



## VOLUNTEER DRIVERS

Volunteering as a driver for Link doesn't mean you are making yourself available at any time. It means you are potentially available on the days, times and to the locations you stipulate. This means you can choose to restrict your availability to only certain days, between only certain hours or only to specified locations, such as only local ones (generally between Warminster and Devizes) or only for trips for certain purposes, such as to exclude assisting with shopping. You might also wish to declare a limitation of the capacity of your vehicle for passengers and equipment. **You are not making any commitment.**

Normally we accept requests for transport as far as Bath and Salisbury.

If a client requests a trip which fits your criteria you might receive a phone call from the duty co-ordinator asking whether you are able and willing to transport that client. It is still entirely your decision whether you can and chose to do so, though Link would hope that you do so more often than not. In addition, co-ordinators post trips needing a driver onto the Driver's WhatsApp group. If you are part of the group you can accept a trip by messaging back. In either case, you will be sent an email containing trip details.

At the time of the arranged pick-up, you would call at the designated pick-up address (normally the client's home) to collect the client as well as any pre-arranged others such as a partner or carer. You should also have been advised by the co-ordinator of any significant disabilities the client has as well as if there is a need to transport any equipment such as a wheelchair.

You would be expected to provide reasonable assistance to the client in entering your vehicle but certainly not lifting them.

On arriving at the designated destination, you should deliver them as near as possible to the entrance and again provide reasonable assistance to them. You should arrange with the client where they can expect to find you on completion of their appointment (It might be useful to give them your Link mobile phone number). It is not the responsibility of Link drivers to act as carers to clients or those travelling with them. Link drivers provide only suitable transport for our clients.

Before returning them home the client should give you a sealed envelope containing their donation towards the cost of the trip (it is sensible to carry new envelopes with you).

Each month you should complete an expense sheet detailing all the trips you have made and take that and the envelopes to the coffee morning so that your claim can be paid into your bank account at 45p per mile travelled (you can be given a cheque if you prefer). If you cannot get to the coffee morning then you can get another volunteer to take them for you.

Your existing car insurance should not be affected but you are advised to inform your insurers that you are volunteering for Link.

By volunteering for Westbury & District Link you will achieve a great sense of satisfaction in helping vulnerable Westbury residents who totally rely on us for attending those so important appointments they couldn't otherwise easily or affordably make. If you don't already have it, you will gain knowledge of Westbury and its surrounding towns and cities. You will certainly meet and talk to local people who often have wonderful life experiences to share and gain a real sense of camaraderie working with the Link team.

I hope you feel this is a very worthwhile thing to do in any spare time you might have.

**Paul Howard - Chairman**