



The Welbeloved Club

## **Transport Policy**

The Welbeloved Club offers transport to and from the monthly lunch to members that have no other way of attending the Welbeloved Club monthly lunch.

The Club adheres to the Highway Code, and Road Traffic Act by requiring all volunteer drivers to be responsible for the correct and appropriate use of vehicles on the road in the UK.

### **Criteria for members for transport to be provided**

- They have some degree of social isolation
- They have no access to a car or other form of transport
- They have no access to public transport (through local transport or personal reasons)
- They lack friends or family that are able to drop off and collect from the Welbeloved Club
- They are not able to walk to The Welbeloved Club venue (due to personal reasons or distance)

### **Type of transport provided**

- The Welbeloved Club hires a minibus from the Bishop's Stortford Town Council to transport members each month. However, on occasions this minibus is not available, therefore this type of transport cannot be guaranteed.
- The Welbeloved Club has a number of volunteer drivers that collect members in their personal cars and transport them to and from Club venue.

Transport may be cancelled due to weather conditions or other personal circumstances. Members affected will be notified, and where possible within a reasonable timeframe.

### **Personal Details**

It is necessary to share members personal details (name, address and phone number) with any member of the Volunteer team that are providing transport.

Volunteers are asked to store personal data safely and to keep the information secure at all times. This includes deleting personal data in line with the Clubs Privacy Notice.

Members agree on the registration form to allowing their details to be shared.

If the member disagrees to information being shared, transport cannot be provided.

### **Cost of Transport provided by the Welbeloved Club**

Members will be charged £2 per lunch for transport to be provided (this is a standard charge regardless of whether one or two journeys are completed). This is collected when the member attends the hall and is payable to the Welbeloved Club, not to the driver.

This is a standard charge regardless of the distance travelled in the provided transport.

If the cost of transport places a financial burden on the member, they are invited to speak to the Operations Manager of The Welbeloved Club (Jo Sydes).

### **Transport areas covered**

The transport service is limited to areas where The Welbeloved Club have volunteer drivers and may be liable to change.

Transport cannot always be guaranteed in each area due to the availability of volunteer drivers.

### **Code of Conduct - Transport**

- **Welbeloved Club**
  - The Management Team and/or Trustees must ensure that the volunteer drivers have completed a DBS check or be known to be trustworthy
  - Personal details of the volunteers must be available to the Management Team and/or Trustees
  - The Welbeloved Club provides information to the volunteers regarding using their own car to transport members i.e. insurance, MOT, driving licence class .
  - The Welbeloved Club ensures that any driver of the minibus has been through the relevant checks with the local Council and insurance is valid
  - The Management Team will ensure that volunteers hold a valid driving licence, and volunteers driving are aware that any changes in their licence circumstances are reported to the team
  - The Management Team will store members personal details safely and only give personal details of members to those volunteers that will be driving said members, in line with the Clubs Privacy Statement.
  
- **Welbeloved Club volunteers**
  - All volunteer drivers are expected to be polite and courteous to our members
  - All volunteer drivers must keep personal information confidential (i.e. address, phone number etc)
  - All volunteer drivers must ensure safe disposal of all personal information relating to members
  - All volunteer drivers must introduce themselves to the members
  - Volunteer drivers can support a member with a guiding hand but cannot use physical intervention to help members into or out of the transport
  - Volunteer drivers must report any incidents or accidents to the Operations Manager of The Welbeloved Club as soon as it is practicable to do so
  - Volunteers must hold a valid driving licence, and volunteers driving are aware that any changes in their licence circumstances are reported to the Management Team

- Welbeloved Members

- Members are expected to be polite and courteous to our volunteers
- Members must be ready for the transport at the expected time
- Members must cancel transport if not attending the lunch
- Members must be physically able to access the transport (with just a guiding hand)
- Members must ensure that all other forms of transport have been investigated and only rely on the Welbeloved transport scheme where they have no other way of attending the lunch.

**The Welbeloved Club have the right to cancel transport to members or remove volunteers from driving at any time if the Code of Conduct is not adhered to.**

This Transport Policy was adopted on 1/11/2023

Signed by Chair of Trustees, on behalf of The Welbeloved Club



A handwritten signature in blue ink, consisting of the letters 'R' and 'D' followed by a wavy line, positioned above a horizontal line.