

Driving for Work Guidance 2025

February 2026

Core | *Consider* | *Complex*

Health, Safety & Wellbeing Service
Staffordshire County Council

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Version	Date Approved	Changes	Reason for Alterations
1	February 2026	New guidance to support Occupational Road Risk Management Arrangements	Consolidation of all guidance.

1. Introduction

This document details the County Council's guidance on driving for work activities. Council employees and volunteers undertake various driving activities in the delivery of essential services. It is important that safe working practices are established and followed to achieve effective management of this key risk area.

Driving for work activities cover a broad range of employee duties. Some employees are employed as a driver whilst others will drive for work occasionally in their own private or personal leased vehicle.

The information detailed in this document reflect best practice and should be adopted into local service management procedures. This guidance details minimum control measures which should be in place to manage occupational road risks.

This document supports the Occupational Road Risk Management Arrangements in providing the practical advice to manage the key risks.

2. Definitions

Driver - This refers to employees, volunteers and agency staff who as part of their duties drive a vehicle on County Council business.

Passenger Assistant/Coach Guide - This term refers to persons employed or who act as a volunteer to support the driver on passenger carrying vehicles to supervise passengers whilst they are being transported and to assist with the boarding and alighting of passengers. They may also be required to assist in reversing procedures and behaviour/ medication management.

Passenger Carrying Vehicles (PCV) - These are all vehicles used to transport service users, pupils, members of the public and employees. For example:

- School Buses
- Minibuses
- Adapted Vehicles such as those used in special schools, by Health and Care and Children and Families.
- People carriers
- Taxi
- Cars

Public Service Vehicles (PSV) - are passenger carrying vehicle that transports 9 or more passengers (e.g. minibus, adapted vehicle, bus, etc). For these vehicles specific control measures apply that managers must ensure are effectively implemented.

For the purpose of this document where we refer to “Passenger Transport Vehicles” as a generic term, however not all passenger carrying vehicles fall within this definition, that is vehicles which carry less than 9 passengers e.g. MPV/People carriers, taxi, car etc.

Minibus – A vehicle with 9 to 16 passenger seats (excluding the driver).

MPV/People Carrier – A vehicle with less than 9 passenger seats (excluding the driver).

Bus – A vehicle with more than 16 passenger seats (excluding the driver).

Mobile Work Equipment (MWE) – Is any work equipment which carries out work whilst it is travelling or which travels between different locations where it is used to carry out work. Such equipment would normally be moved on, for example wheels, tracks, rollers, skids, etc. MWE may be self-propelled, towed or remote controlled and may incorporate attachments.

Trailer – Is an unpowered vehicle towed by a powered vehicle. It is commonly used for the transport of goods and materials. There are two general categories of trailers: the full trailer and the semitrailer. A full trailer is a type of trailer whose entire weight is supported by its own wheels, with no weight transferred to the towing vehicle. In contrast, a semi-trailer is designed so that a portion of its weight is carried by its own wheels, while the remaining weight is borne by the towing vehicle

3. The Driver

3.1 Overview

Drivers must always be familiar with the workings of the vehicle, including the instruments and switches. The driver must be aware of and follow the vehicle’s manufacturers’ handbook (contained within all County Council provided vehicles) on the use of the vehicle equipment and safe operation.

It is the responsibility of all drivers to ensure that their driving licence is available for inspection within a reasonable time and to inform their manager if there are any changes in their licence i.e.:

- Decrease in vehicle categories covered.
- Any medical condition that may affect the renewal date of granting the licence or any extra medical reports requested by the Licensing Authority.
- Legal proceedings for a motoring offence*
- Acquisition of more than 6 unspent penalty points*
- Disqualification*
- Change of name or address.

*This applies whether the offence was committed in a private or council vehicle.

Drivers must be aware that their manager will complete an annual check of their licence and insurance.

Drivers must answer the statement on mileage claims honestly in terms of their driving licence and the cars insurance, MOT and road tax etc.

Drivers should also inform their manager if they are involved in any road traffic accidents including any in private motor vehicle whilst on county business (regardless of fault) and this should be reported within the MY H&S Incident reporting system. Failure to do so may prejudice the position of the council in respect of insurance claims.

3.2 Driver Standards

It is the responsibility of the manager, at the point of authorisation and then at reasonable intervals, to make sure that a driver is competent to drive the required vehicle. The line manager should ensure that:

- A driver is competent to drive.
- They have checked the driver is entitled to drive e.g. has the appropriate driving entitlement/licence and insurance and that these are checked every 12 months.
- Where required, the driver has been trained in all the relevant aspects of the job and received refresher training where appropriate.

All drivers employed by the council to drive Passenger Carrying Vehicles must undergo a Criminal Records Bureau check before commencing this activity. Any convictions subsequent to taking up employment with the council must be made known. A failure to disclose any conviction may result in the termination of employment.

3.3 Driver Fitness

Casual and essential car users

Casual and essential car users are deemed medically fit to drive if they hold a valid driving licence. This group of drivers are required to report any temporary medical conditions which affect their ability to drive to their line manager.

Drivers of smaller passenger carrying vehicles e.g. Cars, MPV/People Carrier who complete the medical declaration, are encouraged to have their eyesight checked regularly. An Optical Eyecare voucher can be requested with Manager approval.

[Eyesight testing](#)

Any driver feeling unwell or unfit to drive must inform their manager as soon as possible and not drive until fit to do so and their line manager will investigate alternative arrangements.

Managers should be aware that certain medical conditions prevent persons from driving advice is provided by the [DVLA and updated on a six monthly basis](#).

Drivers of Passenger Carrying Vehicles (Public Service Vehicles)

These drivers will be required to complete a medical declaration. Those drivers who drive minibuses, adapted vehicles, coaches or other large vehicle will also undergo a Class 2 Medical (D4 Form). This is a full medical and includes a thorough eyesight test.

All medicals will be conducted by the County Council's Occupational Health Unit (OHU). The scheme for medical checks is:

- A pre-employment medical and prior to undertaking a driver assessment.
- A routine check at age 45.
- A check every 5 years until 65.
- Annual check after age 65.

3.4 Driver Selection

Where staff are recruited to carry out work that involves driving, the necessary safe driving criteria must be integrated into the overall 'person specification' for the job. Managers must carry out all appropriate pre-appointment checks including:

- Checking the applicant's references.
- Checking the potential driver's licence is valid to drive the vehicle. Ensuring that the applicant holds the appropriate class of licence/entitlement for the vehicles (plus trailers) they are expected to drive.
- Ensuring that applicants have been assessed as medically fit to drive, and if driving PCV's have undertaken the appropriate medical with Occupational Health Unit (OHU).
- Carrying out a criminal records bureau check (CRB) if a driver will be driving a passenger carrying vehicle.

Managers must also ensure that contractors employed to fulfil driving for work and passenger transport activities on behalf of the council must be competent and their standards must be monitored. Any episodes of inappropriate behaviour or driving by contractors should be acted upon immediately by informing the manager in control of the contract.

3.5 Requirements for Drivers (Age, Experience and Licences)

The following link details the legal requirements for a driver to be authorised to drive specific vehicle classifications. [Driving licences - GOV.UK](#)

3.6 Licence and Insurance Checks

Employees who drive as essential and casual car users must have a valid licence before driving on council business.

Managers must complete Licence and Insurance checks upon appointment for essential and casual car users.

Driving licences and insurance documents will be inspected annually, for all employees who drive on county business; this includes volunteers.

The DVLA's online checking service allows employees to view and share driving licence information. Managers should make arrangements with employees for them to provide a share code with them annually and for managers to confirm that suitable insurance is also available. See guidance document to support process.

The above process should be followed as this ensures that the information is accurate and up to date.

[View or share your driving licence information - GOV.UK](#)

3.7 Endorsements

All endorsements must be declared by employees who drive for work.

Employees will have their licence checked annually by their manager and recorded on the Driving Licence Checklist (HSF12) however; essential users are required to notify their line manager immediately if their endorsements reach more than 6 points (unspent). Managers should review the risk assessment and consider if additional training such as advance driver training should be implemented to reduce the risks moving forward.

Drivers of passenger carrying vehicles with a licence which has more than 6 points (unspent) would not be eligible to take part in the Driver Assessment Scheme which is a mandatory requirement for drivers of Public Service Vehicles (the larger passenger carrying vehicles). For further advice and guidance contact the Road Safety Team.

If an employee becomes prohibited from driving as they have had their driving licence revoked or suspended, managers must not allow these employees to drive for work. If driving for work is an essential function of the role, Managers must seek advice and guidance from People Services.

Upon the return of a licence managers must assess the individual's suitability to drive and any training requirements before allowing them drive for work in addition to ensuring they take part in any driving assessments if required. It is advised that such drivers complete advance driver training before resuming driving for work activities especially if they are transporting passengers including other employees.

Guidance for Managers on Endorsements

Endorsements remain on a licence for different periods of time dependent on the endorsement code.

For more information on endorsement codes visit

[Penalty points \(endorsements\): Overview - GOV.UK](#)

3.8 Induction and Training

Managers must assess the training requirements for employees who drive for work. Information and instruction will be sufficient for the majority of employees.

However, drivers exposed to high-risk activities may require specific induction and/or specific training.

Advanced Driver Training should be considered for employees undertaking higher risk driving activities.

Drivers of Passenger Carrying Vehicles

Must complete a properly constructed and monitored induction process to ensure they understand their role and responsibilities and training needs identified.

These drivers must:

- be competent to drive the category of vehicle they are employed to drive,
- participate in the County Council's Driver Assessment Scheme if they drive Public Service Vehicles (PSV), and
- complete all other essential identified training within a reasonable timeframe.

Drivers of PSV's must complete the Driver Assessment once every 5 Years. If this lapses, managers must not allow drivers to drive until they repeat the assessment. It is recommended that Managers apply the same training standards to drivers of County Council owned MPV's.

Additional training requirements for drivers are:

- Entry and exit procedures for the vehicle during normal operation and also in emergency situations.
- All aspects of the correct procedures for the safe use of vehicle ramps, lifts, wheelchair restraint systems and other key equipment.
- Reporting of adverse incidents and accidents.
- Reversing procedures.
- Manual Handling of people and inanimate objects.
- Emergency First Aid; and
- Management of Violence and Aggression (e.g. Safety Intervention Training/SKIP), when need identified.

3.9 Alcohol and Drugs

Drivers must present themselves to work and remain in a manner that does not inhibit their judgement or safety during their working day. This includes the taking of alcoholic drink without necessarily exceeding the legal limit for driving with alcohol in breath/blood. Any alcohol in the blood impairs a driver's ability to drive, furthermore, the smell of alcohol in the breath, particularly when carrying passengers, could lead to allegations should an accident or incident take place. Drivers must be aware that alcohol from drinking the day before can still be in the blood for up to 24 hours and that any alcohol can affect judgment and that it is possible to be over the legal limit a number of hours following consumption.

Drivers must not drive whilst under the influence of any drugs that may affect driving ability, including those prescribed by a doctor. When prescribed medication and or treatments, drivers must seek medical advice to ensure that they are safe to drive during the course of their treatment.

If a manager has any concerns about a driver's fitness to drive the manager must consider whether they should be allowed to continue to drive and take appropriate action. The driver may be referred to the Occupational Health Unit for assessment.

For further advice and guidance see the Alcohol and Drug Policy which includes information on testing for cause and random testing for employees in safety critical roles which includes drivers.

3.10 Smoking/vaping

The County Council is committed to a smokefree workplace. Smoking/vaping is not permitted in County Council vehicles (excluding lease cars) and employees transporting other passengers in private and leased vehicles on council business must not smoke/vape or allow others to smoke/vape during the journey. For more information see the councils Smoking Management Arrangements.

3.11 Mobile phones and other in vehicle activities

The County Council does not allow the use of mobile phones whilst driving. If drivers need to use a mobile, they must ensure they are stopped at a suitable and safe place before using the phone. Mobiles should be forwarded to message service during driving to prevent distractions. The County Council does not approve of the use of handsfree devices to assist the use of phones whilst driving due to continued distraction they still create for the driver. Handsfree devices will only be provided on the basis of a risk assessment. For more information and guidance on use of mobile phones please refer to Mobile Phones Guidance for further information.

Some council owned vehicles are equipped with mobile telephones which are for emergency use only. They are not to be used for unauthorised calls or non-urgent calls that can be made from an ordinary telephone. Phones that are removable should be removed each time the vehicle is left unattended.

Drivers must ensure that telephones are switched on when the vehicle is manned and the telephone is set up to receive voicemail. Any faults should be reported to the manager.

Satellite Navigation systems/ other digital devices must not obstruct the drivers view and must not be allowed to become a distraction. Drivers must set up the system prior to commencing the journey and if they need to make alterations should stop at a suitable and safe location to complete any amendments to the journey route, settings etc.

3.12 Driver Hours and Record Keeping.

Drivers of goods vehicles where maximum permissible weight including trailer is over 3500kg or passenger vehicles with over 9 seats (including the driver) are subject to EU or UK domestic driver hours and record keeping legislation, unless specifically exempt. Managers of these drivers must ensure accurate record keeping is kept of their hours of work and records must be maintained for a period of 5 years.

The driver's hours legislation is complex and depends on several factors. Employing Directorates and Managers must obtain professional advice from County Fleet Care.

Where drivers who do not meet the above criteria, the council has adopted the following safe working practices:

- Drivers must not drive for more than a total of 10 hours in each working day.
- Drivers must not drive continuously for more than 3 hours, and a break of at least 20 minutes must be taken after this period of driving.
- Drivers must have a period of rest of at least 11 hours in any 24-hour period.
- Drivers must have a period of 24 hours off every 14 days.

Any driver who requires further clarification on any matter concerning driver's hours regulations should speak to their line manager.

3.13 Highway Code

The [Highway Code](#) applies to England, Scotland and Wales. Many of the rules in the Code are legal requirements and if you disobey these rules, you are committing a criminal offence. You may be fined, given penalty points on your licence or be disqualified from driving. In the most serious cases you may be sent to prison.

The County Council is not liable for paying drivers speeding or parking fines.

It is the employee's responsibility to ensure they stay familiar with the highway code and any changes.

3.14 Speed Limits

Drivers are responsible for always adhering to road and site speed limits.

On council premises the speed limit is set at 5mph and all employees must adhere to this speed limit at all times. The speed limit on Council sites may only be increased after the completion of a suitable risk assessment and consultation with the Health, Safety and Wellbeing Service. Premises Managers should ensure suitable signage is in place at appropriate locations on any site.

4. The Journey

4.1 Journey Planning

Planning journeys prior to departure will help to select the safest and most efficient route. The type of vehicle and pick up/drop off points will sometimes dictate the route. When possible, plan well in advance and allow time before the start for safety checks. Journey planning, scheduling and routing should take account of:

- Road type: accident rates are lowest on motorways and dual carriageways.
- Hazards: road works, accident 'black spots', road closures, low bridges.
- Traffic densities: where possible time journeys to avoid peak traffic hours, congestion.
- High risk features such as schools, busy shopping centres, winding rural roads.
- Journey breaks: breaks and break locations should be planned prior to starting journeys.
- Adverse weather: weather reports and warnings should be considered.

4.2 Guidance on night and adverse weather driving

Nighttime driving should be avoided, if possible, especially during the high-risk hours (between 12 midnight and 4am) when a driver is most likely to fall asleep.

Whenever possible driving in adverse weather conditions should be discouraged particularly where there is reduced visibility, high winds or where road surfaces become hazardous due to ice, snow, flooding or where there is a danger of drivers becoming stranded in remote locations.

4.3 Guidance on reversing

Some County Council owned vehicles have internal and external reversing cameras fitted. Cameras are installed to assist with reversing and to identify any problems that may arise. Drivers need to be aware that even with cameras, blind spots can still exist. Where possible, reversing manoeuvres should still be supervised even when cameras are installed.

Requirements for any reversing manoeuvres will be defined during the route assessment this should include determining if a banks person is required to reverse safely. Reversing should normally be carried out after passengers have boarded and before passengers alight to reduce the possibility of passengers being injured during the manoeuvre.

Employees who are required to complete banks person duties must receive suitable information, instruction and training.

Safe Manoeuvring of Vehicles Using Hand Signals

Where employees are required to assist in manoeuvring a vehicle as a banks person/watch person, they must observe the following precautions:

- Ensure they remain visible to the driver of the vehicle and other road users at all times.
- Ensure they wear high visibility outerwear such as High Visibility waistcoat/coat to BSEN471 so that they remain visible to the driver of the vehicle and other road users.
- Ensure that they do not stand in such a position that puts them in between the vehicle and any obstacle such as another vehicle or building.
- Ensure that a standardised means of communication such as hand signals is used and clearly understood by the driver of the vehicle.

Hand signals must be precise, simple, and easy to make and understand. Where both arms are used at the same time, they must be moved symmetrically and used for giving one sign only. The hand signals identified in Appendix 1 must be used whenever a member of staff assists outside the vehicle in manoeuvring a vehicle.

4.4 Emergency procedures for accidents and breakdowns

It is recommended that drivers using private vehicles (including personal lease cars) for business purposes should consider their own arrangement arrangements such as breakdown cover, basic first aid kit, an emergency triangle, inflated spare tyre/reinflation kits etc to deal with emergencies.

Passenger Carrying Vehicles

The first concern following a breakdown or an accident is to ensure the safety of the passengers. Business areas are advised to ensure that these drivers have completed suitable first aid training. Drivers must give clear instructions with this in mind.

Drivers must:

- Stop – as soon as possible, in a safe place, apply the handbrake and switch the engine off.
- Use hazard warning lights and any other safety devices supplied.
- Check on passengers to assess if there are any injuries and reassure and update them what is happening at regular intervals
- Do not move the vehicle or passengers unless they are in immediate danger of injury from other vehicles or from fire or explosion.
- Do not remain in the vehicle if it breaks down on a motorway, high speed road or a dangerous location. Drivers should pull over on the hard shoulder as far as possible to the left away from carriageways, evacuating passengers to behind the crash barriers (common sense will have to apply if the weather is inclement and there is a risk to the health of some of the passengers).
- Call the emergency services immediately. Provide them with information about the situation, any special circumstances (e.g. if carrying oxygen bottles) and if any passengers have special needs.
- Summon assistance by telephone on the motorway. Drivers should not use a mobile phone for assistance (on the motorway) unless in a dire emergency. Instead walk to the nearest phone and contact the emergency services. This

way the emergency services can instantly recognise your position from the phone you are using. Service users should not leave the vehicle.

- Use the list of telephone numbers which should be kept in the vehicle to call for assistance.
- Where practical one person (driver or passenger assistant) should remain with children or vulnerable adults.
- If the emergency services are called, the driver must stay at the scene of the accident until the emergency services have taken all the details. If the police are involved obtain the Officers number, station and incident number.
- The names, addresses and telephone numbers of all people involved in the accident should be exchanged together with the make, model and registration number of any other vehicles. Insurance company details should be requested and exchanged.
- If possible, the names and addresses of all independent witnesses should be obtained at the scene.
- Where possible and if safe to do so take photographs or draw a plan of the scene noting any relevant matters, skid marks, road names, road junctions etc and details of other vehicles and weather and road conditions.
- If the accident is 'damage only' and no one else is injured, the driver should ensure that the vehicle is roadworthy before continuing the journey. The incident must be reported to the manager and County Fleet Care informed.
- If there is any injury or the names of people are not exchanged, the driver must report the accident to the Police as soon as possible or within 24 hours.
- Suitable record on the accident and any injuries recorded in MY H&S System.
- Any other incident, including traffic offences must be reported to the manager.
- If requested to present documentation to the police contact for council owned vehicles County Fleetcare should be contacted to obtain documents for the driver to take to the police station within 7 days.
- Follow the procedures for the replacement windscreen service and tyre repair and replacement service. Contact details are kept in the vehicle.
- Do not allow passengers to assist with repairing or re-starting the vehicle and never allow them to push the vehicle.
- Never attempt to fix the vehicle yourselves.

4.5 Foreign Travel

Legislation and regulations around the use of UK registered vehicles abroad is complex. All foreign travel in a Staffordshire County Council vehicle (excluding lease cars, where the lease terms and conditions must be adhered to) must be cleared through the Insurance Services section and the County Fleet Care. All foreign travel must be assessed and suitable precautions taken to reduce any identified risks.

Strict regulations govern the use of minibuses on international journeys.

Operation of minibuses abroad will be subject to the laws of the countries they will be visiting and therefore managers are recommended to use professional bus or coach companies and seek advice from the County Fleet Care Business Unit prior to arranging travel.

5. The Vehicle

5.1 Selection of appropriate vehicle

When arranging to purchase any County owned vehicle for council business use advice on suitability must be sought from County Fleet Care. If advice is not taken and a vehicle is purchased or donated, it is the responsibility of the manager to ensure it is suitable for its intended purpose and is roadworthy.

5.2 Operation of privately owned vehicles (including those privately leased)

A significant part of the council's operations depends upon employees using their own vehicles to travel on council business. The council expects everyone who drives for work to ensure that their vehicle is legal, safe and fit for purpose.

Where managers require employees to bring their car to work and use it on council business on a regular basis (casual and essential users) a suitable assessment to ensure that these activities can be carried out safely in private cars must be completed.

This information should be documented in a suitable risk assessment and reviewed at suitable intervals and when change/new information occurs.

The current travelling and subsistence claim form includes a declaration that "the vehicle(s) used is licensed, covered by a valid MOT certificate and is insured for county council business".

A false declaration on a travelling and subsistence form may result in disciplinary action being taken against the individual employee

5.3 Maintenance of Council Owned Vehicles

All council owned vehicles must be maintained by County Fleet Care under their Planned Preventative Maintenance Programme. This will ensure that the vehicles are managed in a safe working condition (i.e. defects identified and suitable repairs are completed). This programme will also ensure that suitable thorough examinations have been completed of any lifting equipment in accordance with legislation, other accessories are in good working order and fire extinguishers serviced annually.

The only exception to this is vehicles owned by schools or other groups such as League of Friends. In relation to these vehicles, it is recommended that they are added to the County Fleet Care Programme detailed above. If this is not completed headteachers/managers must ensure that suitable maintenance arrangements are in place.

Vehicles must be maintained in a safe and fit condition:

- It is recommended that all council owned vehicles be included in the County Fleet Care planned/preventative maintenance programme.

- If a passenger carrying vehicle is not included in the County Fleet Care programme it is the manager's responsibility to ensure the vehicle receives an MOT and is serviced in accordance with the manufacturer's guidance by an authorised service provider.
- Drivers should be aware when the next service is due and liaise with County Fleet Care/Service Provider regarding arrangements for collection, delivery and replacement vehicles where necessary.
- Any safety critical defect e.g. windscreen wiper failure or hand brake faults must be reported to County Fleet Care immediately/other suitable arrangements made.
- Drivers must carry out pre-use and regular checks.
- Goods and equipment carried in vehicles must be properly secured.

5.4 Regular vehicle checks and defect reporting for council owned vehicles.

Daily Checks

Every council owned vehicle is issued with logbook. This logbook includes daily checks and record maintenance records. In addition to this each vehicle has a defect book T23A. These records must be kept on the vehicle at all times.

Drivers are required to complete the daily checks detailed in the "Vehicle/Plant Daily Check Report Book" and ensure it is available on the vehicle for inspection at all times. In addition to this, drivers must complete the "Vehicle/Plant Defect Report Book" if a defect is identified. This book must also be completed by the County Fleet Care engineer once a suitable repair is completed. Advice must be sought from County Fleet Care if it is thought that the safety of the vehicle is compromised.

If a vehicle is not part of the County Fleet Care Programme, the headteacher/manager must ensure that they implement suitable daily recorded checks of the vehicles and record defects. Defects must be repaired to keep the vehicle in good working order and advice sought from a competent contractor, if it is thought that the safety of the vehicle is compromised in any way.

All drivers must carry out first use checks on their vehicles and complete the defect book, if a defect has been identified.

Wheel Security

Daily safety checks should include a visual check on all wheel nuts. This applies regardless of whether there are wheel nut indicators fitted or not (see below).

Some indications of movement are:

- An unequal amount of bolt showing above each wheel nut across a wheel.
- Any clean metal showing on the wheel around the wheel nut.
- Any sign of movement around the wheel nut.

Wheel nut indicators

County Fleet Care fit wheel nut indicators to all vehicles over 3.5 tonnes and all passenger carrying vehicles. Where wheel nut indicators are fitted it is the responsibility of the driver to check them daily. If any movement of the indicators is noticed County Fleet Care must be contacted immediately.

Wheel nut re-torquing

After a vehicle has had a wheel removed by County Fleet Care or an approved tyre company the vehicle must be returned to that company to re-torque the wheel nuts the next working day.

5.5 Provision of first aid equipment

Managers must assess the first aid needs for all staff driving for work. All council owned passenger carrying vehicles must carry a travelling first aid kit. The driver must be familiar with the contents and replace any used items as soon as possible.

Public Service Vehicles (the larger passenger carrying vehicles) Drivers and/or passenger assistants must receive training in emergency first aid; there should be at least one emergency first aider on each vehicle.

5.6 Fire Safety for Passenger Carrying Vehicles

In the event of an accident or other incident such as a fire, evacuation may need to be done speedily. The best way to evacuate the vehicle will depend on the nature of the incident, the passenger group and the type of vehicle. Therefore, the driver will need to use their judgment at the scene of the incident.

Fire Emergency Procedure

- Stop the vehicle immediately and switch off the engine. Do not open the engine compartment to see where the fire is located.
- Switch off the fuel cut off switch if fitted.
- Evacuate passengers off the vehicle in an orderly manner, control panic. Make sure passengers are away from any danger from fire or traffic.
- Do not allow anyone to go back to the vehicle for personal belongings.
- Call the emergency services.
- If there is time, remove the ignition key.
- Drivers and coach guides/escorts should not tackle the fire unless trained to do so.
- Await the arrival of the Fire and Rescue Services and inform them if the vehicle is carrying oxygen bottles, wheelchair batteries etc.

Use of, damage to or loss of any fire extinguisher on a vehicle fitted with a fire extinguisher must be reported to County Fleet Care immediately.

5.7 Powered Passenger Tail Lifts and Ramps

Only employees who have received training in the operation of ramps and lifts may operate them. Training will be given to all drivers and coach guides/escorts as part of their induction.

- Lifts and ramps should be operated on a firm, level surface with the parking brake applied.
- If the ground close to the wheelchair users pick up point is not firm or level, then a suitable site nearby should be sought.
- If there is no suitable alternative nearby and the lift has to be used whilst the vehicle is parked on a gentle gradient, ensure the lift platform slopes towards the vehicle interior.
- Ensure that there is sufficient clear space to allow the lift to fully deploy including adequate access space for wheelchair movement to and from the platform at ground level.
- Protect platform surfaces and vehicle doorways from rain and snow wherever possible and take extra care when the lift platform and vehicle floors are damp, wet or slippery.
- The manufacturer's instructions, displayed on the inside of the vehicle must be followed at all times.
- Do not exceed the Safe Working Load (SWL) and load distribution guidance for the passenger lift. There is a risk of overloading the platform due to the combined weight of a large/powerful wheelchair, occupant and driver/escort or the wheelchair being incorrectly positioned on the lift.
- Ensure the vehicle doors are secured in the open position before using the lift.
- Ensure that the platform guards and handrails are in the correct position before using the lift.
- Ensure that wheelchair brakes are applied and electric wheelchairs control systems are turned off and the wheelchair placed in manual mode before the lift is raised.
- Ensure that passengers, drivers/escorts and the equipment are not overhanging the platform.
- Ensure that any other passengers in the vehicle are safe before leaving them unattended or leaving the doors open.
- Driver/escort must always warn all concerned that they are about to operate the lift.
- Employees must not climb onto or jump off a raised platform.
- Hands, feet and personal belongings must be kept well clear of the lift/ramp when raising or lowering the platform.
- Lifts and ramps must be correctly stowed when not in use.
- All faults must be reported to County Fleet Care as soon as they occur; and
- Procedures must be in place to remove passengers from a vehicle in the event of a lift/ramp failure. These procedures should be practised regularly to ensure employees are able to manage this emergency situation.

Any vehicle which is part of the County Fleet Care Programme will undergo a service and thorough examination of any passenger/tail lift in accordance with health and safety legislation.

Where the vehicle is not in the County Fleet Care programme, it is the manager's responsibility to arrange servicing by a competent contractor in accordance with the manufacturer's recommendations. Additionally, managers should contact the

Health, Safety & Wellbeing Service to ensure that this item of lifting equipment is added to the schedule of thorough examinations completed by the council's Insurers.

Ramps used for the boarding and alighting of wheelchair users must only be used following suitable assessment that they can be used safely both at establishments and in the community. This assessment needs to take into account the height of the vehicle tailgate, the incline of the ramp (absolute maximum incline of 1:8 where a wheelchair user is assisted, otherwise 1:12 should be achieved for safe use), the environment where it will be used, and the individual capabilities of the drivers/escorts. The ramps used must be secured onto the vehicle and wide enough to accommodate the wheelchair safely.

5.8 Vehicles security

Council services should consider vehicle security for all council owned vehicles and ensure adequate controls are taken to minimise the risk of:

- Theft of both vehicle and property.
- Malicious damage.
- Arson.

It is advisable that equipment is not left on display in any vehicle and laptops should be placed out of sight in the boot or other storage compartment of a vehicle when not in use and removed overnight. Tools and equipment stored in vans should where practicable be removed each night and stored in a secure and safe manner.

Drivers must not leave the vehicle unattended with the engine "running" or keys left in the ignition.

The discretion to allow vehicles to be kept at the driver's home lies with the line manager. Vehicles kept at driver's homes must be kept off the public highway and must not cause a nuisance to neighbours.

5.9 Vehicle preparation

Drivers must ensure that the vehicle:

- Has sufficient fuel for the journey.
- Has clean windows and clear number plates; and
- Has all the necessary safety equipment.
- Is licensed, taxed, insured and in the possession of valid MOT

Also for Passenger Carrying Vehicles

- Have the suitable number travel first aid kit.
- Public Service Vehicles - has a fire extinguisher.
- Vehicle is clean, tidy and had dry floors before carrying passengers.
- All seatbelts are in good working order.
- Seats do not show signs of damage or insecurity, particularly those fixed to the floor by tracking.

- All equipment is stored securely.
- Any medication carried for passengers is transported in correctly labelled containers and kept out of reach in a lockable container.
- Any equipment required for restraining wheelchairs and passengers is present and in working order.

5.10 Carriage of goods

Drivers carrying equipment or goods for work in their private or personal leased car must use the boot whenever possible. If the equipment will not fit in the boot, then the activity must be re-assessed.

Passenger Carrying Vehicles

Safe storage of luggage and objects

There are three ways of carrying luggage and equipment: inside the vehicle; on the roof or in a trailer. However, if it is carried, all luggage and equipment must be securely stored. It should be evenly distributed so one side of the vehicle is not weighed down. The gross vehicle weight (specified in the vehicle handbook) must not be exceeded by the combined weight of the driver, passengers, luggage and equipment.

Inside the vehicle

In an accident or emergency stop, unsecured luggage and equipment may be thrown around inside the vehicle injuring the driver and/or passengers. It is vital that all bags and other equipment are stored safely and securely. It must not obstruct access to doors, aisles or any occupied seats. The risk assessment will determine the most suitable way to separate equipment from the driver/passengers which may include a bulkhead system for vans and/or cars.

The council discourages the use of roof racks and trailers, however if there is no suitable alternative the following safe practices should be followed.

Roof Racks

The driver and passenger assistant should refer to manufactures guidance on the safe use. Drivers need to be aware of how a loaded roof rack affects the vehicle's handling.

Roof racks must be loaded properly in accordance with the vehicle manufacturer's recommendations. If a tarpaulin cover is used it must be securely tied and all items carried must be securely held so they cannot come loose and fall off the vehicle. Drivers must be aware of the maximum weight capacity of a roof rack and this must not be exceeded in any circumstances.

Trailers

Managers must ensure that drivers have the appropriate licence requirements for the vehicle and trailer and are competent to tow a trailer and have undertaken the Driver Assessment with a trailer.

The ability to tow a trailer will depend on the employee's driving licence and the categories of vehicle their licence allows them to drive. Managers must check whether the employee's driving licence allows them to tow a trailer, or whether they need to upgrade their driving licence entitlement prior to being authorised by the Council to tow trailers.

A trailer must not be used on any passenger carrying vehicle with rear facing doors unless there is an emergency door on the nearside of the vehicle. It is the driver's responsibility to ensure that when passengers are being carried, access through the emergency rear exit is not restricted in any way by the trailer.

When towing a trailer, the driver must think about controlling not just one, but two vehicles. Driver's awareness and perception are essential but so is the correct use of mirrors, engine power, correct braking and vehicle stability.

It is important that the vehicle chosen to be used is suitable and that the following are assessed at all times:

- The trailer is not overloaded.
- The towing unit is secure.
- Extra rear lights are all connected and working properly.
- Number plates are suitable i.e. correct type and same index as towing vehicle.
- Tyres are inflated to the correct pressure.

Important Note: Trailers and Operator's Licence (O Licence) Requirements

When using trailers in conjunction with council vehicles, it is essential to consider whether the combination brings the vehicle into the scope of an Operator's Licence ("O licence") under UK law.

O Licence Applicability:

An O licence is generally required if you operate goods vehicles (including combinations of vehicles and trailers) over 3,500kg Maximum Authorised Mass (MAM) for hire or reward, or in connection with a trade or business.

When Might a Trailer Trigger O Licence Requirements?

If the combined weight of the vehicle and trailer exceeds 3,500kg MAM, and the vehicle is used for carrying goods or equipment as part of council business, an O licence may be required.

This applies even if the vehicle itself is below 3,500kg, but the addition of a trailer takes the combination above the threshold.

There are some exemptions for certain local authority and non-commercial operations, but these are specific and should not be assumed.

Manager Responsibilities:

Always check the combined weight of the vehicle and trailer before authorising use.

If in doubt, contact County Fleetcare for advice.

Ensure that all drivers are aware of the O licence requirements and that vehicles are not operated outside the law.

Further Guidance:

Refer to the DVSA's guidance on operator licensing here
<https://www.gov.uk/being-a-goods-vehicle-operator>

Seek advice if planning to use trailers for transporting goods or equipment where the combined weight may exceed 3,500kg MAM.

5.11 Carriage of Hazardous Substances

The transport of dangerous goods must comply with the Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2004. These regulations aim to protect everyone either directly involved (such as carriers) or who might become involved (such as emergency services or members of the public). A suitable risk assessment must be carried out prior to transporting hazardous substances; advice should be sought from the Health, Safety & Wellbeing Service and County Fleet Care.

5.12 Carriage of Gas Cylinders (i.e. Oxygen, Propane etc.)

Gas cylinders that need to be transported including those transported with a service user have to follow transportation regulations. Useful advice may also be found at the British Compressed Gases Association. [GN27.pdf](#)

- The relevant coloured Diamond Hazard Sign is to be displayed at the rear of the vehicle.
- A Transport Emergency (TREM) Card is to be carried on the vehicle. This is an emergency card that identifies the cargo, hazards presented and what actions to be taken in case of emergency.
- A risk assessment is to be carried out for the task of transportation of any gas cylinder.
- The driver must be instructed in the safe manual handling of any cylinder(s).
- Service users can only be transported with portable oxygen cylinders.
- The cylinder must be appropriately secured on/in the vehicle or to any passenger wheelchair and kept upright during transportation.
- When transporting a service user with oxygen an escort trained in the administration of oxygen is always required.
- If oxygen needs to be administered the vehicle must be stopped before the administration (unless assessment been completed for transport of individuals on continuous oxygen).
- Strict no smoking rules to be applied
- The cylinder must not come into contact with oils and grease etc.

5.13 Transporting Petroleum Spirit

When transporting petroleum spirit in containers you must ensure that:

- The minimum amount of fuel required is carried at all times, where possible, this should not exceed 40 litres.
- Where carried in plastic containers, each container does not exceed five (5) litres in capacity.
- Where carried in securely closed metal containers, each metal container must not exceed ten (10) litres in capacity.
- When the vehicle reaches its work destination, where reasonably practicable the petroleum spirit containers shall be removed from the vehicle and placed in the open air away from any source of ignition (in the shade, away from work activities);
- Every vehicle used for transporting petroleum spirit is equipped with a suitable fire extinguisher located in an accessible position and of suitable capacity for extinguishing fires.
- Adequate means of securing fuel containers to the vehicle should be provided that prevents movement which could cause damage to them.

5.14 Safe use of bicycles

When using a bike for work journeys the following precautions should be followed:

- Carry out a visual check before setting off. Are the tyres pumped up hard, do the brakes work?
- Be familiar with the local cycle routes.
- Look out for cycle signs and cycle routes.
- Pedestrians should be given priority at all times, remember that some of them may be partially sighted or have hearing difficulties and may not be aware of your presence. Make use of the bell to inform them of your presence.
- Try not to hold up traffic by riding slowly - always make use of cycle lanes where appropriate.
- Wear a high visibility vest to help other road users to see you.
- Always wear a cycle helmet to prevent head injuries.
- Allow ample time to inform vehicles of your intention to turn either left or right with hand signals.
- Be very cautious at blind spots, think ahead before you react.

The monthly checklist HSF 14 must be completed for council owned bikes. See general risk Assessment Appendix 1 that contains a general risk assessment for the Safe Use of Bicycles.

If electric bike is being used, then a dedicated risk assessment should be completed and it is essential that the relevant legislation on use of electric bikes is understood and followed. In summary electric bikes that meet certain conditions are treated the same as conventional bicycles. This means they can be used on

roads and cycle paths without a licence, tax, insurance or registration. These bikes are officially known as Electrically Assisted Pedal Cycles. These bikes should also only be used by persons over the age of 14 years. If an e-bike exceeds 250 watt or provides assistance beyond 15.5mph, it is legally considered a moped or motorcycle. This means it must be registered with the DVLA, insured, taxed and the rider must hold a valid driving licence. These vehicles also require a number plate and are not allowed on cycle lanes or footpaths.

5.15 Safe Use of Motorcycles/Mopeds

When using a motorcycle/moped for work journeys the following precautions should be followed:

- Carry out simple technical checks on a regular basis i.e.
 - Tyre pressure and wear
 - Oil and maintain chain
 - Brakes
 - Suspension
- Always wear the right clothing which protects you from the weather, injury and helps other road users to see you.
- By law you must wear a safety helmet.
- Consider wearing visors or goggles, gloves or gauntlets and boots.
- Make sure you are seen - dipped headlights even in good daylight can help you be seen.
- Overtake safely.
- Consider further training to brush up on your motorcycle/moped riding skills.

The carrying of pillion passengers is discouraged on work related journeys.

See Appendix 1 that contains a general risk assessment for the Motor bikes and mopeds.

5.16 Use of medical mobility equipment for work

If an employee is using such equipment for travel during work or for work activities then an individual risk assessment should be completed, and the manager must ensure that the equipment and the requirements for them to be legally used are in place. The below link provides an overview of when these types of equipment can be driven on the roads and footpaths and any licence requirements and other requirements.

[Using mobility scooters and powered wheelchairs: Overview - GOV.UK](#)

5.17 Driving 'Off-Road'

Where employees are expected to drive 'off-road' (i.e. Countryside Services County Ranger Service) their vehicles must be suitable for the conditions in which they are driven and the employee provided with specific training in driving 'off-road'. Vehicles driven 'off-road' include Land Rovers, Tractors and All-Terrain Vehicles.

The use of such vehicles when driven off-road should be risk assessed.

5.18 Refuelling of vehicles/charging

Drivers must follow the local arrangements that are in place for refuelling vehicles.

Drivers should plan to refuel at a convenient location. Particular care must be given to the following:

- The correct type of fuel is put into the vehicle being refuelled.
- The ignition key is switched off.
- Mobile telephones are switched off; and
- Disposable gloves are worn when dispensing fuel.

When using electrical charging points ensure that the safe working guidelines of the charging point are followed.

For installation of electric vehicle charging points on council premises advice and guidance from Strategic Property should be sought and the sites Fire Risk Assessment updated.

5.19 Access and Egress from Passenger Carrying Vehicles

Places where passengers are picked up and dropped off should be pre-arranged. Pick up and drop off points must be the nearest and safest practical vehicular access. This may depend upon the requirements of the passenger and premises require the driver or passenger assistant to accompany the passenger into their home.

Access and egress from vehicles should be via the main passenger doors on the nearside. Rear doors are only to be used for passengers using the lift or ramps. Drivers should ensure that passengers do not exit from doors opening into traffic.

Boarding or alighting must not be allowed unless the vehicle is at a complete standstill and should take place adjacent to the pavement or other traffic free area.

The vehicle must not be boarded or alighted on the offside of the road.

Any steps used for access and egress from the vehicle (i.e. steps) must be maintained in a clean condition to allow safe access and egress.

5.20 Cleaning Vehicles

For council owned vehicles:

- Whenever possible the vehicle should be cleaned in a designated vehicle washing area that does not allow pedestrian access and warning signage is to be displayed at all times.
- Where suitable vehicle washing stations are not provided, long handled mops and brushes should be used to eliminate any work at height.
- Access equipment such as stepladders should not be used to reach the roof of the vehicle. Where fitted the camera eye can be cleaned with a long-handled mop.

- Pressure washers should only be used by persons instructed in their use and following the operator's instructions and risk assessment.
- COSHH risk assessments must be completed for any washing detergent used and the required personal protective equipment (gloves, aprons and protective footwear) supplied and worn.
- On completion of cleaning the warning signage must be left in place until the area is no longer a slip hazard to other people.
- Equipment such as hosepipes should not create a hazard for other people in the vicinity (i.e. present no trip hazard). Where possible, these should be yellow in colour to ensure they are conspicuous.
- Any issues, concerns or defects to the cleaning equipment must be communicated to relevant manager immediately.

5.21 GPS and Telematics

When installed on company owned vehicles these devices are installed to monitor vehicle location, speed and other operational parameters. They are then used to ensure driver safety, optimise route planning and improve overall fleet management.

Employees will be informed about the presents of GPS and telematics systems in their vehicles.

Data collection from GPS and telematic systems will be used solely for legitimate business operations such as monitoring vehicle usage, ensuring compliance with driving regulations and to enhance safety. The council will comply with GDPR policies on the use of data resulting from these devices.

The service will regularly monitor data from these systems and from the trends update driving for work risk assessments, local procedures and identify if additional safety training needed for individual or workforce wide.

6.Passenger Transport

6.1 Passenger Safety

The principal points for the handling of passengers are summarised below:

- Treat all passengers with dignity and respect at all times regardless of their age, race, gender or disability.
- Make sure that doors are properly closed before the vehicle starts to move
- Some people are very sensitive to being touched or handled; only the physical contact or handling detailed in the individual assessment should be carried out.
- Passengers should be escorted safely from the point of departure to the vehicle and where needed, assistance given to board the vehicle. Drivers should point out hazards, doors, folding steps, passenger lifts and handrails etc.

- Local procedures must be followed for the passing on of messages to and from carers and establishments.
- Any medication or medical equipment must be transported as detailed in the County Council Medication Guidance.
- Other than basic first aid, medication must not be administered to any passenger unless this is identified as being required in their individual risk assessment/care plan and specific training (where appropriate) has been received.
- Extra passengers must not be transported on the vehicle without authorisation from the manager. Verbal instruction from the managers will suffice for emergency transport arrangements.
- The total seating capacity must not be exceeded on any vehicle. Passengers must not stand or sit anywhere than in a proper seat.

The driver is responsible for the carriage of his or her passengers. Where identified by risk assessment, the driver can be assisted by a coach guide/escort but, the driver must not move the vehicle unless satisfied with the safety of the passengers. Whilst the driver can take advice from others, ultimately the driver is responsible. Drivers and coach guides/passenger assistants must communicate with each other regarding who will be completing key tasks

Drivers must:

- Ensure safety measures have been taken for all passengers and wheelchair users before commencing journeys.
- Take care when driving on council sites.
- Not exceed the 5mph speed limit that operates on all County Council sites.
- Follow reversing arrangements in place on council sites. If you are unaware of the local arrangements contact manager for information.
- Wear hi-vis jackets or vests when walking around the site.

General Safety in Community Settings

Drivers must:

- Be aware of and observe all speed limits.
- Choose pick up and drop off points that are the nearest and safest practical vehicular access/egress.
- Keep any nuisance to neighbours or other road users to a minimum.
- Not allow passengers to board or alight unless the vehicle is at a complete standstill, this should take place adjacent to the pavement or other traffic free area.
- Use rear doors only for passengers using the lift or ramps.
- Wear hi-vis jackets or vests when outside the vehicle.
- Follow the Highway Code all times and also the stopping and waiting arrangements in local areas. It is also important for drivers to be aware of the blue badge rules and procedures.

School Settings

Schools must ensure that they also comply with the Special Needs Home to School Transport Guidelines when transporting pupils.

Risk Assessment

A risk assessment must be completed by the manager for each passenger who presents hazards to themselves or others whilst being transported.

- An individual risk assessment should be used to record the findings of the risk assessment.
- A manual handling risk assessment must be completed for all passengers who may require assistance from employees to board/alight the vehicle or to move them whilst in a wheelchair.

Managers must have documented local procedures in place to ensure that all relevant information contained in the risk assessment is communicated to drivers and coach guides/passenger assistants.

Drivers and coach guides/passenger assistants are responsible for ensuring they have read all risk assessments relating to their passengers and for informing their line manager of any incidents/changes in behaviour that may affect the relevancy of the risk assessments.

6.2 Safe Transportation of Wheelchairs

Due to the varying range of wheelchairs available a wheelchair assessment must be made by a competent person as to the correct restraining system to be used. Where it is not possible to determine if the wheelchair is suitable for transportation, the Integrated Passenger Transport Unit must be contacted for further advice.

Detailed guidance on the use of wheelchairs is available and has information on the use and transportation of wheelchairs.

Guidance G02 [Safe Use and Transportation of Wheelchairs](#) provides more guidance for managers and drivers on the safe use of wheelchairs. Managers must ensure that they are familiar with this document and that the working arrangements in relation to servicing and visual inspections of wheelchairs.

6.3 Seat Belts, Car Seats and Harnesses

The driver of the vehicle has a duty of care for themselves and others and must ensure that they can safely and securely transport all passengers in such a manner that they will not be injured in an emergency. It is the driver's responsibility to ensure that all passengers have their seat belt fastened and are safely seated and

secured before commencing the journey. If the passenger(s) require assistance to fasten the seat belt this must be provided.

Employees travelling as passengers have a responsibility to establish that the vehicle they are travelling in is roadworthy and insured.

Further guidance on safe use of child restraints is provided in Guidance on Child Car seats and all managers involved in the transporting of children must ensure that they have suitable arrangements in place to comply with this guidance. [Child Restraints in Vehicles](#)

Further guidance and a template individual risk assessment is available on the use of Crelling Harness to ensure these are only used where need identified and other less restrictive controls will not work effectively. This document also covers the safety and monitoring controls to be applied.

Seat belts in buses and coaches

Seat belts are already compulsory in minibuses under 2.54 tonnes unladen weight. If available, the appropriate child seat must be used in these vehicles.

Children aged 14 and above must by law wear seat belts fitted in all buses and coaches.

Vehicle operators are required to notify the passengers, and prominent signage must be displayed.

Seat belts and their fitment must comply with legal standards. All passengers should be strongly advised and assisted to wear the seat belts and restraints provided at all times. If someone refuses to wear a seat belt the risks should be explained to them and the passenger advised that the driver may refuse to transport them if they refuse to wear a seat belt. However, the passenger should not be left behind if this would place them in danger.

It is important that seat belts and restraints are correctly adjusted for the wearer to maximise their effectiveness. The basic points are:

- The belt should be worn as tight as possible
- The lap belt should go over the pelvic region, not the stomach
- Restraints should be securely fitted.

Types of Seat Belt

Three-point seat belts (lap and diagonal) provide greater protection than lap belts.

Passenger Restraints

Some passengers may need postural support during the journey, and a wide variety of passenger restraints are available to assist people to remain upright in their seat. Under no circumstances should they be used instead of a suitable seat

belt as they do not conform to the recognised standard nor are they designed for this purpose. Seat belts must be used in addition to postural harnesses.

Seat belt buckle guards

A seatbelt buckle guard fits over a standard seatbelt buckle to prevent the passenger from easily releasing it. Sometimes, these devices are used when carrying passengers with additional needs who may put themselves and others in danger by releasing their seatbelt and getting out of their seat during their journey. Regulation 48(4)(d) of the Road Vehicles (Construction and Use) Regulations 19861 requires that seatbelt buckles can be readily fastened and unfastened and that they are kept free from obstruction. The use of seatbelt buckle guards contravene this provision and they should be replaced with other approaches to overcome the risk that required their use.

Carriage of Children

In all vehicles used to carry children, restraints and ancillary equipment appropriate to the child's age, size and weight and sufficient to meet the child's needs will be used. Advice and guidance is available from the Transport Unit.

Carriage of animals / pets / assistance dogs

Animals / pets / assistance dogs must be securely restrained whilst travelling in vehicles. Suitable restraints include harnesses, dog cages or pet carriers. Dogs must not travel in the front passenger seat of vehicles.

6.4 Coach Guides & Passenger Assistants

Training and Induction

Coach guides and passenger assistants must display an identification badge at all times.

All coach guides/passenger assistants must receive an induction and training. Additionally, if they do not have experience of working with adults/children with special needs prior to commencing employment, their induction must include suitable time shadowing another experienced coach guide/escort.

All coach guides/passenger assistants must undertake the following training:

- Induction Checklist (HSF 11);
- Training in entry and exit procedures for the vehicle during normal operation and also in emergency situations.
- The correct procedures for the safe use of vehicle ramps, lifts, wheelchair restraint systems and other key equipment.
- Training in reporting adverse incidents and accidents.
- Manual Handling of people and inanimate objects.
- Emergency First Aid.

- Reversing/Banksman procedures where required to perform this task.
- Management of Violence and Aggression Safety Intervention Training/SKIP, when need identified; and
- Other training as required e.g. administration of oxygen.

Knowledge Requirement

Before a coach guide/passenger assistant goes out on any route they should have a basic knowledge of what is required of them which would include;

- The need to develop good communication with co-workers (drivers and coach guides/escorts) regarding who will be completing key tasks at each stage of the work.
- Ensuring that passengers do not distract the driver whilst the vehicle is in motion.
- Ensuring that all passengers behave in an appropriate manner whilst on the vehicle.
- What is appropriate physical contact when assisting passengers to enable their comfortable entry and exit from the vehicle.
- Not leaving passengers unsupervised on a vehicle.
- Ensuing escorts sit amongst the passengers with a suitable view to be able to react when necessary.
- Making sure that all medication and any information from carers is handed to a member of staff or carer at the end of a journey.

Clothing

Drivers and escorts must wear appropriate clothing such as;

- Flat, fully enclosed shoes.
- Comfortable clothing that allows freedom of movement.
- Suitable high visibility clothing.

6.5 Discipline and Conduct on Vehicles

Drivers must maintain order on vehicles and report any difficulties with particular passengers as soon as possible to their line manager so that action may be taken to resolve any difficulties.

Drivers and coach guides/passenger assistants must not get involved in any personal, suggestive or intimate conversations with any passengers and must not touch, hold or make any other physical contact with passengers other than that which may be required to assist a passenger into or out of the vehicle as appropriate.

If allegations of impropriety are made, drivers/coach guides/passenger assistants may be suspended whilst the incident is investigated. Any incidents should be reported verbally to the relevant manager without delay followed by a written account of the incident from all involved. The incident will be investigated in line with People Services Discipline Policies and procedures.

7. Monitoring of Driving Standards

Managers must ensure that all incidents and reports of poor driving standards are investigated, and appropriate action is taken. Where drivers are not employed by the county council the manager who is responsible for the contract should contact the service provider. The manager must be satisfied that adequate measures have been to ensure suitable action is taken to ensure safety and the manager and contractor actions should be clearly recorded.

Commissioning Officers must ensure that contracted transport providers are monitored to ensure that they are operating in compliance with the service specification requirements and aligned to these driving for work arrangements as appropriate to the service being delivered.

