

# Sherburn Visiting Scheme Transport Risk Assessment (Minibus with ramp)



**Task/ Process:** Transport of Service Users using Minibus with ramp

**Completed by:** M Rennison

**Created on:** 13/05/2025

**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 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	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	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	Minibus 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"> <li>1. Pre-use checks to be completed by the driver/vehicle inspector prior to use paying particular attention to the steps and grab handles</li> <li>2. Ensure members of the public are not close the vehicle when service users are entering or exiting the vehicle</li> <li>3. Pay particular attention to the boarding step in wet weather. Ensure this is completely dry before use.</li> <li>4. Ensure proper moving &amp; handling protocol is followed when assisting service users on-boarding and off-boarding</li> <li>5. Make sure passengers do not rush getting on or off the vehicle,</li> <li>6. A safe area is to be identified for passengers to wait whilst other passengers get on or off the vehicle.</li> <li>7. The driver to be responsible for the minibus doors while the PTA ensures the safety of the service users.</li> </ol>	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)
1.7	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.	<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>	<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 the minibus wheelchair ramp	Minor, Moderate, or Serious Injuries to hands, wrists, feet, and legs including cuts, abrasions, trapped limbs, and Musculo-skeletal injuries. Falls from height if ramp not properly secured.	Driver, Passenger Transport Assistant (PTA), wheelchair user (Service User), Members of the public	<p>Lifting Operations and Lifting Equipment Regulations (LOLER) 1998</p> <p>Manual Handling Operations Regulations 1992</p> <p>Health &amp; Safety at Work Act 1974</p> <p>Management of Health &amp; Safety at Work Regulations 1999</p> <p><a href="http://www.hse.gov.uk">www.hse.gov.uk</a> – Safe use of lifting equipment</p> <p>Manufacturer’s instructions for specific ramp use</p>	<ol style="list-style-type: none"> <li>1. Ramp must only be used by trained staff and PTAs.</li> <li>2. Pre-use visual check of ramp for mechanical damage or obstruction.</li> <li>3. Ramp must be locked securely in place before use.</li> <li>4. Wheelchair brakes must be applied before and during boarding.</li> <li>5. PTA must maintain physical control and verbal communication with the service user at all times.</li> <li>6. Foot placement and body position of staff must ensure safe movement and avoid pinch points.</li> <li>7. Public must be kept at a safe distance from the loading area.</li> <li>8. Where necessary, gloves should be worn.</li> <li>9. Area around ramp must be kept clear of obstructions, wet leaves, or other slip hazards.</li> <li>10. Ramp to be stored securely when not in use.</li> </ol>	<p>Y</p>	<p>Staff to be re-briefed on safe ramp use procedures during next refresher training</p> <p>Include ramp use in induction and annual refresher</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 the ramp due to loss of control or lack of supervision	Service user may fall from elevated ramp leading to fractures, head trauma, or fatality	Service User, 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 wheelchair at all times 2. Ensure wheelchair harness is used if available 3. Wheel stops or barrier edge guards fitted and checked 4. Ramp not to be operated in strong wind unless shielded 5. Always face service user up the slope for ascent, down for descent 6. One person to operate ramp, 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)
1.1 0	Pinch or crush injury from ramp mechanism	Injury to fingers, hands or limbs when unfolding, extending, or storing the ramp	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. Staff to wear gloves where possible 2. Hands and feet must be kept clear of hinges and joints 3. Ensure locking pins or latches are fully engaged before use 4. Never force stuck mechanisms – report defects 5. Store ramp slowly and with two-person assistance if heavy	Y  Y  Y  Y	Add ramp hazard awareness to manual handling course		
1.1 1	Manual handling injury when assisting wheelchair onto ramp	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 service user 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)
1.1 2	Ramp failure due to mechanical defect or overloading	Collapse of ramp during use causing fall and injury to user and staff	Service User, PTA, Driver	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998  Provision and Use of Work Equipment Regulations 1998  Manufacturer's Manual	1. Ramp 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 ramp 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)
1.1 3	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><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>	<ol style="list-style-type: none"> <li>1. Ensure the drivers adhere to the correct protocol when attaching the Ratchet Straps</li> <li>2. Take care not to tangle the strap</li> <li>3. Ensure the handle is locked into place once achieving correct level of tightness</li> <li>4. Ensure the drivers adhere to the correct protocol when releasing the Ratchet Straps</li> <li>5. Ensure the ratchet is closed back down once unlocked.</li> <li>6. Ensure gloves are worn when handling Ratchets</li> </ol>	<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)
1.1 4	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, Service users, Members of the public	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a> – Reducing the risk of falls from tail-lifts  <a href="http://www.hse.gov.uk">www.hse.gov.uk</a> – 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)
1.1 5	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"> <li>1. All luggage items are to be stored away in the safe areas provided</li> <li>2. All luggage bags are zip tied and the zips are closed at all times whilst the vehicle is in motion</li> <li>3. General supervision by the Passenger Escort</li> <li>4. Failing to follow instructions by the Driver or Passenger Escort, the vehicle will stop and will not resume until instructions are followed</li> <li>5. Vehicle housekeeping checks to be carried out before and after use.</li> </ol>	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)
1.1 7	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: 21<sup>st</sup> November 2025

### Document History

Date	Issue Number	Updated By	Reason for New Version
21/11/25	1.2	Matthew Rennison (BA Hons, PGCE, Tech IOSH, 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.