

Sherburn Visiting Scheme Transport Risk Assessment (Community Minibus & Vito)



Task/ Process: Transport of Service Users using Community Bus

Completed by: M Rennison

Reviewed on: 05/07/2024

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

Reviewed by: M.Rennison

Reviewed on: 21/11/2025

Next review due: 01/11/2026

PPE Requirements

Hi-vis vests for Drivers and PTAs.

Overall control measures

Drivers and Passenger Transport Assistants (PTA) are trained in Manual Handling. 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, PTA, 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		
1.2	Injury resulting from poor driving ability.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, PTA, 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		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.3	Injury resulting from hazardous driving conditions.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, PTA, 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. 2.Pay more attention to the road and surrounding in hazardous conditions. 3.Ensure vehicle mirrors are cleaned thoroughly. 4.Ensure lights are clearly visible at all times.	Y Y Y Y	NONE NONE NONE NONE		
1.4	Injury resulting from collision with other vehicles or objects.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, PTA, 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. 2.Ensure vehicle mirrors are cleaned thoroughly. 3.Ensure lights are clearly visible at all times.	Y Y Y	NONE NONE NONE		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.5	Community Minibus or Vito not being fit for intended purpose.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries.	Driver, PTA, 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		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
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, PTA, 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	<ol style="list-style-type: none"> 1. Pre-use checks to be completed by the driver/vehicle inspector prior to use paying particular attention to the steps and grab handle bars 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 service users on-boarding and off-boarding 5. Make sure passengers do not rush getting on or off the vehicle, 6. A safe area is to be identified for passengers to wait whilst other passengers get on or off the vehicle. 7. The driver to be responsible for the minibus doors while the PTA ensures the safety of the service users. 	Y Y Y Y Y	NONE NONE NONE NONE Review by all and circulate to all drivers and PTAs.	End August '23.	

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
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, PTA, Service users on-board.	Periodic vehicle inspections Vehicle induction Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999 Carriage of Goods by Road Act 1965	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 2.Ensure driver knows and fully understands the protocol of securing wheelchairs and walking aids in the vehicle. 3.Ensure driver understands the maximum capacity allowed of shopping bags, wheelchairs and walking aids.	Y Y Y	NONE NONE NONE		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.8	Injury when securing walking aids and wheelchairs in the rear of the vehicle	Minor, Moderate, or Serious Injuries to hands, wrists and forearms including cuts and abrasions and Musculo-skeletal injuries	Driver	<p>Carriage of Goods by Road Act 1965</p> <p>Provision and Use of Work Equipment Regulations 1998</p> <p>https://webexsupply.co.uk/how-to-ensure-cargo-is-safe-with-ratchet-straps/</p> <p>Department for Transport – Safety of loads on vehicles</p> <p>Health & Safety at Work Act 1974</p> <p>Management of Health & Safety at Work Regulations 1999</p>	<ol style="list-style-type: none"> 1. Ensure the drivers adhere to the correct protocol when attaching the Ratchet Straps 2. Take care not to tangle the strap 3. Ensure the handle is locked into place once achieving correct level of tightness 4. Ensure the drivers adhere to the correct protocol when releasing the Ratchet Straps 5. Ensure the ratchet is closed back down once unlocked. 6. Ensure gloves are worn when handling Rachets 	<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>		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.9	Injury caused by incorrect use of Community Minibus tail lift,	Minor, Moderate, or Serious Injuries to hands, wrists, forearms and legs including cuts and abrasions and Musculo-skeletal injuries	Driver, PTA, Service users, Members of the public	www.hse.gov.uk – Reducing the risk of falls from tail-lifts www.hse.gov.uk – Safe use of lifting equipment RHA – Tail lift and pallet truck guidance document Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	1. Ensure the drivers adhere to the correct protocol when using the tail lift 2. Ensure every person is away from the tail lift landing area 3. Ensure no objects are in the way of the tail lift landing area 4. Ensure the service user remains seated at all times whilst using the tail lift 5. Ensure the Passenger Escort is with the service user at all times whilst using the tail lift 6. Ensure brakes are applied to the wheelchair at all times whilst the tail lift is in motion.	Y Y Y Y Y	NONE NONE NONE NONE NONE		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
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, PTA, Service users	Carriage of Goods by Road Act 1965 Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	<ol style="list-style-type: none"> 1. All luggage items are to be stored away in the safe areas provided 2. All luggage bags are zip tied and the zips are closed at all times whilst the vehicle is in motion 3. General supervision by the Passenger Escort 4. Failing to follow instructions by the Driver or Passenger Escort, the vehicle will stop and will not resume until instructions are followed 5. Vehicle housekeeping checks to be carried out before and after use. 	Y Y Y Y	NONE NONE NONE NONE		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.11	Personal Injury caused by violent outbursts from the driver or service user	Minor, Moderate, or Serious Injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, Service users on-board	Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999 Human Rights Act 1998 Safeguarding Vulnerable Groups Act 2006	1. If a violent outburst happens, (verbal or physical), this is reported immediately following SVS Whistleblowing procedures. 2. If a Service User shows violent 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 Y	NONE NONE		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.12	Personal injury caused by handling heavy shopping trolleys.	Minor, Moderate, or Serious Injuries., Musculo skeletal injuries	Driver and PTAs	Carriage of Goods by Road Act 1965 Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	1. Driver and PTA are to assess heavy items to determine if lifting heavy shopping is to be hazardous to their own health. If this is the case, then shopping should be split down into separate bags (more manageable loads) before the shopping trolley is lifted into the minibus. Shopping bags can then be put back into the trolleys. 2. When removing shopping from the bus, the above measure is carried out in reverse. 3. Sufficient time to be allowed for the above actions to be carried out safely.	Y Y Y	Empty heavy duty shopping bags to be stored on bus for this use. Careful handling of perishable or breakable items. Effective time management		

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: 21st November 2025

Document History

Date	Issue Number	Updated By	Reason for New Version
20/01/23	0.1	Matthew Rennison (BA Hons, PGCE, TechIOSH, MRSPH, MSET)	First Draft
05/04/23	1.0	Andy Wharton	Adoption by SVS. April '23 Minutes refer.
08/08/23	1.1	Andy Wharton	Addition of control measure 7 to RA 1.6.
09/08/23	1.1	Andy Wharton	Vito RA subsumed into this version now named Risk Assessment Transport, Community Minibus & Vito.
05/07/24	1.2	Andy Wharton	New section 1.12 added following volunteer concern with regard to heavy shopping trolleys.
05/07/24	1.3	Matthew Rennison (BA Hons, PGCE, TechIOSH, MRSPH, MSET, GMIFPO)	Section 1.12 ammended.
21/11/25	1.4	Matthew Rennison (BA Hons, PGCE, TechIOSH, MRSPH, MSET, GMIFPO)	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.