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GREAT MASSINGHAM AREA COMMUNITY CAR SCHEME

INTRODUCTION

Thank you for being a volunteer driver for the Great Massingham Area Community Car Scheme. Our aim is to help people without their own transport to get out and about at reasonable cost and minimise the isolation many suffer in the numerous small villages and communities we serve. This handbook gives simple, practical advice to drivers on making the journeys safe, reliable and enjoyable.

The contents of the **front pocket** and **Section 1** are designed to help with procedures involved in making a trip. **Section 2** describes the Scheme. **Sections 3 and 4** give advice on health and safety matters and how to deal with passengers and emergencies. If you are involved in an accident a handy report form is provided in **Section 6**. In **Section 7** are Driver's Trip Record forms and the **back pockets** contain personal driver information, and three policy documents.

Acknowledgements

In compiling this handbook, the Management Committee has drawn on several sources. Principal among these is the “Driver Handbook” published in January 2013 by Suffolk Community Transport Ltd and Norfolk Community Transport Association (NCTA) and made available to numerous community car schemes in Norfolk by NCTA. The “Handbook for Community Car Drivers” published by the East Norfolk Rural Transport Partnership in June 2006 has also been a very useful source of content ideas. The “Community Cars Volunteer Drivers Guide” prepared in 2004 by Meg Rendle especially for the Great Massingham Scheme proved invaluable.

This issue 3 is a modest update from issue 2 published in February 2017 and this in turn has been updated as of August 2018 and further revised May 2019.

1. TRIP ESSENTIALS

Getting ready check list

- Weather

If the weather is poor have you phoned the passenger to allow extra time or to discuss possible cancellation? The final decision is yours. Please cancel rather than put lives at risk.

- Have you got?

- Photo-id card
- Mobile phone
- Driving licence and Insurance certificate
- Pen and paper
- Driver handbook
- Trip Record forms
- QEH parking permit
- Loose change
- Torch
- Road map and/or sat nav
- Accident report form (see Section 6 or use your insurance company form)

Before you leave

- Quick check on tyres and screen wash
- Check fuel gauge
- Check passenger address, pick-up times and final destination
- Set odometer to zero

*Additional points

- (1) Do not drive if you feel unwell.
- (2) Do not carry children (under 18) unless accompanied by a relative or responsible adult.
- (3) Passengers with children under the age of 3 must bring an appropriate child safety seat to attach to the vehicle's rear seat. **It is the driver's legal responsibility to ensure that the child is correctly restrained.**
- (4) Our passengers must be able to get themselves in and out of the car even if you agreed to push them about in a wheelchair.
- (5) Wearing a safety belt is required by law at all times by the occupants of your vehicle.
- (6) Smoking is not permitted while passengers are in the vehicle.
- (7) Be polite to passengers in all circumstances.

Notes about charging

- Passengers pay 45p per mile or the standard tariff for their journey plus any parking fees and “dead miles” from the driver’s home to the passenger’s pick up point and return.
- The cost is the same regardless of the number of passengers.
- If the planned wait is more than one and a half hours, the driver is justified in charging double (at the driver’s discretion). Passengers are forewarned of this possibility by the Office coordinators.
- Extra payment by passengers should normally be treated as donations to the Scheme and recorded as such on the Drivers Trip Record form.

This page revised May 2019

In case of a breakdown

- To help the passenger complete the journey please ring the Office (01485 520823 if in office hours) or the Chair or another driver who you think may help. If this is not fruitful, ring for a taxi to finish the journey. If the passenger is unable to pay, please do so yourself and reclaim the cost later from the Office.
- If on the outward journey, phone the passenger's destination to explain the delay and ask the passenger if there is anyone else who should be informed.
- Contact your breakdown service to help restart your vehicle.
- Give a brief written report to the Office at the first opportunity.

In case of an accident or emergency

- You must stop if another person or vehicle is involved through injury or damage.
- The safety of yourself and passenger(s) is paramount.
- **Phone 999 or 112 if you need the Police or other emergency services.**
- Use the 'Motor Vehicle Accident Report Form' (see Section 6) or one provided by your insurance company to prepare a short report for the Office and for insurance or Police purposes.

**More advice is given at Section 5
(on page 28-31)**

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2. DESCRIPTION OF THE GREAT MASSINGHAM AREA COMMUNITY CAR SCHEME

The Office

Address: Great Massingham Area Community Car Scheme, The Village Hall, Great Massingham, King's Lynn, Norfolk PE32 2HW

Telephone 01485 520823

Email: communitycars@btconnect.com

Open 9am-12 noon Monday – Friday
Answer-phone messages left after 12:00hrs are picked up the following day.

The office is currently staffed by two part-time coordinators.

The office holds a wide range of **Policy Documents** should you wish to refer to them. They include:

- CTA FAQ for Community Car Schemes
- Dept for Transport/HSE Driving at Work leaflet
- CTA MiDAS Car & MPV, Training for drivers of small vehicles
- CTA PATS, Passenger Assistant Training Schemes
- HSE INDG236 Maintaining Portable Electrics
- HSE INDG36 Working With VDUs
- HMG Medical Conditions, Disabilities and Driving (intro only)
- Annual Driver and Vehicle Update Form
- Volunteer Driver Application Form
- Training Record Sheet
- Personal Risk Assessment form
- Health and Safety Law poster
- MDA Advice on the safe use of Wheelchairs
- Equal Opportunities Policy
- Premises Fire and Safety Procedure
- Summary of “Health, Safety and Environmental Policy and Risk Assessments”
- Highway Code

The Office is the principal contact point for all queries. In emergency, call the chairman, whose name and telephone number is included in your list of drivers

How the Scheme works

1. Passengers 'phone the office between 9am and 12 noon Monday to Friday to request a trip or leave a message. Ideally, they should give 4 working days notice for a trip, except for urgent or short notice medical appointments.
2. The coordinator records the trip, noting the passenger's name, address, destination and the date and time of the pick-up. Any non-routine risk factors such as a physical disability need for wheelchair or walker stowage, help in walking or carrying shopping etc. are noted and the driver informed in due course.
3. The coordinator seeks a volunteer driver to undertake the trip by ringing potential drivers starting with those living nearest the passenger, whilst bearing in mind any operational or personal limitations drivers have previously lodged with the office.
4. When a driver is found, the coordinator provides: name, address, postcode and 'phone number of the passenger together with destination, pick-up and return times, any risk factors. Also provided is passenger's contact name and number in case of emergency.

5. Passengers are not routinely 'phoned back by the office unless they have asked for this. Passengers are 'phoned back if it proves impossible to find a driver.
6. The co-ordinator logs the trip details and passes the necessary information to the driver, usually by email.
7. Before leaving, the driver carries out pre-trip checks (**see Section 1**) and sets the odometer to zero to record mileage.
8. The driver arrives for the passenger on time, confirms the destination, return pick-up time and the likely cost based on either the 'Standard Fees' card or, for non-standard journeys, 45p per mile including any 'dead miles'.
9. The passenger is taken to the destination and returned home at the agreed time. **At hospitals and surgeries there may be unscheduled delays.**
10. The passenger pays the driver.
11. Driver returns are no longer required from the driver as this information is now captured automatically within the computer programme.

This page revised May 2019

Brief history of the scheme

Residents of East Rudham conceived the Scheme in 2003/4 with the aid of a Transport Grant from the Countryside Agency secured by a steering group made up of representatives from East Rudham Parish Council. Its original purpose was to help those without access to affordable personal transport to attend appointments at Great Massingham and Docking surgeries. The scheme quickly expanded and now provides local trips to:

All local GP surgeries and hospitals, dentists, chiropodists, opticians and other health related services

Many other destinations include among others; hairdressers, veterinary surgeries, bus stops and train stations, libraries, shopping, clubs, churches and other places of worship, business appointments and visiting friends or relatives.

More distant destinations may be undertaken by arrangement.

Areas Covered

We cover the following parishes and communities lying between Docking (north) and Great Massingham (south):

Bircham, Docking, East Rudham, Flitcham, Great Massingham, Harpley, Little Massingham, Syderstone, Tattersett, Weasenham, West Rudham, Wicken Green.

Residents of adjacent villages and communities may also call on our services.

Funding and scale of operation

In recognition of the public service we provide, regular grants are received from Norfolk County Council, King's Lynn and West Norfolk Borough Council, the Parish Councils of the parishes we serve, the Great Massingham and Docking surgeries. Many passengers and local organisations also donate to the Scheme from time to time.

Each year approximately 6000 trips are taken and demand continues to grow. The work is shared between approximately 50 volunteer drivers who contribute nearly 5000 hours of their own time each year. Over 200 passengers are on our database – some use the Scheme regularly and others only very occasionally.

Management

The Scheme is overseen by a Management Committee that meets at least 6 times per year in accordance with the Constitution, a copy of which is included in the back pocket of the Driver Handbook. The Committee undertakes strategic planning and implementation, recruits new drivers after arranging preliminary interviews, secures outside funding, oversees expenditure, and manages the Office and co-ordinators. The Committee also operates a Health and Safety policy **(see Section 3)** and an “Equality, Diversity and Inclusivity” policy **(see Back Pocket)**.

Several committee members also drive for the Scheme.

There is an Annual General Meeting to which drivers, co-ordinators, funders and local elected politicians are invited.

The Scheme is associated with ‘Massingham Film Night’. This is based at Great Massingham and shows films in the Village Hall one evening each month. We will take passengers from anywhere in the area covered by the Scheme and admission charges are waived for the driver. Drivers are asked to inform the Office if they are willing to take these trips. The Scheme will also take passengers to the Syderstone Film Club.

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3. HEALTH AND SAFETY (H&S)

Introduction

Drivers share with the Management Committee a responsibility for the health and safety of themselves, passengers and anyone else affected by their actions as a volunteer driver. **Please see page 26 regarding lifting or transporting motorised buggies or similar.**

Under Health and Safety legislation, the Scheme is responsible for adequate provision of H&S information to drivers and for formulating a safety policy. Accordingly, the Scheme has prepared a H&S Policy document (**see back pocket of the Driver Handbook**) that summarises steps and precautions that all involved with the Scheme should adopt to maximise safety and avoid injury or loss because of negligence. An example of these measures is the risk assessment made for each trip by the Office Co-ordinators. Most of this is simple common sense and much less onerous than it might seem at first sight.

Above all, you are personally and legally responsible for complying with all road traffic legislation. An up-to-date Highway Code is your best source of information. It is available online (<http://www.gov.uk/highway-code>). A copy is also kept in the Office.

To enable the Scheme to fulfil its obligations under H&S legislation it is necessary to ask questions about drivers' general state of health regarding fitness to drive and about the MOT, insurance and licencing status of vehicle(s). This is done when drivers first enrol and annually by means of the "Annual Driver and Vehicle Update Form", which should be completed and returned or emailed to the office as soon as possible.

If you notice shortcomings in the Scheme's H&S provision, please speak to the Office.

Further information about H&S, including some simple guidance for safe driving can be found in the Health, Safety and Environmental Policy and Risk Assessments' document (**see back pocket of this Driver Handbook**).

4. DEALING WITH PASSENGERS

Timing

Normally you will have more than 24 hours notice of a trip. However, passengers sometimes need to present at hospitals/surgeries at shorter notice. Consequently, the Office may occasionally ask you to take trips within 24 hours. Passengers are very appreciative if you can oblige.

It is vital that you arrive punctually. If you are delayed for any reason, please ring the passenger as soon as possible.

On Arrival

If a passenger cancels at the door, be polite, ascertain the reasons and explain the impact that last minute cancellations have on the Scheme. The Office will reimburse your mileage.

If a passenger fails to respond when you call:

If you can see the passenger slumped/unconscious call 999 or 112 immediately. (See also the following pages)

Try 'phoning the passenger; look through windows if possible; speak to neighbours; 'phone next of kin (if there is one) or emergency contact number (if there is one);

exercising due caution, shout through letterbox and gently try the entrance door; 'phone surgery/hospital, though confidentiality is likely to limit or prohibit information from medical sources. You are cautioned against entering the property as there is a risk of accusation of taking property by either forgetful passengers or next of kin and there could be danger in the form of a savage or protective dog or a gas leak/electrical fault. **Make and retain a note of your actions.**

If having made all the checks listed above and there is no contact with anyone, then as a last resort 'phone 101 (Norfolk Police) to request an urgent Welfare Check – provide as much information as you are able to. What happens next, very much depends on circumstances. The Police can make enquiries of (for example) hospitals and will attend the address. Ultimately Ambulance and Fire Service may be called to facilitate entry if this is considered necessary.

The Police Control Room will create what is known as a CAD Reference Number – please request this and make a note of that number.

Notify the Scheme Chairman and the Office as soon as possible.

At the destination, disembark passengers on the pavement side of the vehicle wherever possible and, if necessary, escort them to their final destination.

The Return

After returning the passenger home and before driving off it is wise to check the passenger has their door key and entered the house. Check the vehicle for any belongings the passenger may have left behind

If the passenger fails to show up for the return journey:

*Ring their mobile number

*Ask the hospital/supermarket etc. to put out a tannoy call requesting the person to go to xxxx (a convenient location)

*Contact anyone listed by passenger on “Passenger personal risk assessment”

If having made all the checks listed above and there is no contact with anyone, then as a last resort ‘phone 101 (Norfolk Police), inform them of the situation and assist them as much as you can. The Police Control Room will create what is known as a CAD Reference Number – please request and make a note of that number, along with the date and time of your call.

Notify Scheme Chairman and the Office as soon as possible.

N.B. Waiting times at hospitals and surgeries can be unpredictable. Reception desks can usually estimate waiting times and will often agree to ring your mobile number when the passenger is ready (also ask the passenger to prompt the reception desk to do this). If delays make it impossible to return with the passenger, discuss this problem with the passenger if you can. Options include: ringing the Office (01485 520823) or the Chairman (out of hours – see contacts list) to find a replacement driver or phone another driver who you think might help. If that does not resolve the problem, ask the reception desk for suggestions and consider ringing for a taxi to finish the journey. If the passenger is unable to pay for the taxi, please do so yourself and reclaim the cost later from the Office.

Courtesy and Helpfulness

We aim to be more than just a basic means of transportation. A friendly, helpful approach is a hallmark of our Scheme. However, there are limits! Strictly, you are not required to do more than drive the passenger to and from the destination. Helping with wheelchairs, walkers, shopping, moving between departments within hospital etc. is optional and should only be carried out at the request of the passenger and if you feel able to assist.

If you have any problems or concerns about the behaviour or unreasonable expectations of a passenger, or concerns about their welfare, please maintain a neutral attitude and then discuss the issue/difficulty with the Office and/or Chairman. Passengers are expected to be considerate (and almost invariably are), to follow your instructions and not to interrupt your driving. You are at liberty to refuse to transport a passenger if they behave inappropriately.

Motorised buggies or similar

On taking a booking, coordinators will confirm with the passenger that he/she will not be using a motorised buggy (or similar) as these are too heavy

and/or bulky to lift into the car. If a passenger presents with such a device, you are to politely refuse to handle the device and suggest the passenger leaves it behind or declines to travel.

Please report the occurrence to the Office as soon as practically possible.

Your physical wellbeing is paramount.

Children and child seats

The Parent or Guardian is responsible for the fitting of the child seat and the secure seating of the child. The driver has a responsibility to undertake a visual check that the child and seat are secure, but except in an emergency, only the parent or guardian should have any physical contact with the child.

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5. EMERGENCIES

This section is taken from the Driver Handbook written and produced by Suffolk Community Transport in 2013 (Text ©Suffolk Community Transport Ltd).

In all situations, you and your passengers are more important than the vehicle and, together with you, their safety and welfare is the number one priority.

At all times, you should stay calm and:

- * Ensure the safety of yourself and passengers
- *Try not to cause a hazard to other road users
- *Keep your passengers informed of events and progress

When it is safe and convenient to do so, call the Office (01485 520823) or the Chairman (01485 520502) and inform us of the circumstances so that we may give you advice; inform family/contacts of passengers; warn other passengers of delays; arrange for your passengers to complete their journey and arrange for assistance to reach you.

If in any doubt, you should call the emergency services, (999 or 112) report the details of the incident and

inform them of any special factors regarding your passengers.

In the event of a fire, get everyone out and away from the vehicle as quickly as possible.

Only if you have been trained and feel confident in the circumstances, should you provide necessary first aid to an injured passenger or other person.

Do not move any injured person unless they are in immediate danger of further injury from other vehicles, fire or explosion.

Road accident or collision

You must comply with the law and stop if there is any third party involved through personal injury or damage to property. Exchange names and all relevant information with any person who has reasonable grounds to ask for it. As soon as time and circumstances allow, make some brief notes about the incident using the 'Motor Vehicle Accident Report Form' provided in **Section 6** of this Handbook.

If it is safe to do so, and time permits, take relevant photographs of the scene and other vehicles.

Do not admit liability for the incident

Do not discuss the incident with other people present

Do not talk to the media

Vehicle Breakdown

If your vehicle breaks down, pull off the road and park as far to the nearside as is safe to do so. You should explain to your passengers what has happened and reassure them.

You should use vehicle hazard lights (and a warning triangle if you have one) to warn other traffic. If you are on a motorway, get everyone out of the vehicle via nearside doors and onto the embankment. Then use your mobile or the nearest emergency phone to call the police before returning to your vehicle and passengers.

If you are on a local road or dual carriageway, tell passengers not to leave the vehicle unless they are at risk. In this case, get them out of the vehicle via nearside doors and moved away from the edge of the carriageway.

Call your breakdown or recovery service and request assistance.

Helping someone who has fallen

Do not try to lift someone who has fallen. You could injure them and/or yourself. If the person is unconscious, call 999 or 112 as soon as possible. If you have been trained, follow the 'ABC' of emergency aid.

If the person is conscious, try to establish if they are injured. If seriously injured, make them comfortable and call an ambulance.

If the person is not injured, ask if they can slowly sit up, and then stand in their own time. If possible you could get some support, which they could use to help themselves to kneel before standing up when ready. The person concerned must make the decision as to whether they wish to try to stand.

Passenger accident or illness

If a passenger becomes ill or has an accident, find a safe place to stop and ascertain the seriousness of the situation. If in doubt, call 999 or 112 and ask for an ambulance.

Hygiene Safety Precautions

You should follow simple safety precautions in order to minimise risks arising from contact with bacteria or viruses carried in blood or other bodily fluids.

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6. MOTOR VEHICLE ACCIDENT REPORT FORM

DO NOT ADMIT LIABILITY – NOTE ANYTHING THE OTHER DRIVER HAS STATED. IF HE/SHE IS PREPARED TO ADMIT LIABILITY FOR THE CAUSE OF THE ACCIDENT THEY SHOULD WRITE THIS UNDER ‘NOTES’ AND SIGN.

Date, time, location and weather	
Damage to your vehicle	
Damage to other vehicle/s	
Damage to property	
Injuries to self and others	
Names and addresses of other drivers and vehicle owners if different	
Name of other	

Parties insurance company and policy number	
Registration number of other vehicle/s	
Police Officer's number	
Name and address of witness/es	
Speed of vehicles	
Manner of the other driver's driving	
Road conditions at the time	
Other information	

Please use next page to make a rough sketch of the accident scene and positions of vehicles etc – take photo/s if possible

ROUGH SKETCH OF ACCIDENT SCENE

NOTES