

Sherburn Visiting Scheme

Transport Risk Assessment (Minibus with Lift)



Task/ Process: Transport of Members using Minibus with mechanical tail lift

Completed by: M Rennison

Created on: 1/06/2025

People at Risk: Staff & Volunteers, Members, 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 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 and tail lift is inspected prior to use and deemed fit for intended purpose.

Only vehicles properly insured, taxed and tested can be driven on the road.

All drivers and PTAs are trained in the safe use of battery-operated lifts, including emergency procedures and manufacturer guidance.

Pre-use inspections of the vehicle and lift are conducted daily to identify damage, mechanical faults, or obstructions.

The lift must only be operated on flat, stable ground with the vehicle parked and handbrake applied.

Wheelchair users remain seated with brakes applied at all times during lifting/lowering.

The lift must not be used in high winds, heavy rain, or icy conditions unless a sheltered environment is provided.
 Public and other passengers are kept at a safe distance during operation.
 Mechanical servicing and LOLER inspections are carried out at least every 6 months by a competent engineer.
 Maximum load (400kg) is never exceeded
 Any defects are reported immediately, and the lift is taken out of service until repaired.
 Emergency manual lowering procedures are known and practised by trained staff.

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, Members 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. SVS has a zero tolerance to drink and drugs. 4. Driver and/or PTA not to operate vehicle if feeling affected by prescription medication. 5. If unable to carry out duties – person in charge is contacted and appropriate arrangements are made.	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)
1.2	Injury resulting from poor driving ability.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, PTA, Members 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		
1.3	Injury resulting from hazardous driving conditions.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, PTA, Members 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 surroundings in hazardous conditions. 3.Carry out pre-use checks. 4.If driving conditions are too hazardous, the vehicle is stopped and Person in Charge is contacted to arrange alternative arrangements.	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)
1.4	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, Members 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.All drivers are to take care when operating vehicle.	Y Y	NONE NONE		
1.5	Minibus not being fit for intended purpose.	Minor, Moderate, Serious or fatal injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries.	Driver, PTA, Members 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, Members on-board, Members of public	<p>Periodic vehicle inspections</p> <p>Vehicle induction</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. Pre-use checks to be completed by the driver/vehicle inspector prior to use paying particular attention to the steps and grab handlebars 2. Ensure members of the public are not close the vehicle when Members 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 Members 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 Members. 	<p>Y</p> <p>Y</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> <p>NONE</p> <p>Review by all and circulate to all drivers and PTAs.</p>		

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, Members on-board.	<p>Periodic vehicle inspections</p> <p>Vehicle induction</p> <p>Health & Safety at Work Act 1974</p> <p>Management of Health & 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>	<p>Y</p> <p>Y</p> <p>Y</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)
1.8	Injury caused by incorrect use of battery-operated wheelchair lift	Minor, Moderate, or Serious Injuries including musculoskeletal strain, crush or pinch injuries, cuts and abrasions, falls from height, or entrapment	Driver, PTA, Wheelchair User, Members of the Public	<p>Lifting Operations and Lifting Equipment Regulations (LOLER) 1998</p> <p>Provision and Use of Work Equipment Regulations (PUWER) 1998</p> <p>Health & Safety at Work Act 1974</p> <p>Management of Health & Safety at Work Regulations 1999</p> <p>HSE INDG422 – Safe use of lifting equipment</p> <p>Manufacturer's instructions</p>	<p>1. Lift only to be used by trained, authorised volunteers.</p> <p>2. Carry out pre-use visual inspection (platform, hinges, pins, safety rails, controls)</p> <p>3. Do not exceed SWL.</p> <p>4. Ensure brakes on wheelchair are applied during lift.</p> <p>5. Staff must maintain verbal/physical contact with user throughout</p> <p>6. No one to stand near platform during operation</p> <p>7. Do not operate on sloped or uneven ground</p> <p>8. Do not interfere with lift when in operation.</p> <p>9. Do not use and report if faulty.</p> <p>10. Emergency manual lowering to be known by operators</p> <p>11. Public and bystanders to remain at a safe distance</p> <p>12. Vehicle handbrake must be engaged before deployment</p> <p>13. Do not operate in high wind or ice unless conditions are controlled</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>Add lift specific checks to daily vehicle inspection</p> <p>Add visual instructions near lift controls</p> <p>Include lift operation in induction and refresher training</p>		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.9	Fall from lift due to loss of control or lack of supervision	Member may fall from elevated lift leading to fractures, head trauma, or fatality	Member, PTA	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 Manual Handling Operations Regulations 1992 Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations	1. PTA to maintain hand on user's wheelchair at all times 2. Ensure wheelchair harness is used if available 3. Wheelchair brakes are applied when lift is in use. 4. lift not to be operated in strong wind unless shielded. 5. One person to operate lift, another to supervise	Y Y Y Y Y	Review PTA training for dual-staff operations		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.10	Pinch or crush injury from lift mechanism	Injury to fingers, hands or limbs when unfolding, extending, or storing the Lift	Driver, PTA	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 Manual Handling Operations Regulations 1992 Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	1. Hands and feet must be kept clear of hinges and joints 2. Never force stuck mechanisms – report defects.	Y Y	NONE NONE		
1.11	Manual handling injury when assisting wheelchair onto lift	Back strain, muscular injury or fatigue from pushing or stabilising heavy chairs	PTA, Driver	Manual Handling Operations Regulations 1992 HSE Manual Handling Guidance	1. Conduct dynamic risk assessment before manoeuvre 2. Use powered assistance or second person if weight exceeds safe limit 3. Maintain upright posture, use legs to support push 4. Encourage Member to assist if possible 5. Take regular breaks between lifting activities	Y Y Y Y	Add wheelchair pushing technique to staff manual handling training		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.12	Lift failure due to mechanical defect or overloading	Collapse of lift during use causing fall and injury to user and staff	Member, PTA, Driver	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 Provision and Use of Work Equipment Regulations 1998 Manufacturer's Manual	1. Lift to be included in scheduled maintenance and inspection programme 2. Weight capacity to be clearly labelled and not exceeded 3. Pre-use checks for bolts, locking pins, warping, and excessive wear 4. Report defects immediately – do not use until repaired 5. Keep record of inspections	Y Y Y Y	Add Lift inspection checklist to daily vehicle checklist		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.13	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>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)
1.14	Injury caused by incorrect use of Minibus tail lift,	Minor, Moderate, or Serious Injuries to hands, wrists, forearms and legs including cuts and abrasions and Musculo-skeletal injuries	Driver, PTA, Members, 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 Member remains seated at all times whilst using the tail lift 5. Ensure the Passenger Escort is with the Member 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)
1.15	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, Members	Carriage of Goods by Road Act 1965 Health & Safety at Work Act 1974 Management of Health & Safety at Work Regulations 1999	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		
1.16	Personal Injury caused by violent outbursts from the driver or Member	Minor, Moderate, or Serious Injuries. Head trauma, cuts and abrasions, Musculo skeletal injuries	Driver, Members 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 member 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 Y	NONE NONE		

Ref:	Hazard	Risk	Persons involved	Industry best practice/guidance	Control measures	Adequate Y/N	Action Required	By (date)	Completed (date)
1.17	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.		

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
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.