



Drivers' Good Practice Rules OCTOBER 2025

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Separate documentation

Hospital Parking

Donations

Please note the following information is available on our website for reference.

The Constitution of CC

The Safeguarding Policy

GDPR Policy

Management Committee Members

Health & Safety Statement

(To access the password protected area of the website, go to www.clevedoncare.org.uk/PasswordProtected. The username is: ccvolunteer. The password is: Drivingforhealth1953)

Good Practice Rules

- 1 We accept clients based on their need to attend a medical appointment.
- 2 We do not discriminate against clients on perception of their personal means.
- 3 It is not acceptable to decline a job because it is thought that they can afford to pay for alternative arrangements because of where they live.
- 4 Drivers can choose to limit their choice only to local jobs; they cannot do only long distance jobs.
- 5 Drivers should not use the job for other purposes nor be accompanied by spouses/partners.

Information from Office Telephone Call

- 1 Date and time of appointment.
- 2 Which centre/hospital and department if relevant.
- 3 The name, address and telephone no of the client.
- 4 Information re disability: mobility or wheelchair user; whether accompanied; is a receipt required; a Job Number which authorises your journey.
- 5 You will then agree the pick-up time of the client to enable them to be there on time. (An example of a booking form used by a driver to accept and note jobs is attached for information/use)
- 6 Please note that in the interests of the clients, drivers should not be offered, or accept two non-local appointments in one day. One non-local and one local is acceptable if another driver could not be found.

Courtesy Call to Check

It is courteous and good practice for the driver to phone the client within 24 hours of the appointment, both for the client and the driver's sake. From the client's point of view, it is reassuring to know that the driver will be coming as planned. It also gives the driver the chance to check the details of the job. It is viewed by the clients as excellent customer service.

It is particularly important for out of office hours pickups, and where the job was allocated more than a week before.

Picking up and returning the Client

When required, assistance should be given to clients getting in and out of the car. Make sure that the client is dropped off as near as possible to the relevant entrance. It is good to know to which department the client is going, and their personal mobile number, so that you can follow up if there is an unexpected delay. Please give the client your Clevedon Care business card with your mobile number so they can ring you when they are ready. Ask the client to return the card after use.

Double Journeys

- 1 The instructions given to the office volunteers are to find out, if possible, from the client whether the wait at the hospital/treatment centre is likely to be unusually long. Examples are day surgery appointments, or if a series of tests or investigations are to be made.
- 2 The office will advise the client and the driver if it is to be a double journey.
- 3 It is very difficult to determine how long a driver should wait when there is an unexpected delay during a job which has not been identified as a double journey. It is expected that drivers will wait a minimum of two hours, then suggest a DJ charge but always return the

client home.

- 4 It is very frustrating when you have been waiting 2 hours and you have heard nothing from the client. It is, however, not acceptable to then make a start for home without first checking with the client when they are likely to be ready. An arrangement for a double journey is only justified if there is prior agreement with the client AND you return to Clevedon.
- 5 If it would appear that the waiting time at the appointment is unknown, and if you cannot do this return journey then an arrangement must be made with the client for the return journey before you leave for Clevedon: either getting another driver through the office OR ensuring the client is happy to make their own arrangements. Only a single journey will then be claimed.
- 6 Double journey payments are not permitted for jobs within Clevedon or Kenn.

Identity (ID) Badges

The badge should always be worn. ID badges are issued by the Driver Co-Ordinator when you join Clevedon Care. It is also helpful publicity if the Laminated Card is displayed on the dashboard. when parked. If issued, please display your Clevedon Care magnetic decal on the side of your vehicle so that clients can recognize you.

Emergency List of Drivers

In an emergency, you can put out a call for help on the Drivers' WhatsApp group. Each driver should also carry the list of drivers (see later page) who are willing to be called out at short notice in the event of illness of driver, or a breakdown, e.g. your car will not start, a puncture, or other unexpected event. This list is an important reference especially for use out of office hours.

Driving Safely

Clients can be anxious about their general situation and their appointment so every care should be taken not to upset them en route. Our safety record is exemplary so please drive within the speed limits.

You are responsible for ensuring you have an up-to-date MOT certificate and road tax and that the car is insured and maintained within the recommended service schedules.

Request for Drivers

- ◆ Clients may request a particular driver but are not entitled to insist on their choice. We try to share jobs fairly, so that a driver does not acquire a group of "private" clients whilst other drivers feel underused.
- ◆ A client may request not to have a particular driver ("car not suitable", "drives too fast", "did not speak to me") and the office staff will respect this request.
- ◆ It is emphasised in the office procedures that booking requests can only be made by the client, a carer, or relative of the client. The driver must NOT phone in with a job or list of jobs which he/she has already indicated he/she could take.
- ◆ Drivers are entitled to refuse a client who has been rude to them, but a client must not be stranded part way through a job.

Cancellations

If a job is cancelled too late for the client to inform the office and a driver goes to the house to pick up, the decision whether to claim a fee is at the driver's discretion and is, in any case, no more than that for a local journey (£5).

Age Limitations Drivers may not drive for Clevedon Care after their 85th birthday.

Parking Fees/Fines

Clevedon Care is a charity and is not allowed to pay for parking fees of drivers, nor should the client be asked to pay. Volunteer Driver Passes should enable drivers to park free at most hospitals.

Donations and Drivers Tips

We are not paid for our time as we give our services voluntarily. However, the suggested donations are calculated, using the current Charities Commission published mileage rates, and are to reimburse you for your car expenses to the medical appointment and return plus 4 miles for collecting and delivering the client in Clevedon. The suggested donation for local calls is based upon the assumption that a double journey is undertaken on each occasion. It is not the policy of CC to encourage or solicit clients to give tips, but many clients like to express their gratitude to the organisation by giving a tip. Tips and additional donations given to drivers should be passed onto the office (as convenient and say when the sums have accumulated to £5 or more). They are vital in meeting the general running costs of CC. Money is put into the red cash box in the filing cabinet, entering the name of the driver. Alternatively Drivers can send Tips by bank transfer to our bank account. Please include your surname and the word 'tips' when sending money via bank transfer.

Account Name: Clevedon Care

Account Number: 00288453

Sort Code: 30 18 88

Use of Wheelchairs/Clients with Mobility Difficulties

Drivers are not trained to handle/manage wheelchairs and cannot be responsible for helping clients who are wheelchair users. Our role is to load/unload the wheelchair into/out of the car.

The Duty Officers will advise clients accordingly and will emphasise the wheelchair user must be either appropriately accompanied and/or has pre booked a porter at the hospital or is independently mobile and can get themselves into their appointment from the car and back out again.

Where clients have a wheelchair, difficulty in walking or are using a "walker", drivers are expected to drop off/pick up as near as possible to the closest entrance.

When making the courtesy call to confirm arrangements, the Driver must re-emphasise these options, ensuring the client is aware and has made arrangements as appropriate.

Hospital Visits

Although not a priority over appointments, we accept requests for hospital visits and the client is allowed one hour. The normal donation rates apply.

Blue Badges

Clevedon Care has been issued with 3 'blue badges' for use by drivers only when taking clients to their appointment. A badge can be obtained from the office and must be signed out and returned once the job is completed. If you have more than one job on successive days requiring a blue badge you can hold onto the badge until you have completed the jobs. Priority is given to drivers taking clients to appointments in central Bristol where parking can be difficult, and to the Galleries.

Confidentiality

Clients' business is confidential to Clevedon Care and must not be discussed with non-members.

Other Guidance

Separate papers on Insurance, Receipts, Disability Badges, List of Drivers for urgent contact, Hospital parking and Donations follow in this pack.

Insurance

1. Before driving for Clevedon Care, you should notify your own car insurance company that you propose to drive as a volunteer for us - a charitable group members of the public to and from medical appointments. It is prudent to get the insurance company's written confirmation that you will remain covered as before. Our experience is that the premium will not be increased. Your option is to change to another insurance company who will not charge extra. A list of suitable insurers is held by the driver coordinator.
2. When driving for Clevedon Care you **must** have a Job Number (given to you when you accept the job). This enables **you** to be covered, together with your passengers.
3. Insurance Claims:
 - All accidents which may give rise to claims for or against a member of Clevedon Care should be reported immediately to the Driver Co-ordinator, or, in his/her absence, to another officer of Clevedon Care.
 - Claims involving cars/passengers must be reported promptly to the driver's car insurers.
 - Any claim relating to a driving incident will be against the driver's policy.
4. Clevedon Care, as a Registered Charity, holds its own insurance cover, summarised as follows (the full policy documents are held in the office): please note not driving related incidents:
 - Public Liability.
 - Employers Liability.
 - Personal Accident.
5. Cover not provided:
 - When members are not volunteering.
 - When volunteers are exposed to unreasonable risk.
 - When volunteers commit a crime.
 - For volunteer "possessions".

Appendix One

Emergency Drivers Contact Numbers

First name	Surname	Landline	Mobile
Liz	Beckerlegge	217818	07855 550334
Ruth	Berry		07833 578281
David	Clinton	873175	07455 455112
Roger	Davidson	877591	07583 504568
Peter	Febery	877179	07796 796506
Chris	Hembery	871168	07847 109999
Jon	Pittard	879632	07790 558058
Shirley	Rainey	876535	07816 479600
Brian	Rose	877833	07768 100632
Sallie	Tetchner	878380	07944 690210
Ian	Turner	875064	07815 890863

Office Phone 343677

Office Mobile 07591424358

Please also use the WhatsApp Drivers Group



CLEVEDON CARE

YMCA
Marson Road
Clevedon
BS21 7NN

Tel: 01275 343677
Email: office@clevedoncare.org.uk



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups

Charity No. 299247

Appendix Two

Donation Receipt

Volunteer Driver's Journey Record

Driver's Name : _____

Clevedon Care Job No: _____

Please take:-

Client's Name: _____

Address: _____

Phone Number: _____

Destination _____

Date: _____ Time _____

Other Details: _____

Suggested Donation: £ _____

Received from: _____

The sum of: £ _____ with thanks

Signed: _____ Date _____

Appendix Three

BOOKING FORM

Client Care/Job number

Client's name.....

Address.....

.....

.....Post code.....

Phone no.....

Destination.....

Date.....

Time of appointment.....

Time of pick up.....

Accompanied	YES / NO	Disability badge	YES / NO
Wheelchair/walker	YES / NO	Double journey	YES / NO

Any other info

.....

BOOKING FORM

Client Care/Job number

Client's name.....

Address.....

.....

.....Post code.....

Phone no.....

Destination.....

Date.....

Time of appointment.....

Time of pick up.....

Accompanied	YES / NO	Disability badge	YES / NO
Wheelchair/walker	YES / NO	Double journey	YES / NO

Any other info

Appendix 4 Safeguarding Code of Practice for Volunteers

Clevedon Care

Safeguarding Code of Practice for Volunteers

Basic Safeguarding Duties of Volunteers

Volunteers at Clevedon Care are expected to have an awareness of the importance of safeguarding children and adults at risk of harm as part of their role. Drivers are often alone with clients in their cars for lengthy periods. They should be alert to signs of abuse in clients and report any concerns to the Safeguarding Officer. They should also avoid behaviour towards clients which could be construed as abusive or inappropriate.

What is Abuse?

There are many ways in which someone can be abused. You should be alert to the signs. You may see something such as a bruise or other mark or notice a change in the person's behaviour.

Here is a non-exhaustive list of types of abuse:

Physical abuse

Sexual abuse

Financial abuse

Emotional/Psychological abuse

Neglect

Possible Indicators of Abuse

Physical Abuse - Unexplained bruising in well protected or soft parts of the body, lacerations, or abrasions.

Sexual Abuse - Unexplained changes in behaviour. Withdrawal. Overt sexual behaviour or use of sexual language

Financial Abuse - Theft, fraud or financial manipulation leading to a sudden inability to pay for necessities. Extraordinary interest by outside parties in a client's assets

Discriminatory Abuse - Reports of derogatory comments or harassment based on race, gender, or other affiliation.

Emotional/Psychological Abuse - Intimidation, coercion or humiliation leading to withdrawal, tearfulness, agitation, or distress.

Neglect - Withholding the necessities of life including medication, adequate nutrition and heating leading to a deterioration in physical condition, withdrawal, and unhappiness.

Acting on Signs of Abuse

- Don't assume that others will have noticed what you notice.
- Always talk to the Safeguarding Office at Clevedon Care as soon as possible if anything doesn't seem right.
- Be prepared to complete a Safeguarding Form to record your concerns.
- Let the Chairman know if you don't think your concerns are being taken seriously.

Driver Behaviour

To protect clients and avoid behaviour which could be construed as abusive, volunteers should maintain appropriate boundaries between themselves and clients. The following behaviours/actions are to be avoided:

- Never use abusive or inappropriate language or become involved in an argument
- Never respond unprofessionally to inappropriate behaviour/ language
- Never pass on clients' personal contact details
- Never disclose your own personal details to clients
- Never accept money as a personal gift
- Never borrow or lend money to clients
- Never take pictures of passengers
- Never travel with an unaccompanied minor in the car
- Never enter into any kind of relationship or have social contact with the client or their family
- Never make unnecessary physical contact

Good Practice

The following behaviours/actions are to be encouraged:

- Always call the passenger by their name, not "darling", "sweetheart", "love" or other familiar terms.
- Always report any concerns about a passenger's behaviour
- Always be aware that some passengers due to disabilities and medical conditions may require extra time and help.