



LOTTERY FUNDED



BAKEWELL & EYAM COMMUNITY TRANSPORT VOLUNTEERS HANDBOOK



unsung heroes

The Queen's Golden
Jubilee Award



INVESTOR IN PEOPLE

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Introduction

To ensure that B&ECT remains a successful, responsive, caring, cost efficient and sustainable community resource, the organisation needs to provide appropriate tools and skills with which to deliver our service and to ensure that we position ourselves for the future and our ever-changing society.

The responsibility of each member of B&ECT grows each year - we try to be one of the most effective schemes in service with emphasis on efficiency in operations, reliability for customers and development of working partnerships together with aiming for constant improvement for the people we serve.

We are an organisation that combines the financial support of the local authority, the primary care trust, grants, bequests, legacies, donations and our own fundraising efforts with the dynamism and commitment of a large team of voluntary and paid individuals, all of which is backed by the local community who continue to support our efforts through patronage of our work.

There are many roles within the organisation which rely upon the influence and dedication of our volunteer team. Our own commitment to the cause may be affected by personal circumstance however the need to consistently support the activities of B&ECT in the community remains and we welcome the offer of voluntary support at all levels of the organisation. Thank you and welcome to being part of our continued success.

Lynn Jackson, Chairman, June 2009

Background

Bakewell & Eyam Community Transport (B&ECT) is a charitable organisation established in 1989 which provides services for all members of the community using a fleet of fully accessible minibuses and a team of volunteers using their own cars. The main office is based at Newholme Hospital in Bakewell, and the Car Scheme services operate from Hope Clinic in Hope. The scheme now provides 75-80,000 passenger journeys each year and has a turnover in excess of £500,000.

B&ECT employs five full time and two part time minibus drivers alongside office staff and a large team of volunteers who support the scheme in different ways, from trusteeship to fundraising, driving to assisting passengers at their destination. The services offered are significantly extended by volunteers who offer their time to help passengers and community groups where public or private transport is not readily available or commercially viable.

Operating ten accessible vehicles the scheme provides Dial a Bus services to the general public for shopping in various locations, individual Dial a Ride journeys for social/medical visits and affordable transport for local community groups.

The Car Scheme has no paid drivers and relies entirely upon volunteers. These local car owners volunteer their time and their cars to help to provide tailor made transport to passengers experiencing difficulties in accessing healthcare appointments, attending social occasions and making journeys which car-owners take for granted and where no other form of public or private transport is an option.

This guide is intended to supplement the induction and training which volunteers receive with the scheme. Specific handbooks are available for drivers (MiDAS) and passenger assistants (PATs).

Your involvement with the scheme may initially be an exercise in getting to know everyone – a list of the staff and trustees is included at the back of this guide.

The Board of Trustees are responsible for the strategic planning, policies and future development of the organisation. The paid staff take care of the day to day running of the scheme. Trustees are often involved in other aspects of our work – some are volunteer drivers, others fundraise. These partnerships are long established and have given the organisation a firm foundation for the future.

Volunteering with B&ECT

Whilst the focus of these documents tends to be on driving and passenger assistant roles, B&ECT also relies heavily on volunteers who work for the Car Scheme, are Trustees of the charity and those who help with our fundraising efforts. It is no exaggeration to say that the scheme would not be able to provide all of its services without the help of volunteers.

We hope you enjoy volunteering with us however if you have any worries during your volunteering career we will be happy to discuss them confidentially.

Recruitment

There is a sharing of legal and moral responsibilities between B&ECT and the driver/passenger assistant, and it is important that the balance of responsibilities is understood at the initial discussion stage.

As part of the recruitment process, appropriate checks are carried out and volunteers are made fully aware of their responsibilities.

Prospective volunteers are asked to complete a simple application form, provide two referees for character references and an enhanced criminal records bureau check is submitted for driving and passenger assistant roles.

B&ECT require that all **drivers** have a minimum of three years experience, are over 21 and have a full driving licence, (not provisional.) Some exception may be made for up to two speeding offences however other endorsements are checked by our insurance brokers before permission to drive is determined. To drive the schemes 14 & 16 seated vehicles, drivers

must hold the D1 entitlement on their licence. This was automatically granted until January 1997.

Licences are inspected initially and then on an annual basis along with a health declaration form however it is essential that drivers inform either B&ECT office of any changes in the interim.

In order to become a volunteer driver for the Car Scheme the following documents need to be checked and thereafter on an annual basis or if the volunteer should change their vehicle, insurers etc.

- **Driving licence.**
- **MoT test certificate (if applicable)**
- **Vehicle registration document.**
- **Insurance certificate.**

It is expected that volunteer drivers will maintain their vehicles by having regular service checks on the roadworthiness of their cars e.g. lights brakes, steering, tyres (including spare) exhaust system, seatbelts, windscreen wipers, washers, clean windscreens windows, lights, indicators, reflectors, mirrors and numberplates, correct adjustment of seat, seatbelts

All passengers, drivers and passenger assistants must wear seatbelts unless they have an exemption by their GP for which written confirmation is required.

The seating capacity of the vehicle stated by the manufacturer or in the insurance documents must never be exceeded.

Fleet maintenance and replacement

B&ECT operate 10 vehicles which offer facilities to help people who have mobility problems such as tail lifts/ramps, low side entry steps and equipment to secure wheelchairs and their occupants in the vehicle in both comfort and safety. Seven vehicles have 16 passenger seats, one has 14 seats, one with 9 seats and a wheelchair accessible car. The seating capacity is reduced when wheelchair occupants are carried.

A Public Service Vehicle (PSV) with more than 8 passenger seats (excluding the driver) cannot legally be used for carrying passengers on the highway until it has been issued with a Certificate of Initial Fitness (COIF). The COIF is issued by a VOSA certifying officer when the vehicle meets all the relevant PSV requirements. This is a basic requirement when we agree the specification of our vehicles.

The scheme has to plan for the replacement and upgrade of the fleet – for this purpose, vehicles are reviewed at 5½ years with a view to replacement at either 6 or 7 years old.

The vehicles are serviced in accordance with the manufacturer's recommendations and in addition, have a safety inspection every six weeks. Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98) are strictly adhered to – our vehicle tail lifts are serviced and tested every six months.

Loss of No Claims/Excess Protection – Car Scheme

Volunteer drivers with the Car Scheme can take advantage of the loss of No Claims Bonus and Excess Protection Scheme.

The policy covers any Excess payment due as a result of a claim on drivers own insurance after an accident whilst driving for the Car Scheme.

The policy covers loss, or percentage cut back of No Claims Bonus as a result of a claim on the drivers own insurance after an accident whilst driving for the Car Scheme up to a total of £400.00 per claim .

Example of how policy works

Car Scheme Driver runs into back of lorry.

Car Scheme Driver incurs £500.00 worth of damage to his car.

Car Scheme Driver's insurance covers repair cost less £100.00 excess.

Car Scheme Driver loses 20% no claims on following year's policy due to accident. e.g. In 1999 Policy cost £200.00 pa. In 2000 Policy cost - after Car Scheme Driver accident £250.00 pa.

The Excess and Bonus Protection policy will reimburse the £100.00 excess payment to the Car Scheme Driver and will reimburse £50.00 increase of annual premium caused by loss of no claims percentage after Car Scheme Driver accident. The policy will reimburse a maximum of £400.00 per claim

Recording, Payment and Reimbursement Procedure – Car Scheme

When undertaking a journey on behalf of the Car Scheme, you are entitled to be reimbursed for all the mileage completed at a rate of 40p per mile.

All information provided by the office staff should be written in the receipt book provided or on the Driver Claim Form. The top copy of the receipt is given to the passenger after it has been signed by the volunteer driver. The bottom copy is retained by the volunteer and kept with the monthly claim form to return at the end of the month.

You will have been advised by the office of the fare at the time of booking. Fares are fixed according to the distance travelled from the passengers pick up point to their destination, and return.

All claims are processed each month and reimbursement is by BACS transfer for which you will be asked to provide your Bank Details.

Volunteers who submit claims to the Office by the 15th of the month will receive reimbursement by the end of the same month.

Expenses Reimbursement Procedure - buses

When undertaking a journey on behalf of B&ECT, you are entitled to be reimbursed for your travel to and from home to base. The rate of reimbursement is 40p per mile. A copy of the expenses claim form is available in the office. If you would like to donate some of your expenses to B&ECT, please ask for a Gift Aid declaration form.

All expenses claims are processed each month by the office staff. Reimbursement is by BACS transfer and you will be asked to provide Bank Details.

Volunteers who submit claims to the Office by the 15th of the month will receive reimbursement by the end of the same month.

Training & support

We offer ongoing support to all our drivers and passenger assistants and are happy to help in any way we can. You are welcome to call in at the office at any time or ring us if you have a problem or want to give us feedback on a journey. We welcome feedback from our volunteers as it helps us to continue to improve our service both to you and the passenger.

We try to provide a varied training programme throughout the year to suit our volunteers needs. However the core activities of driving minibuses and assisting passengers have nationally approved training which is provided in house. B&ECT Drivers undertake our MiDAS (Minibus Driver Awareness Scheme) training. Passenger assistants are trained to the PATs (Passenger Assistant Training Scheme) programme. Both packages are endorsed by the Community Transport Association (CTA).

Throughout the year, we will contact our volunteers with details of training opportunities, invitations to social occasions or updates about general issues, often via a newsletter. If you would like to receive this information by email, please let us have your email address.

Access to keys & worksheets - buses

As a minibus driver, it is likely that you will drive B&ECT buses when the office is closed as well as during office hours. If you get back after hours, each set of bus keys has an office key on them.

Ensure you have your office key with you. You will need this in order to be able to:

- Collect the bus keys
- Collect your job pack/instructions
- Use the high visibility clothing
- Get a drink or use the toilets

In either case, if you forget your key or barrier pass, please ring the duty officer on **07917 646 927**. If you lose your key or barrier pass, please let the office know as soon as possible.

Please feel free to help yourself to tea, coffee and water – the kitchen also has a toaster, fridge and microwave for everyone to use.

Insurance

B&ECT has personal accident and public liability insurance for all staff, volunteers and passengers.

If you sustain an injury whilst carrying out your voluntary work, you may be eligible for compensation.

Whilst driving the schemes minibuses for Bakewell & Eyam Community Transport, you are driving under our fleet insurance policy.

Whilst driving for the Car Scheme, you are driving under your own car insurance. Prior to driving for the Car Scheme you will have to inform your own insurance company that you are undertaking voluntary driving for which we have a standard form. Failure to notify your insurance company that you are undertaking voluntary driving could invalidate your cover.

If you change insurance companies at any time, please inform the office in order for us to amend our records and provide you with a new form for the insurance company.

Identification

Minibus drivers are issued with a permit on completion of training which you may wish to carry whenever you do a journey for B&ECT. ID badges are also available for volunteer drivers and passenger assistants.

Car Scheme Volunteer drivers/escorts will be issued with an identification badge which we ask you to wear whenever you carry out a journey.

Sponsored by the M&C Motorcycle Collection in Bakewell, B&ECT have polo shirts/t-shirts and jackets available for all volunteers.

Disabilities

Drivers/passenger assistants should report any disability which may permanently or temporarily affect their ability to drive or assist passengers.

Illness

Drivers/passenger assistants should report any illness and /or medication which may affect their ability to drive or assist passengers. You will be asked to sign a health declaration indicating any known conditions and this is renewed on an annual basis.

First Aid

All employed staff are basic first aid trained, and the organisation has two staff who have a up to date First Aid at Work certificate. As part of your training and development, you will be invited to take part in basic first aid training which is obviously useful during and outside your commitment to the scheme.

Each office is equipped with a First Aid kit and every vehicle is also properly equipped. These kits are checked routinely to ensure they are complete and that the contents are serviceable.

Required procedures

No specific legislation governs volunteer driving other than that relating to private motoring—the general requirement in the Highway Code is that vehicles should be well ventilated and that the driver should take a rest if feeling sleepy. MiDAS recommends that drivers should take a 15 minute break after 2 hours driving depending on the driver's capability. All the buses have tachographs fitted - these do not have to be legally used by the voluntary sector but are calibrated and can have any information downloaded at any time if necessary

Volunteer drivers/passenger assistants should report to the office staff any paid or unpaid work or other stressful activities that may affect their ability to carry out a particular journey. All these factors will be taken into account during the scheduling process by the office staff.

For your own protection, and safe and professional running of the Community Transport Scheme, volunteers are asked not to:

- Give home telephone numbers to passengers.
- Car Scheme - Carry children/young adults under 18 without an escort.
- Accept additional bookings for future journeys; (please refer passengers to the office), unless asked by the office staff to re book passengers on a particular job.
- Accept tips or other gratuities from passengers.
- Engage in intimate personal care such as helping someone get dressed, assisting with toileting, changing dressings, or undertake domestic tasks such as wiring plugs, changing light bulbs, etc.
- In accordance with our Health and Safety policy, *'Drivers shall not drink whilst on duty. Drivers shall not drive B&ECT vehicles or for the Car Scheme whilst under the influence of*

alcohol. As a minimum 12 hours should elapse after consumption, drivers should not report for driving if there is any likelihood that their ability to drive has been impaired.'

In the latter two circumstances, insurance with the Community Transport Scheme would be void and you would be personally liable for any consequence or injuries, which may arise.

It is advisable not to enter the house of a passenger after a journey other than to give assistance. However we do understand that at times you may be asked in for a cup of tea etc. This can happen after a long appointment when the passenger feels grateful to the driver and wishes to offer their hospitality. Whilst there is no harm in this we do ask that you are mindful of the above guidelines and are not tempted to undertake any '**could you just**' tasks.

Duty of care

All voluntary and not-for-profit organisations have a 'Duty of Care', under the Health and Safety at Work Act, to identify risk areas and procedures. The Health and Safety at Work Act affects all of us. It is considered good practice by the HSE to apply the same standards to voluntary workers as to paid staff under the 'Duty of Care'. We advise that you do all that is reasonably practicable to ensure the health and safety of yourself and your passenger(s).

It is difficult for office staff to assess the risks (i.e. too much passenger reliance on physical support from the volunteer) therefore it is necessary for volunteers to feedback any concerns, however minor. Some formal assessments are carried on specific Risk Assessment Forms. These are included in the job packs or available for Car Scheme volunteers through the office or via email.

Client information and confidentiality

Confidential information may be passed on to the volunteer at time of booking which the office staff will be obliged to make the volunteer aware. This may include information about their physical and mental problems, as well as details about their medication if applicable. All information about a passenger is confidential, and should be treated as such. We ask that volunteer driver/passenger assistants refrain from divulging any information gained during the course of their duties to any other passengers or third party.

Emergencies

Drivers and passenger assistants are asked to provide details of any accident that occurs while carrying out any B&ECT duties.

Volunteers are advised to ring the office in the event of any emergency. Please contact our office on 01629 641920 or the Duty Officer on 07917 646 927.

The Scheme ensures that each passenger has the office telephone number at time of registration.

All B&ECT vehicles are equipped with a First Aid Pack and a clean-up kit. It is a requirement of legislation for passenger carrying vehicles that two fire extinguishers are carried at all times. Please ensure that you are able to locate these items before setting out. They are part of the daily check procedure.

In cases of medical emergency, the driver/passenger assistant should normally call the ambulance service and not move the passenger any further. Please inform the office as soon as possible.

In the event of bad weather we **do not** expect you to put yourself at any risk and therefore advise that if you are in doubt about a journey please do not set out but ring the office and we will agree with you and your passengers whether or not to proceed.

This also applies if you have set off and the weather worsens. Even if you have picked up your passengers, we do not expect you to continue your journey and take unnecessary risks. Ring the office/duty officer as soon as possible for advice.

Antisocial behaviour

Aggressive, intimidating or abusive behaviour from a passenger is unacceptable and drivers are under no obligation to complete any journey if this occurs. Contact the office as soon as possible and we will assist with resolving the situation.

Passenger comfort and safety

You should minimise leaving passengers alone on the vehicle during a journey - the driver should always try to fill up with fuel, go to the toilet etc. before the journey begins. If you are leaving the vehicle to assist a passenger, consider switching off the engine and removing the keys.

In the case of Car Scheme and Dial-a-Ride services, passengers can be left on arriving at their appointment if it has been arranged by the office staff beforehand or by mutual consent of both passenger and volunteer.

The comfort and safety of our passengers is of primary importance, is our best form of advertising and our worst potential area for bad publicity. We spend a lot of time preparing all drivers to deliver the services in a caring, safe and considerate manner and have an excellent reputation for looking after our passengers. This includes ensuring wherever possible that drivers have plenty of time to safely do the job. If you are running late (for a reason often beyond your control), let the office staff or duty officer know so that they can notify the next passengers/group and if necessary re-arrange other work – rushing leads to mistakes and often means we are not maintaining the high quality of our service. The MiDAS and PATs handbooks provide a comprehensive guide including techniques for manual handling.

Carrying children

It is rare for bus journeys to take place with unaccompanied children. All B&ECT vehicles are equipped with 'Generation' seat belts – these belts can be adjusted at the shoulder to ensure that the seatbelt fits properly.

Appropriate child car seats are provided and fitted by the office if we are carrying small children. The only exception to this is if a parent brings and securely installs their own child's seat however this rarely happens. Full details about carrying children in special seats are always obtained before the journey commences.

For Car Scheme journeys, all children under the age of 18 must be accompanied by an adult. This does not include a driver/escort, as it is the passenger's responsibility to supervise and escort their own children.

Appropriate child car seats are provided by the office if the volunteer is carrying small children full instructions are given as to how to secure the seat/s before the journey commences.

Children should not be carried unless they are safely restrained. They must not distract the driver and are expected to behave well. If the volunteer driver/passenger assistant reports poor behaviour the Scheme will consider terminating any further journeys concerning the passengers/group involved.

Smoking

Smoking is prohibited on the vehicles, at the operating base and in public places by drivers, passenger assistants and passengers.

Complaints procedure

If passengers, volunteers or staff have a complaint or are unhappy about a passenger, member of staff, or any aspect of our service please refer initially to the Operations Manager of Bakewell & Eyam Community Transport on 01629 641920.

All information will be treated confidentially.

Equal opportunities

We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

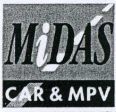
Policy documents

In addition to the volunteers handbook and the MiDAS and PATs handbooks, B&ECT has the following policies in place which are reviewed and updated regularly:

- Health and Safety
- Equal Opportunities
- Environmental policy
- Fraud policy
- Reserves policy
- Complaints policy
- Safe transport of Scooters

A copy of the health and safety policy is provided for all staff and volunteers. All policies are available in the office.

How to assist a passenger when walking



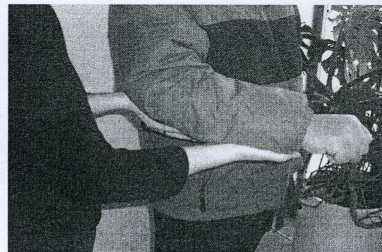
● Allow your passenger to use their prescribed walking aid.



● Do not put yourself or a passenger at risk by allowing them to lean heavily on you



● To steady a person provide support under their forearm



● Providing firmer support for a few steps, using both hands



● Provide a firm platform of support but do not push up on the person's forearm



● When providing firmer support, adopt an angled stance and avoid crossing one foot over the other

● Examples of how to assist people with walking difficulties

How volunteering with B&ECT works – bus operation

You will receive request by telephone to undertake a journey – if you are available and would like to do the job, you may wish to make a note of:

- Passenger/group to be transported
- Destination/duration of the journey
- Time/date of journey
- Agree pick up time and what time you need to collect the bus
- Request maps/any further details if required

On day of journey

- Make a final check of the details of the journey.
- Allow time to do the **vehicle checks**. A full check takes 10-15 minutes to complete. Record these in the log book along with your mileage.
- In most cases, the vehicle will be equipped with the correct seating configuration for your trip. However it is essential that this is checked before setting out. If you need assistance, please contact the office or duty officer.
- Ensure you take high visibility clothing with you from the office, especially if you are working at the roadside. When it is dark or weather conditions or other factors could impair your visibility to other road users, this clothing is essential.
- Inform the office/duty officer of any delays or difficulties.

After your trip

- As you return the vehicle to base, check the fuel level – it is helpful if all drivers fill up the bus as the filling station may be closed when the next driver is due out.
- Follow the locking up procedures when you return to base – and return the keys and paperwork.
 - Please park the vehicle considerately
 - Close all windows/roof vents
 - Switch off the heater, telephone, lights and tail lift isolators
 - Use the feedback form to record any comments about the journey

How volunteering with B&ECT works – Car Scheme

Receive initial request by telephone

Make note of:

- Passenger Name
 - Address
 - Telephone Number
 - Destination
 - Appointment time
 - Job Number
 - Agree Pick up time
- (all above can be recorded on Claim form if you wish)

Or details will be sent by email

On day of journey

- Zero Mile-ometer
 - Collect Passenger at agreed time
 - At end of journey Collect fare – make sure that you note ALL mileage driven, this is the figure which determines your reimbursement.
- Give passenger a receipt (white copy)
- Attach Blue receipt copy to reimbursement Claim form

At end of Month

- Send Claim form along with all fares collected and blue copies of receipts issued to Office. Claims received by the 15th of month will be reimbursed by the end of the same month

Duty officer system – Tel No: 07917 646 927

During normal office hours, (Monday to Friday 9:00a.m. to 5:00p.m.), the office staff are all able to assist with any difficulties experienced by a volunteer driver during the journey.

Outside office hours a duty officer is available at all times to provide assistance and support. The scheme has contracts to provide assistance for mechanical breakdown of the buses and punctures with a spare bus always available to transfer passengers in the event of a problem. The Duty Officer number is also made available to bus service users so that any amendments to journey details can be conveyed to the driver.

Its is advisable to keep your personal mobile and home telephone number confidential.

An Introduction to MiDAS CTA's Minibus Driver Awareness Scheme

What is MiDAS?

MiDAS is the Minibus Driver Awareness Scheme, organised by the Community Transport Association U.K. (CTA) which promotes a nationally recognised standard for the assessment and training of minibus drivers. It is a membership based scheme that has been designed to enhance minibus driving standards and promote the safer operation of minibuses.

Who is it aimed at?

MiDAS is applicable to any organisation operating or using minibuses. Member organisations range from small voluntary organisations operating one vehicle, to local authorities operating large fleets of minibuses as well as schools, colleges and universities.

How does MiDAS work?

MiDAS operates on a "cascade" approach. CTA has appointed a number of training agents, who provide training for minibus Driver Assessor/Trainers (DAT's) nominated from member organisations.

A DAT can then assess the competence of other minibus drivers, and provide them with training on how to safely use a minibus.

What's involved in becoming a DAT?

In order to register as a DAT, a person has to undertake a thorough driving assessment (it is essential that they are able to drive to an "above average" standard) and participation in a course lasting three days for standard minibuses and a further day for wheelchair accessible minibuses.

What's included in the DAT's Training Course?

The course gives information and practical experience on how to undertake a minibus driving assessment in an objective and consistent manner, how to structure on-road assessments, provide "classroom based" safety training, and refresher training. The safety training, which can be delivered on a group or individual basis, uses key learning points from a number of areas:

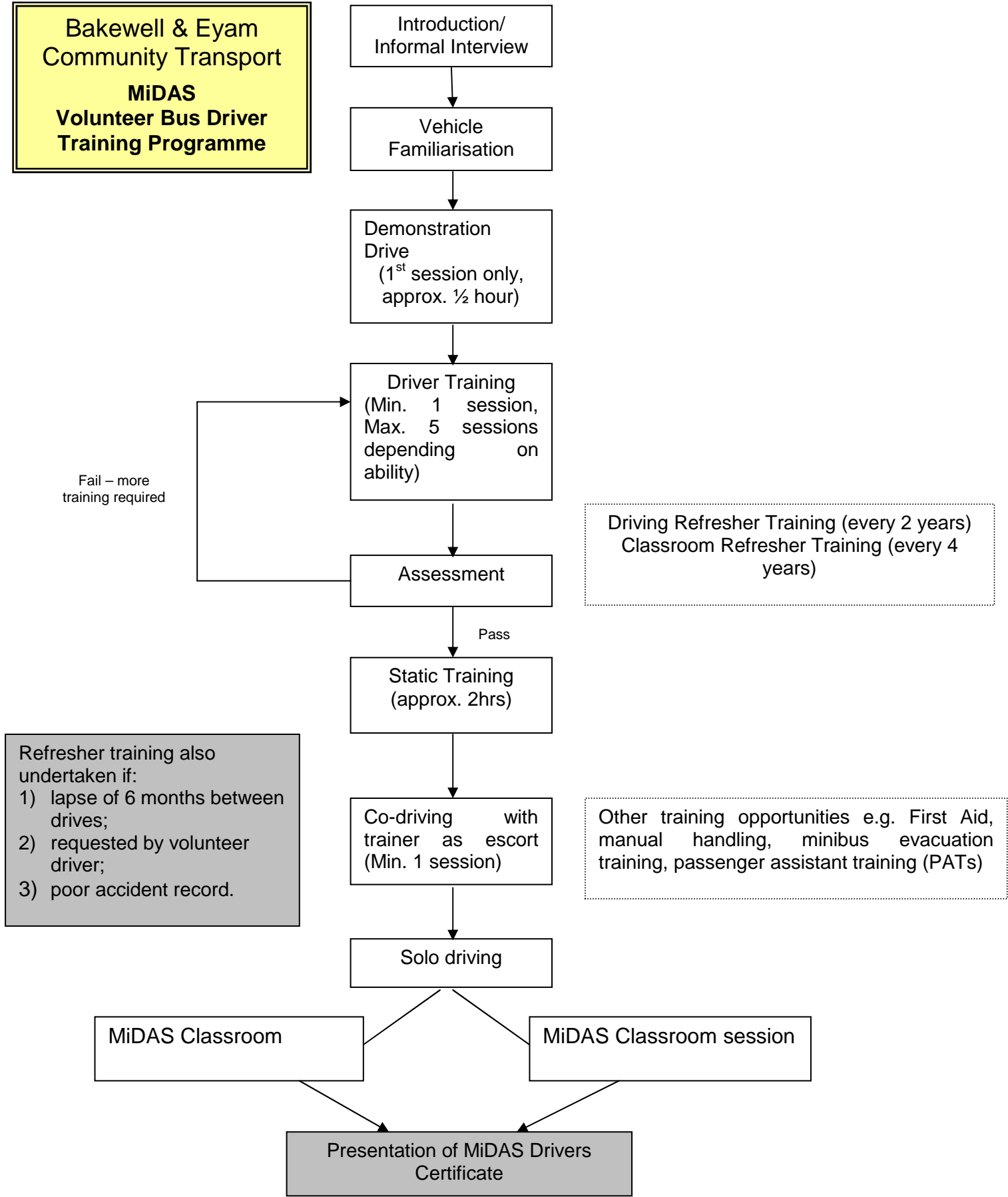
- Legal Responsibilities
- Passenger Safety
- Child Passenger Safety
- Defensive Driving
- Manual Handling Awareness
- Health & Safety Awareness
- Accident & Emergency Procedures
- Personal Safety for Drivers

Each DAT is given a comprehensive trainer's manual which includes all the information from the course, along with audio visual material needed to run the safety training sessions. DAT's certificates are valid for two years after which refresher training will be required.

What do drivers get out of this?

Drivers who successfully complete the MiDAS assessment and training programme will receive a nationally recognised certificate valid for four years, as well as the option of obtaining the comprehensive "MiDAS Driver's Handbook".

**Bakewell & Eyam
Community Transport
MiDAS
Volunteer Bus Driver
Training Programme**



PATS, developed jointly by CTAUK and Hampshire County Council, provides a nationally recognised standard of training to people whose role it is to provide care and assistance to passengers travelling by road. These people may be paid staff, or volunteers and they may be performing the dual role of driver/carer.

PATS has five modules, an induction module undertaken by all then modules looking at assisting passengers with disabilities (but not wheelchair users), assisting wheelchair users, assisting children and young people and assisting older people.

Like MiDAS, PATS includes refresher training however this is only compulsory for trainers. Refresher for passenger assistants is carried out following an assessment of training needs by their managers.

PATs covers legal, practical and safety issues and aims to improve passenger safety by providing skills and information to understand the needs of the passengers.

PATS TRAINING – the different modules

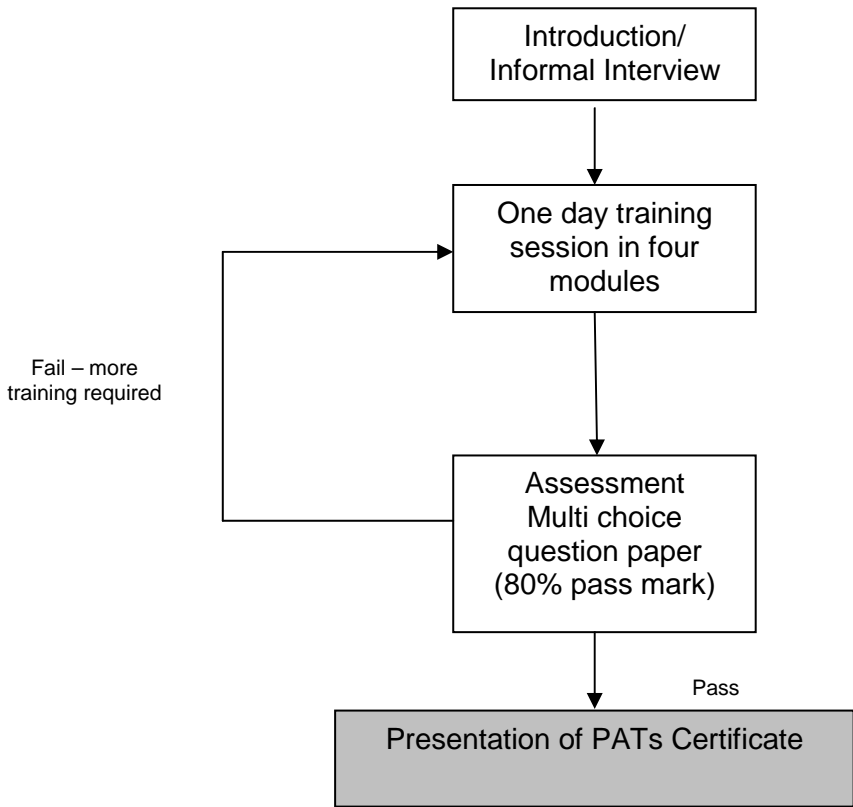
Module A: The role of the passenger assistant. This is the foundation module. It covers the role and responsibilities of a passenger assistant, including legal, practical and safety issues.

Module B: Assisting passengers with disabilities. This module includes boarding and alighting from the vehicle and safety information concerning wheelchair users.

Module C1: Supervising children and Young People with special needs. This includes supervising children and young people with learning difficulties, autism, physical disabilities, sensory restrictions and behavioural difficulties.

Module C2: This includes adult passengers with learning difficulties, dementia, physical disabilities, sensory restrictions and people in mental or emotional distress.

**Bakewell & Eyam Community Transport
Passenger Assistant Training Programme**



Bakewell and Eyam Community Transport

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Volunteer Drivers and Passenger Assistants

Bakewell and Eyam Community Transport could not operate without the tremendous assistance of Volunteer Drivers and Passenger Assistants. At present we have over 60 Car Scheme drivers, over 60 minibus drivers, and 5 Passenger Assistants to complement the paid staff team. Volunteer minibus and Car Scheme drivers provided on average over 140 hours per week of driving in 2008.