

Volunteer Driver Policy

Date	Review Date	Chairman	Vice-Chair	Centre Manager
08.01.18	08.01.19	Neil Jones	Anne Everitt	Sally Mills

The following are important telephone numbers that must be kept up to date:

Contacts	Home	Mobile
Chairman of Trustees Neil Jones		
Vice-Chair Anne Everitt		
Centre Manager Sally Mills	01483 813846	

The purpose of this document is to provide relevant information needed to volunteer drivers.

1. Policy Statement

The Therapy Garden is proud to be able to offer a transport service to clients and we take the safety of our vehicle, drivers and clients very seriously. This policy outlines what we expect from our drivers and procedures in place in case of incident.

2. Definition of Adverse Weather and Travel Disruption

Weather – severe conditions that may disrupt or prevent normal travel arrangements such as a heat wave, snow/ice or flooding.

Travel disruption – changed to normal travel situations such as major accidents, road closures or train strikes.

3. The Therapy Garden Responsibilities

The Therapy Garden will –

- Ensure the vehicle is properly registered and taxed, has had an MOT and is serviced and insured
- Ensure the vehicle is in a safe condition
- Provide full address details and contact numbers of clients to allow drivers to plan their journeys
- Be available to discuss any issues/concerns drivers may have regarding the vehicle, clients or journeys
- Check volunteer driver licenses annually

4. Volunteer Driver Responsibilities

All volunteer drivers must –

- Ensure they are fit to drive at all times
- Follow all rules of the road including adhering to speed limits, wearing seat belts and following diversions.
- Follow the accident procedure if needed (see separate document)
- Have a clear DBS check
- Only drop the client or student to the address given (usually the school for younger students)

All drivers must refrain from –

- Driving when affected by alcohol, drugs or medicines
- Driving when affected by illness
- Driving when you are too tired to do so safely
- Using a mobile phone when driving

You must inform us about any health issue or personal circumstances that may affect your ability to drive or any changes to your driving licence status.

You are also legally required to inform the DVLA of any medical condition that may affect your ability to drive safely.

5. Lone Working

Driving clients to and from their homes will often be undertaken alone and should be taken seriously.

Chaperones are always provided for Green School students but are not usually required for adult clients.

The Therapy Garden will provide a chaperone for all new adult clients until an assessment can be made and then will inform volunteer drivers if a chaperone is required for future journeys. If an adult client has been assessed as not requiring a chaperone but a volunteer driver still has concerns or feels uncomfortable then they are asked to discuss this with the driving rota co-ordinator (usually the Marketing & Admin Assistant) and/or the Centre Manager

Please see the Lone Working Policy for further details.

6. Wheelchairs

Volunteer drivers or chaperones are never expected to lift or operate a wheelchair or help the client with transfers in and out of the vehicle. They will not have received training and therefore will not be insured. Any client that uses a wheelchair will require a support worker, carer or friend/relative to assist with their journey and this person should assist with all transfers.

7. Safety and First Aid

The Therapy Garden takes our volunteer drivers safety very seriously and would never put anyone in a position where they feel uncomfortable or unsafe.

We will always assess clients in advance to ensure they can be transported to and from the centre with a volunteer driver safely.

Volunteers should let the Centre Manager know if they wish to have first aid training and this can be arranged.

8. Accidents

All accidents should be reporting to the Centre Manager as soon as feasible possible after the accident has taken place. There is an accident report book in the vehicle, which contains emergency contact details and accident forms to be completed. Please familiarise yourself with these documents in case you need them.

If a client is in the vehicle at the time of the accident, please ensure they are safely moved away from the scene. If they are injured and need medical attention/taking to hospital please stay with the client and call the Centre Manager or Garden Manager as soon as possible and they will advise the next course of action.

9. Linked Policies

- Volunteer Policy
- Lone Working Policy
- Vehicle Accident Policy
- Driver Risk Assessment
- Health and Safety Policy

10. Raising Awareness of this Policy

The Therapy Garden will raise awareness of this policy via:

- The Therapy Garden policy folder located in the Centre Manager's office containing all the charity's policies. Clients and third parties can request a copy of the policy if required. Staff and volunteers are to be informed when policies are updated.
- During staff and volunteer induction
- Through emails to staff and volunteers when policies are updated
- The Therapy Garden policies are also available to view on the charity's website

11. Policy Reviews

Any questions regarding the policy should be directed to the Centre Manager. The policy may be amended at any time.

The policy should be reviewed in the light of any trends or new legal changes and at least once every two years.

This policy was adopted on the 01 August 2018 by:

Chair of Trustees Neil Jones		Date:	
Vice-Chair Anne Everitt		Date:	
Centre Manager Sally Mills		Date:	