

Adult Social Care and Health Directorate (ASCH)

OPPD and DCALDMH Divisions

Adult Social Care In-House Transport Arrangements

Operational Procedures and Guidance



This guidance and document links are available in other formats. Please contact social.services@kent.gov.uk or telephone on 3000 416161.

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3	01/08/18	<p>Replaces the Adult Social Care In-House Transport Arrangements Operational Procedures and Guidance issued June 2017 v2.</p> <p>Insurance information included when transporting service users using own vehicle or driving a KCC lease vehicle. See section 10.</p> <p>Scope expanded to include short breaks, Kent Pathways Service, Kent Enablement and Recovery Service (“Inspiring Lives”) and Autism Service.</p> <p>Services and circumstances not in scope now included. See 3.4 for details.</p> <p>Managers discretion in relation to endorsements on the driving licence (exception a minibus driver). See 11.3 for details.</p> <p>Drivers of vehicles carrying up to 8 passengers, must be at least 18 years of age and have held a full and current UK driving licence for at least 12 months. Driver age requirement for a minibus (9-16 passengers) remains at 21 years of age as stated in KCC Minibus Code of Practice.</p> <p>New Appendix 4: Travel Safety, Occupational Road Risk, frequently asked questions.</p>	Jean Wells

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SECTION A

1. Introduction

1.1 The Adult Social Care and Health Directorate (ASCH) enables access to transport in a variety of ways to adults in Kent who have eligible needs for care and support under the Care Act 2014.

1.2 Some in-house services have KCC lease vehicles available during the day to deliver the programme of activities and may employ drivers and/or passenger supervisors/escorts for this specific purpose.

1.3 However, there has been a significant reduction of KCC lease vehicles used within in-house services, including the numbers of drivers and passenger supervisors/escorts specifically employed to drive and support with such vehicles. This resulted in some support staff undertaking driving and/or passenger supervisor/escort duties.

1.4 ASCH transport support services are non-chargeable, including the provision of a passenger supervisor/escort to purely enable the person to use the transport.

1.5 This guidance must be read with KCC Minibus Code of Practice, where applicable, and the “Transport Policy and Practice Guidance” on KNet as it provides policy context and eligibility for case management/social workers to determine transport requirement and arrangements for adults.

2. Context

2.1 When a person’s needs are assessed as eligible and they require transport to be provided to meet needs, this will be set out in the person’s Care and Support Plan.

2.2 The care and support planning process may identify some or all unmet eligible needs which could be met by accessing in-house services. Case management/social workers would then make a referral to the appropriate service.

2.3 For the purposes of this operational guidance, when a referral made, in-house transport arrangements relate to:

- the availability of in-house transport when a person accesses the service
- when staff occasionally use their own vehicle to transport a person as part of agreed service support programme
- a person living in their own home or living in a community setting accessing in-house services

2.4 ASCH is not responsible for transporting individuals to and from hospital or any other alternative health facility where the primary purpose of the journey is to receive NHS funded treatment.

2.5 When in-house services include transport provision, the vehicles may be used to access the service from/to home and/or used during the day to access their programme of activities. However, “Inspiring Lives” community services do not offer automatic transport to and from a person’s home. See 2.6 and 2.7 for more details.

2.6 When the “Inspiring Lives” vehicle is used during the day to access community activities, to make maximum use of this vehicle, it may be used to/from a person’s home, following an assessment by the care manager/social worker and in agreement with the service (subject to seat availability on planned routes).

2.7 If the “Inspiring Lives” service no longer needs the vehicle during the day to access community activities, arrangements will be made to cancel the vehicle contract. The care manager/social worker to be informed by the community service in plenty of time so alternative travel arrangements can be explored with the person/family.

3. Scope

3.1 In-house services covered in this guidance are:

- Guru Nanak Day Centre (Older People and Physical Disability)
- Milan Day Centre (Older People and Physical Disability)
- Kent Enablement at Home (KEaH)
- Sensory and Autism Service
- Inspiring Lives (Disabled Children, Adult Learning Disability and Mental Health division):
 - Community Services
 - Kent Pathways Service (KPS)
 - Adult Short Breaks
 - Kent Enablement and Recovery Service (KERS)

3.2 Types of vehicle may include:

- Staff owned vehicle
- KCC owned or lease:
 - car
 - people carrier
 - Multi-Passenger Vehicle (MPV) carrying up to 8 passengers
 - transit – carrying up to 8 passengers
 - minibus – carrying 9-16 passengers (excludes driver seat)¹
- Taxi (through contracted Taxi companies using I procurement)

¹ Vehicles which have been modified to take wheel chairs, will be registered for more passengers than they can actually carry and in these circumstances their status as minibuses will depend on the ‘registered capacity’, as stated in the logbook or on the registration document, and not on the actual number of passengers carried. Check Minibus Code of Practice for other details.

3.3. The persons driving such vehicles could be:

- KCC in-house support staff /management
- Case management including social worker
- Contracted KCC driver employed by in-house service
- Authorised volunteer who has undertaken the appropriate passenger training etc and had permission by the policy holder (KCC) to undertake transport duties related to this guidance.

Henceforth, will be called “driver”.

3.4 Not in scope

- Disabled children transport
- Shared Lives
- Transport commissioned through KCC Public Transport Service
- Patient Service Transport provided on behalf of NHS Clinical Commissioning Groups
- Contracted transport arrangement between KCC and a care home
- Transport provided through a direct payment, including use of an in-house service vehicle by a Personal Assistant employed through a direct payment
- Staff using own vehicle to travel to and from normal place of work
- Staff using own vehicle for the provision of home care services (i.e. enablement)

4. Key principles

4.1 Underpinning the operational guidance are the principles of promoting wellbeing, promoting independence and supporting independence.

4.2 As part of a person’s needs assessment, travel requirements will be considered, which includes exploring all transport options with the person/family.

4.3 When all other options are discarded, a transport needs assessment will include a risk assessment based on the principles of positive risk management and should consider not only physical needs but also the person’s ability to cope with independent travel.

4.4 Transport arrangements through in-house services, will be delivered in line with Health and Safety Policies, Guidance and Procedures, Risk Assessment Policy, Moving and Handling Policy, Safe Systems of Work, Minibus Code of Practice, Occupational Road Risk Policy, Department for Transport Highway Code, Road Safety and Vehicle Rules and driver completion of appropriate minibus driving and training in driving people with disabilities.

4.5 The manager and driver will be responsible for ensuring that the vehicle used is suitable and roadworthy, driver holds a full, current UK driving licence² for the class of vehicle used, valid MOT, road tax and have appropriate business insurance (when using own car). For further details see Appendix 4 KCC Travel Safety frequently asked questions.

4.6 Drivers and passenger supervisors/escorts will act in accordance with risk assessment requirements and discuss with line manager other potential risks specific to their role or changing circumstances.

5 Resources

5.1 The following links provide two easy read documents called Getting Around in Kent for people with a learning disability and Transport options for older People and people with disabilities in Kent. Both these documents are on www.kent.gov.uk

[Click here](#) Getting around in Kent for people with Learning Disabilities - Easier to read guide.

[Click here](#) Transport options for older people and people with disabilities in Kent.

5.2 In addition, the following KNet links provide important information which drivers and managers must be familiar with.

5.2.1 Minibus Guidance KNet Page [click here](#)

This page includes Minibus Code of Practice Guidance. The standards in the Code of Practice sets out key information for operators and drivers of minibuses, including advice for escorts and supervisors for the safe use of minibuses and transportation of passengers.

5.2.2 Travel Safety KNet page [click here](#)

This page has useful documents and guidance to The Occupational Road Risk see 5.2.3 below.

5.2.3 The Occupational Road Risk Policy sets out the responsibilities that anyone who drives whilst at work has for their own safety and what managers should do to support this. For all vocational, essential and lease car drivers where driving is a significant feature in a job, managers should complete a Driving at Work form and assess the risk using the Traveling at Work Risk assessment as a guide.

² **What about Non-UK Driving Licences?** NOTE: Drivers who hold a driving licence from another European country are allowed to drive on their licence in the UK. But, when resident in the UK (more than 185 days in one year) they must register with the DVLA, by completing form "D9: Application to register a non-GB driving licence". Drivers who exchange their licence in GB are automatically registered. Managers with drivers or potential drivers who hold driving licences from a country outside the EU, must check with the DVLA that their licences are valid for driving a minibus.

SECTION B PRACTICE GUIDANCE

6. Travel risk assessment

6.1 When transport is necessary to meet a person's eligible unmet need, then the risks identified with transporting the person would have been considered by the case/care manager/social worker as part of their assessment, to determine the most appropriate and cost-effective transport solution available to meet the person's needs.

6.2 Individuals with mobility challenges should be able to enter and leave transport unaided. If they require support to do so, the risk assessment should explain how this need will be addressed (including advice about equipment and other items to be transported i.e. wheelchairs), or if an adapted vehicle is a more appropriate form of transport this needs communicating to the in-house service.

6.3 Individuals with behaviour that challenges, communication issues and/or health & safety concerns, may be assessed as being at risk of harm to self and/or others. A passenger supervisor/escort may therefore be required to assist in such cases.

7. Service provision risk assessments

7.1 In addition to the case/care manager/social worker transport risk assessment, in-house services will be required to carry out its own risk assessment with a person in relation to journeys to and from community activities and/or (when applicable), journeys provided to and from the service.

7.2 The risk assessment must consider the following:

- Are there particular elements of the driver and/or passenger supervisor/escort (i.e. gender, sign language user) that are required because of specific needs of the individual?
- Is there a risk of harm to the individual and/or others while they are in the process of accessing transport?
- Is the individual on medication or suffering from an illness such as diabetes, asthma or epilepsy and so might require medical assistance whilst using transport?
- Is the individual likely to be confused on being collected or when reaching the destination?
- Any articles which need to be carried, emergency arrangements, including the ability to administer first aid?

The Health & Safety Procedure Manual, on KNet ASCH policies page, includes a section on Travel Risk Assessment.

7.3 Individuals with mobility challenges will require a Moving and Handling Risk Assessment completed by a trained trainer or by staff who have completed the moving and handling risk assessment training.

7.4 The outcome of the assessment needs to be communicated to all drivers and passenger supervisor/escort who work with the person to ensure that they are aware of the safe systems to follow and where information can be located. Information may be shared with other agencies, in line with directorates Privacy Notice (General Data Protection Regulation), to ensure the person is transported safely.

7.5 Risk assessments should be regularly reviewed and updated accordingly when a person's needs or circumstances change and/or changes in the service provision. Appendices 1, 2 and 3 provide further guidance.

8. Passenger supervisor and escort

8.1 A passenger supervisor/escort is a designated person appointed to travel in the back of the vehicle on appropriate journeys and skilled to supervise passengers. They are a person aged 18 or over employed or appointed and judged as having the ability to provide specific supervision and assistance to passengers.

8.2 Passenger supervisor/escort support will be determined through the needs assessment and care and support planning process. The service risk assessment must consider the type of vehicle, the passengers, physical and/or behavioural support required.

8.3 A person may require a passenger supervisor/escort to meet physical and/or behavioural needs and the assessment should document whether this is necessary. The passenger supervisor/escort must be clear about their role and have information about any risks identified.

8.4 All passenger supervisors/escorts will need to be familiar with the service user group, the person supported, emergency procedures, and be consulted about control measures to manage risk.

9. Travel arrangements

9.1 Transporting an individual by car, MPV, transit and minibus (see 9.3 for driver using own vehicle)

9.1.1 A written risk assessment will be produced, used and reviewed by each service for transporting an individual.

9.1.2 Line managers will examine the motor insurance and full UK driving licence, including authorised voluntary drivers, when they are first permitted to drive and then at least annually thereafter; a record of the check must be kept.

9.1.3 Enhanced Disclosure and Barring Service Checks will be carried out on drivers (including authorised voluntary drivers) and passenger supervisors/escorts in line with KCC Disclosure and Barring Service (DBS) Disclosures Procedure.

9.1.4 Drivers who are willing and authorised to drive a service user owned car will be expected to carry out routine safety checks as expected when driving their own or KCC vehicles.

9.1.5 Drivers may need to check with their own motor insurance company about driving other vehicles (see section 10 below).

9.2 Minibus permits (Section 19 Standard Permits)

These permits allow the holder to operate transport services for hire or reward without the need for a full public service vehicle (PSV) operator's licence. Contact Commercial Transport Services (Kent Fleet) to discuss if permit required. Contact details in Minibus Code of Practice.

9.2.1 The "small bus permit", issued by Driver and Vehicle Standards Agency (DVSA), needs to be displayed on a minibus (permit disc must be displayed on the nearside of the windscreen, visible from the outside of the vehicle) before a professional driver (i.e. contracted to drive minibus) is deployed to transport individuals. This may include drivers supplied by an agency such as Connect2Kent. Full details in the Minibus Code of Practice.

9.2.2 A minibus permit is required if:

- the vehicle can carry between 9 and 16 passengers in addition to the driver seat
- driving it for a voluntary organisation that benefits the community - for example day services and day centres
- the minibus service is only available for members of that organisation - not to the public

9.2.3 Services can apply for a minibus permit from the Driver and Vehicle Standards Agency (DVSA).

9.2.4 Permits are issued to the service and not the individual driver and can be moved from vehicle to vehicle. Further advice is available from Commercial Transport Services (Kent Fleet) and application form from Office of the Traffic Commissioner [click here](#) for weblink.

9.3 Driver using own vehicle to transport an individual (see Section 10 about insurance).

9.3.1 Drivers using their own vehicle to transport an individual should not be a regular occurrence and only in exceptional circumstances. Other alternatives need to be considered e.g. public transport, community transport schemes, individual own mobility car, travel training, taxi or walking.

9.3.2 Drivers using their vehicle for the transportation of an individual will only be conducted on a voluntary basis.

9.3.3 Adequate car insurance, valid MOT and full UK driving licence to be examined when driver first permitted to drive and then at least annually thereafter and a record of the check kept.

9.3.4 The vehicle must be roadworthy and suitable for the planned journey with driving related risk assessment undertaken.

9.3.5 Drivers will be able to claim casual car user allowance for agreed journeys when using their own vehicle to transport individuals.

9.4 Change in circumstance

Drivers must notify their manager if there is a change in medical condition that may be added to their UK driving licence or affect their ability to drive, any endorsement, pending prosecution, change in UK driving licence and/or motor insurance.

9.5 One off taxi journeys

Where a one-off taxi journey is required to a community activity, this must be arranged using the taxi companies that KCC has contracts with. I-procurement manages contracts with local taxi companies and should be used for the one off rather than the regular journeys.

10. Insurance when driving KCC vehicle or own vehicle for KCC business

KCC's motor insurance policy provides cover for anyone driving a KCC vehicle for KCC business purposes provided they hold the appropriate licence, have undergone any relevant training and comply with the KCC Minibus Code of Practice (if applicable).

To drive a KCC vehicle, there is no requirement for drivers to ensure that they have any insurance provision through their own personal motor insurance in order to be covered under the terms of KCC's motor policy.

However, drivers need to understand their own motor insurance policy's terms and conditions about driving other vehicles for business purposes, in addition, to driving their own car for business purposes.

10.1 Driving KCC owned or hired vehicles

10.1.1 Only drivers from KCC establishments may drive vehicles insured by KCC.

10.1.2 Drivers who do not own a vehicle, are permitted to drive a KCC insured vehicle provided they are using the vehicle for KCC business purposes; hold the appropriate

licence and at least the minimum age requirement (see para 11.9 and 11.10).

10.1.3 KCC will only insure owned or hired vehicles recorded on its “Motor Insurance Schedule”.

10.1.4 KCC Insurance must be notified by using the Vehicle Notification Form of the purchase or in the case of hired or leased vehicles, the proposed dates of hire prior to the commencement of use. Check Minibus Code of Practice, Appendix 3 for details.

10.1.5 To ensure the vehicle is insured under KCC’s Motor Policy, both parts of the “**Vehicle notification form for insurance purposes**” to be completed and email it immediately to insurance@kent.gov.uk A separate form for each vehicle required.

10.2 Driving for KCC business use - own vehicle

10.2.1 Drivers must have motor insurance that covers occasional business use. Drivers must be advised to check with own insurance company about its definition of “occasional business use”

10.2.2 Any additional costs to driver for business use insurance cover will not be met by the directorate, the principle being that drivers use their own vehicle voluntarily and very occasionally to transport an individual.

Also see section 9.3 above “Driver using own vehicle to transport an Individual.”

11. Competency and training

11.1 All drivers need to be medically fit and hold a full UK driving licence suitable for the class of vehicle that they will be driving.

11.2 Check Minibus Code of Practice about who can drive a minibus, vetting minibus drivers and checking licence details (i.e. a minibus driver’s licence must not contain more than 6 points; have any drink/drive related endorsements; have a ban within the last 5 years; have more than two current speeding endorsements).

11.3 The significance of any valid penalty points (endorsements) for drivers of other vehicle types (excludes a minibus, see above) will be at the discretion of the relevant manager, adopting a risk-based approach for the offence recorded on the licence and the passenger travel arrangements required.

11.4 For those driving a minibus, a KCC Minibus Driver Permit or MiDAS certificate³ must be held.

11.5 For those driving a KCC insured vehicle, an assessment of driving skills must be undertaken through the Road Safety Department.

³ Minibus Driver Awareness Scheme (MiDAS). The Minibus Driver Awareness Scheme (MiDAS) is a national assessment and training scheme for minibus drivers in the voluntary and not-for-profit sectors.

11.6 A driver of a minibus will be re-assessed every 3 years to renew their KCC Minibus Driver Permit or more often if they drive infrequently.

11.7 Drivers of vehicles carrying up to 8 passengers will attend the half day Passenger/Vehicle Safety Course and be re-assessed every 3 years or more often if they drive infrequently. Managers are required to complete a “development request” to access this training and submit to KCC Learning and Development Unit.

11.8 For those who passed their driving test after 1 January 1997, they cannot legally drive a minibus until such times as they receive training and are qualified as a Public Service Vehicle (PSV) driver.

11.9 Drivers of a minibus⁴ must be at least 21 years of age and have held a full and current UK driving licence for at least 12 months. Check Minibus Code of Practice.

11.10 Drivers of vehicles such as a people carrier, MPV or car (including staff owned) carrying up to 8 passengers and transporting a service user(s), must be at least 18 years of age and have held a full and current UK driving licence for at least 12 months.

11.11 All drivers and passenger supervisors/escorts will have access to the relevant policies and associated risk assessments.

11.12 All staff who undertake driving and passenger supervisory/escorts duties will have training in, as a minimum, Moving and Handling, Passenger Safety, Infection Control, Care Certificate Standard 13 Health and Safety e-learning, disability awareness, physical intervention, wheelchair clamping systems (where appropriate), use of tail lifts and hoists (where appropriate) as well as a one-day emergency first aid course.

11.13 The competency and training of a driver or a passenger supervisor/escort is not exclusive to those dedicated contracted job roles. For example, in learning disability community services, support staff are required to drive, and/or supervise/escort individuals supported in a minibus, MPV, people carrier or transit, so as a minimum, the same competencies and training apply.

12. Emergency arrangements and accidents

12.1 Should an emergency arise then contingency arrangements should be followed according to the service Business Continuity Plan.

12.2 Drivers must report accidents on form HS157 which includes their involvement in any road traffic accident whilst travelling on KCC business (see section 10 above about insurance). The manager must carry out an investigation and inform relevant KCC departments in line with Health and Safety Manual and Minibus Code of Practice.

⁴If a UK car licence does not allow a person to drive a minibus up to 16 passenger seats, driver may be able to under certain conditions including holding a car (category B) licence for at least 2 years. Check Minibus Code of Practice appendix 1 for full details.

13. Purchasing of vehicles

All vehicles purchased, leased or hired by KCC must be assessed for suitability by the person who undertook the transaction. All purchases must be sanctioned by the Head of Service/Assistant Director.

14. Vehicle maintenance

14.1 All vehicles must be regularly maintained to ensure road worthiness to transport individuals.

14.2 Managers are responsible for the vehicle and its use. The manager may wish to delegate daily operational responsibilities to a 'designated' person who will then have main responsibility for overseeing the operation, maintenance and care of the vehicle. A record of this designated person should be kept and updated as necessary.

14.3 Lease agreements, service maintenance manuals, etc. should be referred to as applicable. In addition, refer to the Minibus Code of Practice.

15. First aid provision

All drivers and passenger supervisors/escorts should hold an "emergency" first aid certificate as a minimum. The need for further first aid training will be determined by other work requirements and needs of the individuals supported.

Monitoring

16. Required outcomes

This guidance will ensure an in-house service understands its role and responsibility when transport provided, and such arrangements are adequately risk assessed, drivers, passenger supervisors/escorts are competent, appropriately licensed, insured and transportation used is suitable to meet assessed need.

17. Review of outcomes

At the case review, if a person's care needs or circumstances have changed, then consideration should be given to any changes to transport requirements.

18. Review of operational procedures and guidance

This document will be reviewed 24 months from publication

Appendix

1. Traveling at Work Practice Guidance (from Occupational Road Risk Policy)
2. Vehicle Risk Assessment for use of a car or MPV
3. Safe System of Work - Transporting a service user in a car or MPV
4. KCC Travel Safety: Occupational Road Risk, frequently asked questions

Transport Arrangements-In House Service Provision Appendix 1

Travelling at Work – Practice Guidance and Generic Risk Assessment

Risk assessment is the systematic way to identify factors that could increase the risk of an accident and ways in which these can be reduced. This document has been prepared as a guide for managers when considering the hazards and risks faced by an individual or team when travelling at work. This guide does not cover all potential risks and managers need to identify other hazards and risk reduction measures specific to particular activities or teams - and in conjunction with an appropriate individual **Service user** risk assessment - if transporting the individual we support.

Managers should always carry out risk assessments in consultation with individuals or teams as appropriate. Assessment should be carried out when an employee first starts driving on KCC business, when moving to a new job within KCC where driving is involved or changing activities within an existing job which alters the nature or amount of driving to be undertaken. Where risk assessments already exist, managers should ensure that new employees are aware of any identified control measures.

Hazard Factor that could cause/ increase the risk	Suggested ways of containing/controlling the risk	What else do you do or could you do? Please indicate completion date
<p>Planning</p> <p>Risk exposure increased through number of journeys made</p> <p>Method of travel may increase the risk i.e. long journeys by road</p> <p>Insufficient time allowed for traffic conditions (leading to travelling against the clock)</p> <p>Unfamiliarity with route (getting lost)</p> <p>Poor time management</p>	<p>Is the journey necessary? Can other methods of communicating, e.g. letter, telephone, e-mail deal with the matter?</p> <p>Consider using alternative forms of transport</p> <p>Plan sufficient time for journey avoiding routes known to be congested. Build time for delays into the diary. Travel at off peak times</p> <p>Plan route before undertaking journey Use up to date map books or Satellite Navigation Device where available. Make sure the correct address of the location is known</p> <p>Consider developing a timetable to avoid visits over</p>	

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Hazard Factor that could cause/ increase the risk	Suggested ways of containing/controlling the risk	What else do you do or could you do? Please indicate completion date
<p>Lone working when transporting individuals, we support</p> <p>Special needs of any passengers/individuals we support</p> <p>Lack of awareness of journeys (unable to contact employee in an emergency)</p> <p>Long working days leading to fatigue</p>	<p>running. Allow for breaks and journey times. Try to plan visits in one area on certain days.</p> <p>Consider 'pairing-up' for visits. Review or develop systems for monitoring lone workers i.e. providing mobile phones, reporting in at set times such as arrival at destination and prior to departing, with estimated times of arrival.</p> <ul style="list-style-type: none"> • Carry out/consult with any individual risk assessment prior to travelling • Refer to separate Safe System of Work when considering specific needs of service user group • Refer to separate Safe System of Work when considering transporting a service user by car (Appendix 3). <p>Make sure that the whereabouts of employees is known along with contact details</p> <p>Plan the day so that sufficient breaks are allowed. Consider overnight stop. Consider sharing the driving. If working during the evening, consider taking a rest during the day</p>	

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Hazard Factor that could cause/increase the risk	Suggested ways of containing/controlling the risk	What else do you do or could you do? Please indicate completion date
Travelling - including on-foot		
<p>Delays en-route</p> <p>Adverse weather conditions (loss of control of vehicle, slipping)</p> <p>Carrying case files/equipment (may increase the risk of a manual handling injury)</p> <p>Transporting equipment e.g. boxes, computers, displays (danger of objects moving around inside the vehicle or manual handling injury)</p> <p>Personal injury</p> <p>Personal attack, including aggression from another road user (commonly known as road rage)</p>	<p>Take contact details and phone ahead if necessary to advise of delay. Cancel journey</p> <p>Delay/postpone journey. Consider/use alternative forms of transport. Wear suitable footwear</p> <p>Determine whether it is necessary to transport case files and equipment. Provide manual handling training. Consider the use of rucksacks or trolleys.</p> <p>Wherever possible, securely store items in the boot/hatch/load area when travelling. For motorcycles/cycles use panniers /top box or rucksack. Place briefcases etc. in the boot.</p> <p>Wear high visibility clothing, walk on footpath where provided. When walking on carriageway face oncoming traffic. Use designated crossing points.</p> <p>Plan route avoiding less populated areas, alleyways etc. Carry mobile phone, personal alarm & torch. Keep attractive items out of sight. Consider locking doors. Try to diffuse aggressive situations, by using a calm voice and moving away as soon as possible</p>	<p>Additional guidance is provided by KCC for the safe transportation/storage of Laptop computers - a reference document can be found on KNet/Safety Net - or by request from Line Manager.</p>

Transport Arrangements-In House Service Provision Appendix 1

Hazard Factor that could cause/ increase the risk	Suggested ways of containing/controlling the risk	What else do you do or could you do? Please indicate completion date
Using mobile communication equipment when driving (impairs concentration)	Only use mobile communication equipment when it is safe and legal to do so i.e. when stationary, at side of road or in a lay by/car park with the engine switched off. It is recommended that phones should be turned off or set to accept voicemail whilst travelling	
Protection		
For motorbikes and bicycles – personal injury (due to falling off/collision)	Wear strong protective and high visibility clothing.	
Training		
Poor driver attitude - lack of appropriate training	Improve driving skills through training /guidance. For high mileage drivers consider providing defensive driver training. Managers must ensure staff are made aware of this document including attachment as well as the Minibus Code of Practice as applicable	A review of the training programme is undertaken to ensure that appropriate & sufficient mandatory training is provided to all members of staff who transport individuals we support - including: -1 Day Driver Course - Road Safety Dept - for Minibus drivers. Reassessment takes place every 3 years -Half-Day Passenger/Vehicle Safety Course - for

Transport Arrangements-In House Service Provision Appendix 1

Hazard Factor that could cause/ increase the risk	Suggested ways of containing/controlling the risk	What else do you do or could you do? Please indicate completion date
		Minibus/MPV/Transit Drivers & Escorts -Appropriate First-Aid qualification should be held by ALL those undertaking Drivers/Escorts duties (i.e. emergency first aid as a minimum requirement.)
Maintenance		
Mechanical/parts defect	Make sure that the vehicle is regularly maintained, and pre-journey checks are completed	It is recommended that all staff are a member of a breakdown service.
Personal		
Unfamiliarity with vehicle i.e. pool or loan car Driving under the influence of alcohol (Illegal and against County Policy) Use of drugs [prescription & illicit] (Drowsiness and hallucinatory effects) Driver fatigue (falling asleep at the wheel,	Drivers should familiarise themselves with the operation of any vehicle before driving it. Comply with the law and KCC Drugs and Alcohol Policy Do not drive after taking any drug that may affect driving ability. Heed warnings provided by GP/Pharmacist Plan time to take a rest/comfort break(s). Take a rest if	

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Hazard Factor that could cause/ increase the risk	Suggested ways of containing/controlling the risk	What else do you do or could you do? Please indicate completion date
<p>inattention/poor concentration)</p> <p>Risk to driver if passenger taken ill on motorway</p> <p>Risk to staff and individuals we support in case of vehicle breakdown.</p>	<p>tiredness is experienced. Vary route used</p> <p>Follow correct procedures, pull to the side of the road, ring for emergency services, and contact unit to inform staff. Assistance will be sent if required.</p> <p>Follow correct procedures, pull into side of road, switch on hazard light, and ring for breakdown service. Contact unit to inform staff. Assistance will be sent if required.</p>	
Individual Risk Assessment & Declaration		
<p>Additional risks involved where driving is considered a "Significant Feature" of an individuals' work within KCC - particularly if transporting individuals, we support - at any time.</p>	<p>Staff must be made aware of their responsibility to declare such changes which may affect their ability to safely undertake driving duties on behalf of the Directorate</p>	
<p>If you are using this form as a record of assessment for your team please sign, date and store safely. If individual risk assessments are considered necessary - complete the Driving at Work Form located on SafetyNet</p>		
<p>Team:Signature of manager:</p> <p>Date:Job title</p>		

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Vehicle Risk Assessment for use of a car or MPV

Answer the questions below – if you answer No to any questions please carry out a specific risk assessment. For questions in bold, compliance is mandatory.

The Vehicle

Type: Registration:

KCC Operated Vehicles - fit for purpose

- **Does it have a current MoT?**
- **Does it have appropriate insurance cover?**
- **Can passengers and equipment be carried safely?**
- If it is a hire vehicle or replacement vehicle is it from a reputable company which carries out pre-hire inspection checks?
- If it is a KCC owned vehicle, has it been purchased by KCC centrally (and not subsequently modified without approval)?
- Is it appropriately checked for road worthiness (at least weekly and before all major journeys)?
- Is it serviced according to manufacturer's guidelines?
- Is it safety checked by a competent person at least twice a year in addition to its MoT test?
- Is there any effective way of reporting faults, incidents and accidents?
- Does it display a no smoking sign?

Drivers

- **Do they have a current, full UK licence with entitlement for the class of vehicle to be driven?**
- **Have they held their UK driving licence for at least 12 months?**
- Have they been assessed by Occupational Health as medically fit within the past 3 years?
- Are they appropriately experienced/trained?
- Are they able to have input into the management of the journey?
- Are they provided with the individual risk assessments of the people they are carrying?
- Do they have access to a mobile phone?

Yes/No	Action Taken
(This area contains the list of questions from the 'KCC Operated Vehicles' and 'Drivers' sections.)	

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Adult social care passengers

- Will they understand and follow simple safety instructions?
- Will they be safe without the driver's assistance/support during the journey?
- Will all passengers have access to seat belts and will they wear them?
- Are passengers suitably positioned in the vehicle in accordance with Risk Assessment?

Planning of Journey

- Has the journey been considered in context with the rest of the working day?
- Are known local accident blackspots avoided or drivers given advice on them?
- Is time available to allow for foreseeable delays (e.g. tractors on rural roads, motorway bottlenecks, holiday traffic)?
- Is a contingency plan in place in the event of an emergency?
- Is a mobile phone provided?
- Is equipment provided in accordance with Generic SSW, i.e. PPE? ("Travelling at Work" + "Transporting SU's in cars")

For MPV Only

- Does the Vehicle have a fire extinguisher (AFFF Foam)?

Yes/No	Action Taken

Date:..... **Completed by:**

Date for review: **Designation:**

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Safe System of Work- Transporting a service user in a car or MPV (carrying up to 8 passengers)

Hazard	Safety Equipment needed including PPE	Safe System of Work
<p>Driver competence Collision with other vehicles, etc.</p>	<p>Suitable and sufficiently maintained vehicle</p>	<p>The driver must be willing to undertake this activity and must:</p> <ul style="list-style-type: none"> • hold a full/satisfactory UK driving licence • be familiar with the vehicle used • have a valid insurance policy for business use including transporting others • Never drive whilst under the influence of drink or drugs, or when excessively tired • Ensure the wearing of appropriate seat restraints (seat belts) by driver and passengers • Show consideration to other road users • Avoid overtaking on unfamiliar roads, at dusk or in poor driving conditions
<p>Car maintenance Car breakdown, driver stranded</p>	<p>Suitable and sufficiently maintained vehicle</p>	<p>Vehicles used on Council business should be serviced at regular intervals, as recommended by the manufacturer and insured for business use, including transporting of others.</p> <p>The driver should check the oil, water level, and condition of tyres and brakes regularly.</p> <p>The vehicle must have a valid MOT certificate (where applicable) and tax disc.</p>

Hazard	Safety Equipment needed including PPE	Safe System of Work
<p>Driver distraction caused by their own behaviour or by Service User/s</p> <p>Accident</p> <p>Loose objects</p>		<p>STAFF MUST NOT:</p> <ul style="list-style-type: none"> •eat or drink whilst driving – the vehicle must be stationary •use a mobile phone whilst driving •drive under the influence of drink or drugs or when excessively tired •smoke whilst transporting a Service User in the vehicle <p>Note: Unless the vehicle is used primarily for private purposes then the vehicle should be “smoke free” and is required to display a no smoking sign.</p> <p>STAFF MUST:</p> <ul style="list-style-type: none"> •Avoid adjusting radios/sat navigation systems while driving •Check vehicle for objects that could be used as weapons or swallowed by the Service User. (Particular care is needed when a driver has small children who may leave toys/objects in and around the car) •Ensure all luggage and equipment is securely stowed, preferably in the boot of the car •Ensure that noise levels within the vehicle are not excessive which may

Hazard	Safety Equipment needed including PPE	Safe System of Work
		<p>cause distraction and distress to Driver and/or Service Users</p> <ul style="list-style-type: none"> •Ensure all head restraints are in place and secure
<p>The Journey</p> <p>Inadequate planning</p> <p>Foreseeable risks will not be avoided</p>		<p>Ensure adequate planning is undertaken when transporting a Service User in a car to reduce/avoid foreseeable risks – the following must be considered:</p> <ul style="list-style-type: none"> •Is the journey necessary? •Is it necessary and appropriate to use a car on this occasion – have all other options been explored? •If so – ensure that there is adequate supervision for the Service User – based on the length of the journey and the activity to be undertaken – special consideration must be given to the individual support plan (e.g. requirement for direct supervision) •Consideration of the behavioural and physical requirements of the Service User, including the ability to get in/out of a car and the possible need for a moving and handling assessment. <p>An individual Service User Risk Assessment must be completed where considered appropriate and control measures put into place to meet any additional identified hazards. In certain cases, it may be decided that the Service User should not be transported in a Car. The need for an escort</p>

Hazard	Safety Equipment needed including PPE	Safe System of Work
		<p>will be determined by risk assessment.</p> <p>Check all information sources have been explored about the Service User prior to transporting them:</p> <ul style="list-style-type: none"> •check for Hazard Warning triangle on AIS/SWIFT record, or associates who may be potentially violent •Case Manager assessment is applicable – Support Plan and Risk Assessment have been inspected <p>Be aware of factors that might increase the risk; e.g. Service User:</p> <ul style="list-style-type: none"> •Is known to misuse drugs/alcohol •Is known to have difficulties in communication. Is an interpreter needed? •Has severe mobility problems – Ensure staff car is adequate to accommodate Service User's needs. Service User should have all equipment with them •Situations where Service User is distressed for any reason, e.g. unwelcome news is delivered
Lack of staff awareness / training		<p>Note only those people known to the Service can be transported, e.g. friends of the Service User cannot be transported.</p> <p>Ensure that the Service User is adequately restrained within the vehicle (seat belt, etc.). Where appropriate a colleague should travel in the car to</p>

Hazard	Safety Equipment needed including PPE	Safe System of Work
		<p>ensure that action can be taken if the:</p> <p>Service User becomes aggressive or if the Service User is known to have a poor memory or is easily disorientated/confused (e.g. dementia). Where this poses a significant risk, consideration should be given to providing a different vehicle for transportation.</p> <ul style="list-style-type: none"> •Where a Service User is likely to become angry, and upset, overly anxious, unwell because of a medical condition, causes the driver other concerns, then there should be a second worker in the vehicle to support the Service User during the journey, leaving the driver free to concentrate upon their task. <p>Staff should have received training and assessed as competent in the following areas-</p> <p>Moving and Handling, Passenger Safety, Infection Control, CIEH Level 2 Award in Health and Safety, Physical Intervention</p> <p>Staff must hold the 1-day emergency first aid certificate as a minimum.</p> <p>Note – The driver has a right to refuse to transport Individuals we Support in their own car.</p>
Adverse weather conditions		<p>Ensure that the vehicle is kept roadworthy, maintained and has emergency supplies in case of breakdown/adverse weather conditions</p> <ul style="list-style-type: none"> •Ensure that driving techniques and speed is appropriate to the weather

Hazard	Safety Equipment needed including PPE	Safe System of Work
Making driving more difficult		conditions.
Infectious Diseases Spread of Infection etc Sickness/Body spillages	Universal Precautions PPE / Spillage Kit	<p>Assume that the Service User may carry/have an infectious disease.</p> <ul style="list-style-type: none"> •Follow universal precautions to protect yourself in all possible situations. •Ensure that correct personal protective clothing (PPE) is available and worn as needed e.g. gloves, apron, hand cleaning gel and disposal bag •Ensure that worker has been adequately trained on PPE appropriate to different situations.
New/Expectant Mothers Possibility of increasing any of the above risks		Ensure that a risk assessment has been completed for any workers who are New/Expectant Mothers.
Emergency Situations Injuries not dealt with promptly Anxiety of Individuals we Support		<p>Plan to be in place for dealing with emergency including-</p> <ul style="list-style-type: none"> •Access to mobile phone •Access to emergency contact numbers •Evacuation of the vehicle

Hazard	Safety Equipment needed including PPE	Safe System of Work
Impact on members of the public		
Delays Stress from being late		Notify the work-base or colleague if appropriate – Car users must stop the vehicle to use a mobile phone.
Remoteness of location Unknown location of worker		<p>Drivers should carry a fully charged mobile phone with them always if transporting a Service User in any vehicle. It should only be used when the vehicle is stationary, and the engine switched off.</p> <ul style="list-style-type: none"> •Staff whereabouts must be known always, including when they are transporting Service Users. •The “Lone Working” policy must be referred to for guidance – if transporting a Service User alone
Incorrect manual handling techniques Musculo-skeletal injuries		<p>User – with consideration to the limited space available – when getting in and out of the vehicle.</p> <ul style="list-style-type: none"> •Ensure that the member of staff has undergone the appropriate training in the correct moving and handling techniques prior to undertaking the journey
Loading/Unloading the boot		<ul style="list-style-type: none"> •Drivers must be aware of and follow correct moving and handling techniques for inanimate objects.

Hazard	Safety Equipment needed including PPE	Safe System of Work
Musculo-skeletal injuries		<ul style="list-style-type: none"> •Where appropriate, they should obtain help with heavy or awkward loads and use a trolley/moving aid wherever possible.
Lack of information Possibility of increasing the above risks		<p>Ensure that the Driver has been adequately briefed about the Service User and the journey's requirements. All information must be available about:</p> <ul style="list-style-type: none"> •The Service User •The journey's requirements <p>Any Risk Assessments that have been carried out</p>
Lack of Management Responsibility Incorrect/uninformed / unauthorized decision taking		<p>Staff willing to transport Individuals we Support by Car may only do so with the full consent of their Line Manager. The Manager has a responsibility to ensure:</p> <ul style="list-style-type: none"> •The Driver is competent – holds a full/satisfactory UK Driving Licence and has undergone required training. •That the Driver is adequately insured, and the vehicle is roadworthy. •That the Driver has been made aware of all necessary information concerning the Service User

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Appendix 4: Travel safety: Occupational Road Risk. ([KNet link click here](#))

Frequently Asked Questions

What does the policy involve?

KCC's policy sets out the responsibilities that anyone (staff and volunteers) who drives on council business has for their own safety and what managers should do to support this. The policy provides guidance to help drivers and managers identify and assess the risks they face and suggests ways in which these can be eliminated or reduced.

The policy also reinforces and introduces features specific to driving whilst at work such as:

- Driving-related risk assessments.
- Verification of legal entitlement to drive.
- Assessing suitability of vehicles used at work.
- Checking of key documents.
- Use of mobile phones.

These features are designed with the safety of drivers and passengers in mind and to make sure managers stay aware of the issues.

What do I need to do when driving at work?

You will need to be aware of this policy and ensure that you comply with all of it. A full copy of the policy can be found on KNet under "Health and Safety".

This policy has been designed to enable you to reduce the risks associated with driving at work. A "Travelling at Work Risk Assessment" has been devised and this should help you to think about risks and identify solutions. If you feel that there are

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other potential risks that are more specific to your role then you should discuss these with your manager, who will provide advice or obtain guidance from one of KCC's Health and Safety Advisers.

The policy makes you, the driver, responsible for ensuring that you:

- Hold a full, current UK driving licence for the class of vehicle used.
- Use a suitable and roadworthy vehicle.
- Have the correct legally required documentation for the vehicle you use, such as a MOT certificate (where applicable) and road tax.
- Have business insurance when driving your own vehicle.
- Meet the minimum eyesight standard required for driving, i.e. you can read a standard height number plate at 67 feet (approx. 20.4 metres), with glasses, if needed (if you do need glasses for driving you must wear them when driving).
- Do NOT drive under the influence of alcohol, as even a small amount will affect judgement (NB: bear in mind the possible effects of alcohol drunk the day before).
- Do NOT drive under the influence of any substance that may cause drowsiness (check with a Pharmacist or GP), or affect your judgment.
- Ensure that everyone in the vehicle wears a seat belt.
- Act in accordance with risk assessment requirements.
- Allow adequate time for journeys,
- Notify your line manager of any endorsement, pending prosecution or change in medical condition, which may be added to your UK driving licence or affect your ability to drive.
- Only use mobile phones or other communication equipment when it is safe to do so, as required by the law and as stated in KCC's Guidance on the Use of Mobile Phones.
- Participate in any mandatory driver training programme as appropriate.
- Wear a cycle helmet and high-visibility safety clothing when cycling.
- Report road accidents on KCC's Accident/Incident Report Form (HS157).

What do managers need to do for employees driving at work?

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There will always be risks associated with driving. The chance of an accident occurring increases with factors such as journey time, driver tiredness or distractions. Your manager recognises that you should have a reasonable knowledge of these risks and will be able to apply common sense to most situations in conjunction with the advice contained within this policy.

The policy enables managers to adopt a flexible approach to managing risks associated with driving. For all vocational, essential and lease car drivers for whom driving is a significant feature of a job, managers should complete a "Driving at Work" form and assess the risks using the "Travelling at Work Risk Assessment" as a guide. The degree to which managers choose to support other drivers (such as casual users) in controlling risks will depend upon need. Managers might approach this by producing a general risk assessment using the "Travelling at Work Risk Assessment" for teams that are exposed to lower risks while driving at work.

If, after reading the guidance contained within the policy, you feel that you need additional advice to help you drive safely while at work, please discuss this with your manager and/or health and safety adviser.

What should I do if I have an accident?

The council requires drivers to report, on form HS157, their involvement in any road traffic accident whilst travelling on council business. The form must be returned to their line manager within 24 hours of the incident, or as soon as possible (for example if the driver takes time off sick as a result of an accident).

What should my manager do if I have an accident?

The manager must:

- Carry out an accident investigation using the KCC Accident Investigation form (HS160) in appropriate cases.
- Send copies of both forms (HS157 and HS160) to their Directorate Health and Safety Adviser and to the Road Safety Unit (Strategic Planning Directorate) for monitoring purposes.
- Send copies to the relevant Personnel and Development team so it can be kept on your personal file.
- Be conscious of the possible effects on you and remind you of the availability of KCC's counselling service (Support Line), perhaps where you have lost your UK driving licence or been involved in a serious road accident.

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How do I complete a driving at work form?

See Driving at Work form.

How do I complete a travelling at work risk assessment?

See Travelling at Work Risk Assessment (examples of hazards & ways to reduce risks).

What should I do if I acquire a conviction?

You must notify your line manager of any endorsements or pending prosecutions that may be added to your UK driving licence or affect your ability to drive