BELLE VUE (MANCHESTER) LTD



RISK ASSESSMENTS

related to our

DRIVERS/VEHICLES/PASSENGERS/JOURNEYS

(extracted from the full 2017 Risk Assessment pack)

2019

BELLE VUE (MANCHESTER) LTD

RISK ASSESSMENTS

This document contains *extracts* from the Company's full 2017 risk assessment pack specifically relating to our:

- Drivers
- Vehicles
- Passengers
- Journeys

•

The document also includes the Company's Driving at Work Policy, issued to and signed for by all the company's drivers.

Key features to note include:

- The extensive number of controls which have been identified and verified by an independent consultant.
- The above average commitment to health and safety assessed and evidenced by the above average (for the passenger transport industry) accent on Training, particularly in respect of the Company's Drivers, and
- The actual depth of the risk assessments, supported by detailed enquiry and observation.

Donna Thompson Risk Management Belle Vue (Mcr) Ltd 2019 - 2020

RISK ASSESSMENTS continued

INK NOTES COLOUR CODE

The entries on the recorded Risk Assessments have been made in various ink colours. These all have specific meaning as follows.

The actual risk assessments details are shown in black ink.

Green ink notes show supplementary information, e.g. an explanation of when a hazard may have been scored in a way not necessarily consistent with the apparent risk.

Purple ink notes explain additional considerations relating to the particular hazard along with reason(s) why a particular course was taken/not taken.

Continued Rating Explanation

BELLE VUE (MANCHESTER) LTD

RISK ASSESSMENTS continued

RATING EXPLANATION

The Ratings used for the purposes of the Risk Assessments recorded in this document are explained on each actual assessment sheet in Section 4.

Each individual Rating was arrived at with the assistance of the individual(s) helping our internal consultant Donna Thompson who led and conducted the risk assessment exercises.

Risk Assessments Rating can also be represented in a graph as follows:

SEVERITY	(S)	1	2	3	4
F R	1	1	2	3	4
E	2	2	4	6	8
U E	3	3	6	9	12
N C	4	4	8	12	16
Y (F)	5	5	10	15	20

Probability Rating (P) with Guide

- = Improbable (hardly if ever) 1 2 = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and
- 20 Unacceptable risk. Termination of activity is recommended pending full review

A phenomenon of the rating process is that Low risks can, on occasion, still merit sometimes significant remedial measures, whereas situations can also arise where Normal (Medium) or High risks do not attract any suggestions for improvement.

Where the balance appears obviously skewed an explanation will be presented (as indicated in Ink Colour Code earlier), but attention to suggestions for improvement in already 'low risk' cases should not be ignored because of what may be a scoring 'accident', such suggestions will still represent either best practice or legal requirement and are tendered for the benefit of the Company.

RISK ASSESSMENTS

related to

VEHICLES' SAFETY

(Maintenance)

Please note: Only those issues that relate directly to Vehicle Maintenance have been included in this Section and these represent only a fraction of the *risk assessments* conducted on the Company's Garage facilities, employees, equipment and activities

Department:	Garages 1 and 2	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Vehicle Maintenance/Repair – Vehicle Maintenance 1	Review Date:	November 2020

Donna Thompson, Consultant, assisted by Kenny Walsh Completed by:

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
•		P	S	RR				P	S	RR	
VEHICLE											
MAINTENANCE											
- accident from faulty	Mechanics	VOSA trained Mechanics	1	4	4	None assessed necessary with					
vehicle on or off site	Drivers and other	All work conducted to DVSA				current controls in place					
resulting in personal	employees	guidelines and manufacturer's									
injury	Passengers	recommendations against									
	Other persons	a written service sheet									
	Other road users	• MOT's undertaken at									
		appropriate intervals									
		4 weekly safety inspections									
		Supplementary focused safety									
		inspections									
		Service conducted at									
		inspection									
		MOT/Service chart assists									
		control of correct									
		frequencies, supported by									
		computer print-out									
		Auditable paper controlled									
		defect notification procedure									
		(backed-up)									
		Own brake tester (RR)									
		Procedure of spot checks in									
Vehicle maintenance con	tinued	place									

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- 3 = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	Garages 1 and 2	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Vehicle Maintenance/Repair – Vehicle Maintenance – 2 – Wheel Loss	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Kenny Walsh

Hazard Description	Persons at Risk	Current Controls		k Ratin ent con		Further remedial work required to improve Risk	Action By	Completion Date		k Ratin nced co	
	*** =====	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	P	S	RR				P	S	RR
VEHICLE											
MAINTENANCE											
- accident from faulty											
vehicle on or off site											
resulting in personal											
injury continued											
- Wheel Loss	Mechanics	As above where appropriate	1	4	4	Notwithstanding the risk rating					
	Drivers and other	also:				please have your torque wrenches					
	employees	• Individual written records				calibrated – complied with (2010)					
	Passengers	for each vehicle - examined									
	Other persons	and assessed in order									
	Other road users	(storage system)				*signed by all					
		• Formal re-torquing				Maintenance staff					
		procedure				After training					
		Torque wrench routinely				Reviewed annually					
		calibrated				Re – torque station					
		All activities recorded in									
		Vehicle Wheel Check/Tyre									
		book				*Red – requires Retorque					
		Plastic wheel nut securing				yellow ok					
		devices used on all wheels									
		Drivers daily safety checks									
		(supervised regularly)-									
Vehicle Maintenance contii	nued										

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	Garages 1 and 2	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Vehicle Maintenance/Repair - Vehicle Maintenance - 3	Review Date:	November 2020

Donna Thompson, Consultant, assisted by Kenny Walsh Completed by:

Hazard Description	Persons at Risk	Current Controls	Ris	Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
,			P	S	RR	P			P	S	RR
VEHICLE											
MAINTENANCE											
- accident from faulty											
vehicle on or off site											
resulting in personal											
injury continued											
- collapse of	Infirm/elderly	As above where appropriate	1	4	4	None assessed necessary with					
on-Vehicle Lift	passengers	also:				current controls in place					
		Statutory inspection									
		(6 monthly) LOLER									
		Own Mechanics									
		specifically trained									
		(also Driver Training)									

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

RISK ASSESSMENTS

related to

DRIVERS

(Competence)

BELLE VUE (MANCHESTER) LTD RISK ASSESSMENT WORKSHEET 182 (Sheets Nos 180-181 deliberately omitted)

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 1	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls		k Ratin rent cor		Further remedial work required to improve Risk	Action By	Completion Date		Ratin	
F		0.0220	P	S	RR	F	-3		P	S	RR
DRIVER COMPETENCE											
and PERFORMANCE											
injury arising from a	Drivers, passengers,	Pre-recruitment	2	4	8	It is acknowledged that vehicle					
lack (inadequate) of for	other road users,	Experienced drivers				accidents can arise, but in view of					
example	members of the	almost always recruited				the extensive control measures put					
	public	Personal interview				in place and maintained – including					
		Written references asked				extensive pro-recruitment control					
		for and followed up				measures - the Risk Rating is					
		Driver Assessment and				believed entirely appropriate.					
		Test Drive on second				Moreover, historical driver/accident					
		interview (must pass to				performance does not support a					
		Assessor's satisfaction)				higher Risk Rating					
		- all Test Drives now									
		recorded (2009) on									
		'Traffilog'				Please record initial Test Drives -					
		Licence and PCV				procedure in place (2009)					
		entitlement inspection				4 checks per year each driver					
		(via Lloyd Morgan and/or				Consider enlarging medical					Ť
		DVLA (Jan 2016)				questionnaire as advised - refer to					
		• If successful individual				Section 20 of your Health and Safety					
		Drivers, Team &				Manual – re-discussed with Mr					
		Operations Manual				Hitchen – Equality Act explained					
		Handbook issue				(2012)					
Competence continued		Current controls continued			İ						

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 1a	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg MD

Hazard Description	avenuent e		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls			
			P	S	RR	_			P	S	RR
DRIVER COMPETENCE											
and PERFORMANCE											
injury arising from a	Drivers, passengers,	Pre-recruitment cont	Α	s abo	ve	As above					
lack (inadequate) of for	other road users,	As above, also:									
example continued	members of the	Full CPC disclosure									
	public	insisted upon									
		DBS check completed enhanced check – renewed every 3 years									
Competence continued											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 2	Review Date:	November 2020

Completed by: Completed by: Donna Thompson assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		k Ratin rent cor		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced control			
F			P	S	RR		-3		P	S	RR	
DRIVER COMPETENCE												
and PERFORMANCE												
injury arising from a	Drivers, passengers,	On starting	Α	s abo	ve	Issue Safe Systems of Work and						
lack (inadequate) of for	other road users,	Comprehensive, formal				Good Practice Guides when agreed						
example continued	members of the	safety induction (signed				- re-discussed with Mr Hitchen						
	public	for) and includes Good				- made available by Ian Duff (2010)						
		Practice Guides (2010)				and reviewed (2013)						
		Driving at Work Policy										
		issued (2010)										
		Driver assessed for				Issue Driving at Work Policy to						
		experience before being				individual drivers - re-discussed with						
		allocated commensurate				Mr Hitchen - made available by Ian						
		work for minimum 2 days				Duff (2010)						
		• Low bridge safety										
		information (vehicle										
		height displayed in										
		vehicles)										
		Vehicle controls etc.										
		explanation (recorded)										
		6 months probation										
		(increased supervision)		İ								
				İ								
				1								
Competence continued		Current controls continued		İ								

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- 3 = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 3	Review Date:	November 2020
		Completed by:	Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls		k Ratin rent cor		Further remedial work required to improve Risk	Action By	Completion Date		g on ntrols	
•			P	S	RR	•	·		P	S	RR
DRIVER COMPETENCE						As above, also:					
and PERFORMANCE											
injury arising from a	Drivers, passengers,	On starting continued	Α	s abo	ve						
lack (inadequate) of for	other road users,	Vehicle Safety check				Introduce home-made eyesight test					
example continued	members of the	information which				- in place (2010)					
	public	includes Tachograph									
		Information/test (2016)									
		• CRB DBS enquiry									
		• Eyesight test (number									
		plate at 20m) - signed									
		for - 2010									
Competence continued											

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 4	Review Date:	November 2020
		Completed by:	Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	n Completion Date	Risk Rating on enhanced controls			
•			P	S	RR	•	·		P	S	RR	
DRIVER COMPETENCE		Ongoing management	Α	s abo	ve	As above, also:						
and PERFORMANCE		• 3 monthly licence and										
injury arising from a	Drivers, passengers,	PCV entitlement re-				Re-introduce new Highway Code						
lack (inadequate) of for	other road users,	inspection (via TTS)				- issued 2008						
example continued	members of the	Work Ticket issued for										
	public	each job (route/work				Introduce Driving at Work Policy if						
		instruction)				agreed and extend Individual and						
		• Management ready to use				Drivers' Handbook to include advice						
		disciplinary procedures to				on fatigue, eyesight etc						
		maintain standards				- in place 2013						
		Tachograph analysis										
		monthly (recorded)										
		Tachograph refresher										
		courses (6 monthly) -										
		weekly programme if				Introduce a vehicle familiarisation						
		assessed necessary				initiative when drivers move onto a						
						' new' vehicle – in place and recorded						
		Note: New 'Traffilog'				(2012)						
		system used for further										
		ongoing driver training										
Competence continued		Current controls continued										

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9-16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 5	Review Date:	November 2020
		Completed by:	Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls	Ris curi	Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls			
•			P	S	RR	•			P	S	RR	
DRIVER COMPETENCE		Ongoing management	Α	s abo	ve	As above, also:						
and PERFORMANCE												
injury arising from a	Drivers, passengers,	Daily driver walk round										
lack (inadequate) of for	other road users,	vehicle (vehicle safety)										
example continued	members of the	supported by										
	public	maintenance team and										
		Operations Manager										
		checks, supported by										
		disciplinary action as										
		necessary and Mechanic's										
		walk round check										
		• Random QC checks -										
		by own staff										
		DVD passenger safety										
		presentation – mainly on										
		private hires and tours										
		otherwise 'verbal' safety										
		information imparted on										
		longer duties										
		On-board CCTV all										
		vehicles (2015)										
Competence continued		Controls continued										

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 6	Review Date:	November 2020
		Completed by:	Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date		k Rating	
•			P	S	RR	-	· ·		P	S	RR
DRIVER COMPETENCE		Ongoing management	Α	s abo	ve	As above, also:					
and PERFORMANCE		continued									
injury arising from a	Drivers, passengers,	Reversing cameras fitted									
lack (inadequate) of for	other road users,	to most vehicles									
example continued	members of the	Active customer feedback									
	public	programme									
		Alcohol and Drugs Policy									
		• Random breathe/drug test									
		Recorded information									
		Continuous on the job									
		training to improve skills,									
		experience - including									
		class-room training									
		CPC training									
		programme (2010) restarted 2016									
		Periodic eyesight test									
		(number plate at 20m)									
Competence continued		Current controls continued									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 7	Review Date:	November 2020
•		Completed by:	Donn Thompson and Ian Bragg MD
		Completed by.	Domi Thompson and fan Dragg MD

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
•			P	S	RR	•			P	S	RR
DRIVER COMPETENCE		Ongoing management	Α	s abo	ve	As above, also:					
and PERFORMANCE		continued									
injury arising from a	Drivers, passengers,	Traffilog or Actia driver									
lack (inadequate) of for	other road users,	performance system in all				Reintroduce programme when					
example continued	members of the	vehicles supported by				training completed - reintroduced					
	public	analysis and (if				(2013)					
		necessary) Disciplinary									
		Procedure (2012)									
		• Prominent handbrake				Ensure drivers are reminded re					
		reminders – all vehicles				site one way system, speed limits					
		(2014)				and road signs as earlier	Ongoing				
								-			
Competence continued											

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 8	Review Date:	November 2020
		Completed by:	Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
•			P	S	RR	-			P	S	RR
DRIVER COMPETENCE											
and PERFORMANCE											
injury arising from a	Drivers, passengers,	Schools work in addition	A.	s abo	ve	Consider issue of 'Code of Conduct'					
lack (inadequate) of for	other road users,	• CRB DBS enquiry				when draft agreed – in place (2009)					
example continued	members of the	• 'Schools Sheet' issued to									
	public	guide schools group									
		organisers on school trips									
		(on confirmation of									
		booking)									
		• New run and environment									
		assessed by bus check									
		supported by negotiation									
		with TFGM where									
		necessary to reduce risk									
		Written Code of Conduct									
		introduced supported by									
		Yellow School Book issue									
		(2009)									
		• TFGM and in-house									
		training for yellow bus									
		drivers – First Aid,									
		Conflict Avoidance etc									
		Controls continued over									

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	Drivers	Date:	6th November 2019 (and regularly since 2008)
Area of Activity:	Competence 9	Review Date:	November 2020
-			

Hazard Description	Persons at Risk	Current Controls		k Ratin ent cor		Further remedial work required to improve Risk	Action By	Completion Date		Rating	
•			P	S	RR	•			P	S	RR
DRIVER COMPETENCE											
and PERFORMANCE											
injury arising from a	Drivers, passengers,	Schools work in addition	A	s abo	ve	As above					
lack (inadequate) of for	other road users,	continued									
example continued	members of the	Drivers trained to phone				Reintroduced 2015 with onsite reminders					
	Public	trip organiser beforehand									
		on school trips (2013)									
		Tours work in addition									
		Bespoke Work Ticket				Tour itineraries provided to driver					
		as stated									
		Experienced drivers									
		selected and supported as									
		assessed necessary									
		Wheelsheim Lift engagetion									<u> </u>
		Wheelchair Lift operation									
		in addition									
		MIDAS and in-house									
		training by qualified									
		trainer									

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

1 - 5

Completed by: Donna Thompson and Ian Bragg MD

- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

RISK ASSESSMENTS

related to

PASSENGERS' SAFETY

incorporating assessment of:

Vehicles (operational)
Drivers (operational)
Passengers (their inherent Nature)
Journeys

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 1 – As affected by the Vehicle	Review Date:	November 2020
		Completed by:	Donna Thompson assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		k Ratin		Further remedial work required to improve Risk	Action By	Completion Date	Risk enhan		
_			P	S	RR				P	S	RR
	NOTE: MANY	OF THE CONTROLS LISTED UNDER	ONE F	ARTI	CULA	R HEADING BELOW APPLY EQUALLY	TO OTHER:	S			
Injury or illness											
arising to Passengers											
as a result of:											
VEHICLE FAULT or	Generally:	• Programme of regular fleet	1	4	4	None assessed necessary with					
DEFECT leading to	All Passengers	age profile improvement				current controls in place					
a collision or		Regular Safety Inspections									
similar emergency		by independent engineer									
		(FTA) on selected school									
		vehicles									
		Safety inspected in									
		accordance with DVSA and									
		manufacturers' guidance									
		• MOT in accordance with legal									
		requirements									
		Daily driver safety check									
		(confirmed in writing)									
		supported by Management									
		checks									
		Speed Limiters fitted and	1								
		maintained (all vehicles)	Ì								
		Secondary Braking system	1								
		on most vehicles									
Vehicle Fault continued	•	Controls continued over	İ								

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- Low, Acceptable risk. Any remedial measures helpful rather than essential. 1 - 5
- Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 2 – As affected by the Vehicle	Review Date:	November 2020

Completed by: Completed by: Donna Thompson assisted by Ian Bragg

Hazard Description	Persons at Risk				Further remedial work required to improve Risk	Action By	Completion Date		Rating ced cor		
· ·			P	S	RR	F			P	S	RR
Injury or illness		As above, also:	Α	s abo	ve						
arising to Passengers		Automatic braking on									
as a result of:		compressed air failure									
VEHICLE FAULT &		Proprietary loose wheel nut									
DEFECT continued		protection systems supported									
		by recorded formal torquing									
		procedure									
		Seat Belts fitted to all									
		vehicles									
		The following are in place									
		to reduce the consequences of									
		such an incident:									
		• First Aid Kits									
		• Fire extinguishers									
		• Emergency exits for fire and									
		other emergencies									
		(maintained)									
Continued Vehicle Breakdov	wn										

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 3 – As affected by the Vehicle	Review Date:	November 2020

Completed by: Completed by: Donna Thompson assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk enhan		
r			P	S	RR	, , , , , , , , , , , , , , , , , , ,	-3		P	S	RR
Injury or illness											
arising to Passengers											
as a result of:											
VEHICLE	All Passengers	As above where appropriate	1	4	4	Rating has also taken into account					
BREAKDOWN (in a		Drivers instructed to assist				very good historical performance in					
location where there		passengers to safety – see				almost 20 years operating					
may be an enhanced		also below									
risk of passenger		most vehicles have fixed 2 way radios									
injury from other		(short distance) and drivers									
sources		have mobile phones enabling									
– e.g. a Motorway		swift assistance									
hard shoulder)		• Swift and appropriate support									
		and assistance available from				Introduce Good Practice Guide - in pla	ce but				
		Base, e.g. replacement				consider an improved mechanism to g	et				
		vehicle				employee confirmation personal 1 to) 1				
		• Emergency breakdown cover				explanation from Operations Manager					
		- 1 hour response in UK and				- fully reviewed 2013					
		Europe (24/7)				2 Belle Vue breakdown support vehicles/mechanics for local breakdowns 24 hour (2016)					
		Good Practice Guides									
		- reviewed (2013)									
Continued Vehicle Storage	 ge										

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 4 – As affected by the Vehicle	Review Date:	November 2020
		Completed by:	Completed by: Donna Thompson assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Ratin		Further remedial work required to improve Risk	Action By	Completion Date	Risk enhan		
•			P	S	RR	-			P	S	RR
Injury or illness											
arising to Passengers											
as a result of:											
VEHICLE STORAGE	Touring and	Storage lockers with doors	2	3	6	None assessed necessary with					
(e.g. heavy item	Private Hire	(maintained) and/or shelves				current controls in place					
falling off a shelf or	Passengers	with lips on coaches									
from stowing		Drivers are instructed to									
luggage).		assist with luggage stowing/									
		removal									
		Drivers are instructed to									
		prohibited aisle storage –									
		specific walk down and any									
		items found are transferred									
		to the storage lockers									
	1		†	1	i –		İ			[†

Probability Rating (P) with Guide

Continued Vehicle Environment

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 5 – As affected by the Vehicle	Review Date:	November 2020
		Completed by:	Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
1			P	S	RR	-			P	S	RR
Injury or illness											
arising to Passengers											
as a result of:											
VEHICLE											
ENVIRONMENT											
- general feeling of											
being unwell	All Passengers but	Driver experience	3	2	6	None assessed necessary with	İ				
	it is recognised that	Air Conditioning on most tour				current controls in place					
	certain categories	vehicles									
	may be more	Alternative seat offered as									
	susceptible e.g.:	standard to persons feeling									
	- Elderly	unwell									
	- Infirm/Disabled	Windows opened where									
	- Long distance	possible									
	passengers	Regular stops									
Vehicle Environment cor	ntinued										

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 6 – As affected by the Vehicle	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date		Rating	
F		00-10-0-2	P	S	RR	,			P	S	RR
Injury or illness											
arising to Passengers											
as a result of:											
VEHICLE											
ENVIRONMENT cont											
- slip/trip/fall	Elderly	• Driver experience – see	3	2	6	Rating has also taken into account					
	Infirm/Disabled	also below				very good historical performance					
	Long distance	• Vehicles maintained in good				in almost 20 years of operation					
	passengers	condition internally as well									
		as mechanically									
		Grab handles in good									
		numbers, correctly									
		highlighted (Dept of									
		Transport specifications)									
		Anti-slip steps in the main									
		Specific valeters employed									
		to achieve highest cleanliness									
		standards									
		• Some vehicles have wheel -									
		- chair lifts – trained drivers									
		(MIDAS 2010) supported by									
		own trained trainer (2014)									
Vehicle Environment cor	ntinued										

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 7 – As affected by the Vehicle	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	4 4 7		g on itrols	Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
1			P	S	RR	•			P	S	RR
Injury or illness											
arising to Passengers											
as a result of:											
VEHICLE											
ENVIRONMENT											
continued											
- deep vein	Elderly	Driver experience and	2	3	6	None assessed necessary with					
thrombosis (DVT)	Infirm/Disabled	awareness				current controls in place					
	Long distance	• Regular stops are a routine									
	passengers	feature of longer tours/trips									
		(max 2-2 ½ hours)									
		DVT guidance sheet									
		issued to Drivers									
Continued Vehicle Fire											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	Un the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 8 – As affected by the Vehicle	Review Date:	November 2020
Area of Kisk:	Tassenger Sarety of As affected by the vehicle	Review Date.	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls P S RR		Further remedial work required to improve Risk	Action By	Completion Date	Risk enhan		
F			P						P	S	RR
Injury or illness											
arising to Passengers											
from FIRE on board	All Passengers	Smoking prohibition				Assessed management fully aware					
		Flame retardant upholstery		signifi asses		of related risk exposures on					
		• Excellent maintenance	1131	usse.	Joed	detailed discussion (2015)					
		standards (as detailed)									
		Driver experience/awareness									
		• Regular tidy up – after/during									
		trips									
		• Fire exit doors – provided and									
		maintained									
		Aisles kept clear to enable									
		more rapid escape in the									
		event of a situation arising									
		Drivers specifically instructed									
		to check aisles as earlier									
Continued Driver Action											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 9 – As affected by Driver Action	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls P S RR		Further remedial work required to improve Risk	Action By	Completion Date		Rating	
•			P			•			P	S	RR
Injury or illness		Generally comprehensive									
arising to Passengers		measures include:									
as a result of:											
DRIVER ACTION or	All Passengers	Personal Safety presentation by									
INTERFACE		Drivers on all journeys safely,									
(developed over)		supported by (ex school runs)									
		DVD show on all									
		coach trips (private hire/tours)									
		and/or verbal safety instructions									
		Experienced Drivers		See							
		(assessed by senior person)		ollowii ie for							
		Owners maintain awareness		Rating							
		of driver performance									
		3 monthly Licence Checks									
		Specific Route assistance where									
		appropriate (e.g. Work Ticket									
		issue)									
		Driving times limited to legal									
		maximums (monitored and									
		controlled)									
		Controls continued									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 10 – As affected by Driver Action	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating or enhanced contro		
•			P	S	RR				P	S	RR
Injury or illness	All Passengers	As above, also:									
arising to Passengers		Additional Drivers provided									
as a result of:		where appropriate									
DRIVER ACTION or		Specific instruction for inclement									
INTERFACE		weather conditions									
		Drivers instructed to use									
		designated Drop-off and Pick-up									
		zones – where not possible		See							
(developed over)		safety risk assessment must be		ollowir e for i							
		made		Rating							
		Comprehensive CPC training									
		programme (2016)									
		TFGM and in-house training									
		(First Aid, Conflict Avoidance,									
		Traffilog as earlier etc) (2015)									
		constitutes above average									
		accent on driver training									
		MIDAS and in-house training for									
		drivers operating vehicles with									
		wheelchair lifts by trained in-									<u> </u>
		house instructor (2010)									<u> </u>
			İ								

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 11 – As affected by Driver Action	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Ratin		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
•			P	S	RR	-			P	S	RR
Injury or illness											
arising to Passengers											
as a result of:											
DRIVER ACTION or											
INTERFACE											
continued											
- whilst vehicle in											
MOTION	All Passengers	As above and as explained	2	4	8	None assessed necessary with					
		under Vehicle Environment				current controls in place					
		but particularly Driver									
		experience				Assessment has also taken into					
						account he very good historical					
						performance in almost 20 years					
						trading					
Driver Action continued											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 12 – As affected by Driver Action	Review Date:	November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on arrent controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced contro		
F			P	S	RR		_3		P	S	RR
Injury or illness											
arising to Passengers											
as a result of:											
DRIVER ACTION or		As above and as explained									
INTERFACE		under Vehicle Breakdown,									
continued		also:									
- whilst passengers		Some vehicles have									
BOARDING	All Passengers,	mechanical assistance	3	2	6	None assessed necessary with					
/ALIGHTING	particularly Elderly,	• Wheel chair accessible				current controls in place					
vehicle	Infirm and	coaches also available									
	Disabled	Driver must be located at									
		bottom of stairs on boarding									
		and alighting									
		Drivers assist passengers									
		where this is appropriate/									
		required (but 'steps' use is									
		prohibited) i.e. on customer									
		request									
		Driver experience in the									
		main e.g. stopping by									
		kerbed drop-off/pick-up									
		points									
Driver Action continued										Ì	

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passengers Safety 13 – As affected by Driver Action	Review Date:	November 2020
		Completed by:	Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk enhan		
			P	S	RR				P	S	RR
Injury or illness											
arising to Passengers											
as a result:											
of DRIVER ACTION											
or INTERFACE											
continued											
- whilst HANDLING	All Passengers,	As above and as explained		•	•	None assessed necessary with					
LUGGAGE	particularly Elderly	under Vehicle Storage,		signifi asses		current controls in place					
	and Infirm	also:	1136	asses	33CU						
		• Driver luggage responsibility									
		reinforced by Company's									
		management									
- following a	All Passengers	As above and as explained									
BREAKDOWN		under Vehicle Breakdown;	2	4	8	Introduce Good Practice Guide - in pa	lace but				
		also:				consider an improved mechanism to	get				
		Short distance fixed radios				employee confirmation personal 1	to 1				
		and mobile phone issue along				explanation from Operations Manage	f				
		with instructions to contact				- fully refreshed (2013)					
		base									
		Written Good Practice Guide									
		- fully refreshed (2013)									
Driver Action continued											

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passengers Safety 14 – As affected by Driver Action	Review Date:	November 2020
		Completed by:	Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced control		
P	P S RR		r			P	S	RR			
Injury or illness											
arising to Passengers											
as a result:											
of DRIVER ACTION											
or INTERFACE											
continued											
- consequent upon	All Passengers	As above and as explained	2	4	8	Introduce Good Practice Guide - in p	lace but				
an ACCIDENT		under Vehicle Fault etc., also:				consider an improved mechanism to	get				
(whether own		• Driver experience in particular				employee confirmation personal 1	to 1				
fault or otherwise)		Written Good Practice Guide				explanation from Operations Manage	er				
		- fully refreshed (2013)				- fully refreshed 2013					
Continued Nature of Pas	ssenaers						1				

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 15 – As affected by the Passengers	Review Date:	November 2020
		Completed by:	Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls		Ratin		Further remedial work required to improve Risk	Action By	Completion Date		Rating	
•	P S RR		•			P	S	RR			
Enhanced risk of											
injury or illness		Note: General Controls shown									
because of the particular		under Vehicles and Drivers									
nature of a passenger		are applicable also									
or group of passengers											
e.g.											
- SCHOOL	School Children	Yellow school bus scheme					İ				
CHILDREN	Passengers	supported by training – in-					İ				
as a consequence		house or by GMPTE TFGM									
of their behaviour		Experienced Drivers (inc. DBS					İ				
- if wearing seat		check)	3	1	3	Review and issue Code of Conduct					
belts		CCTV surveillance systems				when agreed – in place (2009)					
		installed in most school									
		vehicles – ongoing programme									
		to extend use					İ				
		Adult supervision on school					İ				
		trips									
- if not wearing		Annual Safety Inspections by									
seat belts – see		independent engineer (Lloyd Morgan) on									
over		school vehicles									
		Written Code of Conduct									
		introduced (2009)									
Passenger Nature continue	ed										

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- = Minor injury (say 7 days off work)
- 3 = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 16 – As affected by the Passengers	Review Date:	November 2020

Donna Thompson, Consultant, assisted by Ian Bragg Completed by:

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk enhan		
•			P	S	RR	-			P	S	RR
- SCHOOL CHILDREN		As above, also:									
continued											
- if not wearing seat	School Children	• 'School Sheet' issued to guide	3	3	9	See above			2	3	6
belts	Passengers	Schools on School Trips -				Risk Rating reduced on re-			(2009))
		including strategy supervision				assessment owing to excellent					
		Run and environment assessed				injury record almost 20 years of					
		by bus run and negotiation				operations (2010)					
		with GMPTE TFGM									
		PTE issue Code of Conduct									
		along with Parents signed for									
		contract									
		Regular liaison with schools									
		and GMPTE TFGM									
		Swift response remedial action									
		usually taken									
		Drivers encouraged to stop									
		their vehicle when seeing									
		pupils taking belts off									
		• Formal pupil non-conformance									
		procedure									
Passenger Nature continue	ed										

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 17– As affected by the Passengers	Review Date:	November 2020
		Completed by:	Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description				Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls				
			P	S	RR				P	S	RR
Enhanced risk of											
injury or illness											
because of the particular											
nature of a passenger											
or group of passengers											
continued											
- ELDERLY, INFIRM	Elderly, Infirm	As explained earlier									
& DISABLED	and Disabled										
	Passengers										
- PLEASURE TRIPPERS	Day Tripper	As already stated, also:	3	2	6	None assessed necessary with					
including	Passengers	Thorough enquiry pre-booking				current controls in place					
- FOOTBALL		Written terms and conditions									
SUPPORTERS,		issued along with covering									
- PUB TRIPS etc.		letter i.e. prohibition of alcohol									
- LONG TOUR											
passengers											
	All Long Tour	See controls under Vehicle									
	Passengers	Environment Sheets									

Probability Rating (P) with Guide

- = Improbable (hardly if ever)
- = Remote (< annually)
- = Possible (annually)
- = Probable (monthly)
- = Likely (weekly)

Severity Rating (S) with Guide

- = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- = Permanent incapacity or death

- 1 5
- Low, Acceptable risk. Any remedial measures helpful rather than essential.

 Normal risk. Implementation of additional practical remedial measures identified is strongly 6 - 8 advised where this would result in a reduction of risk.
- High risk. Implementation of additional practical remedial measures is urgent and essential. 9 - 16
- Unacceptable risk. Termination of activity is recommended pending full review. 20

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 18 – As affected by the Journey	Review Date:	November 2020
		Completed by:	Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
-			P	S	RR	-			P	S	RR
Injury or illness	All Passengers	• Thorough journey planning	1		L	None assessed necessary with					
arising to Passengers		is fundamental to the	No :	No significant risk assessed		current controls in place					
as a result of:		Company's operations, with	113K d33C33Cd		3300						
IMPROPERLY		proper support and									
PLANNED JOURNEY		information given to drivers									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

Department:	On the Road	Date:	6th November 2019 (and regularly since 2008)
Area of Risk:	Passenger Safety 19 – As affected by the Journey	Review Date:	November 2020
		Completed by:	Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
•			P	S	RR	-			P	S	RR
Injury or illness	All Passengers	Excellent, recorded vehicle	No significant		cant	None assessed necessary with					
arising to Passengers		servicing standards as		risk assessed (if procedure carried out as stated/instructed)		current controls in place					
as a result of:		detailed earlier	carr								
INCLEMENT WEATHER		Experienced drivers									
		Appropriate equipment and	ins								
		support provided									
		Conditions assessment									
		enables contingency measures									
		to be put in place including									
		re-scheduling etc. where									
		appropriate									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

- 1 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

DRIVING AT WORK POLICY



BELLE VUE (MANCHESTER) LTD

DRIVING AT WORK POLICY

1. General Statement

As a responsible Passenger Transport Operator it is our intention to take all reasonable steps to manage the health and safety of: our employees who drive on company business, our passengers and other road users with whom we come into contact. This is both to comply with our legal duties as an employer and to demonstrate that we have taken all reasonable steps to introduce safe systems of work. This policy's intention, therefore, is to clearly set out our procedures on work-related driving, and to explain just what we expect from our employees, in the best interests of ensuring that the terms of relevant legislation are properly complied with and to maximise the safety of employees, passengers and others from our activities.

2. Legal Position

We have a duty under the Health and Safety at Work etc. Act 1974 (HSWA) to take steps as far as is reasonably practicable, to ensure the health, safety and welfare of those who need to drive as part of their job. In order to comply with these duties, we will take steps to set up safe systems of work in order to control and manage any risks. These risks will be identified by the carrying out of a suitable and sufficient risk assessments as required by relevant health and safety legislation.

Where applicable, this policy has also taken account of the Road Traffic Act 1988 and its subsequent amendments. Moreover, it is acknowledged that road traffic accidents that result in a fatality may also lead to action being taken under the Corporate Manslaughter and Corporate Homicide Act 2007.

3. Employees' Responsibilities

Screen Wash levels

All employees have the responsibility to co-operate with Company management to achieve a healthy and safe workplace and to take reasonable care of themselves, of others whether colleagues or visitors to our premises or passengers on our vehicles, and of equipment with which they work, or which is provided for their protection. Failure to abide by this responsibility, which is a specific provision to the Health and Safety at Work etc. Act 1974, may lead to disciplinary procedures.

4. Procedures

In order to comply with our legal duties, we have introduced a set of procedures. These are to be followed by drivers at all time: Drivers therefore must ensure that:

They are fit and in sufficiently good health to take out their vehicle, including being free from the effects of alcohol and drugs including medicines (prescriptive or over the counter) which may have a sleep inducing effect. Remember – Fatigue can arise from activities other then driving. Drivers are reminded that they must be fit to take out their vehicle and to be entirely free from fatigue. Particular caution is insisted upon for late night/early morning duties.

Their vehicle is absolutely roadworthy by using the Vehicle Driver Defect Report including the following checks:

Mirrors

Doors and Exits & Alarms Lights

Engine ignition OK Interior Lights
Gauges/Isolator/Switches Fog Lights
Engine Oil/Water/Add Blue/Hydraulics Level Reflectors

Check underneath for Fuel/Oil/Water leakages

Steering, Tyres and Fixings

Battery (if accessible) for corrosion and fixing

Excessive Engine Exhaust Smoke

Tyres and Wheel Fixing Seat belt functions

Brakes Heating/Ventilation/Demist

Wipers/Wash Wipe

Horn

Emergency esc hammer & spare

Glass

Fire Extinguisher installed

Brake Lights

First Aid Kit/Scissors

Indicators Wheel Chair Lift & Equipment

Tacho calibration dates/spare digi tacho roll

None serious faults report

Ticket machines, time date/modules, spare ticket

roll, cash bags

Two way radio check

PA/Audio/Microphone/Radio/Video/CD/DVD/

CCTV all working (inc. remote if applic)

Interior clean/brushed/Exterior clean/washed

All Display signs working (Front, Side, Rear)

Interior trim free of damage/graffiti

Windows clean

T-key/Acci Cam Kit/cleaning equipment/Servery boiler/fridge/toilet/hand dryer/toilet rolls/smoke alarm

No vibrating/rattling/nuisance noise

Any other:

Moreover, Drivers must:

Carry our a 'Customer Safety Briefing/Introduction' when the passengers have boarded the vehicle and before departing the collection point.

Play the 'Company Safety Briefing DVD' in all vehicles with DVD players fitted.

Treat passengers in a courteous manner at all times.

Follow any advice given to them on route-planning particularly in respect of schools, school yards and low bridges.

Ensure that they are aware of the dangers of fatigue and the increased dangers of bad weather or traffic congestion etc. for example.

Never use hand-held mobile phones whilst driving. Calls should only be made or taken when it is safe to do so.

Never set or re-set satellite navigation equipment whilst driving.

Not smoke in the vehicle.

Never eat in the vehicle whilst driving.

Always drive within speed limits and according to the prevailing weather conditions and generally in accordance with the Highway Code.

Fully and respect and comply with Discovery Park site rules, particularly relating to:

- speed limits
- stop signs
- one way roadways.

Familiarise themselves with the procedure to follow in the event of a breakdown.

Have regular eyesight tests and ensure that any necessary glasses for driving are worn.

Always apply the parking brake when leaving the vehicle.

Read any updates that we may periodically issue on road safety matters. These can include information on good practice as well as forthcoming legal changes that affect those who drive for work.

Report accidents immediately.

Report changes to driving licences to management immediately.

Handle and post moneys as specifically directed.

Operate wheelchair lifts in accordance with training and specific Good Practice Guide.

Note: Where an employee uses or is ever asked to use their own vehicle for business purposes, they will be required to maintain it in a roadworthy condition and ensure that their personal motor insurer has been informed and their policy adjusted accordingly.

5. School Transports

Those Drivers selected for schools transport work have additional responsibilities owing to their passengers being young and inexperienced and therefore potentially more vulnerable and susceptible to injury and the like.

The additional responsibilities will be explained personally by Company management and supported by specific Good Practice Guides, which it is strongly recommended are thoroughly read and understood.

In additional, ask the customer organiser (where appropriate) to read and abide by the Travel Information Leaflet.

6. The Company's Commitment

For its part the Company is aware of the provisions of relevant legislation including The Corporate Manslaughter and Corporate Homicide Act 2007 and will ensure that:

Our vehicles and plant are correctly safety inspected, serviced and MOT'd in accordance with manufacturers' instructions.

Our drivers are competent, properly supervised, monitored and informed to reduce, as far as is practicable, the safety risks to them, to our passengers and to other road users.

The journeys drivers are asked to undertake are reasonable, risk assessed and explained where appropriate and adjusted where necessary.

The road related risks it faces are risk assessed on a regular basis.

7. Alcohol, Ill-health and Driving

Drivers and indeed all Company employees should be aware of the provisions of the Company's written Alcohol and Drugs Policy and of the absolute need to comply with the provisions of that document as well as with this specific Driving at Work Policy.	
Signed:	
Name:	
Dated:	