

GOOD PRACTICE GUIDELINES FOR VOLUNTARY CAR SCHEMES

Updated April 2014



Hampshire
County Council



**GOOD
NEIGHBOURS**
SUPPORT SERVICE

Hampshire

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1 Introduction

Good Neighbours groups are the biggest provider of voluntary car schemes in Hampshire, with over 100 groups in the Good Neighbours Network. The groups are independent, volunteer-led and locally based. They are supported by the Good Neighbours Support Service (GNSS) which is hosted by the Dioceses of Winchester, Portsmouth and Guildford and funded by Hampshire County Council Adult Services, Community Transport and Clinical Commissioning groups in Hampshire. GNSS provides insurance cover, including public liability and free administration of DBS checks for volunteers as well as resources and networking events for local groups.

The schemes provide essential journeys for people who are unable to use - or have difficulty using - 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 some cases, for shopping and social trips.

Hampshire County Council works in partnership with GNSS to provide Good Practice Guidelines for voluntary car schemes, hospital parking information and permits. The purpose of the Good Practice Guidelines is to help voluntary car schemes operate within a legal framework and that volunteer drivers can carry out their voluntary work safe in the knowledge that their Good Neighbours group is operating correctly.

As in previous editions, we have attempted to distinguish between what is the law i.e. must be complied with, and what is good practice. Generally, the more good practice you comply with, the easier it will be to show that you have met your duty of care if something goes wrong.

All groups applying for grants from the County Council will need to confirm that their scheme is operating in line with these good practice guidelines. Please use the form in appendix 'A'.

If you have any questions, or you feel that your scheme will have difficulty in implementing anything in the guidelines, please contact:

Katharine Broomfield, Community Transport, Hampshire County Council,
Winchester SO23 8UD,
Telephone: 01962 846785 Email: katharine.broomfield@hants.gov.uk
Website: www.hants.gov.uk/communitytransport

To find out how your car scheme could benefit from the events and information as part of the Good Neighbours Network please contact:

The Good Neighbours Support Service, Peninsular House, Wharf Road,
Portsmouth, P02 8HB.
Telephone: 02392 899671 Email: info@hampshire.goodneighbours.org.uk
Website: www.goodneighbours.org.uk

2 Legal Requirements and Good Practice

This section contains the information you need to ensure that your car scheme is operating in accordance with the law.

2.1 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:

2.2 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.

2.3 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.

2.4 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 drivers 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:

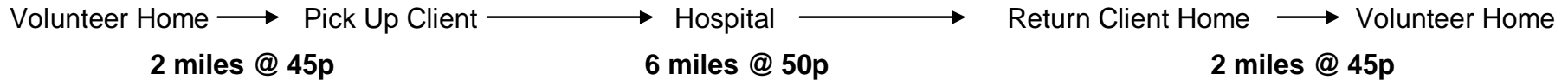
On the first 10,000 miles in the tax year	45p
On each mile over 10,000 miles in the tax year	25p

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

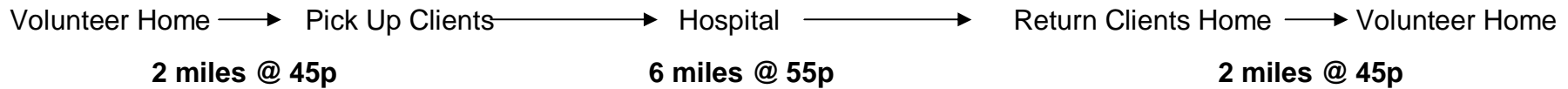
2.5 The Law in Practice: an example

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 two passengers they could claim an additional 10p per mile. The diagrams below explain how the mileage rate works in practice for different scenarios.

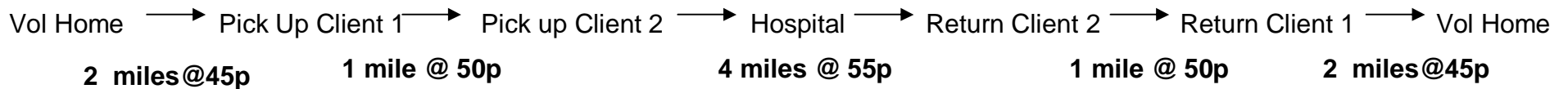
Example One – carrying one passenger



Example two – carrying two passengers from same address



Example three – carrying two passengers from two different addresses



2.6 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, displaying a valid tax disc.
- 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 meters (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 Good Neighbours group or car scheme should ideally keep a photocopy on file or at the very least record that all documents have been checked.

2.7 Seat belts, the law and good practice

- Drivers and passengers must wear seat belts, where fitted. Drivers should remind their passengers to use their seatbelt.
- 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.

2.8 Children, child seats and the law

- If your car scheme transports children a booster or child seat should be used.
- 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 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.

If you would like any further information on transporting children please contact the Community Transport team on 01962 846785.

2.9 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.4). 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 14-15 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: An extra allowance of 5p a mile for a passenger can be included in the driver's claim for expenses according to your group's practice. In this instance the driver's rate remains at 45p per mile with an additional claim for passenger mileage at 5p per mile. Beyond this we would strongly advise against paying higher rates, as two serious problems could arise:

- The drivers' insurance may be invalidated as the drivers may be viewed as making a profit.
- Your District 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 license 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).

3 Insurance

3.1 Car Insurance

For insurance cover volunteer driving is classed as social and domestic use rather than business use.

VOLUNTEER DRIVING: THE MOTOR INSURANCE COMMITMENT

The insurance companies named in the Association of British Insurers (ABI) Commitment will not charge extra for volunteer driving, i.e. the use of a vehicle owned by the driver in connection with and for the benefit of a voluntary group.

Even though they do not charge an extra premium some of these insurers require drivers to tell them that they are using their vehicle for volunteer driving. Please read the linked document carefully to see if and how your insurer requires notification:

www.abi.org.uk/Insurance-and-savings/Products/Motor-insurance/Volunteer-drivers

If the insurance company has not signed up to the ABI's Commitment, drivers may have to pay an extra premium to ensure they are fully covered. However it is definitely worth challenging them on this.

3.2 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 employers' 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.
- *Bonus Protection Scheme*: This is a specialist insurance policy for groups which protects their drivers if they are involved in an accident whilst driving as a volunteer. The Good Neighbours Support Service can advise Good Neighbours groups about this scheme. Hampshire County Council can advise other organisations.

Groups that are part of the Good Neighbours Network are provided with Employers Liability, Public Liability, Personal Accident and loss of money

insurance by the Good Neighbours Support Service¹. Other car schemes will need to check whether they have this cover.

NB: If drivers undertake a journey at the direct request of a passenger rather than through their group's co-ordinator then they will NOT be covered by these insurance policies.

3.3 In Case of Difficulties

- If your volunteer driver has to deal with a call centre, suggest they speak to the supervisor in the first instance. They may have more knowledge of the ABI commitment to voluntary driving.
- You can use the list on the ABI website to check which companies do not charge extra for volunteer driving before shopping around to renew your car insurance.
- If you use internet comparison sites voluntary driving is not mentioned, so please check the ABI list.
- When talking to your insurance company, make sure you specify the normal mileage rate and any additional rate for passenger allowance separately, i.e. 45p per mile plus a 5p per mile passenger allowance rather than simply stating 50p per mile reimbursement.

3.4 Frequently asked questions about insurance

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

Answer: 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. However if they want to charge extra, it is worth challenging them on this.

Question: My insurer wants to charge an 'administration fee' for amending my policy. Can they do this?

Answer: Yes, but it is against the spirit of the national agreement with the ABI and it is worth reminding them about this agreement.

¹ Insurance is provided on the understanding that Good Neighbours groups adhere to the legal requirements and good practice within these Guidelines.

4 Car Scheme and Driver Guidelines

4.1 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. For more information on moving and handling please contact the Good Neighbours Support Service.
- 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 'D' for a sample risk assessment form

4.2 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.
 - It is worth noting that Hampshire County Council (HCC) has no upper age limit for their volunteer drivers but carry out annual driving assessments when drivers reach the age of 70.
 - We would strongly recommend as good practice that older drivers complete a Road Safety Assessment through Hampshire County Council. This is not a test, just an assessment of a volunteers' driving. At the end of the assessment the driver is given tips on techniques to improve their driving. These assessments are available for drivers of any age. For more information about this please contact Hampshire County Council's Road Safety team on 01962 846100. This is something that many schemes are offering their drivers, so it is worth discussing with your committee.

- When deciding to accept older voluntary drivers it should be noted that the additional benefit (personal accident insurance) provided by the Good Neighbours Support Service is not available for people 80 years and over. However, older drivers are still covered by the other benefits of liability insurance provided by the Good Neighbours Support Service and their own individual motor insurance. This is explained in their resources on older drivers.
- Driving experience: Schemes may wish to set a minimum period of driving experience, for example two 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 that 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.

5 Recruitment of volunteers

5.1 Application Forms and Required Documentation

All drivers should be required to complete an application form (see sample form, Appendix B). 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 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 drivers' 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 license.

5.2 Disclosure and Barring Service (DBS) checks. Previously known as CRB checks

A Disclosure and Barring Service (DBS) check is one part of the wider process for Safeguarding of vulnerable adults and children. A DBS check is required for:

- Conveying children.
- Conveying adults for reasons of age, illness or disability to, from or between places where they receive healthcare, personal care or social work.
- Assistance with shopping because of a person's age, illness or disability.

For groups in the Good Neighbours Network, DBS administration is provided free of charge.

6 Passengers Fares and Donations

6.1 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 4 of these guidelines clarify issues such as remuneration and tipping for volunteer drivers.

6.2 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. Hampshire County Council do expect that, other than in exceptional circumstances, all passengers will make a contribution to the cost of their journey.

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 to keep within their car insurance criteria; it is important that the driver is only reimbursed on a mileage rate basis upon submission of an expense claim sheet.** If you choose to charge on this basis then you need to ensure that the fares are simple to be understood by both drivers and passengers to eliminate any confusion.

6.3 Donations

A donation system is recommended by the Good Neighbours Support Service as good practice. It allows passengers to contribute the amount they choose or can afford. This may be based on a suggested donation set by the group for set journeys as in 6.2. The advantage of this system is that the coordinator/treasurer knows how much the driver is expected to collect. The driver provides their passenger with an envelope clearly marked up for the car scheme. The passenger puts in their donation and returns the sealed envelope. This should then be handed over to the scheme co-ordinator / treasurer.

6.4 Administration

Good practice dictates that all fares/donations are handed over to the scheme treasurer/coordinator 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.** The Hampshire Good Neighbour Support Service favours this method as it 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 license, an MOT and insurance. See Appendix C.

6.5 Hospital Transport

Some passengers may be able to reclaim the cost of their transport to and from the hospital. They can claim if they are receiving income related benefits. If so, 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 Healthcare Travel Costs Scheme.

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

6.6 Passenger hardship

In cases of hardship the car scheme may wish to waive the donation or fare. The co-ordinator or driver involved can suggest to the committee that the car scheme might cover the clients' expenses from its funds.

7 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)
- Please note: if your group is applying for a Hampshire County Council grant then they will need to provide statistics on the total number of journeys carried out separating hospital trips.

Financial records of the following should be kept:

- Driver's expenses (original expense claims should 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.

8 Help Available

8.1 Help from Hampshire County Council

Hampshire County Council provides financial support to car schemes throughout the county. There is no closing date for these grants and applications are accepted throughout the year. This grant stream does not fund in advance as it applies to retrospective funding. Groups who want to take advantage of this grant are required to follow these good practice guidelines. Therefore groups wishing to apply for a grant will need to demonstrate this by signing the form in Appendix A.

Hampshire County Council will not grant aid any scheme which does not expect the passengers to make any contribution towards their journey. Hampshire County Council's policy is not to fund any transport to or from hospital for appointments or treatment, which is why separate figures are required. The deficit between the remaining income and expenditure, including the overheads will, upon approval, be funded.

Voluntary Car Schemes Grant

The grant application form requires the scheme to provide the following details for the period applied for;

- Total number of journeys (the grant application form requires you to break these figures down into trips to hospital for appointments or treatment and 'other' journeys)
- Total number of miles (again these figures should be split between hospital appointment or treatment and 'other' journeys)
- Total expenditure (split into a number of categories)
- Total income (split into a number of categories)

Promotional Material for Recruitment

Hampshire County Council recognises both the importance of driver recruitment in contributing to the success of car schemes, and the financial constraints under which they sometimes operate. To this end they have developed a series of promotional and recruitment materials which are available on request to assist with this aspect of the operation. Further details and examples are available by contacting Hampshire County Council's Community Transport team on 01962 846785.

Travel information for older and disabled people

Hampshire County Council's Community Transport Office publishes helpful information for older and disabled people on public and community transport.

This information is available online at the following links:

Public Transport: www.hants.gov.uk/generalctinfo/trav

Community Transport: www.hants.gov.uk/generalctinfo/districts

If your organisation details need updating on our web pages please contact the Community Transport team on 01962 846785.

Passenger Transport Forums

Area forums are organised where those involved in voluntary driving can keep up to date with local developments. They also provide an opportunity for car scheme volunteers to meet people involved in driving for other organisations.

8.2 Help available from the Good Neighbours Support Service

The Good Neighbours Support Service provides free resources, insurance and DBS checks for volunteers. They provide regular events, long service awards to recognise the work of volunteers and offer opportunities to network with other groups.

Grants from Good Neighbours Support Service

Start Up Grant

This is available to help with the costs of setting up a group. It is intended to help pay for such things as:

- Stationery
- Telephone system
- Publicity
- Room hire

Annual Grant

This is awarded on an annual basis to help off set administration costs. Applications are invited and grants awarded to groups who fulfil the criteria. The grant is advertised and application forms are available via the website www.goodneighbours.org.uk or by contacting the Good Neighbours Support Service on 02392 899671.

8.3 Grants from District Councils

Some District Councils offer grants to car schemes to help with running costs or ongoing journeys. Contact Good Neighbours Support Service for more details about grants in your area.

9 Useful Information for Car Schemes

9.1 Voluntary Organisations Providing Transport

- For information about car schemes in the Good Neighbours Network go to www.goodneighbours.org.uk
- RVS
- Age Concern
- Red Cross

9.2 Organisations Providing Advice and Support

- Good Neighbours Support Service
- Hampshire County Council (Community Transport)
- The Community Transport Association www.ctauk.org

9.3 Transport to Hospital

Patient Transport Services provide transport to hospital around the County. The criteria and patient eligibility for using these services differs from hospital to hospital. In the majority of cases passengers need to have a medical need which requires transport to be provided. Passengers are often assessed by their doctor or a qualified medical practitioner.

9.4 Financial Help for Travel Costs

Some passengers may be able to reclaim the cost of their transport to and from the hospital. They can claim if they are receiving income related benefits. For further information see DH leaflet HC11 at www.nhs.uk/NHSEngland/Healthcosts/Documents/hc11-april-2013.pdf

If the passenger meets one of these criteria then the voluntary driver will need to issue them with a receipt, on behalf of the scheme, to enable them to make a claim. For people who need to be accompanied because they require assistance the escort can also claim the cost of fares. Claims can be made using Department of Health form HC5 (T) which is available from NHS Hospitals and online at [www.nhs.uk/NHSEngland/Healthcosts/Documents/2012/HC5\(T\)-april-2012.pdf](http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2012/HC5(T)-april-2012.pdf)

9.5 Hospital Parking

The Good Neighbours Support Service provides hospital parking permits which can be used in many hospitals. 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.

Hospital Parking Guides for Volunteer Drivers, covering all the major hospitals in Hampshire (and just across the borders) are available online at: www.hants.gov.uk/hospitalparkingguides

9.6 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 may include free use of parking meters and 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).

People qualify if they:-

- are receiving the higher rate of the Mobility Component of the Disability Living Allowance
- are receiving a War Pensioner's Mobility Supplement
- use a motor vehicle supplied by a government health department
- are a registered blind person
- have severe disability in both upper limbs, drive a motor vehicle regularly but cannot turn the steering wheel by hand even if that wheel is fitted with a turning knob
- have a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking

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

Hampshire County Council Blue Badge Department can be contacted on telephone number 0845 603 5633.

9.7 How to help passengers

Clients may have a range of health problems and/or disabilities which will affect them in different ways: hearing, speech or sight impairment, mobility or memory problems. Always ask the client what help they need, do not presume anything.

On leaving home – Check:

- 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:

- Always guide by letting the partially sighted person hold your arm. Resist the natural temptation to steer them from behind.
- 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 kerb 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.

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' publ. The Stoke Association)

9.8 Transporting Pets

If 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.

9.9 Dealing with Emergencies

Volunteers should think through what might be helpful in an emergency.

In case of an emergency:

- It is advisable to carry a mobile phone.
- Make sure you have the telephone number of the Co-ordinator. They will have the emergency contacts for the client.

If a client is unwell at home:

- Ask if they 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:

- Pull off the road as far as is possible. Switch on the hazard lights.
- On a motorway, drive or coast to an 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 and re-assure the client.

If there is an accident:

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

10 Appendices

Appendix A – Good Practice Guidelines Acceptance Form

Appendix B – Example Application Form (to become a volunteer driver)

Appendix C – Sample Expenses Claim Form

Appendix D – Sample Client Risk Assessment Form

11 Appendix A

Good Practice Guidelines Acceptance Form

Organisation.....

Contact Name.....

Address.....
.....
.....

Email Address

I have read and understood the Good Practice Guidelines for Car Schemes and agree to comply with them.

Signed.....

Position in organisation.....

Please return this form to:

Katharine Broomfield
Community Transport
Hampshire County Council
Capital House
48-52 Andover Road
Winchester
SO23 7BH

Telephone: 01962 846785

Please note: The information on this form will be kept as a record of which groups have agreed to comply with the good practice guidelines. Contact details will be used to issue updates to the guidelines where necessary.

12 Appendix B

APPLICATION FORM TO BECOME A VOLUNTEER DRIVER

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

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

Car Details:	
Make and Model of car:.....	*Estate/hatchback/saloon *please circle as applicable
Registration Number:.....	*Three door/five 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 a fully comprehensive insurance? Yes/No
Do you have any endorsements: details)	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
Am							
Pm							
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) below:

I wish to apply to become a voluntary driver. The information I have given is correct at the date of this application. In accordance with the 1998 Data Protection Act, I agree that the GN group may hold information about me for volunteering reasons. This will be kept securely, manually or on computer and accessed only by authorised personnel.

Signed:

Date:

OFFICE USE ONLY:

Date Interviewed: _____ By: _____

Documents Checked:

Driving licence: Vehicle Insurance: MOT certificate:

13 Appendix C

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 Care Group.

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 license, MOT certificate.

I certify that this claim is correct and I hold a current driving license 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.....

14 Appendix D

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 passenger 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 passenger?

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