

Risk Assessment

Minibus Drivers, Couriers 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 and clients	• Driver must hold a current full UK driving licence with the D1 element valid. • Current best practice is followed in respect of driving and according to RoSPA Minibus Safety A Code of Practice. http://www.rosipa.com/rospaweb/docs/advice-services/road-safety/practitioners/minibus-code-of-practice.pdf • Driver and courier should be familiar with guidance in RCG's Minibus Driver's User Guide • 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 with the driver and always switched on. Drivers must not use the mobile phone for any reason in the vehicle unless the vehicle is parked safely, engine switched off. • Drivers should note that the insurance policy is invalid for any theft or damage claim if all locks have not been engaged or any windows left open, or immobiliser not working or activated, or keys left in vehicle.	• Contact minibus duty manager • Contact office	• Driver/ courier	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
		• 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. • Drivers should undertake vehicle checks as listed - prior to use and be familiar with the vehicle. • Ensure windows and lights are clean, especially during the winter months. • Regular inspections of vehicle including service, lights, tail-lifts. • Transport suspended during adverse weather conditions at the discretion of the driver. • Driver/courier has responsibility to ensure seat belts and wheelchair attachments in correct place. • Driver/courier must ensure that any loose equipment is stowed away correctly in storage boxes supplied.			
• 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 111 and seek medical advice. • Driver/courier to ensure client must have on their person an RCG Emergency Contact Card with current medication. • Volunteers must be aware of location and instructions of use for Defibrillator. • Driver/courier to advise Minibus Duty Manager and office and submit an Accident and Incident Report form within 24 hours of the incident.	• Contact duty minibus manager • Contact office	• Driver/ courier	Immediately
• Traveling in wheelchair.	• Driver/courier/ client, and others on board • Potential serious injury	• Wheelchairs to be transported using forward facing method. • Footplates to be always attached to wheelchair. • Powered wheelchairs to be switched off. Manual chairs' brakes to be applied • Appropriate client and wheelchair restraints to be used during journey. • Driver/courier to attend Health and Safety training at induction and complete any mandatory training provided by RCG as well as specific time with the Minibus Manager on the safe use of tail-lift and correct practice of securing wheelchairs.	• Contact duty minibus manager • Contact office	• Driver/ courier	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
		• Tail-lifts will comply with regulations, have an annual weight test and be examined by a competent person at least every six months. • When the tail-lift is traveling up and down, two yellow roll stops will automatically be deployed to prevent anyone from falling off the lift. If the roll stops are not deployed correctly a buzzer will sound. • In an emergency and if the tail lift does not deploy there is a yellow lever located on the right-hand side of the lift, which will release the lift. • If a client requires the aid of a wheelchair for a bus journey but does not travel in the wheelchair, 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 minibus with reasonable support in all circumstances. • Drivers to adhere to advice on the manual handling of wheelchairs e.g., lifting wheelchairs. • Gangways and emergency exit to be always kept clear.			
• Vehicle collision into stationary RCG vehicle whilst boarding/alighting vehicle	• Clients/ driver/courier and other road users • Potential serious injury	• Driver/courier/clients to wear high visibility waistcoat or jacket. • Driver/courier to choose safe locations away from busy traffic to collect/drop off clients. • The vehicle should be parked so that client boards/alights kerbside only. • Side door to be used for boarding/alighting, rear door only to be used when operating the tail-lift or in emergencies.	• Contact emergency services if required • Contact duty minibus manager • Contact office • Complete an Accident and Incident Report form	• Driver / courier	Immediately
• Vehicle breakdown. • Road accident.	• Clients/ driver/courier and other road users	• Driver to move the vehicle off the road or off the carriageway if possible. • Driver/courier/clients to wear high visibility waistcoat or jacket.	• Contact emergency services	• Driver / courier	Immediately

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	Potential serious injury	- Driver/courier to call for assistance, i.e., the office, breakdown services and/or police. - 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 Duty Minibus Manager and 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. - If as a result, the minibus must be left, ensure minibus bag and any client data is not retained in the minibus – see data protection below.	- Contact duty minibus manager - Contact office. - Complete an Accident and Incident Report form		
Trips and falls.	- Driver/courier/client - Potential serious injury	- Driver/courier to always wear appropriate footwear and clothing. - Driver/courier to attend Health and Safety training at induction and complete any mandatory training provided by RCG. - Driver to adhere to safe working practices when operating the tail-lift. - Driver/courier to use judgment as to client's ability to use steps. If deemed unsafe, client needs to access minibus via the tail-lift.	- Contact emergency services - Contact minibus manager - Contact office. - Complete an Accident and Incident Report form	Driver/courier	Immediately
Personal safety/lone working.	- Driver/courier - Feeling vulnerable	- Always adhere to safe working practices, especially when operating the tail-lift. - Driver/courier to attend Health and Safety training at induction and complete any mandatory training provided by RCG.	Volunteer(s) to ensure incidents or concerns are	Driver/courier	Immediately

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	Potential risk of physical abuse from members of the public/client	- Driver/courier 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. - 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. - Driver/courier should always remain accessible to clients. - Driver/courier should give clients the minibus mobile number for contact when clients are separated, for example on an outing or excursion.	reported to the office		
Data protection.	Clients and their details	- Minibus bag is always kept with minibus driver/courier and returned to the security of the office when journey is at an end. - Retention of client contact information should be in accordance with RCG's Privacy Notice.	All information GDPR compliant	Driver/courier	Immediately
Handling money.	- Driver/courier. - RCG member/client - Allegation of taking unauthorised money - Driver robbery	- Donations towards transport costs to be accepted via card reader, donations by cash or cheque to be discouraged. - Driver/courier must not take money from client's purse/wallet, if they are physically unable to handle the money, seek advice from office.	Contact office	Driver/courier	Immediately
Covid-19	Clients and drivers/couriers	- Lateral flow tests are available from RCG office. - Driver/courier to be aware of the potential vulnerability of clients and follow appropriate arrangements. - Clients are requested not to travel if they are unwell in any way.	Contact office	Driver and client	Regularly



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