VOLUNTEER CAR SCHEME

Driver Welcome Instructions

Thank you for offering to spend some time as a volunteer driver for the Wilsden Parish Council volunteer car scheme. We have now received all the required documents from you, so hopefully you are ready to begin. Please read this welcome pack and familiarise yourself with the do’s and don’ts of volunteering. There are some important things you need to know to ensure you have a safe and enjoyable time as a volunteer.

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| **Do** | **Don’t** |
| **Do** make sure you know what is expected of you. If you have any doubts talk to the Car Scheme Coordinator or the parish councillor with responsibility for the scheme. | **Don’t** do anything against your wishes. |
| **Do** be reliable. If you cannot make an arranged time, let the Coordinator know as soon as you can. | **Don’t** take any risks which could harm you or anyone you are working with. |
| **Do** respect confidentiality. This means you should not repeat anything said to you in confidence. If you hear anything that you are worried about (including safety issues or signs that someone is being abused), you should tell the Coordinator. | **Don’t** take money or other gifts offered. |
| **Do** inform staff of any accidents or injuries. | **Don’t** keep any worries or problems to yourself. The coordinator is there to support you. |
| **Do** claim your allowable expenses. | **Don’t** make arrangements direct with the passengers yourself without informing the coordinator. |
| **Do** drive slowly and carefully. Avoid harsh acceleration or braking. | **Don’t** drive under the influence of alcohol or drugs. |

Any suggestions you may have to help in the development of the scheme are always welcome. We hope that you will enjoy yourself in this rewarding work.

With this welcome note you will also receive the following:

1. An identity badge in order to prove you are an authorized driver.
2. A laminated card to display in your windscreen if you have to leave your vehicle for a short time while collecting or dropping off a passenger.
3. Drivers who agree to run people to Airedale Hospital, St Luke’s or BRI may also receive a parking permit authorizing you to park without charge when taking patients to these hospitals.

It is permitted to stop on a double yellow line to collect or drop off passengers. With some passengers who have limited mobility it may be necessary to assist them to and from their house and in such cases the card should be displayed. This is not a guarantee against receiving a parking ticket but should this happen to a driver engaged on legitimate car scheme business the Parish Council will support a request to Bradford Council parking Services for leniency.

**The role of the coordinator**

When someone requests a lift, the coordinator must check that:

1. The passenger(s) meets our criteria
2. The job is suitable for a volunteer and not one that ought to be dealt with by another agency, e.g. the ambulance service
3. A volunteer driver is available

This explains why, at least for the initial arrangements with a passenger on a new route, volunteers should always refer any requests for transport to the coordinator before agreeing to make the journey. The Parish Council keeps a record of all the lifts that take place. These statistics will be used to demonstrate the effectiveness and may determine whether additional resources are required to ensure continuance of the scheme.

**Key contact details**

The car scheme coordinator is Margaret Harrison and the parish councillor responsible for reports to the Council is Peter Allison. Their contact details are:

Margaret Harrison

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Wilsden,

BD15 0EH

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Peter Allison

14 Smithy Lane,

Wilsden

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