

Title of Document	Driving for Work Policy
Name of Department	People Team

What type of document is this?	Policy	
Which Helping Hands POL/SOP/W.I does this document relate to?		Reference number of POL/SOP/W.I

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	

Custodian of document	Chief People Officer	Committee/Group responsible for this document	Policy Committee
Approval date and committee chairperson signature	02.07.2025	When is its next scheduled review?	02.07.2028

Who does it apply to?	All staff working with Customers / All staff who drive for business purposes					
	Does it apply to bank workers?	No	Does it apply to agency staff?	No	Does it apply to third party contractors?	No

Purpose of the Policy	This Policy outlines the requirements for employees of Helping Hands who drive for business purposes
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ROLES AND RESPONSIBILITIES

Role	Responsibility
Drivers	<ul style="list-style-type: none"> To ensure you are always, a safe and responsible driver. To ensure your vehicle is safe, functional, appropriately insured and fit for purpose. To present documentation on request, and declare relevant changes as required. To ensure you have a valid driving license for the vehicle you are using, and legal for use in the UK
Registered Managers (Operations)	<ul style="list-style-type: none"> To performance manage as appropriate where unsafe behaviours or non-compliance are identified. To ensure tasks are planned appropriately, allowing adequate time to travel safely. To ensure customers confirm that they have the appropriate insurances in place if the customer car is to be used
Senior Leadership Team	<ul style="list-style-type: none"> To advocate safe driving and uphold this Policy throughout the organisation.
Head of Property & Facilities	<ul style="list-style-type: none"> To manage the safe use, maintenance, and list of approved drivers of company vehicles

1. Policy Statement

1.1. Driving is an integral activity in providing quality homecare which helps our customers to live well at home, in the community. This policy establishes clear guidelines to ensure safe and responsible driving.

1.2. This Policy includes the following definitions:

- **Driving for Business Use** – Anybody who drives to any location other than their work base is “driving for business” use, such as visiting customers’ homes or visiting multiple branches.
- **Drivers** - For the purposes of this Policy, all employees who drive for business use are referred to as drivers.
- **Non-GB / EU Drivers** – Drivers who obtained their driving license in a country other than the UK, or within the EU.
- **Adequate Business Cover** – Insurance which covers frequent multiple trips between different fixed sites/homes.

2. Employee Responsibilities

2.1. **Insurance** - Employees must ensure that any vehicle used for work, is insured for use with valid and adequate Business Cover, including vehicles used for work purposes. Typically, this is referred to as "Class 1" or "Class A" Business Level cover, and definitions may vary by insurer. The Policy must specifically state that adequate cover is included.

2.2. **Health** - Employees must ensure that they are always in good health physically and mentally and fit to drive. Where an employee is unfit to drive due for any reason, the employee must notify their Line Manager and make alternative arrangements.

Any health conditions or prescriptions which may affect the employee's ability to drive safely must be declared to both the DVLA, Line Manager and recorded on an updated Medical Questionnaire.

2.3. **License** - Employees must have a valid Driving License for the vehicle type being driven and be valid for use in the UK.

2.4. **Safe Driving** - Employees are expected to drive safely and responsibly; always obeying all traffic regulations, speed limits, and taking due care regards the safety of other road users, pedestrians, passengers, and themselves.

2.5. **Use of Mobile Phones** - Mobile phones must not be used without hands-free functionality. Use with hands free functionality, should only be used when the vehicle is stationary.

2.6. **Vehicle Maintenance** - All vehicles must be adequately maintained and in good working condition. This includes, but is not limited to, the annual MOT and should also include regular visual checks and servicing as required.

Vehicles should be kept clean and comfortable for both the driver, and for customers or other employees who may travel as passengers.

2.7. **Accidents & Incidents** - Any accident or incident involving a vehicle or transport must be reported to the Line Manager in the same manner as any other. The only exception to this is where the accident occurs on the way to or from work, or for visiting carers travelling to the first or from the last visit of the day, which is not considered work activity.

2.8. **Smoking** - Smoking is not permitted in any company owned vehicles at any time, in employee-owned vehicles when transporting other employees or customers, or in customer-owned vehicles being driven by an employee.

2.9. **Parking penalty charges, fines, recovery, repairs, or other fees** - Any costs incurred except where they are approved specifically by Expenses Policies or otherwise, are to be paid by the employee.

2.10. **Transparency & Cooperation** - Employees are required to declare any points, endorsements, penalties, restrictions or disqualifications in writing, to their Line Manager as soon as is reasonably possible. Where requested by the Line Manager, an employee may be required to present evidence of relevant documentation and participate in the sharing of license information using Government Checking Systems.

3. Line Manager Responsibilities

3.1. **Supervision** - Unsafe behaviour, or failure to adhere to the Policy should be addressed in line with applicable disciplinary procedures.

3.2. **Risk Assessment** - Driving tasks must be risk assessed, considering the capability of the driver and risks to the driver, customers and members of the public. Customers Support Plan should include Risk Assessment of travel in the community, accounting for individual factors and environmental, and safe use of mobility equipment.

3.3. **Travel Planning** - Travel tasks must be planned with appropriate time allowance, accounting for foreseeable traffic, workload or weather factors.

3.4. **Use of Customer Vehicles** - Where employees are expected to drive customer vehicles or use the mobility aids in customers vehicles, the customer is responsible for arranging adequate business cover for the vehicle to be used by that carer, and ensured the vehicle is safe to use with valid MOT and has had LOLER inspections as required on lifting equipment.

The Registered Manager must also ensure the carer has received suitable and sufficient training for use of any mobility aids and use is risk assessed. The customers vehicle should be adequately insured for the driver, and vehicle and equipment maintained as per the terms and conditions.

4. Restrictions

4.1. Drivers who fail to adhere to this Policy may face disciplinary action, or face restrictions to work activities and what work is available to them due to the increased risk. This is not exhaustive, but examples could include.

- **Evidence of unsafe behaviour** - A driver who has received penalty points, or has received endorsements for dangerous driving

- **Non-GB / EU Driving Licenses** - A driver who has failed to exchange their license within the required time limit
- **Non-compliance** - Failure to maintain or insure the vehicle for appropriate use
- **Endorsements** – Endorsements received for dangerous driving or accumulation of penalty points

5. Non-GB licenses

- 5.1. Driving licenses obtained in the **European Union** are accepted
- 5.2. Driving licenses obtained **anywhere other than GB or EU** are accepted for the first 12 consecutive months of the employee being present in the UK. The license must then be exchanged for a UK license through application, or by taking a Driving Test depending on country of origin. The process should be completed with ample time to complete, before the 12 months expires.
- 5.3. **The 12-month period** as referred to in 5.2 is taken from the date the driver first entered the UK, regardless of breaks in employment, due to travel, leave or gaps in employment, as confirmed by the employee's immigration and work history.
- 5.4. **South African paper "book-of-life"** licenses are not accepted and cannot be exchanged; you must have a new credit-card style license or letter of entitlement to one.

6. Company Vehicles

- 6.1. **Code of Conduct - Any** of the following behaviours in a company vehicle can be viewed as serious breaches of conduct, and may result in disciplinary action;
 - Receipt of endorsements for dangerous behaviour and accumulation of penalty points
 - Driving under the influence of drugs or alcohol
 - Failing to report a collision, accident or damage
 - Driving in such a way that it may damage company reputation
 - Using the vehicle for non-work-related activities
- 6.2. **Management of Loads** - The driver must ensure the load does not exceed the manufacturers recommended load bearing weight. Loads should be secured in such a way that you do not move during transport

TRAINING

Is training required?	No
Details of training	N/A

COMPLIANCE

How is compliance with the POL going to be monitored	N/A
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Positive / Negative / N/A	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	Positive	Drivers over 70 must renew their driving license every 3 years.
• disability?	Positive	Drivers declaring disabilities which may impact their driving may be penalised through less work allocation. This should be risk assessed proportionately and in line with the equality & diversity policy.
• gender reassignment?	N/A	
• pregnancy and maternity (which includes breastfeeding)?	N/A	
• race (including nationality, ethnic or national origins or colour)?	Positive	Drivers with non-GB licenses are required to complete additional activities to exchange their licenses.
• marriage or civil partnership?	N/A	
• religion or belief?	N/A	
• sex?	N/A	
• sexual orientation?	N/A	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	N/A	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	

What was the previous version number of this document?	N/A – this is a new policy
Changes since previous version	N/A

Who was involved in developing/reviewing /amending the POL?	HSQE Business Partner Head of Quality Assurance Head of Property & Facilities Group Managing Director Executive Assistant to the GMD Chief People Officer Chief Financial Officer		
How confidential is this document?	<table border="1"> <tr> <td data-bbox="584 600 871 694">Restricted</td><td data-bbox="871 600 1474 694">Can be shared freely within Helping Hands but NOT outside</td></tr> </table>	Restricted	Can be shared freely within Helping Hands but NOT outside
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References	<i>The Driving Licenses (Exchangeable Licenses) Order 2021</i> <i>Road Traffic Act 1988</i> <i>Health and Safety at Work etc. Act 1974</i> <i>Management of Health and Safety Regulations 1999</i> <i>Occupiers Liability Act 1984</i> <i>The Smoke-free Premises and Vehicles (Wales) Regulations 2020</i> <i>The Smoke-free (Exemptions and Vehicles) Regulations 2007</i> <i>The Smoke-free (Premises and Enforcement) Regulations 2006</i> <i>Employers Liability (Defective Equipment) Act 1969</i> <i>Manual Handling Operations Regulations 1992</i> <i>The Lifting Operations and Lifting Equipment Regulations 1998</i>
Associated Documents	