



COMMUNITY ALLIANCE BROXBOURNE AND EAST HERTS

**HEALTH & SAFETY POLICY for
Community Car Scheme Volunteers**

February 2024

Health and Safety Statement

Community Alliance Broxbourne and East Herts Community Car Scheme (hereafter called the Community Car Scheme) works with volunteers who give their time freely.

This document is part of the agreement with volunteers and is produced in requirement of the Health and Safety at Work etc. Act 1974. Section 2 (3)

Health and safety is a major concern of the **Community Car Scheme** as it not only allows us to look after the health and welfare of those volunteering for us, but it also helps us to deliver a quality service. The **Community Car Scheme** therefore expects all persons volunteering for us to give it the same importance. A safe service should be the aim for us all.

The ultimate responsibility lies with the Chair of the Board of Trustees and it is their job to ensure that the health and safety policies are correct and implemented and that sufficient funding is available to meet this aim. In turn, certain responsibilities have been delegated to officers to implement and monitor. Volunteers have responsibilities too as their actions or omissions may jeopardise the safety of others.

The **Community Car Scheme** expects, as a minimum, the following:

- To ensure that everyone gives priority to the health and safety of both others and ourselves.
- To assess the risks that may exist while volunteering and to stop such risks from becoming accidents. This assessment should be part of a regular routine.
- To ensure the necessary resources are available be they time, money, training or support.
- Aim to attend and put into practice the relevant training and to maintain that training at a current level.
- To report accidents, near misses and potentially dangerous events to the supervisor or director.

Chair of Trustees

Date: 22/02/2024

Review Date: February 2026

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Responsibilities

The Chief Executive Officer

The Chief Executive Officer on behalf of the Board of Trustees is responsible for the overall execution of the **Car Scheme's** policy of health and safety and for setting up and monitoring measures and controls to enable the **Community Car Scheme** to comply with the duties and responsibilities placed upon it. The Chief Executive may delegate these responsibilities on a day-to-day basis as appropriate.

The Chief Executive is responsible for:

- the strategic aspects of the safety policies and procedures
- the implementation of policy
- performance standards
- monitoring and auditing of safety management
- health surveillance
- ensuring statutory regulations and non-statutory guidance (codes of practice etc) are adhered to

The Coordinator

The Coordinator is responsible for the following aspects:

- safety induction
- risk assessments
- monitoring of health and safety
- advice and training
- environmental issues such as security and equipment
- ensuring all private vehicles used for volunteering had their taxes paid, have a current MOT, are in good mechanical condition and the insurance company is informed if required
- investigate all accidents and make a report to the Chief Executive Officer

Volunteers

All volunteers have a duty to take reasonable care of the health and safety of themselves and others that may be affected by their acts or omissions while volunteering. This includes:

- aiming to attend health and safety training courses when offered by the **Community Car Scheme**
- the correct application of any health and safety training
- co-operating with the **Community Car Scheme** to enable compliance with the law on health and safety
- informing the Coordinator or Chief Executive Officer without delay of any unsafe or dangerous situations while volunteering

List of persons responsible for health and safety

Board of Trustees: Chair – Steve Harvey

Chief Executive Officer – Ian Richardson

Health & Safety Lead – Sarah Forbes

Car Scheme Coordinator – Sarah Coles

Health and Safety Adviser – Keith Batchelor

Fire

If a fire should happen in a vehicle whilst carrying a passenger: If possible, immediately pull over to the side of the road. Do NOT do an emergency stop as the vehicle behind may run into your vehicle and the damage could trap you inside. As soon as the vehicle is stopped, leave it and assist your passenger. Ensure you are both well away from the vehicle to avoid being harmed should the petrol ignite. Call the Fire Brigade and when able contact the office to inform them of the circumstances.

First Aid

All accidents and near misses are to be reported to the Car Scheme Coordinator on an Accident / Incident Report Form. (A near miss is an incident that could have resulted in damage to persons or equipment). Certain types of accidents must be reported under the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 1995) requirements.

If items are used from first aid boxes, inform the office so that items can be replaced after use. The volunteer will check the contents of their first aid box on an annual basis.

Volunteers' vehicles

Each vehicle used by the **Community Car Scheme** must carry a first aid kit with the following items as a minimum.

- First aid guidance card
- One triangular bandage
- One No 8 dressing (medium)
- One number 9 dressing (large)
- 5 assorted plasters
- 2 antiseptic wipes

This does not mean the drivers have to be proficient in first aid but must have the means for others to use if required.

In case of an accident to yourself or your passenger, deal with incident by using either the on-board first aid kit or by calling an ambulance and then contact your Coordinator for advice.

Handling cash

The mileage allowance of 50 pence per mile and any other costs, such as parking fees, will be paid directly to you by the client after completing the journey if not arranged differently by the Car Scheme Coordinator. You must issue the client with a receipt if requested. Tips should not be accepted.

Manual Handling

This includes any activity that involves bending, twisting as well as lifting.

All **Community Car Scheme** volunteers are at risk if they do not follow the guidelines

General advice

First, ensure the proposed route is free of obstructions. You may need help regarding closed doors or steps.

Place feet in line and slightly apart from the object.

Bend the knees.

Keep the back straight.

Ensure a firm comfortable grip allowing for the centre of gravity. (The balance point is not always in the middle)

Use the legs to raise yourself and the object, which must be kept close to your body.

Ensure you can see where you are going.

Do not turn the top part of your body whilst moving.

Keep the trunk in line with the legs.

Bend the knees to lower the object.

If you need to readjust your hold, lower the object first.

Training

The **Community Car Scheme** will provide an opportunity for volunteers to be trained in the correct aspect of such activities in order to minimise the risk of injury.

In general, the load must be assessed to ensure it is within your capabilities. If it is not, then seek help or use mechanical assistance such as a trolley.

Wheelchairs

When folding wheelchairs for transportation, beware of trapping fingers.

Ensure the boot of the car is clear and has free access for the size of the wheelchair. Fold the chair close to the open boot of the vehicle.

Crouch down alongside the folded wheelchair and grasp with both hands in a position that allows for the centre of gravity. This may vary from wheelchair to wheelchair. Keeping the wheelchair close to the body, stand up. (Crouching down on one knee usually helps but not all volunteers are able to do this). Endeavour to place the lowest edge of the wheelchair into the boot and then slide the wheelchair in. An insert with a smooth surface can make this action easier. Removal is the opposite.

Reporting of accidents / incidents

All accidents and incidents, however minor, should be entered onto an Accident / Incident Report Form. Do not struggle on with backache or pains in arms and legs. It is your duty to report the fact to the Community Car Scheme Coordinator who is then obliged to check the current risk assessment and to investigating means of preventing further harm.

Pregnant Volunteers

Any volunteer is expected to notify the **Community Car Scheme** as soon as they have confirmation they are pregnant. The **Community Car Scheme** will then arrange for the appropriate risk assessment to be carried out to ensure that they and the baby are not put at risk from Community Car Scheme volunteering activities.

Risk Assessments

In accordance with Regulation 3 of the Management of Health and Safety at Work Regulations 1992 the **Community Car Scheme** will carry out risk assessments on all of the work activities of its volunteers. The results of the risk assessments will be made available to all employees and volunteers together with the necessary controls to minimise those risks.

Such risk assessments will be reviewed at intervals no longer than three years and when there is a new or significant change in working practices or after an accident or incident.

Volunteers will be expected to fully cooperate with the Coordinator or person carrying out the risk assessment.

Transport

All transport (including private vehicles) must be insured if used for **Community Car Scheme** purposes. The vehicle must have a current MOT certificate, be mechanically sound and road tax must be paid.

You must inform your insurance company that you are using your car occasionally to transport people on a voluntary basis unless this is not required according to the list of the ABI (Association of British Insurers): Volunteer Driving - the Motor Insurance Commitment document ([abi-guide-to-volunteer-driving---the-motor-insurance-commitment-2021.pdf](#)).

If there are any changes to your documentation, including endorsements on your licence, you must inform the Car Scheme Coordinator immediately.

All accidents occurring whilst driving on behalf of the **Community Car Scheme** must be reported to the appropriate Coordinator and an Accident / Incident Report Form must be filled out.

The RoSPA Safe Driver's Handbook and the Health and Safety Policy are to be issued to the volunteer drivers.

All journeys must be organized via the Car Scheme Coordinator. Journeys which are arranged on an individual basis will not be covered by our insurance. Therefore, Community Alliance cannot accept responsibility for you, your passenger or any other party. While driving for the scheme, volunteers are covered by our public liability insurance.

Volunteer drivers must carry out regular walk around checks on the vehicle to ensure lights and wipers are working and that tyres are in good condition.

The use of hand-held mobile phones is not permitted by law, and we do not support the use of hands-free ones either. If you need to use or answer a mobile telephone, then stop the vehicle in a safe place and turn off the engine first.

There is to be no smoking or vaping in the vehicles whilst being used for the Community Car Scheme.

You must inform the Car Scheme Coordinator of any changes to your health that influence your ability to drive.

Seat belts must be worn at all times whilst the vehicle is in motion unless a valid medical certificate of exemption can be produced. This must be available to produce during the journey.

Clients

The vehicle is owned by the driver and he/she/they are responsible for the vehicle's insurance, tax and maintenance of client safety. Clients must follow the driver's instructions especially when entering or leaving the vehicle.

Drivers may be able to help with loading and unloading reasonable personal shopping but are not expected to lift heavy loads.

Wheelchair users must be able to self-transfer or bring an escort to help the transfer and lift the wheelchair into the boot unless the driver agrees to lift the folded wheelchair into the car.

Children must be able to travel using a standard seat belt only (taller than 1.35m or older than 12 years, whichever comes first).

Under 18-year-olds must always be accompanied by an adult. They are not allowed to stay in the car unaccompanied or in the sole care of the driver.

Violence at work

All incidents must be reported and logged. Such records will be checked at three-monthly intervals by the Health & Safety Officer and the Safe Working Group. Serious incidents must be reported to the Chief Executive as soon as possible after the incident. Where such attacks result in medical advice or assistance being required, they will be reported to the Police.

Community Car Scheme policy is that the safety and well-being of volunteers is of paramount importance. Each manager has a direct responsibility for the health and safety of volunteers. This includes protection against abuse and violence. Whilst the incidents of serious assaults are rare, we must recognise that the stress of volunteers who experience even minor assaults or aggressive behaviour may be significant. No volunteer is expected to suffer or endure any form of abuse or violence. In extreme cases, the **Community Car Scheme** may ban or take out an injunction against an aggressor.

Violence is the exercise of purposeful or reactive behaviour or the extremes of verbal abuse, usually causing or intending to cause physical or emotional injury to other persons and can extend beyond the volunteer to threats against his/her/their colleagues, property and/or family.

Abuse is as perceived by a volunteer or identified by their manager. It may take the form of physical violence, threats of violence, verbal abuse or prolonged or unpleasant assault. It may include racism or sexism irrespective whether the perpetrator intended it or not.

At work is defined as the period during which the volunteer is undertaking the functions for which they have volunteered. Volunteers who are not carrying out voluntary work are still covered by this policy if the violence is attributable to their volunteer role.

Violence or abuse by one employee/volunteer to another will result in disciplinary action.

Advice on avoiding an incident

Volunteers have a responsibility to minimise potential explosive situations. This requires an understanding of the circumstances in which abuse can occur.

It should be recognised that people may use the **Community Car Scheme** in times of stress and their manner may be aggressive because of such stress. Some users may have a very restricted vocabulary and be unable to express themselves without the use of expletives. Others may be immature. Therefore, volunteers may experience verbal abuse which is directed at the **Community Car Scheme** and the world in general rather than the volunteer.

Ensure you are in easy reach of a form of communication. Always carry your ID card as proof of volunteering for the **Community Car Scheme**. Be aware of the potential dangers of disclosing employees', volunteers' or clients' addresses or telephone numbers no matter what the nature of the request.

Action to take during an incident

Employees and volunteers have the right to withdraw from any contact if they feel they are being abused. It is not weak to walk away from violence. Warn the person that, unless they stop their unacceptable behaviour, they will have to leave or, if on the telephone, the

conversation will have to cease. A suitable form of words may be - "I do not feel it is helpful for us to continue this conversation at this time and I propose to end it".

Always ensure you have a safe exit route and keep between it and the abuser.

Try not to shout, wave arms, wag fingers, place hands on hips or stand with the arms folded as these actions are known to provoke aggression. Do not stand too close to the aggressor. Never touch them. Give them and yourself space. Do not return abuse – always try and remain calm.

Never turn your back. To leave, move back gradually keeping between your exit and the aggressor.

During a physical attack, you have three options – flight, compromise or attack.

Flight – get away as fast as you can. Do not stop to think – act, preferably by moving fast towards a place of safety where there will be people.

Compromise – if you cannot get away shout, scream and use any personal alarm you may have.

Attack – if you have to fight back, do it quickly and aim for the knee, solar plexus, elbow joint or little fingers – bash and dash. Do not hang around to see what you have achieved.

Reporting of incident

All incidents are to be recorded and the Health & Safety Officer informed.

Record as much of the incident as possible. If it is not possible to do so at the time, then as soon as possible after the incident. Please use the Accident / Incident Report Form provided.

Try and include the following:

- Time and place
- Name, address or description of the perpetrator
- The words used
- A description of any violence that took place
- Name and addresses of any witnesses
- Description of any injuries
- Description of any treatment needed
- Where the police involved

A volunteer is entitled to report the matter to the police irrespective of any action by the **Community Car Scheme**.

The **Community Car Scheme** will give every support to a victim of abuse or violence. This includes first aid, any necessary transport, notification of family and counselling, if required.

Managers, employees and volunteers should be aware of the normal emotional responses of victims to abuse or violence.

Stage 1 – shock, disbelief, numbness. Apparent as excessive calmness, inappropriate behaviour such as excessive joking or off-handedness. ‘Automatic’ behaviour, lack of focus or concentration.

Stage 2 – Dependence, desire for protection. Apparent as clinging, pleading, weeping, selfish or destructive behaviour.

Stage 3 – Anger, fear. Apparent as depression, apathy. Insomnia or nightmares, range of physical tension, possible headaches, irritation, need to replay incident over and over, guilt, self-reproach.

No limits are given for progress through the stages as this varies greatly from individual to individual and may take days or months.

Accident / Incident Report Form



Community Car Scheme

Driven by the community

Community Alliance Broxbourne and East Herts

Name of Volunteer: _____

Name of other people involved (if applicable): _____

Date, time, place of accident / incident: _____

Name of the injured person: _____

Address of the injured person: _____

Nature of the accident / incident and extent of the injury:

Give details of how accident / incident took place:

Give full details of the action taken incl. any First Aid treatment and the name(s) of the first aider(s):

What happened to the injured person following the accident / incident? (went home, to hospital, etc.)

Name(s) and address(es) of any witness(es)

Were any of the following people contacted?

Police:

Yes

No

Ambulance:

Yes

No

I declare that the information given above is correct.

Date: _____ Signature: _____

Manual Handling

Operation/task	Manual handling	Employees at risk	All site personnel
Location Area	Any	Other personnel at risk	Contractors and visitors
Assessor		Key responsible Personnel	Supervisors

*Exposure ratings 1=Highly unlikely. 2=Unlikely. 3= Possible. 4 = Probable. 5 = Common. 6 = Regular. 7 = Continuous

** Severity ratings. 1= Trivial. 2 = Minor. 3 = Under 3 day injury. 4 = Over 3 day injury/reportable. 5 = Major Injury. 6 = Fatality (1 person). 7 = Multiple fatality (2 + persons

Activity	Significant Hazard	Risks	Pre control Risk Ratings			Control measures	Post Control Risk ratings			Comments
			1*	2**	1x2		1*	2**	1x2	
Lifting in general	Heavy weight	Back problems	3	4	12	Training in manual handling.	2	4	8	
Lifting of wheelchairs	Size and weight	Back and arm problems	3	4	12	Follow the advice given on lifting a folded wheelchair	2	4	8	Ensure the boot area of the vehicle is clear and big enough for the wheelchair.
Moving of occupied wheelchairs	Weight and occupant	Injuries to back and limbs	3	4	12	Check wheelchair is safe to use. Use provided restraints. Tell occupant to keep arms and legs on/within the confines of the chair. Use dropped kerbs. Apply brakes as appropriate.	1	4	4	Handbags and other items are to be carried on the lap of the wheelchair occupant. They are not to be hung on the handles where they may foul static objects.

Transport

Operation/task	Transport	Employees at risk	All site personnel
Location Area	Any	Other personnel at risk	General public
Assessor		Key responsible Personnel	Supervisors

*Exposure ratings 1=Highly unlikely. 2=Unlikely. 3= Possible. 4 = Probable. 5 = Common. 6 = Regular. 7 = Continuous

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Activity	Significant Hazard	Risks	Pre control Risk Ratings			Control measures	Post Control Risk ratings			Comments
			1*	2**	1x2		1*	2**	1x2	
Driving	Tiredness/fatigue/illness	Crash - injury to self and others	5	7	35	Do not drive if tired or ill.	2	7	14	RoSPA Volunteer Drivers Handbook issued to each driver
Driving	Lack of vehicle maintenance	Crash - injury to self and others	5	7	35	Maintain manufacture's maintenance schedule and advice.	1	7	7	MOT and Service records to be produced annually. Before using the vehicle check tyres, lights, windscreen wipers and mirrors.
Reversing	Restricted view of pedestrians and objects	Injury to persons Damage to objects	5	6	30	Driver to check in both rear view mirror and both side mirrors before reversing	2	6	12	
Use of mobile phone	Distraction	Crash - injury to self and others	5	7	35	Use of mobile phones whilst driving is not allowed.	1	7	7	No smoking or eating whilst on the move.
Carriage of goods	Insecure load	Crash /injury to driver and passenger	5	7	35	All loose equipment to be secured.	2	7	6	
Drinking and driving	Not in control	Crash - injury to self and others	5	7	35	No drinking and driving.	1	7	7	Drivers should not have drunk any alcohol in the eight hours before volunteering and be sure that the level of alcohol in their blood is below the legal limit.
Driving	Incorrect or lack of insurance	Lack of cover. Client left by the roadside if police refuse to allow the vehicle to proceed.	2	2	4	Check documents once a year.	1	1	1	Police may seize vehicle that is not correctly insured.
Driving	Poor eyesight	Crash –injury to self and others	3	7	21	Use prescribed glasses or lenses. Visit opticians at no more than two-year intervals.	2	7	14	

Driving	Drugs	Crash –injury to self and others	4	7	28	Check that prescribed or over-the-counter drugs will not affect driving skills. No illegal drugs to be used.	2	7	14	RoSPA Volunteer Drivers Handbook issued to each driver
Driving	Excess speed	Crash –injury to self and others	4	7	28	Driver to stay within speed limit at all times.	2	7	14	RoSPA Volunteer Drivers Handbook issued to each driver
Driving	Non-use of safety restraints	Injury to self and occupants	5	7	35	Seat belts to be worn unless exempt. Head restraints to be correctly adjusted.	2	7	14	RoSPA Volunteer Drivers Handbook issued to each driver.
Driving	Breakdown	Injury to self and others.	3	7	35	If possible, stop car in a safe position. Switch on hazard lights Assess whether the passengers would be safer in or out of the car. Contact Coordinator.	2	7	14	Vehicles to be checked before use. Drivers should carry warning triangle and Hi-vis jacket. If on motorway, occupants should be on the other side of the near side safety barrier and not in the car.
Driving	Accident	Injury to self and others	3	7	21	If possible, move the vehicle to a safe position. Protect vehicle and self with warning triangle. Check other occupants to see if condition allows them to leave the vehicle. If appropriate, call the emergency service. Call the Coordinator.	3	7	21	Drivers are advised to keep a safe distance between their vehicle and the one in front. Warning triangles and Hi vis jackets are recommended.
Driving	Passenger becoming ill	Distraction to driver	3	3	9	Stop in a safe place as soon as possible. Telephone for the emergency services if appropriate. Call the Coordinator for advice.	2	3	6	