

# RISK ASSESSMENT

## Sherburn Visiting Scheme

**Task/ Process:** Transport of Service Users using Community Bus

**Completed by:** M Rennison

**Completed on:** 20/01/2023

**People at Risk:** Staff & Volunteers, Service Users, Members of the public

**Reviewed by:** M. Rennison

**Review date:** 21/11/2025

**Next Review due:** 01/11/2026

### PPE Requirements

Hi-vis vests for transport escorts

### Overall control measures

Transport escorts are trained in Moving & Handling of people  
 Drivers must be over 25 years of age and hold a valid driving licence for the equipment being driven.  
 Vehicle is inspected prior to use and deemed fit for intended purpose.  
 Only vehicles properly insured, taxed and tested can be driven on the road.

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate ? Y/N	Action Required	By (date)	Completed (date)
1.1	Injury resulting from drink or drugs (prescription or otherwise).	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, Passenger Escort, Service users on-board, Members of public.	Highway Code Health & Safety at Work Act 1974 Provision and Use of Work Equipment Regulations 1998 Management of Health & Safety at Work Regulations 1999	1. All drivers are licence holders of the vehicle they are to use. 2. Regular breaks are taken. 3. Greater care taken in poor weather conditions. 4. SVS has a zero tolerance to drink and drugs.	Y Y Y Y	NONE NONE NONE NONE		

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1.2	Injury resulting from poor driving ability.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, Passenger Escort, Service users on-board, Members of public.	Vehicle induction Highway Code Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	1. All drivers are licence holders of the vehicle they are to use.	Y	NONE		
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1.3	Injury resulting from hazardous driving conditions.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, Passenger Escort, Service users on-board, Members of public.	Highway Code Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	1. All drivers are licence holders of the vehicle they are to use.	Y	NONE		
					2. Pay more attention to the road and surrounding in hazardous conditions.	Y	NONE		
					3. Ensure vehicle mirrors are cleaned thoroughly.	Y	NONE		
					4. Ensure lights are clearly visible at all times.	Y	NONE		
1.4	Injury resulting from collision with other vehicles or objects.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo	Driver, Passenger Escort, Service users on-board, Members of public	Highway Code Health & Safety at Work Act 1974 Management of Health & Safety at	1. All drivers are licence holders of the vehicle they are to use.	Y	NONE		
					2. Ensure vehicle mirrors are cleaned thoroughly.	Y	NONE		
					3. Ensure lights are clearly visible at all times.	Y	NONE		

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		skeletal injuries		Work Regulations 1999					
1.5	Community Bus not being fit for intended purpose	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries.	Driver, Passenger Escort, Service users on-board, Members of public	Periodic vehicle inspections Vehicle induction Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	1. Pre-use checks to be completed by the driver/vehicle inspector prior to use paying particular attention to the safety aspect of lights, brakes, steering etc. 2. Unroadworthy vehicles are removed from service and reported to the Responsible Person	Y  Y	NONE  NONE		
1.6	Injury caused by slips and trips entering the vehicle and exiting the vehicle	Minor, Moderate, or Serious Injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, Passenger Escort, Service users on-board, Members of public	Periodic vehicle inspections Vehicle induction Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	1. Pre-use checks to be completed by the driver/vehicle inspector prior to use paying particular attention to the steps and grab handles 2. Ensure members of the public are not close the vehicle when service users are entering or exiting the vehicle 3. Pay particular attention to the boarding step in wet weather. Ensure this is completely dry before use. 4. Ensure proper moving & handling protocol is followed when assisting	Y  Y  Y	NONE  NONE  NONE		

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					<p>service users on-boarding and off-boarding</p> <p>5. Make sure passengers do not rush getting on or off the vehicle</p> <p>6. Only one passenger at a time</p> <p>7. A safe area is to be identified for passengers to wait whilst other passengers get on or off the vehicle.</p>	Y	NONE		
						Y	NONE		
						Y	NONE		
1.7	Injury caused by movement of shopping, walking aids and wheelchairs travelling forward if left unsecured	Minor, Moderate, or Serious Injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, Passenger Escort, Service users on-board.	<p>Periodic vehicle inspections</p> <p>Vehicle induction</p> <p>Health &amp; Safety at Work Act 1974</p> <p>Management of Health &amp; Safety at Work Regulations 1999</p> <p>Carriage of Goods by Road Act 1965</p>	<p>1. Pre-use checks to be completed by the driver/vehicle inspector prior to use paying particular attention to the strap fixings and attachments at rear of bus</p> <p>2. Ensure driver knows and fully understands the protocol of securing wheelchairs and walking aids in the vehicle.</p> <p>3. Ensure driver understands the maximum capacity allowed of shopping bags, wheelchairs and walking aids.</p>	Y	NONE		
						Y	NONE		
						Y	NONE		
1.8	Injury securing walking aids and wheelchairs in	Minor, Moderate, or Serious Injuries to	Driver	Carriage of Goods by Road Act 1965	1. Ensure the drivers adhere to the correct protocol when attaching the Ratchet Straps	Y	NONE		

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	the rear of the vehicle	hands, wrists and forearms including cuts and abrasions and Musculo-skeletal injuries		<p>Provision and Use of Work Equipment Regulations 1998</p> <p><a href="https://webexsupply.co.uk/how-to-ensure-cargo-is-safe-with-ratchet-straps/">https://webexsupply.co.uk/how-to-ensure-cargo-is-safe-with-ratchet-straps/</a></p> <p>Department for Transport – Safety of loads on vehicles</p> <p>Health &amp; Safety at Work Act 1974</p> <p>Management of Health &amp; Safety at Work Regulations 1999</p>	<p>2. Take care not to tangle the strap</p> <p>3. Ensure the handle is locked into place once achieving correct level of tightness</p> <p>4. Ensure the drivers adhere to the correct protocol when releasing the Ratchet Straps</p> <p>5. Ensure the ratchet is closed back down once unlocked.</p> <p>6. Ensure gloves are worn when handling Ratchets</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>		
1.9	Injury caused by incorrect use of tail lift	Minor, Moderate, or Serious Injuries to hands, wrists, forearms and legs including cuts and abrasions and Musculo-skeletal injuries	Driver, Passenger Escort, Service users, Members of the public	<p><a href="http://www.hse.gov.uk">www.hse.gov.uk</a> – Reducing the risk of falls from tail-lifts</p> <p><a href="http://www.hse.gov.uk">www.hse.gov.uk</a> – Safe use of lifting equipment</p> <p>RHA – Tail lift and pallet truck guidance document</p>	<p>1. Ensure the drivers adhere to the correct protocol when using the tail lift</p> <p>2. Ensure every person is away from the tail lift landing area</p> <p>3. Ensure no objects are in the way of the tail lift landing area</p> <p>4. Ensure the service user remains seated at all times whilst using the tail lift</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>		

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				<p>Lifting Operations and Lifting Equipment Regulations (LOLER) 1998</p> <p>Health &amp; Safety at Work Act 1974</p> <p>Management of Health &amp; Safety at Work Regulations 1999</p>	<p>5. Ensure the Passenger Escort is with the service user at all times whilst using the tail lift</p> <p>6. Ensure brakes are applied to the wheelchair at all times whilst the tail lift is in motion.</p>	<p>Y</p> <p>Y</p>	<p>NONE</p> <p>NONE</p>		
1.10	Injuries caused by slips, trips and falls inside the vehicle	Minor, Moderate, Serious or Fatal Injuries to head, shoulders hands, wrists forearms, torso and legs including cuts and abrasions and Musculo-skeletal injuries	Driver, Passenger Escort, Service users	<p>Carriage of Goods by Road Act 1965</p> <p>Health &amp; Safety at Work Act 1974</p> <p>Management of Health &amp; Safety at Work Regulations 1999</p>	<p>1. All luggage items are to be stored away in the safe areas provided</p> <p>2. All luggage bags are zip tied and the zips are closed at all times whilst the vehicle is in motion</p> <p>3. General supervision by the Passenger Escort</p> <p>4. Failing to follow instructions by the Driver or Passenger Escort, the vehicle will stop and will not resume until instructions are followed</p> <p>5. Vehicle housekeeping checks to be carried out before and after use.</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p> <p>NONE</p>		
1.11	Personal Injury caused by	Minor, Moderate, or	Driver, Service users on-board	Health & Safety at Work Act 1974	1. If a violent outburst happens, (verbal or	Y	NONE		

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violent outbursts from the driver or service user	Serious Injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries		Management of Health & Safety at Work Regulations 1999  Human Rights Act 1998  Safeguarding Vulnerable Groups Act 2006	physical), this is reported immediately following SVS Whistleblowing procedures. 2. If a Service User shows violence behaviour, the Driver is to stop the vehicle immediately and exit the vehicle ensuring they are away from danger and contact the Lead Safeguarding Officer (Ann Hudson)	Y	NONE		
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This risk assessment will be monitored and reviewed annually to ensure the welfare of all persons is continually promoted in the organisation.

NB You should always review your risk assessment as soon as possible once you think it may no longer be valid (eg something has changed within the organisation, or an accident has occurred).

Risk Assessment reviewed by: Matthew Rennison (BA Hons, PGCE, Tech IOSH, MRSPH, MSET, GMIFPO, MIIRSM)

Date: 21<sup>st</sup> November 2025

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## Document History

Date	Issue Number	Updated By	Reason for New Version
21/11/25	1.2	Matthew Rennison (BA Hons, PGCE, TechIOSH, MRSPH, MSET, GMIFPO, MIIRSM)	Annual Review

### Approved For Release

SVS policies are reviewed in line with the Policy Document Log and their effectiveness is measured during day to day monitoring of SVS operations. Any changes are made and communicated as necessary.