Driving Guidelines

CONTROL

Version	Description	Date
2.3	Updated to clarify van use and guidance for drivers.	4th Sept 2026
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1.1 Related documents / policies

Description
Health and Safety Policy
Lone Working and Personal Safety Policy
Volunteer Handbook

1. Aim

These guidelines apply to anyone authorised to drive the Chesterfield Foodbank van or use another vehicle on Foodbank business.

They explain the requirements for:

- driver authorisation;
- collecting and returning the Foodbank van;
- collecting donations;
- moving stock between Foodbank locations;
- Hope Valley home deliveries;
- lone driving;
- vehicle safety;
- accidents and breakdowns; and
- confidentiality and personal safety.

These guidelines must be read alongside the Lone Working and Personal Safety Policy.

2. Driver authorisation

Only an authorised Foodbank driver may drive the Foodbank van.

Before being authorised, a driver must:

- hold the correct valid driving licence;
- complete any licence and eligibility checks required by the Foodbank;
- meet the Foodbank's insurance requirements;
- receive an introduction to the vehicle and its controls;
- understand the procedure for reporting damage, defects, accidents and breakdowns; and
- confirm that they have read these guidelines.

Authorisation to drive the van does not automatically authorise someone to make home deliveries. Only volunteers who have been expressly authorised for the Hope Valley delivery role may deliver food parcels to clients' home addresses.

3. Lone driving

An authorised driver is treated as a lone worker whenever they are driving or undertaking Foodbank collections or deliveries without another authorised person accompanying them.
Lone driving is permitted for routine, authorised Foodbank journeys covered by the relevant risk assessment.
Before setting out, the driver must ensure that the agreed Foodbank contact knows:

- the general purpose of the journey;
- the planned route or destinations;
- the approximate completion or return time; and
- how to contact the driver.

Continuous monitoring is not required. The driver must notify the agreed contact when the journey or delivery route has been completed.

If the completion contact is not received, the agreed Foodbank contact must follow the missed-contact procedure in the Lone Working and Personal Safety Policy.

4. Collecting or returning the van when the warehouse is unstaffed
An authorised driver may collect or return the Foodbank van while the warehouse is unstaffed where necessary and agreed in advance.
The driver must:

- have authorised access to the premises;
- limit their activity to collecting or returning the vehicle and any associated routine tasks;
- follow the warehouse security arrangements;
- follow the out-of-hours provisions in the Lone Working and Personal Safety Policy where this takes place before 9.00 am, after 5.00 pm or at a weekend; and
- notify the agreed contact when the vehicle has been collected or returned, where this has formed part of the journey arrangements.

The driver must not undertake unrelated warehouse work or use higher-risk warehouse equipment while alone.

5. Checks before driving
Before setting out, the driver must make reasonable checks that:

- the vehicle appears safe and roadworthy;
- there are no warning lights or obvious defects;
- tyres appear properly inflated and undamaged;
- lights, mirrors and windows are serviceable;
- the load is secure and does not obstruct visibility;
- the driver has the required route and contact information; and
- any damage or defect has been reported.

The vehicle must not be driven if the driver believes it is unsafe or unroadworthy.

6. Safe driving
Drivers must:

- comply with the Highway Code and road traffic law;
- wear a seat belt;
- drive according to the weather, traffic and road conditions;

- park legally and safely;
- never use a handheld mobile phone while driving;
- stop in a safe place before making or answering a call;
- take reasonable breaks where needed; and
- stop driving if they feel unwell, excessively tired or unable to continue safely.

A driver must not feel pressured to complete a journey where it would be unsafe to do so.

7. Collecting donations and Supermarket Surplus food

Drivers collecting donations from supermarkets, churches, schools or other organisations will be given the necessary collection details.

At the collection point, the driver should follow the organisation's reasonable access and collection arrangements.

Donations must be loaded and transported safely. The driver must not attempt to lift or move anything that cannot safely be handled by one person.

Food must be kept separate from toiletries, cleaning products or other items that could leak, contaminate or damage it.

Keep the vehicle and load area reasonably clean. Food must not be left in the vehicle longer than necessary, particularly during hot weather.

On returning to the warehouse, donations must be weighed and recorded using the Foodbank's agreed stock-recording procedure.

If a donor requests a photograph, it may only be used by the Foodbank where the agreed consent process has been completed and the relevant information has been provided to the Foodbank.

Supermarket surplus food may be collected by an authorised volunteer using an agreed personal vehicle. This is an authorised routine Foodbank activity and may be undertaken alone, subject to the Lone Working and Personal Safety Policy and the relevant risk assessment.

The volunteer must follow the collection and recording requirements of the relevant supermarket and food-sharing scheme, including Neighbourly, FareShare Go, Felix and OLIO, as applicable. They must also follow Chesterfield Foodbank's agreed food-safety procedures and any advice or requirements provided by the Environmental Health Officer.

The personal vehicle and load area must be clean and suitable for transporting food. Food must be protected from contamination and kept separate from toiletries, cleaning products, animals, or items that could leak, contaminate or damage it. Any specified temperature-control requirements must be followed.

Surplus food must be transported to the agreed Foodbank location promptly and must not be left in the vehicle longer than necessary, particularly during hot weather. Items that appear damaged, contaminated, unsafe or otherwise unsuitable for redistribution must not be collected or distributed.

The collection must be weighed and recorded in accordance with the Foodbank's stock-recording arrangements. Any food-safety concern, rejected collection or problem with the collection arrangements must be reported to the Operations Manager or other agreed Foodbank contact.

8. Moving stock between Foodbank locations

The driver will be given details of the stock and the destination.
Before leaving, the driver must check that:

- the correct stock has been loaded;
- the load is secure and the vehicle is not overloaded;
- any required keys, equipment, paperwork and internal post are on board; and
- the receiving location knows when to expect the delivery, where necessary.

9. Hope Valley home deliveries

Hope Valley home deliveries may only be undertaken by a volunteer who has been expressly authorised for that role.
The delivery route and arrangements must be agreed in advance with the Operations Manager, Warehouse Manager or another authorised coordinator.
The driver must:

- use the Foodbank telephone to contact clients wherever possible. If a personal phone has to be used, the driver should dial 141 before the recipient's number so that the driver's personal number is withheld.
- keep all client information confidential and secure;
- deliver the parcel to the doorstep or other agreed external location;
- never enter the client's home;
- leave immediately if they feel unsafe;
- not become involved in disputes or confrontational situations; and
- notify the agreed Foodbank contact when the route has been completed. The driver must tell the agreed Foodbank contact whether each delivery was completed or unsuccessful so that the voucher can be updated appropriately on DCS.

If the client does not answer, the driver must not leave the parcel unattended unless this has been expressly agreed. The parcel must be returned to the warehouse, taken to the agreed Hope Valley location or dealt with as directed by the authorised coordinator.
If an unexpected safeguarding concern arises, the driver should not investigate it themselves. They should record what they observed and report it promptly through the Foodbank's safeguarding procedure. In an emergency, they must call 999.

10. Confidentiality

Client names, addresses, telephone numbers and other personal information must be used only for the authorised delivery.
Paperwork containing personal information must be kept secure and must not be left visible or unattended in the vehicle.
At the end of the journey, confidential paperwork must be returned to the agreed member of staff or placed in the designated secure location for confidential disposal.
Client details must not be retained, copied or used for any other purpose.

11. Using a personal vehicle

A personal vehicle may only be used for Foodbank business where this has been agreed.
The driver is responsible for ensuring that:

- their driving licence is valid;
- the vehicle is roadworthy and legally compliant;
- the vehicle has valid insurance covering the relevant volunteering or business use; and
- donations and Foodbank property can be transported safely and securely.

The Foodbank may ask for evidence of the appropriate insurance.

12. Accidents, breakdowns and emergencies

If an accident or breakdown occurs, the driver must:

- stop in a safe place where possible;
- switch on hazard warning lights where appropriate;
- call 999 if anyone is injured or there is an immediate danger;
- follow the vehicle breakdown or recovery arrangements (call the Operations Manager);
- notify the agreed Foodbank contact when safe to do so;
- not admit liability or agree to informal payment;
- obtain relevant details from other parties and witnesses where possible; and
- report the incident to the Operations Manager as soon as practicable.

All vehicle damage, accidents, breakdowns, safety concerns and near misses must be recorded through the Foodbank's reporting arrangements.

13. Completion of the journey

After the journey, the driver must:

- return the vehicle, keys, phone and other Foodbank equipment to the agreed location;
- report any accident, damage, fault, breakdown, unsuccessful delivery or safety concern;
- ensure the vehicle is secure; and
- confirm completion to the agreed Foodbank contact where required.