

Contact Us

Voluntary Services Department
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Patient Advice and Liaison Service (PALS)

Compliments, comments, concerns or complaints: we want to hear from you.

PALS and Complaints Department

Humber NHS Foundation Trust
Trust Headquarters
Willerby Hill
Beverley Road
Willerby
HU10 6ED

PALS can be contacted on:

Tel. 01482 303966
Email hnf-tr.pals@nhs.net

Complaints can be contacted on:

Tel. 01482 303930
Email hnf-tr.complaints@nhs.net

www.humber.nhs.uk

Volunteer Transport Services

Car and Minibus



Information for volunteers, staff and passengers

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www.humber.nhs.uk/members



About the service

- The Department aims to provide practical support for patients, carers, service users and their families. It is for those people who would find it difficult, if not impossible to use or afford alternative transport.
- The priority is to assist those who require help to attend health-related appointments and agreed therapeutic activities within the Trust.
- It does not replace other services and is not intended to simply offer an easy/cheap option.
- Requests for any transport service **must** be submitted by a keyworker/health care practitioner in the Trust.
- Although no guarantee can be made, volunteer drivers are allocated to suit requests as soon as possible.
- We operate a voluntary contribution scheme whereby small nominal donations are invited, to help offset our costs.
- Our service covers the Hull and the East Riding of Yorkshire region, although in exceptional circumstances this can be extended.
- Car drivers using their own vehicles are covered by their own insurance.
- Minibus drivers are insured via the NHS.



**Volunteer drivers provide
a valuable transport
service!**

Drivers task description

- You must agree to, abide and sign the conditions in relation to driving (be it their own car or the mini bus);
- All transport services will be directed via the Voluntary Service Department (VSD). No other transportation is to be provided over and above this.
- All requests will be discussed with a driver prior to agreement to ensure instructions are clear. In addition, client details will be shared which must be treated as confidential.
- A staff or base contact (including telephone number) will normally be given. In the case of a breakdown, delay or cancellation it is asked that the driver informs them and/or the VSD.
- No passengers under the age 16 should be transported unescorted. (An escort being a named staff member or parent/guardian.)
- Drivers are asked to provide support (practical or emotional), show sensitivity and ensure that their passenger arrives safely and on time at their destination.
- All volunteers are asked to respect all service users, irrespective of their illness, disability, race, religion/beliefs or sexual orientation.
- Vehicles should be kept clean and tidy, with any bags or items stored/secured safely.
- 'A helping hand' if offered can be really useful, BUT only discreetly and sensitively, to each passenger.
- All passengers **must** wear a seat belt (exceptions only made in rare instances, of which you would be informed).

About the volunteer drivers

- All volunteers are registered with Humber NHS Foundation Trust prior to commencing.
- All drivers undergo an enhanced Disclosure and Barring Service check.
- All volunteers are asked to wear or carry with them their identification card, as issued when their registration has cleared.
- Drivers are asked to report back to the Voluntary Services Department (VSD) any concerns, incidents or changes in circumstances.
- A copy of the volunteer's driving licence is taken, which ideally should be free of any endorsements, along with copies of their insurance policy and MOT certificate (the last two for car drivers)
- All volunteers are entitled to claim travel expenses. For drivers using their own vehicle this includes all duty mileage. To comply with HMRC allowances this is set at 40p/mile for the first 10,000 miles in the tax year and 25p/mile on each mile over 10,000.
- Drivers can only transport passengers as requested by the Department and only for the journey agreed.

Our passengers tell us that our volunteer drivers provide an excellent service. To maintain this quality service, volunteers are asked to adhere to the duties and provide a courteous, respectful and helpful transport service.

Becoming a Volunteer Car Driver

To use your car on behalf of the NHS as a voluntary car driver the following conditions must be observed:

1. To be eligible to register you must be driving your own vehicle. The only exception to this is in the case of a person using a car owned by another, who has cover on their insurance policy permitting you to use their car for this purpose.
2. Third Party Insurance is in force against risk or injury to, or death of, passengers and damage to property.
3. You should maintain the policy to cover the above risks for as long as you claim travelling expenses.
4. You notify the VSD on each occasion you change your insurance policy or your motor vehicle.
5. You must observe all the conditions laid down in your insurance policy, e.g. keeping your car in a roadworthy condition.
6. Humber NHS Foundation Trust does not accept responsibility for risks not covered by your insurance policy. We recommend you check with your insurer before carrying out any voluntary driving in your own vehicle as some may make an additional charge. This can be checked on the Association of British Insurers website: www.abi.org.uk.
7. Travel expenses, currently reimbursed at a rate of 40p/mile, should be claimed monthly (if possible).
8. Humber NHS Foundation Trust will not accept any liability in respect of accidents arising in the course of an official journey. The foregoing conditions are, in consequence, for your protection.
9. A copy of your driving licence, insurance policy and MOT certificate (if applicable) must be submitted.

Becoming a Volunteer Minibus or Car Driver

Apart from the general registration:

1. minibus drivers must be a minimum of 25 years of age with category D1 on their licence and have held a licence for at least 2 years;
2. you must undergo a “familiarisation” drive and induction;
3. you must agree to the conditions of use (as in the Mini Bus information pack);
4. drivers using an NHS vehicle are responsible for any fines incurred during the use of the vehicle;
5. If an accident takes place during the use of an NHS vehicle, the Trust will cover the insurance excess charge.

Passenger Contribution Scheme

To help offset the costs associated with the transport service, we operate a voluntary contribution.

All drivers have a secure collection box if you wish to make a contribution / donation.

All contributions and donations help make a difference to our service.

Thank You.