

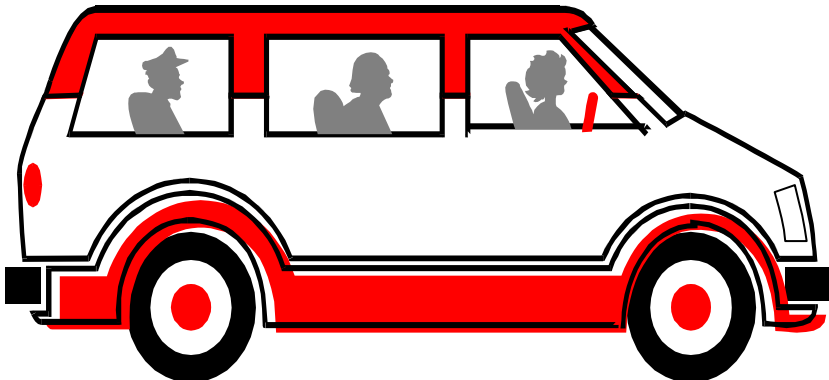
# Handbook for Community Car Drivers

## Guidance on Health & Safety

East Norfolk Rural Transport Partnership



**What *You* need to know before starting as  
a Volunteer Driver**



## Thank you for volunteering as a Community Car Driver.

If you are not already in contact with a car scheme or have any questions, you are welcome to contact either of the following to obtain further information:

- **Norfolk County Council**
- **Your local District Council or**
- **Your local scheme on the number below:**



This booklet has been produced mainly to ensure that, ***you and your passengers*** remain as safe as possible at all times.

Its aim is to give you basic advice relating to a number of issues:

- Be prepared – what to consider before you start and what useful equipment to carry in your car
- Health & Safety and Duty of Care in general
- Legal Responsibilities
- A-Z of how to act in non-routine situations
- Additional operational guidance, updated by, and relating to individual Car Schemes

## **What is a Community Car Scheme?**

Community Car Schemes, whether operating in a single parish, a cluster or linked to a Doctor's Surgery, are an organised form of car-sharing or lift giving, where a pool of local drivers is available to take passengers on centrally co-ordinated, pre-arranged journeys. The drivers use their own cars and are reimbursed for expenses *only*, normally on a mileage basis. (Please refer to the page giving details of the scheme you are joining).

The legal basis for such schemes further stipulates that:

- Payment should not exceed the running costs of the vehicle (including depreciation and general wear).
- Arrangements for payment of the fare must be made before the journey begins.

## **Before you Start**

The Car Scheme will expect, and should indeed check with you, that certain requirements are fulfilled:

- Your car must have a current MoT and be fully insured. You need to confirm with your insurance company, that you are covered for community car driving – the scheme you are joining may have a standard letter you can use, if your policy details need updating. Remember this is also applicable if you switch insurance companies.
- It is recommended to be/become a member of breakdown service. The mileage expenses you are paid are partly to cover for such service, as well as professional car maintenance.

## **Expiry Dates & Details of Documents**

**My insurance Company is:**

**Policy Number:**

**Contact Telephone for claims:**

**My Breakdown Service is:**

**Membership Number:**

**Contact Telephone:**

**MoT renewal date:**

**Insurance renewal date:**

**Breakdown-cover renewal date:**

**Driver's licence expiry date:**

## Useful Equipment & Phone Numbers

<b>General</b>	<b>Winter</b>
First Aid Kit	Shovel
Fire Extinguisher	De-icer spray
Torch	Extra Rugs
Warning Triangle	Ice Scraper
Flourescent Waistcoat	Hot Drink or Drinking Water
A Rug	

**You might find yourself in a situation, where help from a friend or fellow volunteer driver is needed, list contact numbers here:**

<b>Name</b>	<b>Home</b>	<b>Mobile</b>
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# Civil Duty of Care & Health & Safety in general

When you are volunteering for a Car Scheme, you share, with the organisers of that Scheme, a responsibility for the health and safety of yourself, your passengers and anyone else affected by your actions. In addition you have a *Civil Duty of Care*, which, if broken, is not necessarily a criminal offence, but could nevertheless lead to you or the scheme being sued, if someone, who is owed a duty of care, suffers injury or loss because of negligence.

- A Community Car Scheme has a duty of care to its drivers and passengers.
- Drivers have a duty of care to their passengers.

This includes doing a pre-drive check of your car as required by the Highway Code.

Also to check, that internal functions such as seatbelts and heating are in working order and the interior is clean. It is desirable to operate a no smoking policy.

It also entails making a conscious decision about your own daily fitness to drive. ***Never drive if you feel unwell or if other restricting circumstances, such as medication or the weather, play a part.***

- ***There is no set standard of care – it changes with references to succeeding court cases. In practice, the requirements almost always increase over time.***

## **From a Health and Safety aspect**

An organisation that uses volunteers has a duty of care to those volunteers. The Health & Safety Executive takes the view, that if an organisation provides a lower standard of health and safety protection to volunteers, than that given to employees doing equivalent work, then that organisation would have difficulty demonstrating it was meeting its duty of care to those volunteers.

The minibus driver awareness scheme (MiDAS), a national training scheme for volunteer and paid minibus drivers, takes the view, that it is good practice to provide volunteers and employees with the same, high standard of health and safety protection.

A view shared in this booklet.



## **Rights and Responsibilities - Driver's legal responsibilities**

- 1.0** As a driver you are personally responsible for complying with all road traffic legislation.  
Re-read the Highway Code regularly, as it is often updated and make sure it is a *current edition*.

### **The following may seem less relevant to you as a volunteer driver, but in principle:**

- 1.1** Under Health and Safety legislation your organisation must provide you with a safe and healthy workplace, safe work equipment, *adequate training, information* and supervision, as well as liability insurance and a written safety policy.

- 1.2** Your organisation must assess the risk of work tasks and ensure you are competent to carry out those tasks. They must also set up safe work systems and emergency procedures.
- 1.3** As a volunteer or employee you must take reasonable care for your own and others health and safety.
- 1.4** You must follow instructions when using work equipment\* and co-operate with your organisation to ensure safety at work.
- 1.5** You must inform your organisation of dangers to health and safety and inform it of shortcomings in its health and safety provision.

*In the interests of your passengers and yourself, you may be expected to undertake some training. This is to enable the Car Scheme to fulfil its obligations under the Health & Safety legislation.*

*You may also be asked questions about your general state of health, regarding fitness to drive.*

Finally, some schemes require a CRB check, as you may come in contact with vulnerable groups.

\*This may not be relevant if you use your own car



## Health & Safety Hazard Recognition & Risk Assessment

A hazard is anything with the potential to cause harm. A risk assessment is a careful examination of what could cause harm to people, in order to decide whether enough precautions have been taken or more should have been done to prevent harm.



**Hazard = Anything that can cause harm.**

The Health and Safety Executive advises employers to take a systematic approach and in a leaflet entitled **Five Steps to Risk Assessment**, suggests that:

1. *Look for hazards*
2. *Decide who might be harmed and how*
3. *Evaluate the risks and decide whether existing precautions are adequate or whether more should be done*
4. *Record the findings*
5. *Review and revise the assessment as necessary*

**Risk = The chance, high or low, that someone will be harmed by the hazard.**

Community Car Scheme Drivers play a central role in identifying hazards to themselves or others. In accordance with the previously mentioned responsibilities, you must report any concerns regarding Health & Safety to your scheme co-ordinator or other designated person.

# What you can do to prevent accidents

## Learn from your mistakes.

In 95% of all traffic accidents, human error is to blame.

- Acknowledge that your attitude to your own mistakes affect your driving performance.
- Learn from own and other drivers' mistakes
- Apply these lessons in all driving situations

To improve your own driving and awareness of potential risks, try this exercise (on a familiar route):

As you drive consciously assess the current level of risk.

Think about




your driving

Constantly update your assessment and talk yourself through the risks of the traffic situation. Look out for situations, which could be *potentially* dangerous and where, in the past, you may have been complacent.

You may feel there are few risks in the quiet country lanes of Norfolk, but consider things like the road condition, possible mud from fields, hidden farm and field entrances, sudden appearances of birds or animals in the road and the weather conditions.

# A-Z of what to do in Non-Routine Situations

(Legal requirements in red)

In case of	Recommended Action
<p>Break Down</p> <p>Read more in the Highway Code Section 248-261</p>	<ul style="list-style-type: none"> <li>• If your car breaks down on a road other than a motorway, which is the most likely scenario in Norfolk, assess the situation. <b>It is generally advisable to stay in the car</b>, unless there are circumstances, which make it <b>less dangerous</b> to get out.</li> <li>• If you do not carry a mobile phone, or cannot get a signal, try to <i>safely</i> attract the attention of other passing motorists and ask one of them to call breakdown services for you.</li> </ul> <div style="display: flex; align-items: center; margin-top: 10px;">  <p><b>Do not use a mobile phone in or near a car, where there is a risk of fire.</b></p> </div>
<p>Road Traffic Accident</p> <p>Where you are involved</p> <p>Read more in the Highway Code Section 248-261</p>	<ul style="list-style-type: none"> <li>• Stop in a safe place, secure your car and remove the keys from the ignition.</li> <li>• <i>If you are involved in an accident that causes injury to any other person or certain animals or damage to another vehicle or property you must stop.</i></li> <li>• Check your passengers and any other involved for injuries. Call emergency services if necessary and apply first aid if you know how to do so.</li> <li>• Even by minor personal injury, which</li> </ul>

<p>Road Traffic Accident Where you are <b>not</b></p>	<p>does not require treatment, you should contact the police, especially if it concerns one of your passengers.</p> <ul style="list-style-type: none"> <li>• <i>If someone is injured, whether in your car or not and you do not produce the insurance certificate at the time, you must report the accident to the police as soon as possible and certainly within 24 hours. You must attend a police station with the original insurance certificate, MoT certificate and drivers licence – regardless of being at fault or not.</i></li> <li>• Organise a responsible person, if necessary to warn other motorists.</li> <li>• Exchange names, addresses and insurance details. If you for any reason are unable to, call the police.</li> <li>• <i>You must give your name and address and that of the vehicle owner, if different and the vehicle registration number to anyone having reasonable grounds to request it.</i></li> <li>• Do not admit liability</li> <li>• Check your car for damage and try to record damage to any other vehicle involved. (This is where a mobile with a camera would be helpful).</li> <li>• Report the accident to the owner of the car if it is not your own and to your insurance company</li> <li>• If you are first to arrive at the scene of an accident <b>and it is safe to do so</b>, position your car to protect the scene, put on handbrake, stop your engine, remove keys from ignition and put</li> </ul>
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<p><b>involved</b> Read more in the Highway Code Section 248-261</p>	<p>your hazard lights on.</p> <ul style="list-style-type: none"> <li>• Call emergency services and inform them exactly where the accident has occurred and how many people are involved. <b>If safe to do so</b>, immobilise any vehicle involved minimising further risk. Do not attempt to move anyone injured from their car, unless there is immediate risk of fire.</li> </ul>
<p><b>If your car catches fire</b></p>	<ul style="list-style-type: none"> <li>• Stop promptly in a place of relative safety. Switch off the engine and engage the handbrake. Leave the gear stick in a high gear in case of accidental engine re-ignition.</li> <li>• Get everyone out and away from the car, closing the doors behind them. Dial 999 for the emergency services and stay clear of the car.</li> </ul>
<p><b>Dealing with a medical emergency</b></p>	<ul style="list-style-type: none"> <li>• If you are not trained and approved to deal with a medical emergency your priority is to seek help, which usually means dialling 999.</li> <li>• It would be advisable for a Community Car Driver to have attended just a short course on basic life support.</li> </ul>
<p><b>Dealing with difficult behaviour</b></p>	<ul style="list-style-type: none"> <li>• There are several degrees of what can be termed as difficult behaviour. The only form causing major problems is when that behaviour leads to someone endangering themselves or others by distracting the driver.</li> <li>• Often such behaviour arises from confusion, fear, frustration or difficulties in communication.</li> </ul>

<p>Helping passengers From/to your car</p> <p>This is a subject, for which the car scheme is advised to produce a Manual Handling Risk Assessment which gives clear guidelines.</p>	<ul style="list-style-type: none"> <li>• The best approach is preventative, to manage situations which may trigger such behaviour and set clear ground rules, so passengers know what is expected of them: Wearing seat belts, no smoking etc.</li> <li>• Part of the valued service offered by a Community Car Scheme is help for its passengers from/to the car.</li> <li>• Different circumstances require different approaches and sometimes your ability to say <b>No</b>, if you feel you cannot offer the required level of help safely.</li> <li>• If you are in a situation where you have to say no, this should be reported to your co-ordinator.</li> <li>• Always ask before you attempt to help someone.</li> <li>• Ask <i>how</i> they want to be assisted – these questions are not just common courtesy, but will help ensure a level of safety.</li> <li>• Parking slightly away from a kerb will make it easier for the passenger to get out of the car.</li> </ul>
<p>Helping someone who has difficulty walking</p>	<ul style="list-style-type: none"> <li>• Allow the person to move at their normal pace, helped by their normal walking aides (stick, crutches etc).</li> <li>• Do not grab or pull the person or let them hold onto you – if they fall they may pull you down as well.</li> <li>• You must be able to release your hold and don't try to catch them if they fall, but try to protect their head.</li> </ul>

<p>Helping someone who has fallen</p>	<ul style="list-style-type: none"> <li>• Using the 'palm to palm' technique with gentle support under the elbow or around their back onto their hip should be sufficient.</li> <li>• Do not try to lift someone who has fallen – you could injure them or yourself.</li> <li>• If they are unconscious dial 999</li> <li>• If you have been trained in emergency aid follow the ABC.</li> <li>• If the person is conscious try to establish if they have been injured, if serious dial 999.</li> <li>• If no apparent injury, try to make them sit up, later stand up in their own time.</li> <li>• A chair or other suitable support may be helpful.</li> </ul>
<p>Helping someone who uses a Wheelchair</p>	<ul style="list-style-type: none"> <li>• Firstly refer to the Manual handling risk assessment and follow the guidelines given in it.</li> <li>• Always work in partnership with the wheelchair user – it's their chair and they know how it functions.</li> <li>• Many parts are loose and may come undone</li> <li>• Pushing a wheelchair user over rough ground should be avoided.</li> <li>• Beware even small obstacles can cause sudden jolts and in worst case cause the chair user to fall forward out of the chair.</li> <li>• Level and gradient changes should be approached straight on. Note pavements sometimes slope slightly towards the road, which can cause a</li> </ul>

<p>Battery Powered Wheelchair</p>	<p>pull, which you have to counter.</p> <ul style="list-style-type: none"> <li>• Place yourself on the downhill side of the chair, when going up/down kerbs, steps, ramps.</li> <li>• Always engage brakes when the wheelchair is stationary, but note they are not always fully reliable.</li> <li>• Do not attempt to negotiate high kerbs or steps. This can only be done with the use of a ramp.</li> <li>• <i>Common for both manual and powered wheelchair users is, to enable a safe transfer from chair to car and back they must be able bear all or most of their weight. They must not be lifted or pulled.</i></li> <li>• When loading a battery powered wheelchair, make sure the batteries are secured safely to the chair frame. They could otherwise prove to be hazardous in an accident.</li> <li>• Do not try to manoeuvre a powered wheelchair as they may be differently balanced than the manual versions.</li> <li>• If you regularly come across obstacles, which are difficult to cross, small portable ramps are available and the user should obtain one (normally through Social Services).</li> </ul>
<p>Helping someone having an epileptic seizure</p>	<ul style="list-style-type: none"> <li>• Do not restrain a person who has an epileptic seizure.</li> <li>• If possible move sharp objects away from them, place something soft under their head and loosen any clothing which is tight around their neck</li> <li>• After the seizure has stopped, place</li> </ul>

<p>Guiding someone who is blind or has a visual impairment</p>	<p>them in the recovery position</p> <ul style="list-style-type: none"> <li>• Medical help is not usually necessary, unless a second seizure starts before they have recovered from the first or it lasts more than a few minutes or they have injured themselves.</li> <li>• <i>Dial 999 if you have concerns for their well being for any other reason.</i></li> <li>• Remember to ask before you start helping.</li> <li>• If your offer is accepted let them hold your elbow – their left hand to your right arm and vice versa – and stay slightly behind you.</li> <li>• If they are unable to grip, bend your arm across your chest and hold their hand in the crook of your elbow.</li> <li>• Going up and down stairs, you remain one step ahead.</li> <li>• Going through doors, keep your partner on the ‘hinged side’.</li> <li>• When helping them into a car seat, tell them which way the car is facing, allow them to locate the top corners of the doorway and put the hand of your guiding arm on the seat back and allow them to slide down their hand until they have contact with the seat.</li> <li>• If a working guide dog is travelling with the passenger, do not attract its attention in any way without prior permission.</li> <li>• In a car it can sit at its owner’s feet if there is space, <i>but not in the front foot-well if an airbag is fitted! It would be injured in case of an accident.</i></li> </ul>
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<p>Helping someone who has a hearing impairment</p>	<ul style="list-style-type: none"> <li>• It can travel in a rear seat if a travel harness clipping into the seatbelt is available.</li> <li>• Establish eye contact and make sure you are positioned in a way, which enables lip reading.</li> <li>• Speak clearly, but do not shout.</li> <li>• Be prepared to write down what you are trying to say if your passenger does not lip-read.</li> <li>• If someone is present to interpret into sign language, keep speaking to the individual and <b>not</b> the interpreter.</li> <li>• Ask the passenger not to address you whilst driving – you cannot safely turn to enable lip reading.</li> </ul>
<p>Good practice &amp; advice</p>	<ul style="list-style-type: none"> <li>• Never leave a passenger(s) alone in the car.</li> <li>• It is dangerous for people to leave or join the car during the time a nozzle from a petrol pump is connected to the car – can lead to ignition and explosion.</li> <li>• If transporting a child requiring a child seat, let the parent or escort fit it.</li> <li>• Never use ‘improvised aides’, such as boxes to step on.</li> </ul>

## Hygiene Safety Precautions

You need to protect yourself and your passengers by minimising the risk presented by bacteria or viruses carried in blood or other bodily fluids. To do that, bear the following in mind, both for yourself and your passengers:

- Cover any cuts, grazes or other open wounds with waterproof plasters.
- Any injury or skin penetration should be reported in an accident log.
- All bodily fluid spillages should be recorded in an accident log.
- When cleaning your car after spillages – if someone has been travel sick or incontinent – use protective waterproof gloves and dispose of these and any swabs in a safe way, sealed in yellow bags and incinerated.
- Special single-use clean-up kits are available, talk to your scheme co-ordinator to find out if they use them.