Policy 34: Transport Policy

Last updated by: SH, RH

Links to policies: 18,24,30,73

<table>
<thead>
<tr>
<th>Version</th>
<th>Changes</th>
<th>Policy Date</th>
<th>Next Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>1/7/19</td>
<td>1/7/21</td>
</tr>
</tbody>
</table>

1 Policy 34 Transport Policy V1
1. Introduction
a) Age UK York (AUKY) provides a number of services almost all of which involve the use of transport for, as occasion requires, AUKY workers, service users and animals;
b) The safety of all AUKY workers, its service users and animals is paramount;
c) AUKY has contracts and working arrangements with other organisations. This policy is aligned with the requirements and practices of those other organisations.

2. Related policies
a) This policy should be read alongside Policy 18, Environment and sustainability; Policy 24, Dignity Code; Policy 30, Health and Safety; and Policy 73, Outings and Day Clubs;
b) Induction training and line managers generally will draw workers’ attention to specific aspects of other policies when workers are undertaking any kind of transport role.

3. Legislation and training
a) AUKY and its Board of Trustees (the Trustees) acknowledge and adhere to all relevant legislation as it applies to England including, but not restricted to: Health and Safety Regulations, The Care Act, 2014, Road Vehicle (Construction and Use) Regulations 1986 and the Road Traffic Act, 1988;
b) Minibus drivers will have taken MIDAS, the Minibus Drivers Awareness Scheme training;
c) Minibus drivers and other drivers where wheelchair users are being carried will have training in moving and handling including wheelchair use;
d) The staff member in charge of an outing will have a valid first aid certificate. All other workers on outings will be encouraged to take the half-day first aid course and keep themselves up to date.

4. Driver documentation
a) Drivers must have:
   • Up to date MOT for their vehicle unless their vehicle is less than 3 years old;
   • Up to date road tax for that vehicle;
   • Appropriate insurance for the conveyance of any third party and/or animal including that the vehicle is to be used in connection with AUKY work or volunteering;
b) A Driver Declaration Form is in the appendices. All AUKY workers who undertake driving at any time for AUKY, including where passengers or animals are carried, must complete this form. They should keep a copy and a second copy will be kept by AUKY and held in the worker's confidential file;
c) While engaged on AUKY business where a service user passenger is carried, the driver will place on the dashboard an Age UK York card indicating that the driver and vehicle are on AUKY business. This is so that in the event of a crash it will be clearer to any rescue party who should be contacted and any additional information that might be needed;
d) Drivers will have valid full licenses and they will not have more than 6 points on their licenses;
e) AUKY requires all drivers to give permission for their details to be checked by AUKY with the DVLA. The checking process is as follows:

2 Policy 34 Transport Policy V1
• Scheme managers e-mail drivers to inform them when their DVLA licence checks are due;
• Licences are re-checked annually except for the Escorted Transport drivers whose DVLA checks are carried out every 6 months;
• Drivers must first contact the DVLA, receive a code which they pass to their scheme manager together with the last 8 characters of their driving licence number. A check is then carried out. (These codes must be used within 21 days of issuing.);
• Scheme managers record the date checked;

f) Action may be taken under the Disciplinary Policy for drivers who don't comply with the request to permit the DVLA check in good time.

5. Vehicle maintenance and service user safety

a) Minibus drivers are responsible for informing the service manager if the vehicle needs cleaning or isn't roadworthy. Overall responsibility for roadworthiness rests with the service manager;

b) Drivers using their own vehicles for work purposes must:
   • Maintain their vehicles in good repair and cleanliness inside and out;
   • Have no more than 6 points on their driving licence;
   • Have a facility to be able to contact AUKY at any time;

c) All drivers driving clients must complete a medical declaration, as attached in the appendices. In addition, drivers must inform their line manager if for any reason they are unable to drive at any particular time. This includes but is not restricted to:
   • Taking any medication or having a medical condition that may influence their ability to drive safely;
   • Have alcohol or drug intake that is above the permitted levels;
   • Have acquired more than 6 penalty points or had their licence revoked;
   • Are too fatigued to drive;

d) Drivers must inform their line manager of any work related incidents or accidents and complete a detailed report;

e) Where goods such as wheelchairs, shopping bags and trolleys or training equipment including laptops are being carried, the driver will make sure these are securely stored either in the boot or the back passenger footwell of the vehicle if at all possible, otherwise so stored that they cannot move in the event of a sudden stop, thereby endangering the safety of anyone in the vehicle;

f) Where animals are being carried, they must be suitably restrained in the vehicle so they cannot distract or injure the driver, or themselves, if the vehicle stops quickly. A seat belt harness, pet carrier, dog cage or dog guard must be used when moving an animal in a car. AUKY provides suitable restraints which a driver must collect before collecting the animal. Service users must not be allowed to have an animal on their lap during a journey.

6. Outings

a) AUKY offers one or two outings a year. The requirements and instructions for drivers of all services are relevant for outings;

b) A designated member of staff will be in charge of any outing, travelling on the vehicle and supported by an adequate number of workers, some of whom may be volunteers;

c) In accordance with legislation, all service users must wear a seat belt while being transported in a vehicle. In the case of wheelchair users, the appropriate seat belt must be used. Everyone using the vehicles must wear a seat belt or wheelchair restraint at all times;

d) The driver of the outings vehicle and all workers on outings must have certificates regarding
moving and handling and must have transport provider registration for any driver or worker regarding moving and handling;

e) The driver has the responsibility for deciding where passengers should sit, for convenience of drop-off, for securing mobility equipment such as walking frames and for fastening wheelchairs securely;

f) No one may stand in the vehicle while it is moving;

7. Emergencies and health care on outings

a) Responsibility for the health and well-being of passengers using AUKY transport rests with the driver and staff member in charge of the activity or outing. They must ensure they are aware of any chronic medical conditions. The following items must be held in the vehicle at all times:

- A full first aid kit and hygiene containers, hygienic wipes and tissues, disposable gloves;
- A list of the service users on the vehicle and a copy of this list will be kept at the Walmgate office;

b) In the event of any emergency the driver and staff member in charge of any outing will have mobile phone or radio contact with the Duty Manager at the Walmgate office and must immediately advise the office of any incident, even if they are able to deal with it satisfactorily themselves;

c) Service users' personal files need not be taken on the outings but must be readily accessible at the appropriate AUKY office in the event of emergency;

d) Any accidents or other incidents which should be recorded will be recorded in the AUKY accidents book immediately on return from the outing and a verbal report made to one of the CO's deputies. These incidents will include trips or falls wherever and however they occur regardless of whether there was any fault by anyone and whether the service user or carer actually complained;

e) In the event of a service user having to be hospitalised while on an outing, a worker will accompany the service user and will maintain mobile phone contact with the Walmgate office.

8. Keep Your Pet

a) AUKY works in association with Keep Your Pet. Drivers may be asked to convey animals with or without their owner-service users from time to time;

b) A driver's declaration is at an Appendix of this Policy. A copy must be completed and signed by any AUKY worker conveying pets. The driver should keep one copy and copies will be kept with the worker's own confidential file and with the Keep Your Pet administrator.

9. Yorkshire Ambulance Service

a) AUKY supplies an Escorted transport service for the Yorkshire Ambulance Service (YAS);

b) All the requirements for drivers of all services supplied by AUKY also apply to AUKY workers on the YAS contract;

c) In addition, AUKY workers providing an AUKY service within the YAS contract will:

- Have undertaken safeguarding Level 2 or equivalent;
- Have undertaken the First Aid at Work course;
- Have undertaken the AUKY Induction part 2 on transport;
- Have had both adult and child DBS checks.
• Must carry a first aid kit, gloves, aprons, antiseptic gel, high vis jacket, waterproof blanket and approved YAS cleaning spray as well as a fire extinguisher.
• Maintain contact with YAS at all times
• Will report all accidents / incidents via DATIX

d) Drivers who use their own cars must clean the car in between each patient pick up and drop off using the approved cleaning spray provided. They must also carry out one deep clean each month;

e) The AUKY minibus / caddy gets deep cleaned once a month by the AUKY Escorted Transport driver via the Clean Cars company and charged to AUKY. Cleanliness spot checks may be carried out at any time by YAS.

10. Capability assessment

a) A capability assessment is carried out when a paid staff member is unable to carry out all or some of the duties for which they are appointed;

b) Where a paid worker is employed only as a driver and is unable to continue that work because of acquiring more than 6 points on a driving licence or for some health reason, that worker will be in breach of contract and the employment may be terminated.

c) A less formal assessment is carried out when a volunteer is unable to carry out the role with which they are tasked. Another role may be found, failing which, or if the volunteer does not wish to take on another role, the volunteer will be asked to leave AUKY.