



## Risk Assessment

### Minibus Drivers, Couriers 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"> <li>• Road accident</li> <li>• Collision with other vehicle(s), stationary object or person</li> </ul>	<ul style="list-style-type: none"> <li>• Minibus driver, courier, passengers</li> <li>• Other road users, pedestrians, animals</li> <li>• Fatality, major or minor injuries</li> </ul>	<ul style="list-style-type: none"> <li>• Driver must hold a full driver licence with the D1 element valid.</li> <li>• Current best practice is followed in respect of driving and according to RoSPA guidelines</li> <li>• All penalties and endorsements must be reported to and recorded by, the office manager</li> <li>• Drivers must inform the DVLA of any medical conditions that affect their abilities to drive</li> <li>• 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</li> <li>• Ensure roadworthiness of vehicle - drivers must check prior to use and be familiar with the vehicle</li> <li>• Ensure windows and lights are clean, especially during the winter months</li> <li>• Regular inspections of vehicle including service, lights, tail- lifts.</li> <li>• Transport suspended during adverse weather conditions</li> <li>• Driver/courier has responsibility to ensure seat belts and wheel chair attachments in correct place</li> <li>• Driver /courier must ensure that any loose equipment is stowed away correctly in storage boxes supplied</li> </ul>	<ul style="list-style-type: none"> <li>• Should an accident occur, act on advice from emergency services</li> <li>• Passengers to remain in vehicle unless it is unsafe to do so</li> <li>• Complete accident report form</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/ Courier</li> </ul>	Immediately

Hazard	Who might be harmed and how	Risk Control	Further action	Action by whom?	Action by when?
<ul style="list-style-type: none"> <li>• Passenger becomes ill on journey</li> </ul>	<ul style="list-style-type: none"> <li>• RCG volunteer/client</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Driver/courier to advise Office Manager</li> <li>• Personal incident form to be completed regarding medical conditions/mobility</li> <li>• Passenger must have an RCG Emergency Contact Card with current medication</li> <li>• Defibrillator in the bus and RCG volunteers aware of location and instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Contact Office</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/Courier</li> </ul>	Immediately
<ul style="list-style-type: none"> <li>• Traveling in wheelchair</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/courier, passengers and others on board</li> <li>• Potential serious injury</li> </ul>	<ul style="list-style-type: none"> <li>• Wheelchairs to be transported using forward facing method.</li> <li>• Footplates to be attached to wheelchair at all time</li> <li>• Powered wheelchairs to be switched off. Manual chairs' brakes to be applied</li> <li>• Appropriate passenger and wheelchair restraints to be used during journey</li> <li>• Driver/courier to attend Health and Safety training and further training provided by Minibus Manager</li> <li>• Gangways and emergency exits to be kept clear at all time</li> <li>• Tail-lifts will comply with regulations, have an annual weight test and be examined by a competent person at least every six months</li> <li>• Driver training must include safe use of tail-lift and correct practice of securing wheelchairs</li> <li>• 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</li> <li>• 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</li> <li>• If a client requires the aid of a wheel chair for a bus journey and does not travel in the wheelchair, the client needs to be able to</li> </ul>	<ul style="list-style-type: none"> <li>• Contact Office</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/Courier</li> </ul>	Immediately

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		independently stand for a short period whilst the volunteer is sorting the wheel chair and be able to get in and out of the minibus with reasonable support in all circumstances			
<ul style="list-style-type: none"> <li>• Vehicle collision into stationary RCG vehicle whilst boarding/alighting vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Passengers / driver/courier and other road users</li> <li>• Potential serious injury</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/courier to attend training courses provided by Minibus Manager including moving and handling</li> <li>• Driver/courier to wear high visibility waistcoat or jacket</li> <li>• Driver/courier to choose safe locations away from busy traffic to collect/drop off passengers</li> <li>• The vehicle should be parked so that passenger boards/alights kerbside only</li> <li>• Side door to be used for boarding/alighting, rear door only to be used when operating the tail-lift or in emergencies</li> </ul>	<ul style="list-style-type: none"> <li>• Contact emergency services if required</li> <li>• Contact office</li> <li>• Complete accident report form</li> </ul>	<ul style="list-style-type: none"> <li>• Driver</li> </ul>	Immediately
<ul style="list-style-type: none"> <li>• Trips and falls</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/courier/ Passenger</li> <li>• Potential serious injury</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/courier to wear appropriate footwear and clothing at all times</li> <li>• Driver/courier to attend Health and Safety training and training provided by Minibus Manager</li> <li>• Driver to adhere to safe working practices when operating the tail-lift</li> </ul>	<ul style="list-style-type: none"> <li>• Contact emergency services</li> <li>• Contact office</li> <li>• Complete accident report form</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/ courier</li> </ul>	Immediately
<ul style="list-style-type: none"> <li>• Personal safety/lone working</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/courier</li> <li>• Feeling vulnerable</li> <li>• Potential risk of physical abuse from members of the public/client</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to safe working practices at all times, especially when operating the tail-lift</li> <li>• Driver/courier to attend Health and Safety training and training provided by Minibus Manager</li> <li>• Driver/courier must not respond to road rage</li> <li>• If stopped, all must stay in vehicle, keeping doors locked, engine running in case there is a need to reverse and drive away</li> <li>• Details of vehicle registration and photos to be taken if possible</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer(s) to ensure incidents or concerns are reported to the Office Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Driver/ courier</li> </ul>	Immediately

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<ul style="list-style-type: none"> <li>Data Protection</li> </ul>	<ul style="list-style-type: none"> <li>Clients and their details</li> </ul>	<ul style="list-style-type: none"> <li>Minibus bag (with client information) is kept with minibus driver/courier at all times and returned to the security of the office when journey is at an end</li> </ul>	<ul style="list-style-type: none"> <li>All information GDPR compliant.</li> </ul>	<ul style="list-style-type: none"> <li>Driver/ Courier</li> </ul>	Immediately
<ul style="list-style-type: none"> <li>Handling Money</li> </ul>	<ul style="list-style-type: none"> <li>Driver/Courier.</li> <li>RCG Member/ Client</li> <li>Allegation of taking unauthorised money</li> <li>Driver - Robbery</li> </ul>	<ul style="list-style-type: none"> <li>The RCG transport schedule details the amount the driver should be taking for each journey</li> <li>Driver/courier to return all money to the office after each journey, office volunteers will bank money</li> <li>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</li> <li>Driver/courier to contact Office Manager/Trustee for advice if client unable to pay for journey</li> </ul>	<ul style="list-style-type: none"> <li>Contact office.</li> </ul>	<ul style="list-style-type: none"> <li>Driver/ courier.</li> </ul>	Immediately



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