



Redbourn Care Group

Minibus Driver, Courier and Client Risk Assessment

RISK ASSESSMENT FOR: RCG Minibus Drivers, Couriers and Clients	To safely transport Redbourn Care Group clients from home to various destinations across the region.	Review date – August 2019
Establishment – Redbourn Care Group	Assessment by: Claire-Louise Lawlor	Date: 13/08/2018
Risk Assessment Number – RA 002	Approved by: Dennis Bigham/Barry Welch	Date: 13/08/2018

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
<ul style="list-style-type: none"> • Road accident. • Collision with other vehicle(s), stationary object or person. 	<ul style="list-style-type: none"> • Mini bus driver, courier, passengers. • Other road users, pedestrians, animals. • Fatality, major or minor injuries. 	<ul style="list-style-type: none"> • Driver must hold a full driver licence with the D1 element valid. • Current best practice is followed in respect of driving and according to RoSPA guidelines • All penalties and endorsements must be reported to and recorded by, the office manager. • Drivers must inform the DVLA of any medical conditions that affect their abilities to drive. • Mobile phone to be with the driver at all times. Drivers must not use the mobile phone in the vehicle unless the vehicle is parked safely. • Ensure roadworthiness of vehicle - drivers must check prior to use and be familiar with the vehicle. • Ensure windows and lights are clean, especially during the winter months. • Regular inspections on vehicle including service, lights, tail-lifts. • Transport suspended during adverse weather conditions. • Driver/courier has responsibility to ensure seat belts and wheel chair attachments in correct place. • Driver /courier must ensure that any loose equipment is stowed away correctly in storage boxes supplied. 	<ul style="list-style-type: none"> • Should an accident occur, act on advice from emergency services. • Passengers to remain in vehicle unless it is unsafe to do so. 	<ul style="list-style-type: none"> • Driver/ Courier 	Immediately



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<ul style="list-style-type: none"> • Passenger becomes ill on journey. 	<ul style="list-style-type: none"> • RCG volunteer/client. 	<ul style="list-style-type: none"> • 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. • Driver/courier to advise Office Manager. • Personal incident form to be completed regarding medical conditions/mobility. • Passenger will have own RCG Bus Pass with medical history and emergency contact details. • Defibrillator in the bus and RCG volunteers aware of location and instructions. 	<ul style="list-style-type: none"> • Contact Office. 	<ul style="list-style-type: none"> • Driver/Courier 	Immediately
<ul style="list-style-type: none"> • Traveling in wheelchair. 	<ul style="list-style-type: none"> • Passenger/driver/courier and other passengers on board. • Potential serious injury. 	<ul style="list-style-type: none"> • 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 passenger and wheelchair restraints to be used during journey. • Driver/courier to attend Health and Safety training and further training provided by Mini Bus Manager. • Gangways and emergency exits to be kept clear at all times. • Tail-lifts will comply with regulations, have an annual weight test and be examined by a competent person at least every six months. • Driver training must include safe use of tail-lift and correct practice of securing wheelchairs. • When the tail-lift is in the down position, driver/courier to ensure that the fluorescent inertia strapping at the back of the vehicle is pulled across the back doors and locked into the fixing. In newer vehicles, an automatic barrier will be deployed. Under no circumstances must barriers be tampered with. 	<ul style="list-style-type: none"> • Contact Office. 	<ul style="list-style-type: none"> • Driver/Courier 	Immediately

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<ul style="list-style-type: none"> • Passing vehicle colliding with stationary RCG vehicle whilst boarding/alighting vehicle. 	<ul style="list-style-type: none"> • Passengers / Driver/courier and other road users. • Potential serious injury. 	<ul style="list-style-type: none"> • Driver/courier to attend training courses provided by Mini Bus Manager including moving and handling. • Driver/courier to wear high visibility waistcoat or jacket. • Driver/courier to choose safe locations away from busy traffic to collect/drop off passengers. • The vehicle always to be parked so that passenger 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. 	<ul style="list-style-type: none"> • Contact emergency services if required. • Contact office. • Complete accident report form. 	<ul style="list-style-type: none"> • Driver 	Immediately
<ul style="list-style-type: none"> • Trips and falls. 	<ul style="list-style-type: none"> • Driver/courier/ Passenger. • Potential serious injury. 	<ul style="list-style-type: none"> • Driver/courier to wear appropriate footwear and clothing at all times. • Driver/courier to attend Health and Safety training and training provided by Mini Bus Manager. • Driver to adhere to safe working practices when operating the tail-lift. • If the vehicle is left unattended with the tail-lift in the down position, driver/courier to ensure that the fluorescent inertia strapping at the back of the vehicle is pulled across the back doors and locked into the fixing. In newer vehicles, an automatic barrier will be deployed. Under no circumstances must barriers be tampered with. 	<ul style="list-style-type: none"> • Contact emergency services. • Contact office. • Complete accident report form. 	<ul style="list-style-type: none"> • Driver/ Courier 	Immediately
<ul style="list-style-type: none"> • Personal safety/lone working. 	<ul style="list-style-type: none"> • Driver/courier. • Feeling vulnerable. • Potential risk of physical abuse from members of the public/client. 	<ul style="list-style-type: none"> • Adhere to safe working practices when operating the tail-lift. • Driver/courier to attend Health and Safety training and training provided by Mini Bus Manager. • 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. 	<ul style="list-style-type: none"> • Volunteer(s) to ensure incidents or concerns are reported to the Office Manager. 	<ul style="list-style-type: none"> • Driver/ Courier 	Immediately



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		<ul style="list-style-type: none"> • 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. 			
<ul style="list-style-type: none"> • Data Protection. 	<ul style="list-style-type: none"> • Clients and their details. 	<ul style="list-style-type: none"> • Mini bus bag (with client information) is kept with mini bus driver/courier at all times and safely destroyed once trip completed. 	<ul style="list-style-type: none"> • All information GDPR compliant. 	<ul style="list-style-type: none"> • Driver/Courier 	Immediately
<ul style="list-style-type: none"> • Handling Money. 	<ul style="list-style-type: none"> • Driver/Courier. • RCG Member/Client. • Allegation of taking unauthorised money. • Driver - Robbery. 	<ul style="list-style-type: none"> • The RCG transport schedule details the amount the driver should be taking for each journey. • Driver/courier to return all money to the office after each journey. Office staff will bank money daily. • Driver/courier must not take money from RCG's member's purse/wallet if they are physically unable to handle the money. Seek advice from Office Manager. • Driver/courier to contact Office Manager/Trustee for advice if client unable to pay for journey. 	<ul style="list-style-type: none"> • Contact office. 	<ul style="list-style-type: none"> • Driver/Courier 	Immediately

Please use this form to record any significant findings of your risk assessment and detail any action needed to reduce any further risk, where existing actions are found to be insufficient.

Risk Assessment review date – August 2019 (usually annually, however in the event of incident, a change in conditions or if more frequent review is warranted).

Approved by Board of Trustees – August 2018