poorly – you or your car!

If, since agreeing to do the run, your vehicle has developed a problem or you yourself have become unwell, and you no longer feel it would be wise for you to do the run, please contact SWRCCS. We will arrange another driver.

Accidents & breakdowns

If your vehicle is involved in an accident during the course of a SWRCCS run, or if anyone - passenger **or** driver – should slip, fall, knock their head or otherwise suffer injury, the driver should let the SWRCCS have a written report as soon as possible after the incident. This will be filed in an accident book and hopefully never needed again, but please let SWRCCS have it as we might be required to provide a report at a later date.

Drivers are given an Emergency Card with useful procedure and telephone numbers to keep in the car should it be needed.

Good hygiene practice - equipment

It is a essential to follow good hygiene practice when doing any car run for SWRCCS. The following things are provided by SWRCCS and should be in your car:-

- hand sanitiser
- disposable gloves
- SWRCCS emergency cards
- face masks (community made, surgical masks and FFP2 standard masks for passenger runs)
- car stickers – please display in you car to show you drive for SWRCCS
- Aerosol foggers

These are available from the following local pick up points:-

- Lochcarron – Anthea Zell (01520 722951)
- Shieldaig – Peter Fenton (01520 755737)
- Applecross – Caty Maclennan (01520 744447)
- Torridon – Kevin and Anne Wood (01445 791285)

If you phone in advance, the above materials can be left hanging on the door or in a mutually agreed place.

It is also advisable to have:-

- mobile phone (not to use while driving though!)

Good hygiene practice - actions

- If you feel unwell please cancel the journey so as not to expose our users (who are often vulnerable) to infection.
- Use sanitiser to clean hands before picking anything up including plastic bags etc
NOTE: DO NOT LEAVE SANITISER IN THE CAR DURING WARM WEATHER
- Clean the car after use, particularly contact points such as steering wheel, door handle, seat belts. A fogger is available in Lochcarron for use if making regular journeys. Aerosol foggers are available for other areas.
- Act as if you may have an infection or a virus or have been exposed to one as a precaution.
- If using gloves dispose of them safely after each use. You may want to keep a bag or plastic crate in the car to put them in after use so that they do not touch any other area in the car.
- It is advisable to wear face masks during your delivery run. The community made face masks do not offer complete protection from Covid 19 to you or to people you come into contact with but they may reduce the risk. Please:-
 - wash the community made face masks after use,
 - make sure they are tight but not uncomfortable,
 - do not share them with anyone else.






There is also some guidance at <https://www.facebook.com/bbcnews/videos/626223184646729>

Access latest information and advice on www.nhsinform.scot





SWRCCS Protocols for Delivery Runs

General Guidance for All Deliveries


Please pick up any equipment needed for good hygiene practice from your local pick up point

-  If possible take a plastic crate to put things in from the delivery point. This can then be sanitised and cleaned before and after the delivery run and should only be touched by the driver. Keep it in the footwell or boot of the car. If the crate gets touched by a recipient try and sanitise that area and then sanitise your hands before touching any area in the car (car keys, door handles etc).
-  Please ensure you are at least 2m away from anyone you are taking delivery from or giving a delivery to.
-  Please make it clear to any recipient of a delivery to take precautions when handling and opening any received goods to minimise cross infection. If possible:
 - remove outer packaging straight away and put in the bin,
 - leave packages in sunlight for 24 hours (72 hours for plastic packaging),
 - do not put packages on surfaces used for other things such as kitchen tables
 - wash hands after taking the delivery
-  If using the plastic gloves please take them off and put them in the footwell of the car after each delivery using a different pair of gloves for each delivery OR regularly sanitise hands before and after each delivery. It is best to dispose of gloves straight into a bag or crate so that there is no contact with other parts of the car eg. door handles, steering wheel etc.
-  There is NO CHARGE for delivery runs

Delivery of prescription medicines





-  Patients needing prescription medicines to be delivered to their homes must phone the surgery to tell them that they would like SWRCCS to deliver them.
-  The driver will pick up the prescription medicines from the surgery and deliver them to the patients' homes. Please phone the surgery before you set off just to check that there is a delivery to make.
-  Drivers must double check with the householder that the prescription medicines being delivered are for the right person by checking against the name and the address on the label.
-  Drivers will knock on the door and put the prescription medicines in a safe place outside the door (eg hanging on the door handle / on a small box). They should then step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the medicines.

**NO MEDICINES SHOULD BE LEFT AT A DOOR WITHOUT
BEING SEEN TO BE TAKEN IN. IF NO-ONE IS IN OR ACCEPTS MEDICINES THEY NEED TO BE
RETURNED TO THE MEDICAL PRACTICE**



-  Timetable for delivery of medicines
 - From Lochcarron Medical Practice (01520722215) (pick up from 14:00)
 - Lochcarron Area every day Monday to Thursday
 - Kishorn – Friday
 - from Torridon Medical Practice (01445791223) (pick up 10:00):
 - Torridon, Inveralligin, Alligin and Diabaig – Tuesday
 - Shieldaig – Wednesday
 - Kinlochewe – Friday

- From Applecross Medical Practice (01520744252) (pick up after 11:00)
 - Applecross and surrounding area Fridays

Delivery of food

-  Food deliveries can be organised with local shops, and SWRCCS will only do them if other friends, families and neighbours are unable to do it. Many local shops are able to deliver.
-  No payments will be taken for food deliveries – this needs to be arranged between the shop and the customer.
-  Drivers will knock on the door and put the food delivery on the floor. They should then step back to a distance of at least 2m and wait until they have seen someone open the door and pick up the food delivery.
-  Deliveries through Tesco Click and Collect to Torridon Community Centre can be delivered to the homes of people who are self isolating or are part of a vulnerable group.

Expenses

-  Expenses will be claimed using the expenses claim form provided. Please attach the claim form to an email if possible rather than posting. A flat rate of 45p per mile can be claimed.
-  Drivers should also record the number of deliveries they did and the number of returned packages.

SWRCCS Protocols for Passenger Runs

Please pick up any equipment needed for good hygiene practice from your local pick up point

Good practice - equipment

In addition to the Good Hygiene Practice - Equipment detailed above, drivers doing passenger runs should also get the following from SWRCCS pick up points for their car:

- First Aid Kit
- PPE face masks. FFP2 standard masks are advised if available for passenger runs.
- Driver Bubble / Shield are available if needed
- Passenger Run box – contains all the Good Hygiene Practice Equipment plus extra things for passenger journeys

It may also be advisable to have:-

- plastic bowl / tub lined with plastic bag (for passenger runs)
- small towel (for passenger runs)

Good practice - actions

After taking advice from local medical professionals please take particular note of the following.

BEFORE THE RUN

- Before agreeing to undertake a passenger run, all drivers are requested to discuss giving passengers a lift in their vehicles with family members so that all members of their household have agreed to them taking part in passenger runs. This is particularly important if members of the household are vulnerable.
- A phone call to the passenger should be made prior to the run to check times of the run and pick up as well as mutually agreeing what precautions both driver and passenger would like to see during the car run. These additional precautions could include:-
 - Driver screen/shields
 - Lateral flow tests for driver and passenger
 - The passenger sitting in the back

NOTE: Both passenger and driver should agree to appropriate precautions that suit them both.

DURING THE RUN

- At the point of pick up if you feel that the passenger is showing symptoms, you can cancel the journey and explain to them why.
- If there is more than one passenger, they should be from the same household unless agreed by all passengers and driver.
- You can choose to wear gloves but regular sanitising of hands can be as effective.
- Please follow the usual hygiene protocols washing hands etc before pick up, before leaving the hospital and avoid touching anything on the exit.

- Both passenger and driver are advised to wear a face mask through the duration of the journey (this will be provided at local pick up points and FFP2 standard masks are advised for longer journeys).
- Provide tissues and sanitiser for your passenger as well (in the Passenger Run Box).
- The car windows should be open if possible and if not the car ventilation / air conditioners system should be set to extract and NOT recirculate.

AFTER THE RUN

- On your return home, change and wash clothes and have a shower before engaging with children, other adults etc (advice from nurses and others working in hospital environments).
- It is also advised to disinfect with anti-viral spray door handles, grab handles, seat belt straps and buckles, drivers bubble (if used) both before and after the hospital run. Aerosol Fogger spray can also be used in the car before and after passenger runs to ensure airborne particles are minimised.

SWRCCS is continually reviewing these protocols and we will endeavour to keep you as informed and as up to date as possible.

Passengers requiring assistance

You must not *lift* a passenger - help, guide, support but **DO NOT LIFT** - get professional help if necessary.

Where passengers require professional assistance getting in / out of the vehicle and / or an escort, the person who has requested the booking should arrange this. For insurance reasons, SWRCCS is unable to provide specialised help and drivers should not be asked to do so. Passengers who require assistance are asked to bring along a carer or friend / relative to help them.

Please also take care if you are helping passengers with luggage, wheelchairs etc. You will be aware of how much assistance you personally are able to offer. Please do not feel pressurised into doing more than you are physically able without risk of injury to yourself!

Driver Safety

If, when you arrive to collect a passenger, they are drunk, under the influence of other drugs, abusive, threatening or in any way make you feel uncomfortable about taking them in your car, you should not do so. We expect all our passengers to behave in a reasonable manner.

If you do ever encounter a problem with a passenger, please report it to SWRCCS as soon as possible. The safety and well being of all our volunteers is extremely important and we need to be aware of any potential problems that may arise.

For Hospital Runs

- The passenger needs to be asked to pick up a Patients Travel Claim Form from the clinic they are attending. Ask passenger to leave the patients travel form (signed) and £10 fare on the back seat.

NOTE: if attending Broadford or Dingwall hospitals, advise patient to pick up a form from reception and take it to clinic to get stamped.

Raigmore and other hospital news is available

at <https://www.nhshighland.scot.nhs.uk/news/Pages/news.aspx>

Note on hospital runs

SWRCCS also provides hospital runs at the request of local residents. These are funded by the NHS and are organised by the Coordinator. The NHS has stated that SWRCCS should only be used as a last resort and that passengers should first try to get a lift with family or friends who would be able to claim some expenses at the cash desk located in the hospital. However, if this option is not available to a passenger ONLY THEN should they approach SWRCCS to arrange a car run. **IF YOU ARE APPROACHED TO DO A HOSPITAL RUN PLEASE ASK THE PASSENGER TO MAKE A REQUEST TO SWRCCS on 01445791335** or coordinator@swrc-carscheme.co.uk

If a driver agrees to do a hospital run please remember:

- ✓ always leave enough time for the journey, embarking and disembarking from the car
- ✓ the driver will be provided with a sign saying 'dropping off for SWRCCS' to leave in the windscreen
- ✓ the passenger should be asked to ensure they collect a Patients' Travel Expenses Claim Form from the clinic, sign it on the back and give it to the driver who then sends it in to SWRCCS with the monthly claim form
NOTE: if attending Broadford or Dingwall hospitals advise patient to pick up a form from reception and take it to clinic to get stamped.
- ✓ the passenger is charged a flat rate of £10 (unless on particular income support)

Information about the Bookings System

ALL BOOKINGS MUST BE MADE THROUGH A TELEPHONIST / COORDINATOR

Passengers phone SWRCCS Bookings Line (01445 791436) or coordinator (01445791335) to book a car. The volunteer telephonist on duty that day then phones round our volunteer drivers to see who is available to do the run.

The Telephonist will tell you

If it is a delivery, short passenger or passenger run.

For deliveries:-

- **what** wants to go **where, when**
- **where** to pick up
- if there are **any special requirements** (e.g. drop off instructions).

For any passenger runs:-

- **who** wants to go **where, when**
- **how many** passengers - i.e. how many seat belts required.
- if they would like you to wait and take them home again. (If, for instance, the booking is for a surgery appointment.)
- if the passenger has **any special requirements** (e.g. help getting to the car / luggage etc).

You can then say "Yes" or "No" according to your availability.

(NB You do not have to give a reason if you are unable or do not wish to do a particular run.)

If you are able to do the run

The telephonist will confirm the pick-up time with you. You are the driver, so it is for **you** to decide how long the journey will take you and therefore what time you need to pick up your passenger. If you don't think the time that the passenger has suggested will do, please tell the telephonist.

NB Allow time for getting in and out of the car for passengers who may need more time.

You will be given:

- The passenger's name (if applicable)
- Address or pick up point
- Destination
- Contact telephone number (passenger or medical practice for example)
- Directions to find the pick-up point if required
- Single or return journey (and waiting time if applicable)

The telephonist will then let the passenger know that it will be you picking them up and at what time. They will give the passenger your telephone number and ask them to let *you* know if there are any last minute changes to their plans.

Mileage and Passenger Fares

Mileage

Passenger Miles = with passenger(s) in car

Driver only Miles = with no passenger in car (i.e. the distance you have to travel in order to collect your passenger/delivery and to get home again, having dropped them off)

Total Miles = the total distance you have had to travel to complete the journey (i.e. Passenger + Driver only Miles)

Please make a careful note of your mileage

- When you set out from your own home
- At the point at which you pick up your passenger/delivery
- When you reach the passenger's/deliveries' destination
- When you reach your own home again
- Number of deliveries and returns

NB If you prefer to round your mileages up or down to the nearest whole mile, that's fine. It will certainly make calculating passenger's fares simpler for you!

Mileage table – to help if you forgot !

	Ardaneaskan	Strathcarron	Achnashellac	Lochcarron	Kishorn	Applecross	Kenmore	Shieldaig	Torridon	Diabaig	Kinlochewe	Achnasheen		Kyle	Gairloch	Inverness	Dingwall	Broadford	Golspie
Ardaneaskan		10	14	6	11	23	26	20	28	36	36	27		29	56	69	56	38	96
Strathcarron	10		6	4	10	21	25	19	27	35	28	20		19	48	61	49	28	89
Achnashellach	14	6		9	14	26	29	23	31	39	22	13		25	42	55	43	34	82
Lochcarron	6	4	9		5	17	21	15	22	30	30	22		23	50	63	51	32	91
Kishorn	11	10	14	5		14	18	12	19	27	28	27		28	47	68	56	37	96
Applecross	23	21	26	17	14		17	20	27	35	37	39		40	56	80	68	49	108
Kenmore	26	25	29	21	18	17		9	16	24	25	35		44	45	76	64	53	104
Shieldaig	20	19	23	15	12	20	9		7	16	17	26		38	37	68	56	47	96
Torridon	28	27	31	22	19	27	16	7		8	11	20		45	30	62	50	55	89
Diabaig	36	35	39	30	27	35	24	16	8		19	28		54	39	70	58	63	98
Kinlochewe	36	28	22	30	28	37	25	17	11	19		10		47	20	51	39	56	79
Achnasheen	27	20	13	22	27	39	35	26	20	28	10			39	29	42	30	48	70

Passenger Fares (see also Appendix 1)

- There is no charge for delivery runs.
- Passengers are asked to pay 20p for each mile they are actually in the vehicle (live miles - i.e. c - b above). They pay this direct to the Driver. Minimum fare is £1.
- Where two or more passengers share a car, the fare is split between them.
- Fares are capped at £10.00 for any single, composite or return journey made on the same day. In other words, journeys up to and including 50 live miles in length are charged at 20p per mile, but where the passenger has to travel further than this, they only pay for the first 50 miles.
- Where you are doing **one way** of a **return** booking taking place on the same day – the Telephonist will tell you if this is so – please only charge the passenger for half the total cost that would be charged to them for a return journey.
- **Car Sharing / Split Fares** - If you have more than one passenger in the car on a run, the passenger fare of 20p per live mile should be split between them. We realise this can get a bit complicated if they are not all getting in / out at the same place, but do the best you can.

More details about fares, passenger/driver only miles and different types of journey can be found in Appendix 1.

Social Work Services Runs

Car runs have been requested by Social Work Services and SWRCCS bill them direct. These bookings will normally be organised by the coordinator.

If you do one of these runs, you will be told not to charge the passenger. Please still record the passenger and driver only miles separately so that SWRCCS *can* claim the cost from Social Work Services. SWRCCS will reimburse you the full 45p/dead and 50p/live mile for your total mileage on that run.

Non Payment

Hopefully the passengers will have their 20p per mile ready, but if, for any reason, the passenger is unable (or unwilling) to pay you, mark this fact on your claim form. SWRCCS will make up your mileage allowance to compensate for this and the Board will follow up any non-payment from passengers, should the need arise.

Passenger Donations

Occasionally, some of our passengers generously pay more than their fare. We certainly **do not** look for our passengers to pay more than the 20p per live mile fare. However, if you *do* get a passenger who wishes to make a donation to SWRCCS over and above this, please can you thank them on behalf of SWRCCS and enter the correct fare on your claim form and the excess donation in the column marked passenger donations. This is so that I can keep our books straight and get you the correct balance for your expenses claim. Keep the **full** amount that they have given you and deduct it from your mileage expenses on your monthly claim form.

Expenses

- ✦ Expenses are given to all drivers for the car runs that they undertake on behalf of SWRCCS.
- ✦ On your monthly claim form you record *driver only miles* (miles with no passenger in the car eg. from your home to point of pick-up and from drop-off back to your home) and *passenger miles* (miles with passenger(s) in the car). These miles are then reimbursed to you at a rate of 45p/driver only mile and 50p/passenger mile.
- ✦ Keep the fare and donation (if any) that you have received from the passenger. This amount is deducted from your total claim.
- ✦ The claim form should be sent in at the end of each calendar month if you have done any runs during that month.
- ✦ We try very hard not to make mistakes with the bookings, but occasionally mix-ups do occur (for which I apologise!) There are also occasions when the passenger no longer needs the run but has not informed you or the office, or they have simply forgotten about it. If this happens and you make, in good faith, what turns out to be a wasted journey (i.e. no passenger either out or back!), please enter the run in your claim, with a brief explanation of what happened. Put the total miles you had to do in the driver only miles column. We will still reimburse you for the mileage, if the mistake lay with us or if a passenger fails to turn up at the pick-up point and you have not been informed.
- ✦ Similarly, if, due to road conditions on the day, you find you have to take a different route (e.g. round the Applecross Coast instead of over the Bealach), please put down the actual passenger and driver only miles you have done.
(NB To aid the coordinator's memory, please put a note of the circumstances on your claim form!)
- ✦ If it is your first claim, please provide bank details so that SWRCCS can set up a bank transfer for you and any future claims.

Claim forms (an example is in Appendix 3)

We recommend you fill in your Record and Claim Form immediately after each journey (mileage table on page 13 to help if you forgot to set your mileometer).

The questions on your Driver's Journey Record & Claim forms are there to help you claim the correct amount and if you follow them it should be clear about what you can get back. The form also enables SWRCCS to monitor how well the car scheme is used and whether it is supplying the service the community wants. Our funders require us to report on and keep detailed records of our operation. As well as convincing them to go on funding us, the information helps us to plan our service and budget.

- Please enter in your journey record & claim forms **all** runs that you have been booked to do that month.
- If a run is subsequently cancelled, either by the passenger or by you, for whatever reason, please write "cancelled" against it on your form.
- Please enter *all* the passengers carried in any one journey, not just the one who made the booking. (Please include full names and addresses where different)

- If you have more than one person in the car and they are being collected / dropped off at different destinations during the course of the same journey, please indicate this on your claim form. (i.e. if you have effectively covered more than one booking in the one run!)
- If you wait to bring a passenger home, e.g. after a surgery appointment, please can you make it clear on your claim form that it was a return trip.
- **Please remember to sign and date your form!**
- Please send your form in promptly at the beginning of each month. Even if you have only done one very short run, SWRCCS will still need the figures for the accounting and funding.
- Expenses will be paid by BACS transfer as soon as possible.
- You are encouraged to return your claim form by email but if you need Self Addressed Envelopes (SAEs) just tick the box in the bottom left hand corner.

NB If you have done NO runs at all for the SWRCCS during the month, you do not need to send in a return. (I will be able to tell from the bookings records that yours is a "nil return" for the month.)

SWRCCS Telephonists' Role

The telephonists' rota

Every two months telephonists are contacted asking for their availability over the next couple of months and to say how many shifts they are willing to do. Most volunteers make themselves available for two shifts a month, but even one shift is a valued contribution if that is all the time you can spare.

A two-month rota is then drawn up and circulated to all telephonists along with a list of drivers, their telephone numbers, their availability and where they live.

If for any reason you can no longer do the shift on the dates allocated, please contact other telephonists to see if they can swap with you and then inform the coordinator of any changes.

The telephonists' day

The bookings line is open from Monday to Friday from 09:30 to 14:00. Immediately before your shift the coordinator will usually email a copy of the "Onwards" which is a list of upcoming runs. This shows you which drivers are already booked on runs and also includes notes on which drivers are not available over the forthcoming 2-3 weeks. Hospital runs are also listed (shaded blue) so that you know which driver is involved. Patient details on hospital runs are not included due to confidentiality.

At 9:30 on the morning of your shift, the booking line number (01445 791436) is diverted to your phone. All calls out of your phone during your shift are billed to your phone bill so please claim the £5 per diem if you wish to. When it is a SWRCCS call you will hear a message telling you to press 1 to accept a call from SWRCCS – so you know this is a bookings line call rather than a personal call. Press 1 to be connected to the caller. At 2pm the divert is cancelled and the calls will revert to the office. Between 9.30 and 2pm please try and make yourselves available to answer any incoming calls. Telephonists often do baking, computer admin and a variety of other activities during their volunteering time as some days there are no calls at all.

Deliveries or other runs

There is NO CHARGE for delivery runs

- Telephonists will be asked to organise drivers for delivery runs (including prescription deliveries) as needed using the same process as passenger runs that they are used to. If possible please try drivers who are not currently on the onwards as then we get different people doing the deliveries. **All drivers** on the list can do deliveries unless otherwise specified but please try those that have said they will do delivery only first.
- For **food** deliveries please make clear that any payments due would need to be done direct with the shop.







- For **prescription deliveries** please ask the patient to phone the local medical practice to inform them that SWRCCS would be picking up the medicine for delivery.
 - Lochcarron and area (Mon & Wed)
 - Kishorn / Lochcarron (Fri)
 - Torridon & Diabaig (Tues)
 - Shieldaig (Wed)
 - Kinlochewe (Fri)
 - Applecross (Fri)
- Please make it clear to any recipient of a delivery to take precautions when handling and opening any received goods to minimise cross infection. If possible:
 - remove outer packaging straight away and put in the bin,
 - leave packages in sunlight for 24 hours (72 hours for plastic packaging),
 - do not put packages on surfaces used for other things such as kitchen tables

Contacting Isolated people

- Telephonists are being asked to phone people who are isolated to see if they are OK and if they need anything. These people are identified through either being past users of the car scheme or by contacting the local medical practice to identify themselves as self isolating.
- The telephonist on duty would be provided with contact details of a number of people who they would phone.
- They would say (something like).....
 - a. Hello, this is xxxx from South West Ross Community Car Scheme. I am just phoning as you have used the car scheme before and during these difficult times we just wanted to check that you are OK and don't need anything.
 - b. We can deliver prescription medicines or food if you need them, you just need to arrange it with the local surgery or the local shop. The car scheme is also giving people lifts to hospital appointments or local medical appointments when needed.
 - c. Are you managing to keep warm at the moment?
 - d. Would it be OK for someone to phone again or not?
 - e. Keep safe.
- They would then record:-
 - 1) when they spoke to them
 - 2) if they needed anything
 - 3) if the person wanted to be contacted again or not.
- This information would be passed onto the Coordinator to keep a record of the call and to action any delivery or other action needed.

Journeys not normally allowed

The following journeys cannot normally be accepted:-

-  Under 18 years old unaccompanied by an adult
-  Journeys that could be done by public transport
-  Journeys outwith the coverage area (see SWRCCS An Introduction)
-  Journeys for passengers not resident in the coverage area
-  Journeys to the pub
-  Regular journeys to or from place of work

JOURNEY OUTWITH THE AREA CAN BE ACCEPTED FOR MEDICAL OR EXCEPTIONAL PURPOSES _ eg doctor appointment, vaccine appointment, dental appointment, optician appointment. (If in doubt please check with coordinator)

PASSENGER RUNS

The call procedure

If you get a call for a passenger run please follow this process:-


1. Write down:-
 - a. Passenger/s names (if child under 12, passenger needs to provide child seat)
 - b. Phone number
 - c. Pick-up address
 - d. Pick-up time and date
 - e. Destination and reason for trip
 - f. Is it a single or return journey
(if return - an estimate of length of waiting time expected)

Please ask if they have used the car scheme before and if not explain the costs.

SWRCCS Costs

SWRCCS expects the passengers to contribute 20p per mile they are in the car. More than one passenger shares the cost. Minimum contribution is £1. Maximum contribution expected is £10.00 for a journey - even if it is a composite journey (ie two single journeys undertaken on the same day or having numerous destinations).

2. Look at drivers list to see which drivers have said they would be able to do 'Short Passenger Runs' or 'Hospital runs' NOTE: Unless specified those doing hospital runs will also do short passenger runs or deliveries. Then look to see which drivers are local to the pick-up point (if a return journey) or local to either the pick-up point or the destination if a single journey. Then have a look at the "Onwards" to check the availability of drivers – if they are not doing a run already that day or have not shown they are unavailable during that time period.
3. Phone round drivers to identify one who can do the journey. Drivers must be happy to do the journey, they are not obliged to undertake any journeys. Once identified give the driver the details of the journey including passenger/s name/s, phone number, pick up address, time and date, destination, single or return journey, expected waiting time.

- 
4. Phone passenger to tell them name of driver and driver's phone number and ask them to contact the driver direct if there are any changes or cancellation. (Note: at least 2 hours' notice needed for cancellation or changes, but preferable 12-24 hours' notice required).. The driver is asked to phone the passenger before the run to agree details of the run as well and which precautions to take such as driver screen, lateral flow testing etc.
 5. As soon as possible at the end of the shift, give details of all new journeys to coordinator by email (preferred) or message on phone as these are needed for the "Onwards" for the day after.

Note on hospital runs

SWRCCS organises hospital runs at the request of local residents. Expenses for these runs are claimed from the NHS. If a telephonist takes a call from a passenger requesting a run to hospital then please ask the passenger to contact the coordinator on 01445791335 or coordinator@swrc-carscheme.co.uk to request a run, OR take the details of the run and pass them to the coordinator to organise. These runs are then arranged by the Coordinator.

Queries, Suggestions and Complaints

If you have any questions or concerns at any time, please don't hesitate to contact the co-ordinator. Leave a message on the answer machine, if I'm not in, and I will call you back.

(NB If your query is urgent and the coordinator is unavailable, please call one of our Board who will be able to advise.)

Similarly, any suggestions are always gratefully received!

Complaints

Anyone with a complaint should, in the first instance, speak to the Co-ordinator or, if preferred, one of our Board. Complaints should also then be submitted in writing.

CONTACT DETAILS

SWRCCS Booking Line: 01445 791 436

(Telephonist on Duty between 9:30am and 2:00pm, Mondays to Fridays only.

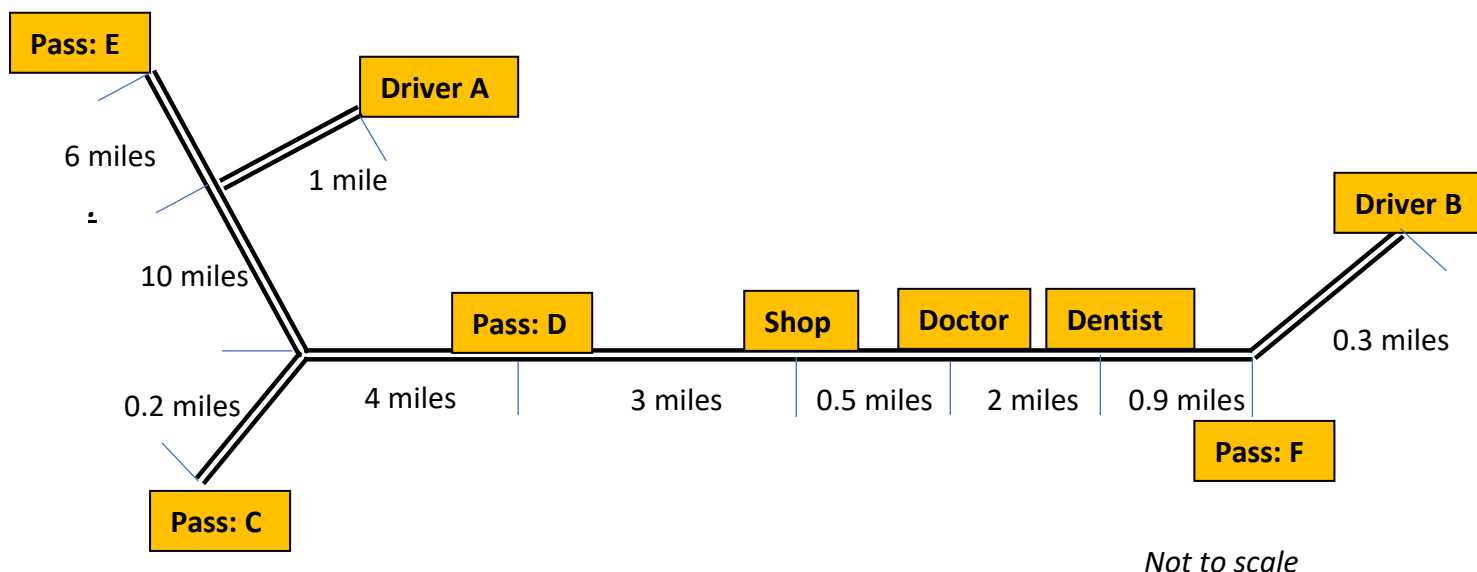
Closed during the Xmas/New Year break)

SWRCCS OFFICE

Coordinator: **Peter Fenton** **01445 791 335**
E-Mail: swrc-carscheme@btconnect.com
Loch Torridon Community Centre, By Achnasheen IV22 2EZ
Core hours: Tuesday, Wednesday and Thursday from 11am to 3pm

MANAGEMENT BOARD Nov 2022

Chair	Richard Munday Kinloch, Shieldaig, Strathcarron IV54 8XJ	Tel:	01520 755206
Company Secretary	Anne Wood The Old Inn, Torridon, Achnasheen IV22 2EZ	Tel:	01445 791285
Treasurer	Anthea Zell Glais Bheinn, Lochcarron, Strathcarron IV54 8YB	Tel:	01520 722951
	Marcus Given	Tel:	01520 722 617
	Kalie Wilkinson	Tel:	01520 755291
	Rosemary Arthur	Tel:	01520 733373
	Anne Maxwell	Tel:	01520 755 375
	Mary Peart	Tel:	01445 790 775
	Laura Reid	Tel:	01445 790 206



Standard Fare (single or return journeys)

Driver B takes Passenger F to the surgery, waits and brings him home again
 Driver only miles = 0.3 (to collect passenger) + 0.3 (to return home, having taken passenger home) = 0.6 miles
 Passenger miles = 2.9 (from F to surgery) + 2.9 (from surgery back to F's house) = 5.8 miles
 Fares = 5.8 x 20p = £1.16
 {Expenses Claim = (0.6 x 45p) + (5.8 x 50p) - £1.16 = £2.01}

Fare Capping – one driver (when live miles > 50)

Driver A takes passenger E to the dentist, waits and brings her home again
 Driver only miles = 7 (to collect passenger) + 7 (to return home, having taken passenger home) = 14 miles
 Passenger miles = 25.5 (from E to dentist) + 25.5 (from dentist back to E's house) = 51 miles
 Passenger E pays £10.00 (maximum fare)
 {Expenses Claim = (14 x 45p) + (51 x 50p) - £10.00 = £21.80}

Fare Capping – two drivers (when live miles > 50 for single passenger)

Passenger F wants to visit Passenger E for the afternoon. Driver B takes him there and Driver A takes him home.
 Driver B: Driver only miles = 0.3 (to collect passenger) + 26.7 (to return home, having dropped passenger off) = 27 miles
 Passenger miles = 26.4 (from F's house to E's house)
 Passenger F pays Driver B £5.00 (half maximum fare of £10)
 {Expenses Claim = (27 x 45p) + (26.4 x 50p) - £5.00 = £20.35}

The fare for this journey would have been 26.4 x 20p but as Passenger F is using the Scheme to return home again that same day, his fare is capped because his complete return journey will be over 50 miles

Driver A: Driver only miles = 7 (to collect passenger) + 21.4 (to return home, having taken passenger home) = 28.4 miles
 Passenger miles = 26.4 (from F's house to E's house)
 Passenger F pays Driver A £5.00 (half maximum fare of £10)
 {Expenses Claim = (28.4 x 45p) + (26.4 x 50p) - £5.00 = £20.98}

The total live mileage for Passenger F's return journey has been 52.8 miles and they have paid a total fare of £10.00 towards this.

Split Fares (when two or more passengers)

Driver A collects Passenger C to go to the shop and Passenger D to go to the surgery, waits at the surgery for D, then takes her home, stopping to pick C and her shopping up on the way.

Driver only miles = 11.2 (from A's house to first passenger) + 11.2 (back home, having dropped off last passenger) = 22.4 miles

Passenger miles: (note: between Passenger D's house and the shop, the two passengers have shared the car and therefore the fare for those miles should be shared between them)

for Passenger C: 4.2 miles each way at 20p/mile (single occupancy of the car run)) plus 3 miles each way at 10p/mile (shared occupancy) so total fare = £2.28

for Passenger D: 3 miles each way at 10p/mile (shared occupancy) plus 0.5 miles each way at 20p/mile (single occupancy) so total fare = 80p (but £1.00 minimum fare charged)

{Expenses Claim for driver = (22.4 x 45p) + (15.4 x 50p) - £3.28 = £14.50}

Things to remember

- ✓ Minimum fare is £1.00 and maximum fare is £10.00
- ✓ Rounding up to the nearest mile is acceptable and easier for you
- ✓ Remember to take some change!

Driver only / Passenger Miles Diagram for Passenger runs

Appendix 1b



Seat-belt regulations (in cars, vans and goods vehicles) from 18 September 2006

	FRONT SEAT	REAR SEAT	WHO IS RESPONSIBLE?
Driver	Seat belt MUST be worn if fitted.		Driver
Child up to 3 years	Correct child restraint MUST be used. *	Correct child restraint MUST be used. * If one is not available in a taxi, may travel unrestrained.	Driver
Child from 3rd birthday up to 135cms in height (approx 4'5") or 12th birthday - whichever they reach first.	Correct child restraint MUST be used.	Correct child restraint MUST be used <i>where</i> seat belts fitted. Must use adult belt in a rear seat if the correct child restraint is not available: ~ in a licensed taxi/private hire vehicle. ~ for a short distance for reason of unexpected necessity. ~ two occupied child restraints prevent fitment of a third.	Driver
Child over 1.35 metres (approx 4ft 5ins in height) or 12 or 13 years	Seat belt MUST be worn if fitted.	Seat belt MUST be worn if fitted.	Driver
Adult passengers	Seat belt MUST be worn if fitted.	Seat belt MUST be worn if fitted.	Passenger

* Rear-facing baby seats MUST NOT be used in a seat protected by a frontal air-bag unless the air-bag has been deactivated manually or automatically.

In all cases, children should be using the appropriate child restraint for their height and weight. Please note that the exceptions to the rule would not apply to us, because drivers all have seatbelts fitted in your vehicles and we are not "taxis". All journeys are pre-booked and therefore would not class as an emergency! All car seats to be supplied by accompanying adult.

In the highly unlikely event that we are asked to take three children, the exemption with regard to two occupied child restraints preventing the fitment of a third *would* apply.

Please retain this for future reference. (You may wish to keep this in your car.)

ADVERSE WEATHER POLICY AND CANCELLATION PROCEDURES

This policy has been developed to identify relevant procedures to be applied in the event of severe or adverse weather conditions, that may prevent volunteer drivers fulfilling any previously agreed booking with a service user.

Adverse weather conditions may include:-

- heavy snowfall
- flooding
- thick fog
- poor road conditions due to ice, spillages etc.

In the event of severe weather the volunteer driver, SWRCCS or the passenger can decide to cancel the journey.

When **volunteer drivers** themselves consider it is too dangerous to travel due to adverse weather conditions, they are required to contact the service user and the coordinator as soon as possible. No volunteer is obliged or required to travel if they or SWRCCS consider it too dangerous or unsafe to do so.

If **SWRCCS** make a decision to cancel journeys due to severe weather in order to keep both passengers and drivers safe, all drivers and all passengers, who have booked journeys will be contacted to inform them of the decision. This will only be made if severe weather warnings affecting the area covered by the car scheme have been issued by the Met office. Once the decision to resume the service has been made, SWRCCS will contact all passengers and drivers as required.

When **passengers** decide to cancel they are asked to give as much notice as possible. Ideally 12-24 hours notice is requested regarding cancellation of your journey booking but the very minimum time for cancelling a booking is 2 hours' prior to the originally agreed pick up time. Passengers are asked to contact the volunteer driver directly and the coordinator.

The coordinator receives alerts from the Met office and will endeavour to share these when received with volunteer drivers who have journeys booked for the time affected.

IF IN DOUBT JOURNEYS CAN ALWAYS BE RE-ARRANGED
The safety of you and your passenger always comes first

To contact the coordinator please phone 01445 791335 or email swrc-carscheme@btconnect.com

Approved by SWRCCS Board on 23 January, 2020

CODE OF CONDUCT

Introduction

In keeping with its vision and values, SWRCCS is committed to maintaining the highest degree of ethical conduct amongst all its staff, volunteers and associated personnel. To help increase understanding, this Code of Conduct details SWRCCS's expectations of everyone involved in its activities. The Code is applicable at all times. Breaches of the Code of Conduct are grounds for disciplinary action, up to and including dismissal.

Mission and values

The following paragraphs are taken from the Memorandum and Articles of Association

The object of the Company is to provide a community transport service for such of the inhabitants of South West Ross and its neighbourhood who are in need of such a service because of age, sickness or disability (mental or physical), or poverty, or because of a lack of availability of adequate and safe public passenger services.

In carrying out its objects, the Company shall seek to ensure equality of opportunity for all sections of the community in its own affairs and in society generally.

Code of Conduct Standards

While undertaking activities on behalf of SWRCCS I will

Uphold the integrity and reputation of SWRCCS , ensuring that my conduct is consistent with SWRCCS's values and standards by;

- treating all people fairly with respect and dignity
- observing all laws
- ensuring that my actions do not bring SWRCCS into disrepute
- not working under the influence of alcohol or drugs
- adhering to all SWRCCS policies and procedures
- behaving in a manner which avoids any unnecessary risk to the safety, health and welfare of myself and others, including passengers, recipients of deliveries and other members of the community
- Declaring any potential conflict of interest with the work of SWRCCS to the board of trustees

Uphold confidentiality by;

- Keeping personal and confidential information about passengers, volunteers and other people connected to SWRCCS to myself. This is particularly important when phone numbers or information about health conditions are shared.

Ensure that all our passengers and users of the scheme are safeguarded.

- I will not physically assault a child or vulnerable adult
- I will not emotionally or psychologically abuse a child or vulnerable adult
- If I witness any action that shows any form of abuse to a child or vulnerable adult while a passenger, I will report it to the coordinator or member of the board of trustees

Complaints and reports

Everyone connected to SWRCCS is obligated to bring to the attention of the coordinator or the board of trustees any potential incident, abuse or concern that they witness, including a breach of this code of conduct.

In accepting my appointment as a volunteer / employee of SWRCCS, I undertake to fulfil my role and to regulate my conduct in accordance with the requirements of this Code

Name:

Signature:

Date:

To contact the Coordinator please phone 01445 791335 or email swrc-carscheme@btconnect.com

SWRCCS is funded by

