

LOTHIAN COMMUNITY TRANSPORT SERVICES



Volunteer Policy



INVESTOR IN PEOPLE



Adopted: September 2004
Revised: August 2007

Why we use volunteers

LCTS helps meet the transport needs of more than 300 non-profit making community and voluntary member organisations. Although we are able to employ a small number of part-time drivers, and many of our member organisations do provide their own driver, this is not enough to meet the constantly growing need for our vehicles. Therefore, we try to maintain a pool of volunteer drivers so that we can provide an enhanced service to our user groups.

What we offer

Volunteering can offer the opportunity to meet people, visit new places, enhance skills and provides a valuable and much-appreciated service to the local community.

We offer you high quality training that ensures you are able to fulfil your responsibilities as a volunteer and also helps develop your skills and qualifications.

We also aim to ensure that volunteers are properly integrated into the organisation and can actively contribute to the work of LCTS.

What we expect

We are looking for three qualities:

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|---------------------|--|
| <i>Professional</i> | Whether drivers are paid or unpaid, we aim to offer a safe, comfortable and enjoyable journey to every passenger. |
| <i>Open</i> | If you're not available or don't want to do a job, say "no thanks" - we'll never pressure you to cover a job. |
| <i>Reliable</i> | If you agree to cover a job, people will be relying on you for transport - it is often impossible for us to find a replacement driver at short notice. |

Recruitment

We will discuss the type of work on offer with prospective volunteers and provide background information about the organisation and the services we provide. This is a two-way process that should also ensure you are happy with us and what we do.

The use of any volunteer will be subject to a satisfactory "enhanced" disclosure conducted by Disclosure Scotland - often referred to as a "Police Check".

Induction

Induction is the process of familiarising a new volunteer with LCTS. The process covers all Health and Safety matters and the way your training and subsequent volunteering will be structured. Volunteering with LCTS begins with the volunteer and relevant staff member signing a *Volunteer Agreement*.

Training

We provide you with training to ensure you have the information and skills necessary to carry out your role as a volunteer. All drivers of LCTS minibuses are required to undergo *MiDAS* training.

MiDAS is the UK national standard for the assessment and training of minibus drivers, and consists of three modules:

1. “Standard” Training

This is a classroom-based module, lasting approximately 3½ hours. It covers: *Legal Responsibilities of a Minibus Driver, Passenger Safety, Child Passenger Safety, Defensive Driving, Health & Safety Awareness, Personal Safety and Breakdown, Accident & Emergency Procedures.*

There is a multiple-choice theory assessment at the end of the training module.

2. “Accessible” Training

This module lasts approximately 2½ hours, and covers: *Passenger Awareness and Assistance, Wheelchair & Passenger Restraint Systems and Passenger Lifts.*

There is a multiple-choice theory assessment at the end of the training module.

3. On-Road Driving Assessment

This takes approximately 1½ hours and ensures that a driver can drive a minibus both safely and comfortably. You will have an opportunity to practice driving a minibus beforehand and will receive advice on improving and developing your minibus driving techniques should this be necessary.

In addition to the compulsory *MiDAS* training programme you will also be offered other optional training modules such as:

- First Aid Training
- Manual Handling
- Minibus Emergency Evacuation Procedures
- Advanced Driving

All the above training is free to volunteers and will normally be arranged within your first six months of service, with the exception of Advanced Driving training, which will generally only be offered after a year of active volunteering.

Experienced volunteers may also become involved in the familiarisation and training of new volunteers (e.g. accompanying them on regular runs).

Expenses

No one should be out of pocket as a result of volunteering for LCTS. All volunteers will have agreed out of pocket expenses reimbursed (such as travel costs to and from the office). Volunteers working four or more hours in one day will be eligible to reclaim meal expenses up to an agreed amount.

Confidentiality

It is likely that you will become aware of potentially sensitive information (e.g. medical conditions). It is important you respect the confidentiality of any such information.

Should anything you are told or overhear give you grounds for concern, you should contact the Passenger Transport Co-ordinator for guidance.

Emergency Contact

The office is normally staffed 9.00-5.00 Monday to Friday. Should no one be available during that time, contact a member of staff at Sir Harry Lauder Road (0131-669 9959).

If you don't have access to a Mobile Phone, we can normally make one available for you when you're driving for us. A contact number for the group you are working with is normally written on the logsheet.

Unfortunately we are not resourced to a level where we can offer an out-of-office-hours cover service, although all vehicles have 24hr Breakdown Cover.

We will, however, try to offer you an emergency contact number in certain circumstances, such as when you are undertaking your first couple of journeys, or are involved in a potentially complex journey. It is very important that you use this number for **essential contact only**.

Dress Code

As representatives of LCTS, volunteers are responsible for presenting a good image to service users. After a period of six months, you will be offered a company polo shirt. Appropriate clothing is normally available to borrow for adverse weather conditions.

Communication

Volunteers will normally have regular contact with the Passenger Transport Co-ordinator, which is an opportunity to raise any issues and be kept informed of what's happening at LCTS.

- *If you're unsure about anything - ask!*
- *If you're unhappy about anything - tell us!*
- *If you've a suggestion or request - let us know!*

All volunteers are welcome to attend bi-monthly team meetings and will be notified of the dates, along with details of any social events. Team meeting minutes will be circulated to all volunteers, which helps everyone keep up to date within the organisation and also allows everyone the opportunity to help LCTS improve its services.

We also produce a newsletter that is sent to volunteers.

Grievances

Should you wish to raise a formal complaint, this should be made to the Passenger Transport Co-ordinator. In order that complaints are dealt with fairly, accurately and timeously, they must be submitted in writing as soon as possible.

Should this not resolve the issue to your satisfaction, or if you wish to raise an issue regarding the Passenger Transport Co-ordinator, contact the Training & Personnel Manager.

Under normal circumstances, you will receive a written response to your grievance within 10 working days.

If you are not satisfied with the response, you can appeal to the chair of the Staffing & Personnel Sub-Committee who will deal with your appeal as soon as is reasonably practicable.

Disciplinary Procedure

Whilst we endeavour to resolve any performance issues with volunteers informally, it is possible that formal steps may be required under certain circumstances.

Dependent on the nature and history of the situation, any significant problems or shortcomings will be dealt with broadly in line with procedures detailed in the Disciplinary Procedure that apply to members of staff (copies available on request).

General

We consider that volunteers are as important to our organisation as paid staff.

Whilst this does not offer you the employment rights of staff, it does mean that you are covered by the relevant sections in a number of our policies including the *Equal Opportunities Policy*. In particular, you will be given a copy of the *LCTS Health & Safety Policy* during your induction.

A copy of other LCTS policies affecting volunteers is available on request from the Passenger Transport Co-ordinator.

LCTS Volunteering Outline

| | |
|------------------------|--|
| Title: | Volunteer Minibus Driver |
| Duties: | To drive LCTS minibuses ensuring that all passengers have a safe, comfortable and (<i>wherever possible</i>) enjoyable journey |
| Responsible to: | Passenger Transport Co-ordinator |
| Hours: | By mutual agreement |

- Carry out appropriate checks before any vehicle is taken out.
- Report any vehicle defects.
- Be responsible for the safety and comfort of all passengers and be aware of relevant minibus legislation.
- Use all access and restraint equipment as instructed.
- When necessary, assist passengers when entering and leaving the vehicle.
- Maintain vehicle and driver records as required.
- Maintain sensitive information in a confidential manner, advising the Passenger Transport Co-ordinator of any concerns.
- Be self-motivated and sensitive to the needs and wishes of your passengers and colleagues.
- Inform LCTS immediately of any changes to your health or driving record (e.g. endorsements) that may affect your driving licence or ability to drive.
- Notify the Passenger Transport Co-ordinator as soon as possible of anything that may have an adverse effect on passenger safety.
- Adhere to all relevant LCTS policies and procedures, in particular the *LCTS Health & Safety Policy*.

LCTS Volunteer Agreement

The Organisation:

We, Lothian Community Transport Services, agree to make appropriate use of the services of _____ and commit to the following:

- To provide adequate information, training, and assistance for the above to be able to fulfil their responsibilities as a volunteer.
- To ensure satisfactory support to the volunteer and to provide feedback on performance.
- To respect the skills and individual needs of the volunteer, and to do our best to adjust to any individual requirements.
- To be receptive to any comment from the volunteer regarding ways in which we might mutually better accomplish our respective tasks.
- To treat the volunteer as an important part of the organisation, jointly responsible for the fulfilment of the organisation's aims.

The Volunteer:

I agree to provide my services as a volunteer and commit to the following:

- To perform duties to the best of my ability.
- To adhere to the organisation’s rules and procedures, including record-keeping requirements and confidentiality.
- To meet time and duty commitments or to provide adequate notice so that alternative arrangements can be made.
- To adhere to the *LCTS Health & Safety Policy*, a copy of which I have received.

Passenger Transport Co-ordinator _____

Volunteer _____

Date _____

This agreement is a statement of intent; it is not intended as legally binding and may be cancelled at any time by either party.

LCTS Volunteer Registration Form

| | | | | | |
|---|---|----------------|----------------|----------------|----------------|
| Name | | | | | |
| Address | | | | | |
| Postcode | | | | | |
| Telephone Number | | | | | |
| Mobile <i>(if applicable)</i> | | | | | |
| Email <i>(if applicable)</i> | | | | | |
| How did you hear about LCTS? | | | | | |
| Preferred Availability <i>(please circle)</i> | <table style="width: 100%; text-align: center;"> <tr> <td><i>Daytime</i></td> <td><i>Evening</i></td> </tr> <tr> <td><i>Weekend</i></td> <td><i>Anytime</i></td> </tr> </table> | <i>Daytime</i> | <i>Evening</i> | <i>Weekend</i> | <i>Anytime</i> |
| <i>Daytime</i> | <i>Evening</i> | | | | |
| <i>Weekend</i> | <i>Anytime</i> | | | | |
| Please supply contact details of two referees <i>(these shouldn't be family members)</i> | <p>Name:</p> <p>Address:</p> <p>Postcode:</p> <p>Name:</p> <p>Address:</p> <p>Postcode:</p> | | | | |