



## Health & Safety

Leighton Buzzard Voluntary Patient Transport (LBVPT) recognises that it has a duty of care to ensure the health and safety of its volunteers, and to avoid careless or negligent behaviour in its work or undertakings that may cause injury to clients and others.

The main health and safety tool for continuous improvement is risk assessment. This identifies the risks that may arise, the person(s) who is/are deemed to be at risk in each event and the steps that should be undertaken, either to eliminate, or to reduce the risk, without compromising the quality of care given to clients. The risk assessment is reviewed annually by the LBVPT Management Committee (the Committee) and amended and/or updated as required. All Committee Members and Volunteers have an up to date copy of the risk assessment together with the appropriate guidelines. A copy of the risk assessment may be obtained from the Secretary.

The effectiveness of risk assessments can be monitored using Incident Reports and other feedback from volunteers and clients. Volunteers and clients have a duty of care to take reasonable care of themselves and are required to report any health and safety concerns to the Committee. Volunteers are also expected to co-operate with measures put in place to protect them, clients, and others. Any action by a volunteer or client which carelessly, or negligently, endangers the health or safety of another person whilst on LBVPT business will be investigated and dealt with in accordance with the relevant Complaints Policy.

LBVPT is responsible for providing sufficient information, instruction and training to ensure that volunteers understand their responsibilities and duty of care and are competent to discharge their individual responsibilities. LBVPT will ensure that adequate Public and Personal Liability and Personal Accident Insurance is in place and that drivers are instructed to obtain the appropriate car insurance cover. The Committee is responsible for ensuring that each volunteer is given a copy of the instructions appropriate for their work and for arranging training as deemed appropriate to their role. The Committee will also ensure that volunteers capabilities are matched appropriately with any clients who have special needs, e.g. wheelchair handling.