

Registered  
Charity  
294170



## DRIVER INFORMATION

### Arranging Lifts

Liz Traynier or Rachel Jolliffe (our Coordinators) will contact you by telephone or WhatsApp message to ask if you are available to drive for a client. Once a client drive has been allocated to you, you will be given the client's contact details and details of the appointment.

You will be invited to join the HACS Drivers WhatsApp Group, but there is no requirement to do so. The WhatsApp Group is generally used to cover short-notice requests for journeys or to cover for drivers who, for whatever reason, find themselves unable to undertake a journey that has been allocated to them. It is not a social forum and there is no need to apologise or explain if you are not able to assist — only positive responses are required so that the Coordinators (and the other drivers in the group) will know that the journey in question has been covered.

It is your responsibility to contact the client and introduce yourself. This should be done as soon as possible after being allocated the drive, and certainly not later than 24 hours beforehand. When speaking to the client you should confirm the details of the appointment, ie date, time of appointment, destination, etc. **You should also take the opportunity to ask whether the client has any mobility issues necessitating the use of a wheelchair, walking frame, etc.**

HACS has a duty of care both towards our clients and our drivers, and our drivers also have a duty of care towards their passengers. Essentially, therefore, our clients must be able to get themselves in and out of cars unaided or, if they cannot, they must be accompanied by someone who can provide that assistance.

A driver must decline a journey if they are not satisfied that it can be undertaken safely. Clearly, that could be very disruptive if the decision is made at too late a stage for the client to make alternative arrangements, and drivers should therefore make early contact with clients not previously known to them.

It is also helpful to inform the client at this stage of the suggested donation amount for their journey (see below).

## Payments from Clients

Clients are encouraged to make a donation towards the cost of fuel and vehicle depreciation costs, with a 'standard charge' of 50p/client mile (£5 minimum) for the journey from the client's home to the appointment and back, although HACS does not insist if they are unable to pay the full amount. Envelopes can be provided for clients who wish for Gift Aid to be added to their payment.

To ensure that clients are treated consistently as far as possible, the journey mileage should be calculated by reference to the **shortest practicable route** on a digitalised database such as Google Maps, even though this may be less than the actual mileage travelled. However, adjustment may be made for any significant difference between the two amounts occasioned by unforeseen events occurring on the day of the journey such as traffic diversions, flooding etc.

Please note that clients on benefits may be able to claim transport costs from the Benefits office at the Hospital. The Coordinators will usually be able to inform you if this is the case and provide receipt forms which should be completed by the driver and handed to the client.

## Submitting Claims for Payment

Drivers should complete a claim form for each month during which they have undertaken any journeys.

HACS currently reimburses drivers at the government rate of 46p/driver mile, ie the actual mileage incurred in travelling from the driver's home to collect the client, take them to their appointment and then making the same return journey. The driver may choose to take any **reasonable route** (not necessarily the shortest practicable route) having regard to traffic conditions, safety considerations, time constraints, etc.

Although sometimes offered, drivers must not accept any type of personal gratuity from clients. However, it is not uncommon for some clients to offer more than the standard charge, and in these circumstances the driver should indicate that the excess will be paid in to HACS funds on behalf of the client as a donation. (This will be apparent on the claim form, being the difference between the standard charge and the actual monies received for a particular journey.)

Instructions on how to complete the claim form correctly are printed on the reverse of the form. All the relevant columns must be completed, or the claim form may have to be returned. The driver will need to open any sealed Gift Aid envelope so that the 'Monies Received' column entry relating to the journey in question can be completed, but there is no need to place the money back in the envelope.

Completed forms should be sent to the Coordinators at the address stated at the foot of this letter for verification and onward transmission to the Treasurer, together with all cash and cheque payments collected. Any (unsealed) Gift Aid envelopes should also accompany the claim form so that the details can be noted.

Alternatively, any collected money can be paid in direct to HACS' Santander bank account by making a BACS transfer to:

Account Name: Holt Area Caring Society Reg Charity 294170

Sort Code: 09-01-52

Account No: 88278704

If making a BACS transfer, please ensure that the driver's claim form is submitted at the same time so that the Treasurer will be aware of the payment and can analyse the income correctly in the accounts.

### **Payments to Drivers**

Completed forms and collected monies are collected from 45 Cromer Road each week (usually on Mondays) by the Treasurer, and drivers will usually be reimbursed via BACS transfer within 5 days of receipt of a claim form.

### **Insurance**

HACS has block insurance cover in place but it is necessary for all drivers to ensure that they are comprehensively insured under their own motor insurance policies for the journeys they undertake. They should also inform their insurance company on renewal each year that they undertake voluntary driving. Most insurance companies do not normally charge any increased premium for this.

### **Parking Permit and ID badge**

You will be issued with a laminated HACS parking permit which allows you to park at Cromer District Hospital.

You will also receive an identity badge which will allow you, upon presentation at the NNUH main Reception desks, to obtain a validated exit ticket free of charge in exchange for the ticket issued on entry to the car park.

Special permits are needed for the QE2 hospital in Kings Lynn, which can be obtained from the Coordinators.

If any parking costs are incurred, these can be claimed on your claim form; please provide receipts if possible.

### **Car Valeting**

You may claim for car valeting costs up to a total of £45 each year. Receipts must be provided and attached to your driver claim form and will be reimbursed at the same time as your mileage costs.