Driving and Transporting People Policy

Supportive Bridge Ltd - Policy and Procedure

POLICY AT A GLANCE

- Business-use insurance is not optional. Ordinary "social, domestic and pleasure" car insurance does not cover driving for work - we check your certificate shows business use before you drive for us or transport anyone.
- Only transport a person if it's written in their support plan and they (or their representative) have agreed to it. Never as a casual favour, however kind the intention.
- Full UK licence, valid MOT, valid tax and valid insurance, checked at induction and at least once a year after that.
- No phone in hand while driving, ever, and no exceptions for a "quick" call to the office.
- Zero tolerance of drink or drug driving, for work journeys or any journey involving a person we support.
- Any accident, near miss, or motoring conviction is reported to the office before your next shift.

Registered Manager	Iffrah Ishtiaq
Nominated Individual	Iffrah Ishtiaq
Office phone	07448266215
Out-of-hours / on-call number	
Date issued	01-10-2026
Next review date	

Supportive Bridge Ltd - registered office: Bradford - uncontrolled if printed; the master copy is held in the office policy file.

1. Purpose

1.1 This policy sets out the standards Supportive Bridge Ltd ("Supportive Bridge", "we", "us") expects of anyone who drives as part of their work for us, or who transports a person we support, so that everyone - the driver, any passenger, and other road users - stays safe, and so that we and our workers are properly insured and protected if anything goes wrong.

1.2 Our Service User Guide tells people that accompanying them to appointments and getting out and about can be part of their support. This policy is how we make sure that happens safely and lawfully.

2. Scope

2.1 Supportive Bridge Ltd operates in two parts: as a staffing agency, supplying care and support workers to care homes, hospitals and other regulated providers under that provider's own policies and supervision; and as a community support service, where our own support workers visit adults and older people in their own homes, including council housing, on morning and evening shifts to help with daily living.

2.2 Supportive Bridge Ltd is not currently registered with the Care Quality Commission (CQC) and does not provide personal care in any circumstances at present. This means no washing, bathing, dressing, toileting, continence care, or assistance with eating, drinking, oral, skin, hair or nail care. Personal care will only be offered once, and if, CQC registration is granted, and this policy will be updated at that point.

2.3 This policy applies to any worker who drives their own vehicle in the course of their work for us, whether or not a person we support is a passenger, and to any occasion where a person we support travels in a worker's vehicle. Where our staff are supplied to a client organisation, that organisation's own transport policy applies on site, in addition to the licence, insurance and conduct standards in this policy.

3. Before you drive for us

- you must hold a full, valid UK driving licence appropriate to the vehicle you are driving;
- we check your licence at induction, using the DVLA online licence-checking service or by seeing the physical documents, and at least once a year after that, or sooner if we have any reason to;
- your vehicle must have a current MOT certificate (if required by its age), valid road tax, and be in a safe, roadworthy condition;
- your car insurance must specifically cover "business use" - ordinary social, domestic and pleasure cover is not enough, and driving for us on that cover alone could invalidate your insurance entirely - we will ask to see your certificate of insurance;
- you must tell us straight away if your licence is endorsed with penalty points, suspended, or disqualified, or if your insurance lapses or changes.

4. Transporting a person we support

- only transport someone if it is specifically written into their support plan, and they, or their representative, have agreed to it;
- make sure the person always wears a seatbelt, and that any mobility aid or equipment is safely stowed;
- never carry an unauthorised passenger, and never let anyone other than the agreed worker drive while a person we support is in the vehicle;
- keep the vehicle clean, and be mindful of a person's dignity and comfort, including help getting in and out of the vehicle where this does not involve personal care;
- if a person uses a wheelchair or has complex mobility needs, this is agreed and risk-assessed in advance - workers do not attempt transfers or lifts they have not been trained and equipped for (see our Moving and Handling Policy).

5. Safe driving

- mobile phones are never used hand-held while driving, including for calls to or from the office - pull over safely first;
- plan routes and allow realistic time, so you are not rushing or tempted to take risks to stay on schedule;
- take a break on longer journeys, and tell the office if you are too tired to drive safely;

- adjust your driving for the weather and road conditions, and tell the office if a visit needs to be delayed because it is not safe to travel.

6. Drink and drugs

6.1 Supportive Bridge Ltd has zero tolerance of driving for work, or transporting a person we support, under the influence of alcohol or any drug, including prescription or over-the-counter medication that carries a warning against driving. If you are in any doubt whether a medication affects your ability to drive safely, do not drive and tell the office.

7. Mileage and expenses

7.1 Where mileage or travel expenses are payable, this is set out in your contract or worker agreement. Claims must be accurate and submitted in line with the office's usual process.

8. Accidents, near misses and breakdowns

8.1 If you are involved in an accident, a near miss, or a breakdown while working, or while transporting a person we support, your first priority is everyone's safety. Once safe, call the office as soon as you reasonably can, and follow your own insurer's accident procedure. Any accident, near miss, new motoring conviction or penalty points must be reported to the office before your next shift, whether or not a person we support was involved.

9. Related policies

- Lone Working Policy
- Health and Safety Policy
- Support Planning and Risk Assessment Policy
- Moving and Handling Policy
- Recruitment and DBS Policy

10. Document control

Version	Date	Approved by	Role	Reason
1.0			Nominated Individual	New policy for local authority assurance and CQC registration