



# **THH14**

## **Transportation Policy and Procedures**

# Transportation Policy and Procedures Summary

This policy concerns all staff and volunteers as they undertake tasks for Torch which involve driving clients to appointments.

- To drive with a Torch client in your car you must meet all legal requirements for owning, insuring and driving a car with passengers.
- You must also meet the requirements of your own insurers and those of Torch and reaffirm this annually.
- Beware, driving comes with additional risks for you and for clients.
- We want all parties to always stay safe and feel safe.
- You have a legal duty to take reasonable care of yourself and your passengers.
- Driving clients to appointments on your own is also considered to be “lone working” and safeguards must be considered.
- If possible, eliminate the risks by having another volunteer in the car.
- Decline the request if you feel uncomfortable.
- Otherwise, mitigate the risks where possible.
- Use common sense to assess any new risks.
- Always take a precautionary approach.
- Always contact a coordinator when the task is complete.
- Immediately report any Safeguarding concerns to the Designated Safeguarding Lead.
- In an emergency call 999.

**Contents**

**1.0 Our Policy ..... 4**

**2.0 General Requirements..... 4**

**3.0 Procedures for transporting clients who are adults..... 5**

**4.0 Procedures for transporting clients who are young people under 18..... 5**

**5.0 Further Guidance ..... 5**

*A list of the holders of the posts mentioned in this document and their contact numbers is provided in THH08 Torch Volunteer Handbook.*

## 1.0 Our Policy

As part of our services Torch Help Hub (Torch) offers to transport clients to appointments and meetings. This service is generally only offered to clients who have no other means of transport or cannot afford the cost of a taxi. This policy is intended to clarify the principles and expectations of drivers transporting clients by Torch staff or volunteers. It also provides details of safe procedures and steps to ensure drivers mitigate risk for our clients and themselves.

Whilst we encourage travel via public transport, we recognise that in some circumstances it is helpful for a staff member or volunteer to provide transport to enable a client to access and engage with support such as healthcare appointments.

Staff and volunteers should not transport clients in their own vehicles unless they have approval to do so in accordance with this policy. It is also recommended that they are preferably accompanied by another volunteer for safeguarding and safety purposes.

At no time should you put yourself in harm's way for any reason. If at any time you are uncomfortable with the arrangements or with the person you are transporting, you should not proceed but report back to the coordinator or line manager to ask for further guidance.

## 2.0 General Requirements

All staff and volunteers involved in transporting clients must adhere to the following requirements:

- Have a valid driving licence and up-to-date car insurance, tax and MOT. Drivers may be required to provide copies of documentation to the Operations Director.
- The vehicle they use must always be maintained in a legal and roadworthy condition.
- Comply with all road safety rules, including mobile phone use, speed limits etc.
- Have appropriate vehicle insurance to cover the use of the vehicle for volunteering with Torch and must contact their insurance company to let them know the extent and nature of their voluntary work and confirm their activities are covered. Some insurers require notification if a vehicle is to be used in a volunteering role.<sup>1</sup> If necessary, we recommend that volunteers subsequently send details to their insurance company in writing and request confirmation of cover in writing.
- Fit to drive. Do not drive if you are on medication or in a medical condition that could affect your ability to drive safely.
- Not drive for hire or reward (other than reasonable expenses).
- Take appropriate Safeguarding measures. See THH03A, B & C Torch Safeguarding Policy, Procedures and Code of Conduct.
- Always ensure that all passengers wear seatbelts, in accordance with current law.<sup>2</sup>
- Not use the mobile phone while driving and use a hands-free Sat Nav for navigation.
- All sizeable items, other than a handbag, such as luggage, rucksacks, boxes and equipment should be stowed safely in the boot of the car.
- Hold a license that is free of endorsements other than endorsements for speeding, parking offences, and traffic signal offences not exceeding 6 points in total.
- Comply with the outcome of any risk assessment associated with a particular client or transportation as advised by a coordinator.

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<sup>1</sup> <https://www.abi.org.uk/globalassets/files/publications/public/motor/2019/abi-guide-to-volunteer-driving--the-motor-insurance-commitment.pdf>

<sup>2</sup> <https://www.gov.uk/seat-belts-law>

### 3.0 Procedures for transporting clients who are adults.

All staff and volunteers should follow the procedures below when transporting adults:

- The driver must follow the guidance in the THH05 Torch Lone Working Policy.
- To enhance safeguarding and safety the driver may choose to be accompanied by a second person who must be another volunteer.
- Speak with the coordinator who will advise the client in advance regarding the transportation arrangements, to ensure they are comfortable with the proposals and to allow for any adjustments to be made.
- The driver should have a mobile phone and contact details for Torch (to be able to contact the coordinator on duty) and the client, in case of emergency or breakdown. The driver should, if possible, also have contact details for their next of kin, or the referrer.
- All emergencies, accidents or incidents should be reported immediately to the Operations Team Leader.

### 4.0 Procedures for transporting clients who are young people under 18.

When transporting young people under 18 all staff and volunteers should follow the additional procedures below:

- The coordinator will inform the client/parents/carers of the transport arrangements, advising which staff members or volunteers will be transporting the young person, the reasons for the transport and how long the journey will take.
- For safeguarding purposes, the driver must be accompanied by a second person who must be a Torch volunteer.
- Parents/carers will be given a contact number by the coordinator for the staff or volunteer transporting the young person(s), in case of emergency or change to the arrangements.
- The driver should text to inform the coordinator when they pick the young person(s) up, and again when the young person(s) has been dropped off.

### 5.0 Further Guidance

Where necessary reference should be made to the following Torch documents for further guidance:

THH03A Torch Safeguarding Policy  
THH03B Torch Safeguarding Procedures  
THH03C Torch Safeguarding Code of Conduct  
THH04 Torch Health and Safety Policy  
THH05 Torch Lone Working Policy  
THH15C Torch General Risk Assessment

### Change Record

Date of Change:	Changed By:	Comments:
13/02/24	Operations Team Leader	Policy updated. Appendix 1 moved to CharitySuite form
19/02/26	Operations Director	Policy Updated