



Risk Assessment

Car Drivers and Clients

To safely transport Redbourn Care 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?
<ul style="list-style-type: none"> • Road Accident • Collision with other vehicle(s), stationary object or person 	<ul style="list-style-type: none"> • Car driver, passengers • Other road users, pedestrians, animals • Fatality, major or minor injuries 	<ul style="list-style-type: none"> • Driver must hold a full driving licence • 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 	<ul style="list-style-type: none"> • Should an accident occur, act on advice from emergency services • All passengers to remain in vehicle unless it is unsafe to do so • Complete accident report forms 	<ul style="list-style-type: none"> • Driver 	Immediately
<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 to advise Office Manager 	<ul style="list-style-type: none"> • Contact Office 	<ul style="list-style-type: none"> • Driver 	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
		<ul style="list-style-type: none"> • Personal incident form to be completed regarding medical conditions/mobility • Client must have an RCG Emergency Contact Card with current medication 			
<ul style="list-style-type: none"> • Wheelchair use 	<ul style="list-style-type: none"> • Client/driver and other passengers on board • Potential injury to driver and client • Travelling to and from car 	<ul style="list-style-type: none"> • Footplates to be attached to wheelchair at all times • 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 a client requires the aid of a wheel chair for a car journey, the client needs to be able to stand independently for a short period (whilst the volunteer is sorting the wheel chair) and be able to get in and out of the car with reasonable support in all circumstances 	<ul style="list-style-type: none"> • Contact Office 	<ul style="list-style-type: none"> • Driver 	Immediately
<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 and other road users • Potential serious injury 	<ul style="list-style-type: none"> • 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 passengers • The vehicle should be parked so that client boards kerbside only 	<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/ Client • Potential serious injury 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Contact emergency services if necessary • Contact Office 	<ul style="list-style-type: none"> • Driver 	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
			Complete personal incident form		
<ul style="list-style-type: none"> • Personal safety/lone working • Potential risk of physical abuse from members of public /client 	<ul style="list-style-type: none"> • Driver • Feeling vulnerable 	<ul style="list-style-type: none"> • 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 • 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"> • Drivers to ensure incidents or concerns are reported to Office Manager 	<ul style="list-style-type: none"> • Driver 	Immediately
<ul style="list-style-type: none"> • Handling Money 	<ul style="list-style-type: none"> • Driver • RCG Member/ Client • Allegation of taking unauthorised money • Driver – Robbery 	<ul style="list-style-type: none"> • Transport schedule details the amount the driver should be reimbursed by client for each journey • Driver must not take money from client's purse/wallet if they are physically unable to handle the money. Seek advice from Office Manager • Driver to contact Office Manager/Trustee for advice if client unable to pay for journey 	<ul style="list-style-type: none"> • Contact Office • Report crimes to police 	<ul style="list-style-type: none"> • Driver 	Immediately



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