

Motability Risk Assessment Sheet - 001

<p>SECTION 1: CONTROL DATA</p> <p>DEPARTMENT : Field Team, Grants</p> <p>RISK – Test Drive : A) Assessment Vehicles B) Demonstration Vehicle C) Customer Vehicle D) Assessment with minor to include Covid19</p> <p>LOCATION OF RISK: At point of assessment</p>	<p>RISK ASSESSOR: Jackie Smith</p> <p>ASSESSMENT DATE: 21st January 2020 Reviewed date 14/05/2020 due to COVID19</p> <p>PLANNED REASSESSMENT: As further guidance on COVID-19 becomes available, at the latest 19th January 2021</p>
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Motability are considering the risk exposure faced with test drives of vehicles with controls which customers may not have experienced before.

Covid-19 adds further complexity to test drives due to the confined space and road safety requirements. A further risk assessment was undertaken (14th May 2020) to consider the risks and controls to make this a safe working environment.

Section 2: INITIAL ASSESSMENT

Section 2: Q1 DESCRIPTION OF RISK & POTENTIAL HARM:

A & B

- 1) Collision – Fatality / Major, Minor injury
- 2) Equipment / adaptation failure - Fatality / Major, Minor injury
- 3) Human error – Fatality / Major, Minor injury
- 4) Medical emergency / Assistance - Fatality / Major, Minor injury

C

- 1-4 Inclusive
- 5) Lack of dual brake – Fatality / Major, Minor injury
 - 6) Lack of maintenance - Fatality / Major, Minor injury

D 1-6 Inclusive

- 7) Lone working with customer – verbal/physical accusations

Section 2: Q2 - WHO IS EXPOSED TO THIS RISK:

MDA, Customer, Public, Third Party Demonstrator & BSM/AA ADI's

Section 2: Q3 - CONTROLS CURRENTLY IN PLACE TO MINIMISE THIS RISK

- 1) All test drives are conducted by ADI trained personnel, able to provide verbal/physical intervention, have dual brake, vehicle transition to instructor control unit for use with high tech controls only.
- 2) Regular servicing of vehicle and adaptations to ensure they are in full working order.

- 3) Customer / ADI's under tuition have valid UK driving licence and MDA (Mobility & Driving Advisor) has assessed customer / ADI's against Motability assessment procedure. MDA assesses customer / ADI's competence, capability (static/moving etc.).
- 4) MDAs are first aid trained and provided with mobile phones to call emergency services where necessary.
- 5) MDA to assess customer's ability/history and vehicle suitability. MDA can terminate or refuse a test drive at any time.
- 6) Provide suitable driving environment linked to customer's abilities when carrying out a test drive, ideally quiet area when learning new controls.
- 7) MDAs are all DBS checked (Disclosure and Barring Service). MDA to obtain verbal consent from appointee before carrying out test drive as customer is under 18. This is to be documented on customer's report.
- 8) The speed limiter is on all assessment vehicles and is to be used at the discretion of the MDAs depending upon the customer's ability and test drive area.
- 9) On-board cameras at the front and rear of all assessment vehicles to assist if required. (Installed Jan 18.)

Section 2: Q4 – WHAT IS OUR INITIAL ASSESSMENT OF THE RISK:

Current risk is **medium**.

Test drives do pose a risk to the MDAs, however suitable controls have been introduced to reduce the likelihood to possible, injuries could be extensive, but are more likely to involve a medical treatment.

SECTION 3: THE RE-ASSESSMENT – 14th May 2020

Section 3: Q1 - WHAT NEW RISKS HAVE BEEN IDENTIFIED?

All risks identified at the initial assessment remain, however as a result of Covid-19 pandemic a further review has been undertaken identifying

1. Applicant or attending family enter the vehicle with Covid-19 symptoms – contaminating the vehicle.
2. Applicant or attending family could transmit the Covid-19 virus.
3. Multiple test drives during Covid19 pandemic – increasing the risk of spreading the virus or contaminating vehicle.

Section 3: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

The controls as originally identified remain in place; in response to the Covid-19 pandemic the following additional controls have been implemented to reduce the potential risk of contaminations or transmission of the Covid-19 virus.

1. When and if you have to carry out a test drive in the assessment vehicle, you will need to go within 2m you must ensure that you are wearing PPE, gloves, apron & FFP 2 face mask or equivalent.
2. Advise the customer to wear clothing that is suitable and covers their arms and legs to minimise

the risk of contamination or transmission. If the customer does not have a face covering and gloves the MDA can provide this and will dispose of this with their own PPE.

3. Before getting into the assessment vehicle advise the applicant of what control measures/ cleaning you have put in place, i.e. antibacterial wiped or bleached the windows and mirror controls, seat and head restraints, seatbelt and its connection, gear lever, steering wheel, indicator and wiper stalks, car keys etc.
4. Ensure that the customer is provided with hand sanitizer ready for the test drive. Explain that you have also just cleaned your hands with hand sanitizer and that both of you should avoid touching your face and hands.
5. Ensure the vehicle is well ventilated – leave the windows and doors open.
6. Avoid using the air conditioning if possible however if it is used do not set it to recirculate the air in the vehicle.
7. MDA to sit in the front passenger seat in the assessment vehicle while test drive is in progress and it is recommended to look forward at all times.
8. Ensure customer is made aware that only those who are needed attend the assessment – if they have requirements to be assessed or they are assisting with communication needs.
9. Once the assessment has finished and the customer is in their home the MDA will need to clean the vehicle inside with house hold products such as antibacterial spray, detergents and bleach.
10. On completing the cleaning of the vehicle all the cloths, wipes and PPE must be placed in a black bag, tied and kept for 72 hours before placing it in the household rubbish.
11. Only one test drive will be undertaken per day, to minimise the level of transmission or contamination.

Section 3: Q3 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Further measures have been implemented in order to create a safer environment for both employees and beneficiaries during the Covid-19 pandemic.

The risk has been identified as **medium**, beneficiaries are likely to be vulnerable to Covid-19 and could suffer major reactions as a result, and the likelihood of contamination and transmission is possible.

We will continue to monitor the guidance provided and review the risks to ensure we minimise exposure where possible.

Section 3: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Jackie Smith – Solutions Manager
Cheryl Hodgson – Risk, Controls & Compliance Manager
Paul Venter – Health and Safety Advisor

Presented to Health & Safety Committee on 28th May 2020.

SECTION 4: FURTHER RE-ASSESSMENT – DATE

Section 4: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Section 4: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Section 4: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

Section 4: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Risk Assessment Matrix

		Severity				
		Fatal Injuries	Major Injuries	7 Day Injuries	Medical Treatment	Minor Injuries
Likelihood	Very Likely	High	High	High	High	Medium
	Likely	High	High	High	Medium	Medium
	Possible	High	Medium	Medium	Medium	Low
	Unlikely	Medium	Medium	Medium	Low	Low
	Very Unlikely	Medium	Low	Low	Low	Low

H = Intolerable Risk Action - STOP Activity
M = Tolerable if ALARP Action - REVIEW Risk Level
L = Broadly Acceptable Action - MONITOR Risk Controls

This Initial Risk Assessment is Medium

Assessors Name:	Signed: Jackie Smith	Date: 5 th June 2020
Department Manager:	Signed: Lisa Jones	Date: 5 th June 2020
Facilities Office:	Signed: Steve Wright	Date: 5 th June 2020

Re-assessment of risk is MEDIUM

Assessors Name: Jackie Smith	Signed: Jackie Smith	Date: 5 th June 2020
Department Manager: Lisa Jones	Signed: Lisa Jones	Date: 5 th June 2020
Facilities Office: Steve Wright	Signed: Steve Wright	Date: 5 th June 2020