

Volunteer Driver Policy & Guidelines - Glens Befriending Service

1. Insurance & Documentation

To use your personal vehicle for befriending activities, you must ensure you are properly covered:

- **Insurance:** You must have business use on your motor insurance policy. Tell your motor insurer that you transport befriending clients in your own vehicle and confirm that the policy covers this activity. Road traffic accidents fall under the volunteer's motor insurance, not Soirbheas's policy, as confirmed by Gallagher.
- **Document Checks:** Before transporting clients, and annually afterwards, provide the Befriending Coordinator with your valid driving licence, MOT certificate where legally required, and insurance schedule showing business use. Provide confirmation of cover for transporting befriending clients where this is not clear from the schedule. Report changes promptly; do not drive clients if suitable cover is not confirmed.

2. Vehicle Safety & Conduct

- **Roadworthiness:** Your vehicle must be maintained in a safe, roadworthy condition according to the **Highway Code**.
- **Seatbelts:** You are responsible for ensuring your passenger wears their seatbelt at all times.
- **Smoking:** Smoking or vaping is strictly prohibited in the vehicle while a client is present.
- **Passengers:** Consider your client's comfort, consent and safety before carrying additional passengers or pets. Do not do so where it makes the journey unsafe or inappropriate; ask the Coordinator if unsure.
- **Health:** Be fit to drive whenever undertaking voluntary driving. Do not drive when fatigued, unwell or affected by alcohol, drugs or medication that impairs driving.

3. Expenses & Monthly Reporting

We appreciate the use of your vehicle. To ensure you are reimbursed and we can track our impact, please follow these steps:

- **Mileage Rate:** Reimbursement is paid at 55p per mile.
- **Parking:** Costs for **parking** incurred during the trip are also covered. Please keep your receipts for verification.
- **Monthly Submission:** A monthly update email will be sent out by the Co-ordinator each month for you to submit your activity update and mileage claim.
- **Journey Check:** Consider weather, route, traffic, client needs and accessibility before travelling. Agree destination, timings and return arrangements. Follow the Volunteer Driver Risk Assessment and the Volunteer Handbook's outings guidance. Assist only within your role, training and ability; do not lift clients or provide substantial physical assistance. Ask the Coordinator about alternative arrangements if needed.

4. Support & Contact

Report accidents, incidents and near-misses to the Befriending Coordinator as soon as reasonably possible. Complete the incident form within 24 hours where practicable. If injury, shock or other circumstances prevent completion, the Coordinator will record the information available and help complete the report later. Record missing information as unknown and add it when available. Urgent reporting must not wait for a completed form. Follow the Accident and Incident Quick Guide and notify your motor insurer as soon as possible. Safeguarding concerns follow the Safeguarding Policy immediately.

Befriending Coordinator

Email: befriender@soirbheas.org | Telephone: 07748 575330

If unavailable, or the concern involves the Coordinator: Community Grants Manager, karascott@soirbheas.org | 07842 781986.

Concerns involving the Manager: Chair of the Board, chair@soirbheas.org. Where the Chair is involved, contact an uninvolved director.

In an emergency call 999. If safeguarding contacts are unavailable, do not delay necessary action: contact the appropriate social work, health or police service directly.

Volunteer Agreement

I confirm that I have read and understood this policy and the Volunteer Driver Risk Assessment. I hold a valid full driving licence, an MOT where required, and motor insurance including business use that covers transporting befriending clients. I will inform the Befriending Coordinator promptly of changes affecting my licence, vehicle, insurance or ability to drive safely.

I confirm that I will be fit to drive at all times and I will report any relevant medical conditions or changes in health to the DVLA where required. (Information on notifiable medical conditions can be found on the [DVLA medical conditions guidance](#) and the [DVLA A-Z list of health conditions](#).)

Signature: _____ **Date:** _____

Read alongside: Volunteer Driver Risk Assessment; Volunteer Handbook; Safeguarding Policy; Accident and Incident Quick Guide; and incident-report forms.

Version	2.0
Updated	14 October 2026
Next review	14 October 2027, or sooner after relevant changes or incidents