

Motability Risk Assessment Sheet - 001

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| <p>SECTION 1: CONTROL DATA 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 due to COVID19 this risk assessment has been Reassessed date 14th May 2020 Reassessed 20th July 2020 Reassessed 8th January 2021 Reassessed 5th March 2021 Reassessed 7th September 2021</p> <p>PLANNED REASSESSMENT: As further guidance on COVID-19 becomes available, at the latest 8th January 2022</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 for beneficiaries and employees.

In July 2020 as restrictions eased, Motability undertook a further reassessment to determine if they could safely increase the number of visits and test drives in a day.

A further lockdown was placed on England and the devolved nations in January 2021, the reassessment is to ensure we are compliant with the varying Covid rules across the UK and that we recognise the impact and responsibilities.

Following changes in the Government guidelines made on 16th August 2021, the risk assessments were updated 7th September 2021 - *If you are fully vaccinated, you will not be required to self-isolate if you are in contact with someone who has tested positive for Covid-19*

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 – 22nd July 2020

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

The risk has change as we are now looking to carry out more than one assessment in one day.

The risk has also changed due the type of assessment the MDA's carry out; the MDAs assessment vehicle may not be needed for the second assessment as demonstrators may attend.

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

A 20 min cleaning routine is in place for the vehicles following an assessment, ensuring the touch points are cleaned with an anti-bacterial / virus wipe

PPE - New disposable aprons, gloves and masks to be changed and worn for each assessment.

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

The risk remains at medium due to appropriate measures which have been implemented.

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

Jackie Smith
Cheryl Hodgson
Paul Venter – Health and Safety Advisor

Presented to Health & Safety Committee

SECTION 5: FURTHER RE-ASSESSMENT – 8th January 2020

Section 5: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain which is more transmissible and infection rates have increased. Whilst the symptoms and reactions remain unchanged the virus is more easily spread and the test drives tend to be with vulnerable individuals.

Section 5: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Motability have taken the decision to cease test drives at the current time until there is a better understanding of the new variant and measures are lifted

Section 5: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk level is deemed as high, there is a possible risk of transmission which could be fatal for beneficiaries.

Section 5: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Alexander
Cheryl Hodgson
Paul Venter – Health and Safety Advisor

SECTION 6: FURTHER RE-ASSESSMENT – 5th March 2021

Section 6: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain which is more transmissible and infection rates have increased. Whilst the symptoms and reactions remain unchanged the virus is more easily spread and the test drives tend to be with vulnerable individuals.

Section 6: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Test drives will resume on 12th April 2021 following Government guidance, we are back to all our previous controls and measures, with the addition of daily testing for all Field Team assessors. If an assessor tested positive, further advice would be taken on future testing for the Field Team.

Section 6: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk is at medium due to appropriate measures which have been implemented.

Section 6: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith – Solutions Manager
Michelle Pewter
Paul Venter – Health and Safety Advisor

SECTION 7 – FURTHER RE-ASSESSMENT – 7th September 2021

Section 7: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Due to the change in Government guidelines as of 16th August (see Section 1), the following changes to controls have been put in place.

SECTION 7: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

When attending an assessment where the beneficiary has been in contact with someone who has tested positive for Covid-19 :-

The team should check with the beneficiary that they have received a negative PCR result prior to the assessor's visit (In accordance with Government Guidelines).

The Beneficiary must be fully vaccinated and should also be in possession of a negative LFT test taken on the morning of the appointment prior to commencement of the assessment. The assessment will then take place outdoors, as previously advised.

If the Beneficiary has not received a negative PCR result, the assessment will not take place and the appointment will have to be re-scheduled.

The wearing of Aprons as part of our PPE is now optional and their need to be worn will be decided by the assessor or at the request of the beneficiary.

The wearing of gloves as part of our PPE is now optional but hands must be sanitised more frequently during assessments and whilst cleaning the vehicle.

MDAs are to be reminded that they should not smoke, eat or bite their nails before sanitising their hands. Due to the amount of hand sanitiser being used it is now recommended that the MDAs use a hand cream frequently.

Section 7: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk is at medium due to appropriate measures which have been implemented.

Section 7: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith – Solutions Manager

Michelle Pewter

Tony Daly – Health and Safety Advisor

RiskAssessment Matrix

| | | Fatal Injuries | Major Injuries | 7 Day Injuries | Medical Treatment | Minor Injuries |
|---------------|--------|----------------|----------------|----------------|-------------------|----------------|
| Very Likely | High | High | High | High | Medium | |
| Likely | High | High | High | Medium | Medium | |
| Possible | High | Medium | Medium | Medium | | |
| Unlikely | Medium | Medium | Medium | | | |
| Very Unlikely | Medium | | | | | |

H = Intolerable Risk
Action - STOP activities
M = Tolerable If ALARP
Action - REVIEW RiskLevel



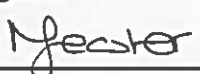
This Initial Risk Assessment is **Medium**

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| Assessors Name: Jackie Smith | Signed: | Date |
| Department Manager: Lisa Jones | Signed: | Date: |
| Facilities Office: Steve Wright | Signed: | Date |

Re-assessment of risk is **HIGH**

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| Assessors Name: Jackie Alexander | Signed: | Date 15/1/21 |
| Department Manager: Lisa Jones | Signed: | Date: |
| Facilities Office: | Signed: | Date |

Re-assessment of risk is **Medium**

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|---------------------------------------|--|-------------------|
| Assessors Name: Jackie Smith | Signed:  | Date 11/10/21 |
| Department Manager: Lisa Jones | Signed:  | Date: 11/10/21 |
| Facilities Office: Michelle Pewter | Signed:  | Date 11/10/21 |

