



Hay & District Dial-a-Ride

Volunteer Information

Dial-a-Ride Service

Hay Dial-a-Ride provides paid members who live within a 9 mile radius of Hay, with a community transport service. This can be for health purposes or social reasons. The members pay a small fee (from £2 single within Hay) which the drivers are responsible for collecting.

We operate from Monday to Friday 9am to 4.30pm approximately, with very occasional weekend and evening bookings. Drivers use either the modified passenger vehicle (MPV) or the 13 seater minibus, and are covered under the charity's insurance.

The members are often elderly or disabled and may need assistance getting in and out of the vehicle and perhaps with their shopping bags etc if required. Sometimes we are able to schedule Passenger Assistants with the driver to help with this.

The schedules are prepared in advance (we ask for 48 hours' notice to make a booking). If there are any unexpected delays the driver should notify the office so that they can advise members (mornings only). The office is open from 8.45am to 12. 15pm. Mobile phones are provided on both vehicles and must be switched on at the beginning of the shift. There is an informal on-call system for emergencies out of office hours.

The driver is responsible for the vehicle and its passengers during a shift, and must complete a walk-round check to ensure the vehicle is roadworthy, and the check sheet. This is returned to the office together with all monies collected.

Previous experience of driving this type of vehicle is desirable but not essential since training will be given.

Since drivers must retire at 80, we do not recruit new drivers over the age of 75.

Drivers – not more than 3 points ideally. Appointment of people with penalty points and/or who are over the age of 70 will be dependent on insurer's approval.

Community Car Service

The CCS is a service whereby volunteers use their own vehicles to take members to appointments, which can be outside the 9 mile radius, i.e. Hereford and Nevill Hall Hospitals. The Transport Co-ordinator will estimate the cost based on mileage and the driver will take the payment from the client on the day at a rate of 45p per mile. This will include dead miles (miles to and from the client's home address). Drivers are required to submit a monthly record of journeys and also hand in the £1 booking fee for each booking during the month. They retain the rest of the money. **These drivers get permission/confirmation from their**



own insurers that they may do voluntary work in their cars and we require a copy of this before they start volunteering.

Both Services

Volunteers can work as few shifts a month as they wish. Some do only one morning or afternoon a month, others do shift or a full day per week. We are used to working around volunteers' requirements so don't let a busy life put you off! There is no permanent commitment to any shift, just let the office know if you are not available for holidays or just wish to change your day or have a break for a while.

CCS drivers do not get allocated a particular day. When we get a CCS booking, the office will phone each driver until they find a driver who is willing and free to do it.

The office is staffed by the Chief Executive, Lesley Moore who is responsible for the management of the service and advising and reporting to the Board of Trustees. The CE is also the main point of contact for recruitment and training, and all other matters relating to the volunteers and vehicles. She is assisted by the Transport Co-ordinator, Louise Player, who takes the bookings, rosters the drivers and prepares the schedules for the vehicles each day. Louise also deals with membership and renewals.

Many of our clients require assistance and therefore volunteers need to be physically fit with a caring, patient and considerate personality

Training/Checks

All Volunteers are required to undergo:

Emergency First Aid at Work training

Dementia Awareness Training

Safeguarding Adults Training

DBS checks

Reference checks

Driving Licence checks (drivers only)

Minibus drivers need D1 on their licence and will undergo 2 days of Midas Training plus induction locally with an experienced driver.

MPV drivers just need a standard licence and will undergo 2 days of Midas Training plus induction locally with an experienced driver.

Community car drivers need a standard licence and will need to submit a copy of their insurance and MOT certificate.

Passenger Assistants will need to undergo one day's Midas Training.

All training is paid for by the Charity.



Covid Safety

We have risk assessments and covid safe processes in place for our office, our minibuses and for volunteers' own vehicles. Newly appointed volunteers will be issued with these and asked to adhere to them. It is vital that we provide a safe service for both our members and our volunteers.

June 2021

