Health, Safety & Environmental Policy and Risk Assessments – The Great Massingham Area Community Car Scheme

This is the statement of general policy and arrangements for:	**The Great Massingham Area Community Car Scheme**
Overall and final responsibility for health and safety is that of:	**The Management Committee**
Day-to-day responsibility for ensuring this policy is put into practice is the responsibility of:	**Chairman/Chairmen**

STATEMENT OF GENERAL POLICY	RESPONSIBILITY OF:	ACTION/ARRANGEMENTS
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.	**Chairman**	We will assess the risks from our work and implement a safe system of work. Co-ordinators and volunteers are expected to work safely and follow the rules
To provide adequate information or training to ensure employees and volunteers are competent to do their work.	**Chairman**	Co-ordinators and volunteers are required to have the relevant skills for their job, will be given information and written about the Scheme's rules which they are expected to follow.
To engage and consult with employees and volunteers on day-to-day health and safety conditions.	**Chairman**	We will discuss safety issues directly with employees and volunteers and they are required to raise any issues directly with the Scheme's Management Committee
To implement emergency procedures in case of fire, accident or other significant incident.	**Chairman**	Co-ordinators and volunteers are expected to follow our procedures, take control in an emergency and look after passengers
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances.	**Chairman**	Volunteer drivers will ensure that vehicles are appropriate and maintained in a safe condition. Co-ordinators are responsible for the day-to-day maintenance of a safe office environment.
To prevent pollution, to reduce waste and reduce the consumption of resources and energy and comply with the applicable legislation.	**Chairman**	Co-ordinators and volunteers are expected to control waste, manage their use of resources and minimise environmental pollution.

The health and safety law poster and insurance certificates are displayed or kept in the office	
Signed:	**Chairmen/Chairman of the Management Committee**
Reviewed November 2019	This policy will be reviewed at least annually

Health, Safety and Environment Advisor	HS&E advice is provided by Robert Wise CMIOSH. AIEMA The Beeches, Rosemary Lane, Gayton, King's Lynn PE32 1QN. Tel: 01553 636460 Mobile: 07894297085 email: robert@robertwise.co.uk

Activity	Arrangements
Accidents, Injuries and Near Misses and Hazards. Reporting H&S Issues Accident and Incident Investigation	The reporting and investigations of accident and incidents • Volunteers are required to report all accidents, injuries, near misses to the Scheme Office where a co-ordinator will keep a record in the "Driver and Passenger Complaints, Problems and Incidents" record book and inform the Chairman. The Driver Handbook includes a report form for road accidents. • First aid should only be administered by trained persons. However, in the event of an emergency, volunteer drivers are expected to apply their experience and common sense • Significant accidents will be investigated by the Scheme's Management Committee • Co-ordinators and volunteers will report any absence caused by an injury while working for The Scheme report all accidents, major or minor, to the Scheme's Office or to the Chairman • The Scheme's Management Committee will report injuries at work to the HSE where applicable
Risk Assessment, Safe Systems Of Work and Method Statements	• Risk assessments and safe systems for general activities will be completed and reviewed annually by the Management Committee at a special meeting convened for the purpose, which Management Committee and Office Co-ordinators are asked to attend. This meeting will be held within 1 month of the AGM each year. • Safe procedures will be prepared for significant activities. This will include production of a Driver Handbook containing instructions and guidance. Office co-ordinators will carry-out a risk assessment on each trip by securing answers to a set of specific questions contained in standardised report forms and enter these details on to index cards for each passenger. A complimentary set of records for drivers, indicating their abilities and limitations will allow drivers to be matched with passenger needs. • Office Co-ordinators are responsible for completing an informal risk assessment for specific jobs where required by the Scheme or to protect passengers.

Activity	Arrangements
Competence and Training	• Volunteer drivers are interviewed before starting to drive to ensure as far as is reasonably possible they are competent and able to drive safely and are prepared to follow the scheme's rules. New drivers will be asked to show their full driving licence. • Volunteers are required to be licenced, fit and competent to drive and work with the public. • Valid licences must be held for the class of vehicles used for trips arranged by the Scheme. When competing an annual Driver and Vehicle Update Form, volunteer drivers are required to inform the office if there is a change in their health, their ability to drive or if there is any issue that may affect their licence. • Licences must be renewed when required. At age 70, drivers will need to renew their driving licences by completing a DL1R form supplied by the DVLA or obtainable at post offices. • Persons with a specific health condition listed in www.gov.uk/health-conditions-and-driving must advise the DVLA and the Scheme • New applicants and at yearly intervals thereafter, drivers will be asked to provide the Scheme with details and expiry dates for their driving licence, vehicle MOT Certificate and vehicle insurance and sign to say these details are correct. • All drivers will agree to work safely, comply with legal requirements and follow the Scheme's rules as set out in the Driver Handbook. • Office Co-ordinators will be instructed on the Scheme's safety policy, on the carrying-out of risk assessments and on the recording of incidents. • The training of drivers in the care of passengers and their transport needs is seen as desirable aspiration that may be addressed at a future date. •
Consultation with Co-ordinators and volunteers	• The Management Committee Chairman will ensure that drivers are informed of issues that relate to health and safety and, where appropriate, ask for opinions. Drivers will be informed of the health and safety policies and procedures of the Scheme verbally (e.g. at the Annual General Meeting and other meetings) and by letter • Where changes are likely to happen, the Co-ordinators will be consulted and canvassed for opinions
Information and Instruction	Co-ordinators and volunteers will be given relevant information and advice to enable them to complete their work safely using: • Instructions – either written or verbal • Risk assessments and policy documents • Rules and procedures in handbooks, guidance documents, training materials etc • The Scheme Manager will ensure a record is kept of any instruction and issue of documents
Supervision and Monitoring	• The Management Committee will arrange for Co-ordinators to make random checks by ringing passengers to ask if the trip was satisfactory • Frequent meetings between Co-ordinators and the Chairman will ensure that office procedures are satisfactory.

Activity	Arrangements
Lone Working	• Volunteer drivers are expected to have a mobile phone with them when working. • In the event of a safety issue or a problem with a passenger, the driver will make sure that he or she is safe and phone the emergency services or the Office (01485 250 823) or the Chairman for advice. Drivers and Coordinators will be provided with the telephone numbers of Chairman and Committee Members. Please make of note of the situation and action taken/advised. • Co-ordinators and volunteers will contact the police if they feel at risk (101 or in emergency 999)
Journey Safety	The Scheme's co-ordinators are required to complete risk assessments for each journey. This is normally completed at the request for a journey. Risks and needs beyond the normal time place and contact details will be recorded and filed to help match passenger with driver Where there are special risks – passenger disability or health, poor access or hazardous conditions, these must be written down and communicated to the driver before they agree to take a trip. Office Co-ordinators are aware of what questions to ask and how to decide if the answers pose problems for drivers that require further investigation (e.g. finding a driver able to stow a folding wheel chair or have a car with easy access).
Vehicle Fire and Emergency Procedure	• In the event of a vehicle fire, drivers are advised to stop the vehicle, apply the hand brake, remove the keys and engage a high gear in case of re-ignition, ensure passengers leave the vehicles safely, make sure the passengers are safe and call the emergency services. • In the event of a fire in the office, Co-ordinators are instructed to leave the building, make sure others are safe and call the emergency services and, later, report any problems to the Chairman of the Management Committee. Co-ordinators are not directed to attempt to extinguish the fire.
Vehicle Safety	Employees and volunteers must comply with legal requirements, the Scheme's policies and the Highway Code. • The Scheme will ensure vehicles are a suitable type for passenger carriage by means of a visual check when new drivers are registered and by scrutiny of returned annual driver and vehicle update forms. • The scheme will require drivers to state that MOT, car Insurance is adequate for transport of our passengers and licence documentation are up to date and valid and confirm these details annually. • Drivers are given the following safe-driving advice: (i) Volunteers using their own cars will be expected to complete pre-use checks as recommended in the Highway code; (ii) Drivers will ensure that adequate windscreen washer water and a means of de-icing windows are carried; (iii) Mobile phones must not be used when driving and drivers are advised to stop to make a call or call back later – unless a suitable hands-free kit is fitted; (iv) Drivers of their own vehicles must ensure that inspection and servicing is completed to the manufacturers standard and any faults are rectified as soon as possible.

Activity	Arrangements
Driver Safety	• Drivers are responsible for following road traffic legislation, such as the Highway Code and asked to take the following points into account: (i) Volunteer drivers must take reasonable care of themselves and others, follow instructions, co-operate with the Scheme and report any problems. (ii) In 95% of traffic accidents human error is to blame. Drivers own attitudes are considered to be their best protection. The Highway Code (www.highwaycode.gov.uk) provides guidance and drivers are encouraged to adapt their driving to suit the conditions and not to drive if they are affected by alcohol or other drugs including prescription or over the counter medicines. The packaging has warnings of side effects relevant to driving safety. (ii) Drivers must meet the minimum eyesight standards in the Highway Code and are reminded that changes to eyesight can occur with age and to consult their doctor about any medical conditions that may affect their ability to drive safely. A Department of Transport advisory leaflet is available in the Office. Drivers are required to communicate any problems or health issues to an Office Co-ordinator or the Chairman of the Management Committee. These will be recorded in the Complaints Problems and Incidents book.
Passenger Safety	• Passengers will be briefed by their driver on what is expected of them (e.g. fasten safety belts, confirm destination information). • Smoking by drivers or passengers is not permitted in the vehicle when the vehicle is being used on behalf of the Scheme. • Passengers must wear seat belts at all times, drivers must check this before moving off • When collecting or dropping off a passenger, drivers are advised to use a designated safe place wherever possible that has ample space for access and to escort passengers across the road if necessary. • If a guide dog is carried, passengers will be asked to position the dog at their feet in a rear seat. Carrying a dog must be agreed beforehand. • If a passenger is not present at the pre-arranged time and place, drivers should refer to their handbook as to what to do in the event of a “no show” • All drivers should be issued with a Norfolk County Council information sheet about “Safeguarding” of vulnerable people.
Helping Passengers	• The Scheme recognises that it is not always safe or possible to help passengers with mobility problems. Drivers who are unable to help for personal reasons will have these limitations recorded on their risk assessment card. • Drivers able to help are recommended to ask what help is needed first, allow the passenger to move at their normal pace, helped by their normal aides. It is important that drivers must be able to release their grip in event of a fall and to protect the head as far as possible as a priority. If required support the patient’s hand with your hand furthest from the patient using a palm to palm hold. ***Do not allow them to interlock your thumbs*** and add gentle support under the elbow or around the back of the hip. • Drivers are discouraged from lifting someone who has fallen if they are unconscious or injured and to dial 999 instead. If there is no apparent injury drivers are advised to encourage the passenger to sit up and then stand up in their own time and provide a chair if possible.

Activity	Arrangements
Equality, Diversity and Inclusivity	• It is against the law to discriminate against people with disabilities. The Scheme will consider any reasonable adjustment to its standard practices to enable a person with a disability or disabilities to access our service. If a disabled person, who would not normally be taken requests a journey, the Scheme will ensure that it assesses the risks and positively consider ways to enable the journey. This will include (i) Risks of harm to the passenger; (ii) Risk of harm to the drivers or assistants; (iii) Measures to enable the journey, in so far as it is reasonably practicable; (iv) practical considerations concerning ability to transport wheelchairs and other mobility or health–related aides. The Scheme has an Equality, Diversity and Inclusivity statement that is made available to all drivers.
Driving Safely	• Drivers are required to comply with the speed limits and not take risks. Drivers are responsible for any fines or points incurred on trips for the Scheme • When the weather is inclement drivers and co-ordinators must allow extra time when planning the trip. • Drivers are warned to take particular care when it is icy or wet, particularly around passengers' homes as they may be slippery and to phone the passenger to discuss whether or not to cancel the trip, and then phone the office to record the decision. • If snow or extreme weather is forecast drivers are encouraged to err on the side of caution and consider cancelling (see inclement weather section below)
Reversing Vehicles Safety in parking areas	• Drivers are reminded that reversing vehicles is a significant risk in congested, busy areas and around children or the elderly. Our advice is to stop and look round before reversing and to get out of the car and check behind in uncertain situations.
Inclement Weather	Wet, wind, ice, fog, winter sun, flooding and snow create additional risks to drivers and passengers • The office will NOT cancel journeys where there is a significant risk caused by the weather, this is the responsibility of the driver. • For long journeys drivers are asked to check the weather forecast before leaving and call the passenger as soon as possible to discuss cancelling if they have misgivings. • Drivers will apply the advice from the Highway Code and adjust their driving to suit the conditions and to bear in mind that it may be unsafe to collect or even drop off a passenger in some situations. Car doors can be dangerous in high winds. • Some passenger's homes may have increased risks during inclement weather. For example, sloped paths may be dangerous in the ice, trip hazards may be covered with snow. Drivers are asked to check beforehand and not to take unnecessary risks. • Driving at night presents additional risks especially in rural areas where it can be very dark and where wildlife often strays into the road causing accidents.

Activity	Arrangements
Emergencies • Breakdowns • Vehicle Accidents • Passenger health problem	It is recommended that drivers are members of a breakdown service such as the AA or RAC. In the event of a breakdown we offer drivers the following advice: • Do not take risks • Make sure the passenger is safe and understands what has happened • If possible, drive off the carriageway to a safe place • Put on hazard warning lights and if they possess a warning triangle, place it at least 45m from the vehicle if it is safe to do so. • If the breakdown is on a busy road, drivers should consider exiting the vehicle and positioning themselves and their passenger/s in a safe place. • Call the breakdown service • Call the Office or the Chairman **Punctured Tyre** • Stop the vehicle – it is unsafe and illegal to drive with a flat tyre • Telephone the breakdown service and the Office • Make sure passengers are safe and aware of what is happening **In the event of a vehicle accident** • Stop the car. Do not take risks. Stop the engine and remove the keys • Make sure the passengers are safe and understand what has happened • Check any other person involved and call the emergency services if necessary including the police if there is any injury, even a minor one • Apply first aid only if trained to do so or in an emergency. • If the accident is damage only, make sure details are recorded, names and address of any witnesses are taken and the vehicle is safe to drive before moving off. It is good practice to take photographs if possible. • Organise someone to control the traffic if you can • Put on hazard warning lights • If possible, drive off the carriageway to a safe place **Call the Office or the Chairman.**
Passenger health problem	• Drivers are advised to stop the vehicle and help when it is safe to do so, get to a safe place as soon as possible • Call 999 and ask for advice • Provide personal help if it safe to do so and you know what to do • Call the Office or Chairman and report the problem

Activity	Arrangements
If a Driver is threatened	Drivers are advised as follows: • Not to take risks, personal safety is the top priority. • To stop the vehicle and if they feel unsafe, lock the doors and remain inside or remove the keys and leave the vehicle. • If the situation does not change, call 999 and ask for help • Call the Office and report the problem
Carrying Money	• Carrying small amounts of cash is inevitable. If drivers are threatened, they are advised to hand-over the money and not to take risks and then to call the police
Manual Handling	Manual handling of goods presents a risk to drivers if care is not taken • We advise drivers to take care when handling heavy shopping bags and test the weight before lifting • Drivers should not lift people unless they have been trained.
Oxygen Cylinders	• Oxygen cylinders may be carried but only with prior agreement. Cylinders must be placed in the boot or secured to prevent them causing an injury or damage in the event of an emergency. This is a specialised task and only be accepted if the cylinder can be stowed securely. • Potential passengers needing oxygen cylinders to breathe during a journey will be advised to seek medically trained professional help with their transport. • Do not smoke whilst carrying cylinders; • Check cylinders for obvious signs of leakage, for example hissing sounds; • Keep cylinders out of direct sunlight; • Do not expose cylinders to high temperatures; • Secure the cylinders properly so that they cannot move in transit (some cylinders may be transported horizontally or vertically; however you would need to check with the supplier). • For further information see: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/527308/dangerous-goods-guidance-note-9.pdf

Activity	Arrangements
Personal Safety and Safe Behaviour,	• It is expected that all drivers work and behave in a safe and responsible manner. • Most accidents are caused by people's behaviour and drivers and co-ordinators are expected to work safely, follow the rules and report problems. • No one should cut corners, take risks, break the rules or put themselves or others or others at risk. • We expect drivers to work responsibly and come home safe. • Drivers with any health, safety or environmental concerns or issues are asked to report them to the Scheme.

The Great Massingham Area Community Car Scheme

Document and Reference List

Hard copies of these documents are retained in the Community Cars Office

- CTA - FAQ for Community Car Scheme s√
- Dept Transport/HSE - Driving at Work Leaflet √
- CTA - MiDAS Car & MPV, Training for drivers of small vehicles√
- CTA – PATS, Passenger Assistant Training Scheme√
- HSE – INDG236 Maintaining Portable electrics √
- HSE – INDG36 Working with VDUs √
- HMG – Medical conditions, disabilities and driving (Intro only) √
- Annual Driver and Vehicle Update Form √
- Volunteer Driver Application Form √
- Training Record Sheet √
- Personal Risk Assessment form √
- Health and Safety Law poster √
- MDA – Advice on the safe Use of Wheelchairs √
- Robert Wise - Premises Fire & Emergency Procedure √
- Equal Opportunities Policy
- Signed summary of “Health, Safety and Environmental Policy and Risk Assessments
- Highway Code