



Milton Keynes Volunteering Driver's Service

What do we do?

Volunteering Matters drivers are volunteers who give their time and use their cars to offer support to those that have no other means of transport, to medical appointments, hospital appointments, local surgeries, dentists and opticians or activity visits. All journeys are logged, and the drivers are not able to make any detours.

Our administrator is available from Monday to Friday from 9.30 – 2.30 to take all bookings.

How to book a journey

All bookings are made by telephoning **01908 670309**. Any bookings outside of the booking times you can leave a message on the answering machine. Please give your name and details of the journey i.e. the date, time and destination, and the administrator will return your call to confirm the details of your journey. Bookings cannot be made directly with a driver and **must** be booked through the office.

Should you telephone **01908 670309** during our opening hours and your call is taken by the answering machine this is because we are busy dealing with another telephone call. If this should happen, please leave a message and we will return your call as soon as possible.

How much notice is required to book a journey?

The more notice you give us to arrange a journey, the easier it is for us to find a volunteer driver. We prefer people to book at least a week in advance of their required journey and the absolute limit we require is three working days' notice. However, we do understand that this is sometimes not possible, so we always accept bookings at the very least 48 hours' notice. In these instances, we can never guarantee a driver, but we will always do our best.

It is very rare for us not to be able to provide you with a volunteer driver, but should this situation arise then we will give you at least 24 hours' notice. **Therefore, if you do not hear from us at least 24 hours prior to your appointment please phone 01908 670309.**

The driver will telephone **before** your appointment to make introductions and to confirm the arrangements for the journey.

If at the last minute a booked driver is unable, for any reason, to collect you, we will make every effort to find a replacement, but we cannot guarantee to find an alternative volunteer driver.



Can I take someone with me on my journey?

To ensure that our volunteer driver can transport you safely and in comfort please will you let us know if there is a change in your physical condition. The drivers can offer a little assistance, but unfortunately, we are unable to transport anyone who cannot get out of a wheelchair, in and out of a car on their own, or help lift anyone as our insurance does not cover this should anyone be injured. We would also ask that any passenger with dementia or similar illness is accompanied by another person. Please let us know that someone will be accompanying you when you book the journey request as the driver will not take another person unless we are made aware at the time of booking.

Waiting Time

The driver will wait for you for up to one hour. If your appointment takes longer than one hour the driver may go away and return. This additional trip will be recorded as another journey.

If you know your appointment will take longer than 1 hour for local journeys, please tell us when you book as it may be necessary for us to arrange for two drivers to carry out the journey, therefore it will be the cost of 2 journeys. Where waiting time is within the time frame there will be no additional mileage costs.

For longer journeys over 30-mile radius where waiting time will be over 2 hours an additional 50% will be added to the journey. Please let us know if your appointment will be over the 2 hours when booking. Where waiting time is within the time frame there will be no additional mileage costs.

Should you have to cancel, or alter a journey, **please contact the office, and give us as much notice as possible.** Please **do not** phone the driver direct. To cover the driver's expenses a mileage charge will be made for a wasted journey.

Costs

When you use the service, you agree to pay the driver at the time of the journey in cash at 50p per mile to cover their expenses. Mileage is calculated from the driver's own home and includes the return mileage. To keep the cost as low as possible we will try to find you a driver from your own area who is able to meet your specific needs, but if this is not possible, we may have to allocate a driver who lives further away which will incur additional mileage costs, which will mean each driver will charge differently depending on the distance.



Volunteer Drivers can usually park free of charge at most hospitals. However, if there is a parking charge, (e.g. Oxford Hospital, or if the journey incurs the London congestion charge), you will be asked to pay this.

Data Protection

We want you to know that some of the volunteer drivers may have a webcam fitted in the front of their cars for the purpose of recording what is happening in front of the vehicle so if the driver is involved in an accident the driver will keep the recording for evidence. Where the recording is not needed the webcam automatically deletes information after 48 hours and recordings are no longer stored.

We do, however need you to know that recordings can also pick-up conversations inside the car but will remain confidential unless recordings are needed for evidence.

How do you give Feedback?

Volunteering Matters will continually try to improve the service it offers and welcomes comments on any aspect of the service. If you can speak to your main contact at Volunteering Matters sometimes it can help to do that first. Suggestions or comments will be fully considered by contacting the office 01908 670309 or in person, by letter, e-mail or by telephone.

Volunteering Matters is committed to take all feedback seriously in accordance with its written feedback procedures. A copy of which can be requested at any time.

Thank you for your interest in the Volunteer Driver's Service and hope this information answers all your queries but please do not hesitate to contact us for any further information.

MK Volunteer Driver's Service team would like to

Wish you a comfortable and safe journey.