



Yelabus Driver Guidelines – 2026

This document is intended to document points which are covered verbally during induction and only to act as an aide-memoire for reference. Any queries should be directed to the Operations Manager (OM)

Driver related matters

- A driver must have the following:
 - D1 capability on their licence
 - Acceptable DBS report
 - MiDAS accessible training (unless otherwise agreed)
 - A mobile phone on which they can be contacted and carry whilst in service
- Drivers have online access^[1] and must read the charity's policies on
 - Safeguarding
 - Health and Safety
 - Complaints (including whistleblowing)
- yelabus makes available to drivers (online) the Risk Assessment and various guidance videos and other guidance and it is a requirement that the drivers are aware of these and follow the guidance available
- Drivers must be smart and tidy in appearance
- Driver licences will be checked every six months for endorsements
- Drivers must notify OM of any endorsements, convictions or claims (on any vehicle) at commencement and if incurred later
- Drivers reaching the age of 70 (and every 3 years thereafter) must undergo a medical to retain their D1 category. yelabus will meet the costs of this. If DVLA causes delays beyond licence expiry date drivers may continue to drive unless they are aware of any contrary reason.
- MiDAS accessible training will be refreshed every four years
- yelabus will arrange and refresh first aid training every three - four years but this is not a pre-requisite before undertaking duties.
- Drivers will be shown yelabus specifics relating to our vehicles:
 - Steps
 - Tail Lift – both electric and manual
 - Reversing aids

- Drivers may request refresher time with OM if they have not used equipment for a period of time
- Incident reporting. All incidents (with vehicles, passengers including complaints and third parties) will be recorded on the same incident form which must reach OM as soon as practically possible.
- There are specific procedures which apply to older drivers and those involved in an incident which may require accompaniment by OM to ensure standards are being observed.
- yelabus maintain records of vehicle maintenance. Vehicles are subject to checks at 10/11 week intervals and the tail lifts are serviced every six months. Vehicles have annual MoT tests commencing at 1 year old. Any faults encountered to be recorded on trip sheet and reported to OM.

Vehicle Matters (duty commencement)

- Access to building and vehicle keys
- Unlocking vehicle
- Seat removal, and checking of security of fitted seats
- Pre duty vehicle check to ensure road legal
- Completion of paperwork
- Planning of route
- Refuelling when appropriate
- Parking arrangements at destination if appropriate

In Service Matters

- Drivers must always be polite and courteous to passengers
- Drivers must not swear or make remarks that are capable of being considered personal, sexual, racist or which might, even inadvertently cause offence
- Drivers must ensure that smoking, vaping or use of e-cigarettes or similar does not happen on the vehicles
- A driver must not undertake a duty if unfit to drive either medically or through consumption of alcohol or drugs prior to service commencement
- Drivers should wear or carry identification to enable passengers and others to be aware of their representation of yelabus
- Following Highway Code
- Safe driving and stopping to avoid sharp braking, fast cornering and harsh acceleration which can be unwelcome to passengers
- Safe reversing
- Drivers are reminded that it is illegal to hold a mobile^[2] phone unless the vehicle is safely parked – unless in an emergency. Holders are provided and may be used hands free.

- Drivers may provide assistance to passengers, with their approval, to gain access or egress from the vehicles and to secure seat belts
- If a passenger(s) is / are involved in unacceptable conduct then park the vehicle safely and restore order, proceeding once it is safe to do so. An incident report must be completed.
- Storage of walkers, folding wheelchairs and shoppers
- Tail Lift operation (including manual operation in emergency)
- Wheelchair restraint system
- Refuelling and paperwork

Vehicle Matters (end of service)

- Vehicle check
- Restoring seating and securing safely
- Completion of paperwork
- Vehicle locking – including windows and roof vents
- Securing funds in storage
- Key return and security of shed and building

Legal Matters

yelabus is not responsible for any of the following (or similar)

- ULEZ charges
- congestion charges
- parking charges

Normally these will be identified in advance and where possible will be paid by the hirer. OM will liaise with hirer as to payment arrangements.

yelabus is not responsible for driving offences, fines and parking penalty charges. If a driver is aware of an infringement then this must be reported to the OM using the incident form. If yelabus are made aware of an alleged infringement we shall report the details of the driver recorded as driving vehicle at the time of the incident according to the log sheet. Drivers are responsible for all such fines, including those relating to parking infringements.

Notes

[1] If a driver does not have online access then the OM must be advised and a hard copy will be provided.

[2] We recommend that drivers should have recorded within their phone the number of the OM for speedy contact when necessary. We also recommend that if appropriate the contact number of the hirer be recorded to aid easy contact. In the latter case this should be deleted after the hire.