



Transport for older people  
to medical appointments

## Ascot Volunteer Bureau

South Ascot Church Hall  
Church Road  
Ascot  
Berkshire SL5 9DP  
Tel: 01344 625520 Web: [www.ascotvolunteerbureau.org.uk](http://www.ascotvolunteerbureau.org.uk)

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### Guidelines for all Volunteers

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- 1. Safeguarding.** AVB has obligations under Safeguarding legislation and guidance. As AVB's clients are vulnerable adults, it is essential that you report immediately to the AVB Coordinator or the office, any occurrence of abuse, verbal or physical, irrespective of where it takes place and by whom.
- 2. DBS Checks.** In the unlikely event of a volunteer acquiring a criminal record (caution or conviction) they must inform the coordinator immediately. This does not apply to speeding/parking fines except if it results in losing your licence. (see below)

### Guidelines For New Drivers

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1. You will need to notify your car insurance provider that you are using your vehicle to volunteer so this can be added to your policy. This should not incur any additional costs.
2. Do not accept a job if for any reason your car is not legally permitted on the highway (e.g. MOT has expired).
3. If you lose your licence or are banned from driving for any reason, it is essential that you advise the Co-ordinator at the earliest opportunity.
4. Having accepted a job allow sufficient time to get the client to the appointment on time. The office staff are happy to advise if for example extra time is required where the client is particularly slow.
5. If you accept a job but subsequently feel that you are unfit to drive (e.g. you have an illness) do not be tempted to "soldier on". Contact the office who will then attempt to find a replacement driver.
6. Make sure every occupant wears a seatbelt. Some clients may need help putting on the seatbelt.
7. If you are involved in an accident your main priority is to make sure that the client and yourself are not put in any further danger. (i.e move to a safe place if possible). Call the emergency services and inform the AVB co-ordinator.
8. If you break down on your way to picking up a client, wherever possible contact the client and the office to explain your predicament.

9. If you break down while the client is with you try to ensure that they are removed from any danger. Do your best to help them get to their destination (e.g. call a taxi) if there is going to be a long delay.

10. For local jobs (in the Ascot, Sunninghill, Sunningdale, North Ascot area) the charge is £5 payable directly by the client to the driver. For jobs outside the area the charge is 50p per mile. The mileage is from your house, to the appointment and back to your house. The office staff can advise if you are in any doubt as to which option to charge.

11. Feel free to contact the office to inform of any difficulty you may have experienced. The office keeps a record of clients' needs and disabilities. Any feed-back you can give to help maintain up to date records would be appreciated.

12. Remember you are a volunteer and only accept jobs that you are happy to carry out.

13. If you wish, contact the client in advance of picking them up to check if there has been a change of circumstances.

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Volunteer Signature

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Volunteer Name

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Date

Guidelines updated August 2019