

Volunteer Driver Risk Assessment

Glens Befriending Service | Transporting clients in volunteers' own vehicles, including associated outings.

Use with the Volunteer Driver Policy and Guidelines, Volunteer Handbook, Safeguarding Policy and Accident and Incident Quick Guide. Check that the controls below operate in practice; record any gaps and actions as part of the ongoing review.

1. Journey and vehicle risks

What could go wrong	Who may be harmed	Risk level	Safety measures	What to check or do
Road traffic accident	Driver, client and other road users	Medium	Valid licence; suitable motor insurance; roadworthy vehicle and MOT where required. Follow the Highway Code and safe driving practices.	Check documents annually and before driving if anything changes. Reinforce safe driving in volunteer updates.
Unsuitable insurance cover	Driver, client and Soirbheas	Medium	Volunteer must have business use on their motor policy and tell their insurer they transport befriending clients in their own vehicle. Cover must include that activity.	Coordinator checks business use and suitable voluntary client-transport cover before driving and annually. Road traffic accidents fall under the volunteer's motor insurance, as confirmed in Gallagher's accompanying 2025 email.
Vehicle is not roadworthy	Driver, client and other road users	Medium	Driver maintains vehicle and checks tyres, lights, brakes and other safety features. MOT where legally required.	Annual document check; no journeys in an unsafe vehicle.
Driver fatigue, illness or impairment	Driver, client and other road users	Medium	Driver assesses fitness before travel. No driving when fatigued, unwell or impaired by alcohol, drugs or medication.	Postpone or arrange another driver if unfit. Take appropriate breaks and report relevant driving-status changes; follow DVLA reporting requirements.

2. Client safety and outings

What could go wrong	Who may be harmed	Risk level	Safety measures	What to check or do
Seatbelts not used	Driver and client	Medium	Follow seatbelt requirements; check the client can travel safely and comfortably.	Reinforce during induction. Ask the Coordinator if safe arrangements are unclear.
Injury getting into/out of the vehicle or unsafe lifting	Client and volunteer	Medium–High	Park safely with accessible entry/exit. Assist only within role, training and ability. Do not lift clients or provide substantial physical assistance.	Review mobility needs before transport. Use accessible/professional alternatives where needs exceed the volunteer role.
Weather, route or destination unsuitable	Driver and client	Medium	Consider weather, traffic, route, accessibility, walking distances, toilets and rest breaks before travel.	Change or postpone the journey if unsafe; agree destination, timings and return arrangements.
Client becomes unwell or is separated during an outing	Client and volunteer	Medium	Carry a charged phone and contact details. Agree how to stay together or meet again, respecting the client's independence and support needs.	Stop and seek appropriate help. Call 999 in an emergency. Notify Coordinator when safe; check safe return arrangements.
Lone working or safeguarding concern	Client and volunteer	Medium	Follow boundaries and safeguarding guidance, with agreed buddy/check-in arrangements. Report concerns promptly.	Agree expected check-in times and escalation if contact is missed. Use Manager if Coordinator unavailable or involved; refer directly to agencies if necessary.
Extra passengers or pets create a risk	Client and other passengers	Low	Consider client comfort, consent, safety, allergies, available space and seatbelts before carrying others or pets.	Discuss unclear arrangements with Coordinator. Do not carry additional passengers/pets where this makes the journey unsafe or inappropriate.

3. Conduct and reporting

What could go wrong	Who may be harmed	Risk level	Safety measures	What to check or do
Smoking or vaping exposure	Client	Low	No smoking or vaping in the vehicle while a client is present.	Reinforce driver guidance during induction.
Accident, incident or near-miss not reported	Client, volunteer and Soirbheas	Medium	Report all accidents, incidents and near-misses promptly. Complete the relevant incident form within 24 hours where practicable, with Coordinator support if needed.	Do not delay urgent reporting for paperwork. Notify motor insurer as soon as possible. Keep records through the designated secure route.
Expense misunderstanding or dispute	Volunteer and Soirbheas	Low	Mileage reimbursed at 55p per mile. Keep parking receipts and submit through monthly activity/expense process.	Explain current rate and agreed expenses. Seek agreement before unusual costs.

How the risk levels are used

These are the existing assessment's indicative levels, to be checked by the Coordinator against actual journeys and client needs. Low: unlikely with limited impact. Medium: possible with moderate impact. High: likely or potentially severe harm. A rating does not give permission to proceed: if the safety measures cannot be followed, stop and seek advice.

When transport is not appropriate

Do not proceed where a client needs lifting or substantial physical assistance, needs exceed the volunteer's capability, or there is significant risk of injury. Ask the Coordinator about accessible or professional transport. Never undertake tasks outside your agreed role, training or insurance.

4. What to do if something happens

- Stop safely, protect your own safety and check for injuries. Call 999 where emergency help is needed.
- Reassure the passenger. Gather details and evidence only where safe; do not admit liability at the scene.
- Inform the Coordinator as soon as reasonably possible. Report all accidents, incidents and near-misses, and 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.
- Notify your motor insurer as soon as possible. Safeguarding concerns follow the Safeguarding Policy immediately.

5. Responsibilities, review and acknowledgement

Volunteer driver: follow this assessment and the driver guidance; check fitness and journey risks; provide current documents showing business use; report changes and concerns. Stop and ask if you cannot travel safely.

Befriending Coordinator: check driver documentation, client needs and arrangements; explain guidance; follow up incidents and outstanding actions. The Community Grants Manager supports review and acts as the safeguarding deputy.

Review annually, after an incident or near-miss that reveals a gap, or when a driver, client's needs or transport arrangements change. Review relevant client/matching assessments alongside this general assessment.

Contacts

Befriending Coordinator	befriender@soirbheas.org 07748 575330
Community Grants Manager	karascott@soirbheas.org 07842 781986
Chair – concern involving Manager	chair@soirbheas.org
Emergency	999

If safeguarding contacts are unavailable, including outside working hours, do not delay necessary action: contact the appropriate social work, health or police service directly. Where the Chair is involved, an uninvolved director should arrange an independent route.

Volunteer acknowledgement

I confirm that I have read and understood this risk assessment and the Volunteer Driver Policy and Guidelines. I hold a valid driving licence, an MOT where required, and motor insurance including business use that covers transporting befriending clients.

I confirm that I will be fit to drive whenever undertaking voluntary driving and will report any relevant medical conditions or changes in health to the DVLA where required. Information is available in the [DVLA medical conditions guidance](#) and [DVLA A–Z list of health conditions](#).

I will inform the Befriending Coordinator promptly of any changes affecting my ability, licence, vehicle or insurance to undertake this role safely.

Volunteer name: _____ Signature: _____ Date: _____

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