Introduction

Welcome

This Volunteer driver Handbook aims to provide those interested in volunteer driving with useful information which will cover the most frequently asked questions and the care standards that must be provided to passengers. Individual organisations may have additional policies and procedures that are adhered to and this handbook aims to give overarching and general guidance.

Volunteers are people who are unpaid and choose to give their time, energy and skills to benefit individuals and groups in their community. Volunteer drivers in the North East Lincolnshire and North Lincolnshire area provide an invaluable service to the community; transporting people to places that they could not otherwise access. This may include medical appointments, shopping trips or day centres.

Community Transport providers offer reasonably priced fares and a door-to-door service for anyone needing assistance with transport.

Volunteers are from all walks of life who have a shared desire to give a little back to the community, giving their time freely to lend a helping hand to those who need it. It’s not just our service users who benefit - becoming a volunteer can offer lots of opportunities for you too:

- Help people in your community
- Meet and engage with new people
- Experience personal growth
- A flexible way to fill any spare time
- Feel valued
- Put something back, but without being out of pocket
Registering as a volunteer

Is volunteer driving for me?

There is no such thing as the ‘ideal volunteer’. Everyone brings their own motivation, skills, experience and personality into their voluntary work. Becoming a volunteer driver will require you to have good inter-personal skills and be able to make positive relationships with people by listening and talking to individuals. There are some qualities which we feel that volunteers will need including:

- Patient and sensitive to the needs of others;
- Helpful and caring manner with a friendly disposition;
- Honest and trustworthy;
- Reliable and punctual;
- Tolerant, non-judgemental and able to respect confidential information; and,
- Able to work on your own initiative and as part of a team
Volunteer driver information

Role description

- As a volunteer driver your role will involve transporting service users within the North East Lincolnshire area to and from authorised locations.

- It may be necessary to provide assistance to passengers, if required, to and from the vehicle and their pickup and destination locations.

- Volunteer drivers will need to ensure all scheduled timings are adhered to and all necessary paperwork, e.g. recording mileage is completed correctly.

- Volunteers must drive a vehicle that is clean and suitable for the carriage of passengers, so it is important to conduct vehicle checks before the carriage of passengers.

- As part of the role it will be essential to maintain confidentiality regarding client information.
What is the process before I can start driving?

There are several organisations that you can join as a volunteer driver. Details of schemes offering community transport in North East Lincolnshire and North Lincolnshire are listed at the back of this booklet in the key contacts section.

If you decide to join an organisation as a volunteer driver there is a need to know that you are:

- Legally entitled to drive the vehicle you are using
- Using a vehicle that is safe and road legal
- Properly trained and competent to drive it safely

To show the above it is necessary to provide vehicle MOT and insurance documentation. Please inform your insurance company that you will be undertaking volunteer driving. Volunteers will need to be aged at least 18 or over and hold a valid, full UK driving licence appropriate for the type of vehicle being driven.

The maximum age for any volunteer driver is governed only by an individual’s ability to reach the higher level of health and capability requirements of the DVLA for vocational driving.

All drivers will need to undergo an enhanced Disclosure and Baring Service (DBS) check and references may be required – please check with each specific community transport provider for further details.
What vehicles can I drive?

Using Your Own Vehicle

Even if you are using your own vehicle, the voluntary organisation has the same legal duty to ensure it is safe and legal when it is being used to provide a service for them. Therefore, they will wish to check that your vehicle is taxed, has a valid MOT and serviced and that you are insured to drive it for voluntary purposes. An annual check is conducted of all documents including driver licence and vehicle insurance (or on the date of renewal).

Minibus

If you gained your driving licence after 1 January 1997, you may need to have a D1 entitlement on your licence to drive a minibus. Some, but not all, volunteer drivers who drive a minibus for a non-commercial organisation are exempt from this requirement. Please check with your specific voluntary organisation or the Community Transport Association. If a vehicle is provided a driving licence check will also need to be completed at least annually or of there are any changes to your licence e.g. circumstances of points being issued, will need to be advised to the organisation.
Training

Training schemes do vary between organisations, but may cover elements such as manual handling, basic First Aid, ‘passenger assistance’ as well as the following training requirements:

Introduction to volunteer driving

Volunteers play a vital part in our community and it is important to make sure they have the necessary skills and training to suit the role they have applied to do. It is the responsibility of the organisation to ensure that volunteers are able to carry out the role they have been recruited to do, whatever that may be. The steps from recruiting volunteers to them working independently can be summarised as:

- Induction
- Assessing volunteer training and development needs
- Meeting training and development needs
- Supervision and support

All drivers must complete an induction training session with their volunteer driving scheme that will include an introduction to the organisation.

Safeguarding

Safeguarding is about protecting everyone from harm, abuse or neglect, in particular children, young people and vulnerable adults. DBS checking is the government’s process for providing information to employers and organisations about whether an individual is suitable for particular types of work. We must ensure that we are doing all we can to protect the most vulnerable members of our society and it is therefore essential that all volunteer drivers have a DBS registered check before starting. For support with DBS checks contact your voluntary organisation to enquire how they may assist or there may be support from Voluntary Action North East Lincolnshire (VANEL) and Voluntary Action North Lincolnshire (VANL).
Dementia Friends

Dementia awareness and training is ideal for volunteer drivers in order to be better equipped to understand and communicate with passengers with Dementia.

A ‘Dementia Friend’ is classed as someone who learns about what it’s like to live with dementia to aid their understanding of dementia and how to help support those with the condition. ‘Dementia Friends’ is about increasing awareness of dementia and providing advice about the small ways you can help as a volunteer driver. We recommend that all volunteer drivers become a ‘Dementia Friend’. Anyone of any age can be a Dementia Friend and can become one either through attending a face-to-face Information Session or watching the online video. The online video enables you to become a Dementia Friend where you will meet Gina who is living with dementia and learn more about what it is like to live with the condition. Once you have watched the video you can sign up for your ‘Little Book of Friendship’, a resource pack which contains more information and tips on how we can support those living with dementia to feel a part of our communities.

Here is the link to the online video - https://www.dementiafriends.org.uk/register-digital-friend

Dementia Friends Information Sessions are run by volunteer Dementia Friends Champions, who are trained and supported by the Alzheimer’s Society. Each Information Session lasts around one hour and can be booked online on the Dementia Friends website.

For more information please visit: https://www.dementiafriends.org.uk/
MiDAS

Drivers of Community Transport minibuses will need to undertake a driving assessment and a training session on passenger care and the safe carriage of passengers in wheelchairs. The procedures on driver training and assessing are approved by the Minibus Driver Awareness Scheme (MiDAS) which is a nationally recognised scheme for non-vocational minibus drivers. On successful completion of the assessment you will be issued with a MiDAS certificate and a Community Transport Volunteer Permit. Your local scheme will endeavour to ensure that all volunteer drivers are given ample opportunity to pass their MiDAS assessment, however, should the MiDAS assessor determine that you do not have the skills to drive a mini-bus, the assessors decision will be binding. The MiDAS assessment is regarded as the minimum requirement for volunteer minibus drivers and passenger assistants. All volunteers are encouraged to ensure you have the skills, knowledge and confidence to undertake your duties efficiently. Not all schemes have minibuses, however please speak to your local scheme for details.

Health, safety and fire awareness training

As a volunteer you need to be aware of any day to day health and safety issues relating to the activity or task you are involved in. The organisation that you volunteer for have a duty to keep volunteers safe under the Health and Safety at Work act. Therefore a sufficient risk assessment must be completed to reflect any potential hazards that may occur from the volunteering activities you are involved in. Your introduction to health and safety may cover an explanation of; how to report health and safety incidents including location of accident book and first aid procedures, fire procedures and personal safety issues. Your scheme may require from you documentation such as vehicle insurance cover and any relevant qualifications e.g. proof of driver training or first aid.
Risk assessment

Manual Handling

Volunteer drivers are advised never to attempt to lift a client. Only clients who can transfer from their wheelchairs unaided into a vehicle are transported by a volunteer driver. If necessary passengers are encouraged to take an escort with them to assist them to transfer.

Drivers are to be informed if a folding wheelchair is to be transported, to enable them to decline the journey or seek advice if they are concerned about transporting passengers who need to use a folding wheelchair.

Incidents / accidents

If an accident occurs whilst driving you will need to stop the vehicle if any third party is involved through personal injury or damage to property. You will need to contact the organisation you are volunteering for when safe and convenient to do so. It is important to exchange contact and insurance details and give all relevant information to third parties involved. If you are driving an organisation’s vehicle they will need to handle the relevant insurance information. In all situations you and your passengers are more important than the vehicle and it is important to stay calm and safe. Depending on the severity of the incident or accident it may be necessary to dial 999.

If an incident happens to a passenger whilst in your care, basic first aid can be administered only if you have been trained or feel confident in the circumstances. It is a legal requirement for minibuses to carry a first aid kit. For more serious accidents that require urgent medical attention call the emergency services. Any incidents that occur that you are unsure of
Passenger Behaviour

In the unlikely event of an incident of unacceptable or dangerous behaviour volunteer drivers are asked to contact their voluntary organisation as soon as possible. If volunteer drivers feel immediately threatened, drivers are advised to dial either 101 for non-emergency situations or 999 if you feel there is an immediate danger.

Drivers are advised that whenever possible they should drive to a public place and leave the vehicle to make any necessary phone calls.

On the rare occasion there is an incident a record is kept by office staff of passengers who have behaved disruptively or violently towards voluntary drivers. This will alert staff to previous behaviour if the same passenger attempts to make a further booking.

Staff can and may refuse to accept bookings from any passengers with a history of disruptive or violent behaviour.
Procedures

Availability

Volunteers can give as little or as much time as they can but most schemes will require a minimum of 2 hours per week. Days and times that volunteers work are flexible, but most trips with community transport organisations are scheduled between 9:00 a.m. and 3:30 p.m., Monday to Friday. Some drivers may be required by their scheme to work outside these hours so it is best to check hours with each individual voluntary organisation. Volunteers are asked to nominate days and times when they will be available. Drivers can change their availability, but are requested to give the office/co-ordinator as much notice as possible.

Expenses

Voluntary driver schemes in North East Lincolnshire and North Lincolnshire will pay mileage and believe that volunteers shouldn’t be out of pocket when giving their time on a voluntary basis to the community. Drivers who use their own vehicles are entitled to claim expenses for mileage. The amount claimed will cover the cost of petrol and wear and tear on the vehicle. Drivers need to record all details of journeys undertaken so accurate mileage can be reimbursed. Some schemes may provide a vehicle for the role in which case expenses may not apply. Please refer to specific schemes for details of the amount paid per mile.

For further details please refer to the HMRC guidelines in the Useful Information section at the back of the handbook.
Legal requirements

Welfare issues

Volunteer drivers must never be under the influence of alcohol or drugs whilst they are driving. It is advisable that drivers must have access to a mobile phone in case of an emergency, however it is against the law to use a mobile phone whilst driving.

Vehicle checks

Volunteers must have access to a vehicle that is clean and suitable for the carriage of passengers. An inspection of the vehicle should be made before the start of each journey. Vehicles should be checked for defects such as lights, washers, horn etc. and ensure they are working and that the vehicle is in a roadworthy condition at all times. Some schemes may provide a vehicle for the role in which case vehicle checks will be conducted for them. Some volunteer driving schemes may conduct visual checks of your vehicle before each volunteer session or journey. A current valid MOT certificate, motor insurance and driving licence must be held and will be inspected at interview and then at least annually.

Seatbelts

The vehicle used by volunteer drivers will need to be fully fitted with seatbelts. The driver will need to ensure both front and back seat passengers wear seat belts. Any passengers who contrary to advice, refuse to wear seat belts and do not have a medical exemption certificate, should politely be advised of the legal requirements and a note made of their refusal to wear one. Some schemes may have specific guidance regarding seatbelts so please check with your organisation.
Code of conduct

Drivers’ guidelines

Each scheme will have their own individual Code of Conduct. Volunteers need to make sure they understand the rules of conduct for the community transport provider they will be working for. Some organisations may ask for a volunteer agreement to be signed and any behaviour that breaches the code may jeopardise their role as volunteer.

The code of conduct will cover things such as:

- Promoting good practice
- Ensuring quality of service to clients
- Applicable policies and procedures
- Expectations of you as a volunteer

How to help passengers

Passengers may have a range of health problems and / or disabilities which will affect them in different ways: hearing, speech or sight impairment, mobility or memory problems. Always ask the client what help they need, do not presume anything. On returning home it may be necessary to see the client to the door and help them with any shopping or equipment. It is not advised that volunteer drivers enter client’s homes.
Useful information

Insurance

Drivers must notify their insurance company that their vehicle will be used for volunteer driving. It should be made clear to the insurance company that “expenses will be claimed strictly on a non-profit basis.”

This will not normally result in an increase in premium and is usually included in a standard “domestic, social and pleasure” policy. In some instances, companies may wish to extend the policy to include “business use” but again this should not usually lead to extra cost.

HMRC guidelines

You will have to pay tax only if the allowances you receive during the tax year come to more than the expenses you incur driving for the organisation: in other words, if you make a profit. As volunteer driving will only involve being reimbursed for expenses there will be no tax implications for volunteering.

Volunteering should not affect your right to claim benefits. The only money that would be paid to you would be mileage expenses upon proof of receipt.

More information can be found on the HMRC website: https://www.gov.uk/volunteering/pay-and-expenses
Key contacts

Details of schemes offering community transport in North East Lincolnshire and North Lincolnshire

Humber & Wolds Rural Community Council

Humber & Wolds RCC is an independent charity working to improve the sustainability and vibrancy of rural communities. One of our projects is the provision of a Voluntary Car Service for people who have difficulty accessing public and private transport helping them to get to medical and other essential appointments. The scheme is supported by North and North East Lincolnshire Councils and co-ordinated by HWRCC but relies on the volunteer car drivers to undertake the essential task of driving people to appointments and providing the personal customer service that our clients really appreciate particularly if they are anxious or concerned. We are also working with community transport organisations in North East Lincolnshire to respond to identified transport needs and establish a community transport forum which can ensure that the right transport is available to meet current and future demand.

Baysgarth House, Caistor Road, Barton upon Humber, North Lincolnshire DN18 6AH
T: 01652 637700

Louth and District Voluntary Car Scheme

Louth and District Voluntary Car Scheme help anyone who needs to get to their own doctor or to hospital, medical appointments, whether for clinics, physiotherapy treatment, blood test, x-ray, the Woldside day clinic, dentist, eye test or to visit a friend or relative in hospital. The scheme also offer transport home from hospital when patients are discharged.

The Porters Lodge, Louth County Hospital, Louth, Lincolnshire LN11 0EU
T: 01507 609535
Grimsby, Cleethorpes and District Dial-a-Ride

Dial-a-Ride provides accessible transport for people who find it difficult to use public transport due to illness or disability. Passengers ring the office preferably 3 to 4 days before they want to travel and book their ride. Our booking clerk will work out the route to be as efficient as possible, collecting people in the same area with similar travel requests. The service is door to door for the passengers and a companion.

The Ice House, Victor Street, Grimsby DN32 7QN
E: grimsbydialaride@yahoo.co.uk
T: 01472 269199

North Lincolnshire Care Team Transport

Heather Barratt, Transport Manager, Community Services, Places Directorate, Hewson House, Brigg DN20 8XJ
T: 01724 297813
E: Heather.Barratt@northlinchs.gov.uk

TASL

TASL provide specialise patient transport services across the UK. Please contact the below details if you are interested in becoming a voluntary driver:

E: Kim.allsop@thamesgroupil.com
T: 01522 308295

Phone n Ride

Phone ‘n’ Ride is an on demand bus service managed by ENGIE in partnership with North East Lincolnshire Council. Unlike traditional bus services, Phone ‘n’ Ride has no fixed route or timetable – you tell us where you want to go. Phone ‘n’ Ride operates using three buses in both the rural and urban areas of North East Lincolnshire.

To contact the team or for further information visit: www.phonenride.com
T: 01472 324440.
Details of organisations providing training

FOCUS
Heritage House
Fisherman’s Wharf
Grimsby DN31 1SY
T: 0300 330 2899
E: focus.mb-focus-workforce.development@nhs.net
FOCUS provide high quality training opportunities in North East Lincolnshire in order to maximise staff potential and improve outcomes for service users.
FOCUS provide training to organisations including Adult safeguarding, First aid and Manual Handling.

Care Plus Group
The Val Waterhouse Centre
41-43 Kent Street
Grimsby DN32 7DH
T: 01472 266999
Care Plus Group is a social enterprise providing services for the adult social care sector in North-East Lincolnshire. The aim of the organisation is to help improve people’s health and wellbeing (both physically and mentally), and improve people’s lives.
Other volunteering opportunities/support

Take Part NEL
Volunteer co-ordination by North East Lincolnshire Council
www.nelincs.gov.uk/takepartnel
E: volunteering@nelincs.gov.uk
T: 01472 325985

Foresight
Foresight recruits and manages volunteers, who assist with supporting all service users to access a wide range of activities on offer at the centre which helps to promote independent living in and outside the home. Foresight has various ongoing projects, numerous courses and activities inside the centre and a variety of sports and active recreation held at various centres throughout North East Lincolnshire.

Foresight, 60 Newmarket Street
Grimsby DN32 7SF

Foresight Day Centre, 45 Minster Road, Scunthorpe DN15 7EP

If you are interested in becoming a volunteer for any role at Foresight please contact us on 01472 269666

Age UK – North East Lincolnshire
Age UK North East Lincolnshire is a local, independent charity and all funds generated from their services and activities are used to support people over the age of 50 within North East Lincolnshire. They aim to develop partnerships with the public, private, voluntary and community sectors to deliver better local services.

27 Osborne Street, Grimsby,
N E Lincolnshire DN3 11EY
T: 01472 344976

Age UK – North Lincolnshire
Age UK North Lincolnshire is the name for the merger of Independent Living North Lincolnshire and Age Concern North Lincolnshire. They provide practical and general support services for older people in the North Lincolnshire area. Services include benefits advice, befriending, home security and a handyperson service.

Age UK North Lincolnshire,
34a Crosby Road, Scunthorpe,
North Lincolnshire DN15 6SF
T: 01724 849 819
E: volunteering@ageuknorthlincs.org.uk
Infrastructure support organisations

Sector Support N E Lincolnshire by North Bank Forum

North Bank Forum are commissioned by North East Lincolnshire CCG and NEL Council to provide a support and development service to voluntary and community organisations.

They offer a range of help and advice on issues like funding, governance, safeguarding and volunteering, as well as training courses and events. They can support anyone working in the voluntary and community sector, including social enterprises – from start-ups and small groups to large charities.

Sector Support
North East Lincolnshire, A project of North Bank Forum for Voluntary Organisations Ltd,
E-Factor Enterprise Village,
Prince Albert Gardens, Grimsby,
North East Lincolnshire DN31 3AT
T: 01472 355793
E: claire@nbforuym.org.uk
www.northbankforum.org.uk

Voluntary Action North East Lincolnshire

VANEL develops, promotes, informs and supports the local voluntary, not-for-profit and charitable sector.

They offer representation of the local voluntary and community sector, promotion of interagency networking and information sharing, provision of resources and support services in developing their organisations and projects to address local needs.

VANEL’s mission is to “help voluntary and community groups in North East Lincolnshire to help communities help themselves”

23 Bargate, Grimsby DN34 4SS
www.vanel.org.uk
T: 01472 231123
Voluntary Action North Lincolnshire

VANL is a Council for Voluntary Service (CVS). Its core work is to support, promote and develop the voluntary and community sector (VCS) within North Lincolnshire. As well as its core activities for members, at any one time VANL manages a variety of projects running on both a small and large scale. VANL offer information, advice and guidance to voluntary organisations.

North Lincolnshire Council
Voluntary Action North Lincolnshire
4-6 Robert Street,
Scunthorpe DN15 6NG
www.vanl.org.uk
T: 01724 845155
How to set up your own voluntary transport scheme

Where there is no scheme in your local area you may be interested in setting up your own voluntary transport scheme. There are some key points to consider:

- Identifying the need, who wants to travel? How many? Where do they want to go? How far do they need to travel? When? How often? – A Travel Needs Survey is provided in this pack

- Decide on what type of community transport scheme would be suitable e.g. Dial-a-ride, voluntary car scheme, Mini bus group travel, Community bus and research the differences

- Gaining community support through setting up a working group

- Develop a business plan

- Register as a charity - signposting to local infrastructure support organisations; Sector Support North East Lincs the commissioned service in NE Lincs or VANEL and VANL (you will need to get their agreement)

- Recruit volunteers and consider what employment and training will be required

For further information, advice and guidance on these please contact the Community Transport Association (CTA). The CTA is a UK-wide charity which provides leadership and support to a wide range of community transport organisations and acts as the lead UK body for voluntary and community transport. Please visit their website http://www.ctauk.org/ to find out more about the support that they can offer.
Transport needs survey

Consideration is being given to the possibility of the local community setting up and operating its own transport service. In order to decide whether there is sufficient demand for this and what services might be operated, your views would be welcome. Please complete and return this questionnaire.

About you

1. Where do you live?
   - Street name
   - Postcode

2. In which of the following age groups do you fall? (please tick)
   - Under 16
   - 16 – 25
   - 26 – 35
   - 36 – 45
   - 46 – 55
   - 56 – 65
   - 66 – 75
   - Over 75

3. Do you have a long-standing illness or disability? (please tick)
   - Yes
   - No
   - Prefer not to say

4. Do you own or have access to a car? (tick all that apply)
   - Car as a driver
   - Car as a passenger
   - Other vehicle
   - Never
   - Day time
   - Evening
   - Weekend
   - All of the time
   - It varies

5. Do you have a free ENCTS bus pass?
   - Yes
   - No
   - Prefer not to say

6. Do you have a Blue Badge?
   - Yes
   - No
   - Prefer not to say
### Your current travel patterns

7. Where do you go and how do you travel for each of the following? (please tick all that apply)

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<th>Car as driver</th>
<th>Car as passenger</th>
<th>Bus</th>
<th>Train</th>
<th>Taxi</th>
<th>Motorcycle / scooter</th>
<th>Bicycle</th>
<th>Walk</th>
<th>Community Transport</th>
<th>N/A</th>
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<td>Post office / bank</td>
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<td>Leisure / recreation</td>
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8. Do you experience any problems in making these journeys?

- [ ] Yes
- [ ] No
- [ ] Sometimes
- [ ] Prefer not to say

9. If so, please provide details below.

10. How often do you travel/would you use a local bus service if available?

- [ ] Most days
- [ ] A few days a week
- [ ] Once a week
- [ ] Once a fortnight
- [ ] Once a month
- [ ] Less than once a month
- [ ] Never
Where would you like to travel to?

11 Please give details of any places, facilities or activities that you would like to get to that are currently difficult or impossible for you to get to.

Support for improving transport services

12 Do you think there would be support for a community transport service in your area? (please tick)

- [ ] Yes
- [ ] No
- [ ] Not sure
- [ ] Prefer not to say

13 Please use the space below to list any community transport services already operating in your area.

Any other comments

14 Please use the space below to give any further comments about transport issues in your area.
Thank you for completing this survey and showing your interest in local transport issues. If you would like to be kept informed about any transport developments locally, please provide your contact details below.

Name

Telephone number

Email address

Vehicle and driver licensing

An organisation providing not-for-profit transport for ‘hire and reward’ in either a minibus or a car/MPV that it owns or operates, is required to hold an appropriate operator licence. Hire and reward is defined as a payment that gives a passenger the right to be carried. It can be a direct payment, such as a fare or contribution towards fuel costs, or an indirect payment, such as a club membership subscription or payment for a service like a luncheon club that includes free transport.

There are different types of licence or permits that are required in different circumstances. This may depend on the nature of the operation, type of vehicle and the sort of services provided. Minibuses can be used to provide regular timetabled services open to the public under the following arrangements:

- Public Service Vehicle (PSV) Operator’s (‘O’) licence
- Section 22 permit (community bus permit)
- Section 19 permit
The following summary table shows the different elements of a PSV licence and permits.

Comparison of operations under PSV licences, section 19 and section 22 permits

<table>
<thead>
<tr>
<th></th>
<th>PSV ‘O’ licence</th>
<th>Section 19 permit</th>
<th>Section 22 permit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Which organisations can apply?</strong></td>
<td>Any type of organisation – public, private or voluntary sector</td>
<td>Not-for-profit organisation</td>
<td>Not-for-profit organisation</td>
</tr>
<tr>
<td><strong>Vehicle types that can be operated</strong></td>
<td>Any size of vehicle can be operated</td>
<td>Standard permit categories for &lt; 9 seats and 9-16 passenger seats. Large vehicles (17+ seats) can also be operated (it will be necessary to show that larger vehicles have been built or adapted to PSV standards and there are implications for driver licensing)</td>
<td>Generally 9-16 passenger seats, but possible to operate larger vehicles (it will be necessary to show that larger vehicles have been built or adapted to PSV standards and there are implications for driver licensing)</td>
</tr>
<tr>
<td><strong>Types of provision</strong></td>
<td>Vehicle can be used to provide registered local bus services, excursions or transport for groups (hired out with driver), as well as contract work.</td>
<td>Services (individual or groups) for specific categories of users / members of an organisation (e.g. dial-a-ride)</td>
<td>Vehicle can be used to provide registered local bus services, and used for excursions and group hire to help raise revenue to support the provision of the local services</td>
</tr>
<tr>
<td><strong>Who can use the services?</strong></td>
<td>General public</td>
<td>Specific categories of people and members of the organisation</td>
<td>General public</td>
</tr>
<tr>
<td><strong>Drivers</strong></td>
<td>Can be paid or volunteer</td>
<td>Can be paid or volunteer</td>
<td>Can be paid or volunteer for timetabled local bus services</td>
</tr>
<tr>
<td><strong>Driving licences</strong></td>
<td>Drivers need to hold a Passenger Carrying Vehicle (PCV) licence and Driver Certificate of Professional Competence (CPC) qualification</td>
<td>For vehicles 9-16 seats: category B licence for vehicles under 3500kg; D1 ‘minibus’ category on licence for minibuses over 3500kg (or 4250kg for vehicles that can take wheelchairs), PCV licence required for vehicles with 17+ seats.</td>
<td>For vehicles 9-16 seats: category B licence for vehicles under 3500kg; D1 ‘minibus’ category on licence for minibuses over 3500kg (or 4250kg for vehicles that can take wheelchairs), PCV licence required for vehicles with 17+ seats.</td>
</tr>
<tr>
<td>Applications</td>
<td></td>
<td></td>
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<tr>
<td>----------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Made to Office of the Traffic Commissioner (Central Licensing Unit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Made to designated issuing bodies or Office of the Traffic Commissioner (Central Licensing Unit). Large vehicle permits only available from Traffic Commissioner.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Made to Office of the Traffic Commissioner (Central Licensing Unit)</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Named transport manager, approved maintenance facilities / arrangements, and good repute and financial standing</td>
</tr>
<tr>
<td>Details of maintenance facilities and arrangements have to be provided, and the interval for vehicle checks / inspections specified</td>
</tr>
<tr>
<td>Details of maintenance facilities and arrangements have to be provided, and the interval for vehicle checks / inspections specified</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Timetabled bus services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, with services registered with the Traffic Commissioner. These can be fixed route or demand responsive</td>
</tr>
<tr>
<td>Services may be timetabled (but not registered local bus services), but only available to those people being assisted by the organisation (not the public).</td>
</tr>
<tr>
<td>Yes, with services registered with the Traffic Commissioner. These can be fixed route or demand responsive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fares and charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, and with an ability to make a profit</td>
</tr>
<tr>
<td>Yes, to cover costs on a not-for-profit basis</td>
</tr>
<tr>
<td>Yes, in order to support the provision of local bus services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Concessionary travel for older and disabled people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, concessionary passes can be used on local bus services, with reimbursement from your local authority (see local scheme for details).</td>
</tr>
<tr>
<td>Local authority can choose to extend availability of concessionary travel (free or discount) to community transport services (discretionary)</td>
</tr>
<tr>
<td>Yes, concessionary passes can be used on local bus services, with reimbursement from your local authority (see local scheme for details).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>North East Lincolnshire Council: <a href="mailto:transport@nelincs.gov.uk">transport@nelincs.gov.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>North Lincolnshire Council: <a href="mailto:public.transport@northlincs.gov.uk">public.transport@northlincs.gov.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Claiming back tax on fuel (Bus Service Operator’s Grant - BSOG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, mileage undertaken in providing local bus services will qualify for BSOG</td>
</tr>
<tr>
<td>Yes, mileage undertaken in providing transport for particular categories of users will qualify for BSOG</td>
</tr>
<tr>
<td>Yes, mileage undertaken in providing local bus services will qualify for BSOG</td>
</tr>
</tbody>
</table>
Essentially, a section 22 permit allows organisations that operate in Great Britain without a view to profit to be exempted from the need to hold a PSV operator’s licence when providing transport for the public for a charge.

It is the responsibility of the permit holder to ensure that any vehicle used under your permit is in a safe and roadworthy condition. Vehicles operated under a permit are still public service vehicles and subject to spot checks by the Driver and Vehicle Standards Agency (DVSA) examiners.

You should also be aware of other legal requirements when using a minibus, including:

- Duty of care regulations, so risk assessments should be undertaken to ensure the health and safety of passengers, as well as employees and volunteers
- Speed limits on different types of road
- Paid drivers need to adhere to domestic and/or European drivers’ hours rules
- Procedures need to be in place for vehicle breakdowns and emergencies, including emergency evacuation in the event of a vehicle fire

For further guidance on drivers’ hours please see the below link to the Dft guidance - https://www.gov.uk/drivers-hours

Can I drive a minibus?

Many organisations operate minibuses with volunteer drivers and, where appropriate, provide the relevant training. This guide will provide you with the basic information about whether you have the correct licence to drive a minibus.

On your driving licence there is a list of which vehicles you are currently able to drive. The table below summarises existing licence arrangements.
<table>
<thead>
<tr>
<th>Entitlement shown on licence</th>
<th>Can I drive a minibus?</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Yes</td>
</tr>
<tr>
<td>D1 (with codes)</td>
<td>Yes, in the UK only</td>
</tr>
<tr>
<td>D1 (without codes)</td>
<td>Yes</td>
</tr>
<tr>
<td>B</td>
<td>Yes, in the UK only, but only if all the following conditions are met:</td>
</tr>
<tr>
<td></td>
<td>Over 21, but under 70</td>
</tr>
<tr>
<td></td>
<td>Held a full driving licence for 2 years</td>
</tr>
<tr>
<td></td>
<td>Driving for a not-for-profit organisation</td>
</tr>
<tr>
<td></td>
<td>Driving as a volunteer</td>
</tr>
<tr>
<td></td>
<td>Minibus is not heavier than 3500kg maximum authorised mass (MAM), or 4250kg if can transport people in wheelchairs</td>
</tr>
<tr>
<td></td>
<td>Minibus does not tow a trailer.</td>
</tr>
<tr>
<td>B (120)</td>
<td>Yes, in the UK only. Driver can be aged 70 or over, but must meet all the other conditions above. B (120) is most commonly issued to drivers over 70 who do not have D1 but have met the medical standard for driving a minibus.</td>
</tr>
</tbody>
</table>

As a minibus owner or hirer it is important to check that drivers are licensed to drive minibuses. This may depend on when they passed their UK car driving test:

- **Before 1997** – drivers can drive minibuses as they automatically received D1 entitlement.
- **1997 onwards** – drivers only have ‘B’ licence entitlement, so their ability to drive minibuses is more limited, as set out above.

On reaching the age of 70, a driver needs to renew their car licence. They can also apply to renew their D1 entitlement, but will need to take a medical examination.

For further information on how to renew your D1 entitlement or how to apply for a minibus licence please visit this link: [https://www.gov.uk/driving-a-minibus](https://www.gov.uk/driving-a-minibus)
This volunteer handbook is brought to you by SYSTRA Ltd and North East Lincolnshire Total Transport Partnership.