

Risk Assessment

Car Drivers and Clients

To safely transport Redbourn Community Group (RCG) clients from home to various destinations across the region

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
• Vehicle needs • Vehicle safety	• Other road users, pedestrians, animals.	• Driver must hold a current full UK driving licence. • Current best practice is followed in respect of driving and according to RoSPA Volunteer Driver's handbook: Volunteer-Drivers-Guide.pdf (rospa.com) • Driver must adhere to all UK traffic legislation including speed limits. If glasses are needed, these must be worn at all times. • Drivers must inform the DVLA of any medical conditions that affect their abilities to drive. • Drivers must inform RCG of any points or restrictions on their license. • Mobile phone to be always with the driver. Drivers must not use the mobile phone for any reason in the vehicle unless the vehicle is parked safely, engine switched off. • Ensure roadworthiness of vehicle - drivers must check prior to use and be familiar with the vehicle. i.e., taxed, MOT tested as required and serviced. • Ensure windows and lights are clean, especially during the winter months. • Transport suspended during adverse weather conditions at the discretion of the driver.	• Contact office	• Driver	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
Client becomes ill on journey	Driver / client	- If appropriate, and in an emergency, drive to nearest hospital or contact the emergency services; if not contact the NHS Helpline on 111 and seek medical advice. - Client must have on their person an RCG Emergency Contact Card with current medication. - Driver to advise office and submit an Accident and Incident Report form to be completed and forwarded to the RCG office within 24 hours of the incident.	Contact office	Driver	Immediately
Wheelchair use	- Client/driver and other clients on board - Potential injury to driver and client - Travelling to and from car	- Footplates to be always attached to wheelchair. - Driver to attend Health and Safety training at induction and complete any mandatory training provided by RCG. - Drivers to adhere to advice on the manual handling of wheelchairs e.g., lifting wheelchairs in and out of vehicles. - If being asked to support a client with a wheelchair for the first time or after some time, the driver must review wheelchair best practice videos on RCG website: https://redbournrcg.org/volunteers/resources-for-volunteers/ - If a client requires the aid of a wheelchair for a car journey, the client needs to be able to stand independently for a short period (whilst the volunteer is sorting the wheelchair) and be able to get in and out of the car with reasonable support in all circumstances.	Contact office	Driver	Immediately
Passing vehicle colliding with stationary RCG vehicle whilst boarding/alighting vehicle	- Clients / driver and other road users - Potential serious injury	- Drivers advised to carry and to wear high visibility waistcoat or jacket (whenever appropriate). - Driver to choose safe locations away from busy traffic to collect/drop off clients. - The vehicle should be parked so that client boards kerbside only.	- Contact emergency services if required - Contact office. - Complete an Accident and Incident Report form	Driver	Immediately
Vehicle breakdown	Clients/ driver/courier	Driver to move the vehicle off the road or off the carriageway if possible.	Contact emergency	Driver	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
• Road accident	- and other road user • Potential serious injury	• Ensure roadworthiness of vehicle - drivers must check prior to use and be familiar with the vehicle. i.e., taxed, MOT tested as required and serviced. • Driver/clients to wear high visibility waistcoat or jacket. • Driver/to call for assistance, i.e., the office, breakdown services. • Driver to act in accordance with current road traffic legislation and request arrangements for client collection and onward transportation, via taxi or community car scheme, as practicable. • Whenever a vehicle engaged on RCG duty is unable to continue its journey, for whatever reason, the safe recovery of clients is paramount. • Clients to be removed to a safe location away from moving traffic. • In the event of injuries contact emergency services. • Driver/courier to advise office and submit an Accident and Incident Report form within 24 hours of the incident irrespective of whether a client or volunteer is injured or involved in the accident or incident.	- services if required • Contact office. • Complete an Accident and Incident Report form		
• Trips and falls	• Driver/client • Potential serious injury	• Driver to wear appropriate footwear and clothing always. • Driver to attend Health and Safety training at induction and complete any mandatory training provided by RCG. • Drivers to adhere to the manual handling of wheelchairs e.g., lifting wheelchairs in and out of vehicles.	• Contact emergency services if necessary • Contact office • Complete an Accident and Incident Report form	• Driver	Immediately
• Personal safety/lone working • Potential risk of physical abuse from	• Driver • Feeling vulnerable	• Always adhere to safe working practices. • Driver to attend Health and Safety training at induction and complete any mandatory training provided by RCG. • Driver must not respond to road rage. • If stopped, all must stay in vehicle, keeping doors locked, engine running in case there is a need to reverse and drive away. • Details of vehicle registration and photos to be taken if possible.	• Drivers to ensure incidents or concerns are reported to office	• Driver	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
members of public /client		If being followed drive to a public area, for example, a well-lit garage forecourt or police station. Stop the vehicle and call for assistance. Emergency numbers (999, etc.) will work on any available network			
Data Protection.	Clients and their details	Retention of client contact information should be in accordance with RCG's Privacy Notice.	All information GDPR compliant	Driver	Immediately
Handling money / expenses	- Driver. - RCG member/ client - Allegation of taking unauthorised money - Driver robbery	- HMRC approved mileage rate is 45 pence per mile and drivers are encouraged to claim expenses through the office. - Driver must not take money from client's purse/wallet.	Contact office	Driver	Immediately
Covid-19	Clients and drivers	- Lateral flow tests are available from RCG office. - Drivers to be aware of the potential vulnerability of clients and follow appropriate arrangements. - Clients are requested not travel if they are unwell in any way.	Contact office	Driver and client	Regularly



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