



Frequently Asked Questions for Drivers (FAQs)

Who can become a volunteer driver?

To become a volunteer driver you need to be an experienced driver able to make a commitment for at least half a day each month. For insurance purposes you should be aged between 30 and 70 years, although you may be added to the policy as a named driver if you are a few years older or younger than the stated age limit. In these circumstances you will be required to provide some information on your driving history but this is not onerous and we would encourage you to discuss it with us. It is important that you enjoy driving and that you have a sense of responsibility about the role and the duty of care to passengers.

How do I become a volunteer driver?

Contact our transport co-ordinator to arrange a time to meet and go through the registration process. She will discuss the role in more detail, check your driving licence and ask for some further details for insurance purposes. Assuming that all is in order she will then arrange for you to obtain PVG registration. Once the PVG confirmation is received, the co-ordinator will arrange an induction session to familiarise you with the vehicle and its equipment. You will also receive a Driver Identification Badge.

How often will I be asked to drive?

We value greatly the contributions made by our volunteer drivers and endeavor to keep driving hours to the level you wish each month. Occasionally we may get a late or additional request that is not scheduled and in these circumstances we will e-mail round to see whether anyone is free and willing to do the extra run.

Where will I be asked to take passengers?

Passenger journeys can be local or further afield. Local runs are generally between passenger homes and one of the village halls, local shop / post office, or doctor's surgery. Further afield, there are weekly journeys to Oban, Ballachulish or Fort William. Less often, there may be requests for transport to Glasgow or Inverness for medical appointments. If you have a strong preference for certain kinds of journey you should discuss this with the co-ordinator and she will take this into account when planning the driving schedule.

Can I choose which destinations I want to drive to?

Unless you have a particular destination preference you will be allocated journeys by the co-ordinator on an eight week rolling schedule, having regard for your availability. For this reason, the co-ordinator will ask you for your availability a couple of months in advance.

How fit and able are passengers?

Passengers will be elderly and have restricted mobility; these are explicit criteria for being accepted as a passenger member of the community transport scheme. However, passengers are told very clearly that the drivers are exactly that – they are not carers and should not be asked to do more than provide a supporting arm to and from the house and destination. If a passenger is unable to walk without additional help then they should arrange to be accompanied on their trip by a carer.



What training will I receive?

You will receive an induction session with the co-ordinator to explain how the scheme operates and familiarise yourself with the car and its equipment. You will also receive more detailed training from one of our trained drivers in use of the accessibility equipment. You will also receive certificated first aid training, usually in a group with other new drivers. Refresher training will be provided periodically as required.

What happens if, due to unforeseen circumstances, I am unable to drive on the scheduled day?

We understand that an emergency may arise which means that you are unable to drive on the scheduled day. If this, or illness, should occur then you should contact the co-ordinator as soon as possible to let her know. Advance notice is appreciated, if possible, to allow the co-ordinator to find an alternative driver to do the run.

Will I ever be asked to use my own car?

Occasionally an urgent or last minute medical appointment may generate a transport request when the car is already booked for a different run. On these occasions the co-ordinator will identify the options and, if appropriate, may ask for a volunteer to drive the passenger using their own (the volunteer's) car. In these circumstances the passenger is asked to make a donation of at least equivalent value to the normal fare. The volunteer driver is paid a mileage allowance for doing the run.

Can I volunteer to drive and ONLY use my own car?

No. The scheme is based on use of the community transport vehicle and private cars are only used in exceptional circumstances.

How do I get the car for my scheduled day?

You will agree with the co-ordinator where/when to collect the community transport vehicle and where you can leave your own car until you return.

What paperwork will I have to deal with?

We try to minimise the amount of paperwork that our drivers have to deal with. During your initial registration process you may be asked to complete a PVG application form. The form will be provided by the co-ordinator and you will return it to her when completed. Once registered each driver is required to record the passengers, fares taken and mileage travelled when they do a journey. The journey sheet is then handed to the co-ordinator when you return the car.