

Risk Assessment

Leighton Buzzard Voluntary Patient Transport (LBVPT) is a group of unpaid volunteers who provide transport to Luton and Dunstable, Milton Keynes and Stoke Mandeville hospitals for the elderly and vulnerable of Leighton Buzzard and its environs who are unable to access NHS transport. The LBVPT Management Committee (the Committee) has adopted responsibility and accountability for all strategic decisions and policies relating to the activities of LBVPT. LBVPT will seek advice and support from relevant parties where necessary and appropriate. This risk assessment has been undertaken by a group of experienced LBVPT volunteers at the request of members of the LBVPT.

LBVPT recognises that it has a duty of care for the volunteers of LBVPT and the clients for whom the LBVPT service is provided. It is the intention of the LBVPT to formally review this risk assessment at least once every 12 months or immediately following any incident or complaint. The risk assessment must be read in conjunction with all other policies and guidance issued by LBVPT.

What happens now?

Any actions outlined in this risk assessment will be completed as stated in this document.

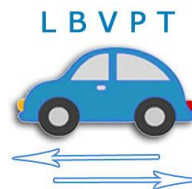
All volunteers will be reminded that they have a duty of care to both themselves and to their clients and that they must immediately report any incident or issue that places either at risk.

The Committee members and volunteers (existing & new) will be issued with updated versions of this Risk Assessment, LBVPT Terms of Reference, LBVPT's Safeguarding Policy, Driver & Vehicle Safety Policy and Volunteer Guidelines (all reviewed and updated November 2016).

All volunteers will be encouraged to take advantage of any relevant training offered by LBVPT.

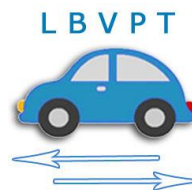
A member of the Committee will be given responsibility for keeping this risk assessment under constant review in liaison with members of the Committee and any such review will be recorded and reported to the LBVPT for information and approval.

"Safety & the Management of Risk" will be a standing item on the agenda of the Committee.



Risk Assessment for the activities of LBVPT:

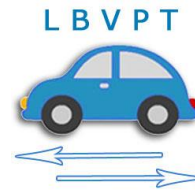
Hazard	Who might be harmed & why?	Measure to Minimise Risk	Action, by whom & by when
Road Accidents	Volunteers, Clients and members of the Public	<ul style="list-style-type: none"> • Driver & vehicle safety policy issued for compliance by all volunteers. • Only experienced volunteer drivers over the age of 25 utilised. • Call Handlers to report any client concerns about unsafe driving or vehicles immediately to the current chair of the Committee. • Any unsafe driving or vehicles reported by clients or others will be immediately reviewed and drivers removed from the list of available volunteers where considered appropriate. 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers.</p> <p>Revised policy & guidance to be issued by LBVPT to all new LBVPT volunteers upon joining.</p>
Assisting clients	Clients and Clients using a wheelchair	<ul style="list-style-type: none"> • Only volunteers who have been DBS checked will undertake "regulated" activities (see Volunteer Guidelines). • Call Handlers to check mobility of client and uses driver with appropriate training and car. • Should a client be taken ill when being collected or being transported by vehicle, volunteers will immediately summon medical help. • Clients who are considered too ill or infirm will not be transported by vehicle but alternative arrangements made via trained social services or NHS staff. 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers.</p> <p>Policy & guidance to be issued by LBVPT to all new LBVPT volunteers upon joining.</p> <p>Refer to guidelines for volunteers.</p> <p>Volunteer drivers to have appropriate Disability Awareness and Manual Handling and Lifting training.</p>
Personal accident or injury to client volunteer	Volunteers & Clients	<ul style="list-style-type: none"> • Volunteers to have Disability Awareness and Manual and Lifting training. • LBVPT has Public Liability Insurance cover for any such event. 	<p>Refer to LBVPT Health and Safety Policy.</p>



<p>Abusive or Dangerous Situations</p>	<p>Volunteers & clients</p>	<ul style="list-style-type: none"> • Only volunteers who have been DBS checked will undertake "regulated" activities (see Volunteer Guidelines). • All volunteers must comply with the LBVPT's Policy for the Safeguarding Policy. • Volunteer drivers will not transport children under 16 years whilst alone in their vehicle (see Driver & Vehicle Policy) • Any complaint from a client to either a volunteer or the telephone organiser will be immediately reported to and acted upon by the Committee and, in appropriate cases, the police will be informed if the client has not already done so. • Volunteers must refuse to complete a task when confronted with abuse, threats or violence from a client or other person and must report this fact to the call handler. • In cases of abuse and violence directed towards volunteers, the volunteer concerned will decide if a report to the police is necessary. • LBVPT will decline all future requests for help from any client who has been abusive, threatening or violent.. • LBVPT Management Committee members and volunteers will ensure all clients are treated equally in accordance with LBVPT's Safeguarding Policy and in line with the declared aims and values of LBVPT. 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers.</p> <p>Policy & guidance to be issued by LBVPT to all new LBVPT volunteers upon joining.</p>
<p>Money & Property</p>	<p>Clients & Volunteers</p>	<ul style="list-style-type: none"> • Only volunteers that have been DBS checked will undertake "regulated" activities (see Volunteer Guidelines). • The Call Handler will explain the donation system to client at time of booking request. • We ask all users of the service to give their driver a sum equivalent to this amount, or at least a donation towards the cost of the 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers.</p> <p>Policy & guidance to be issued by LBVPT to all new LBVPT volunteers upon joining.</p>



		<p>journey. Any sum in excess of this should be recorded on your expenses form and will be used by LBVPT to pay for administration costs, telephone calls etc..</p> <ul style="list-style-type: none"> • Volunteers must take care when handling clients money to avoid any misunderstandings or allegations • Volunteers receiving donations from clients will ensure they are handed to the Committee at the earliest opportunity and that records are kept. • Any complaint from a client to either a volunteer or the Call Handler will be immediately reported to and acted upon by the LBVPT steering group on behalf of LBVPT and, in appropriate cases, the police will be informed if the client has not already done so. 	
Parking Problems	Volunteers & Clients	<ul style="list-style-type: none"> • Use hospital parking permit or client's blue badge. 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers.</p> <p>Policy & guidance to be issued by LBVPT to all new LBVPT volunteers upon joining.</p>
Car Breakdown	Volunteers. Client misses appointment.	<ul style="list-style-type: none"> • Driver ring Call Handler or, if possible, an alternative driver. 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers.</p> <p>Policy & guidance to be issued by LBVPT to all new LBVPT volunteers upon joining.</p> <p>Complete Incident Report Form.</p>
Smoking in car	Driver and Client. Potential	<ul style="list-style-type: none"> • Both driver and client requested not to smoke in car to and from Hospital. 	<p>LBVPT Management Committee to advise all volunteers of the non-smoking in cars request.</p> <p>Call Handlers to advise Clients of non-smoking request when taking</p>



	health risk		bookings.
Driver fails to turn up	Client misses appointment.	<ul style="list-style-type: none"> Client rings Call Handler. 	Complete Incident Report.
Drivers get lost	Client late for appointment	<ul style="list-style-type: none"> Call Handler ensures driver knows where they are going. 	Complete Incident Form.
Appointment taking longer than expected	Client if driver unable to stay to take client home. Driver has parking problems.	<ul style="list-style-type: none"> Call Handler to discuss with client and driver beforehand how long appointment will be. Driver to phone Call Handler to ask for additional help. 	
Provision of Service	Volunteers	<ul style="list-style-type: none"> The Call Handler will ensure that tasks are shared between all volunteers and that no client becomes unreasonably dependent upon a single volunteer. Volunteers will be encouraged to report any excessive demands on their time. 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers</p> <p>Policy & guidance to be issued by LBVPT to all new LBVPT volunteers upon joining.</p>
Breach of Confidentiality	Clients	<ul style="list-style-type: none"> Volunteers will ensure that all information obtained about clients and the service provided to them is kept strictly confidential. Clients will not be identified by name during any LBVPT or Committee meeting or minutes. Volunteers will always carry and show their identity card when asked to do so. 	<p>Revised policy & guidance to be issued by LBVPT to all existing LBVPT Management Committee members and volunteers</p> <p>Policy & guidance to be issued by LBVPT to all new LBVPT volunteers.</p>

