



Multiple Sclerosis Society

Driver Handbook

Emergency Contacts

Branch Name: _____

Branch Chair: _____

Contact Number: _____

Transport Manager: _____

Contact Number: _____

Drivers who may be able to help in an emergency: _____

Insurance Details

Name of Company: _____

Contact Number: _____

Policy Numbers: _____

Breakdown Service

Name of Service: _____

Contact Number: _____

Policy Number: _____

Actions to take in event of any roadside emergency are set out in the Vehicle Emergency Procedures Card (HSV: 021).

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Legal Requirements

Criminal Records Bureau Checks:

It is MS Society policy that all drivers who carry branch members (whether driving their own or branch vehicles) complete a CRB check. This is done through the Volunteering Development section.

- Contact: Sonja Pinnell – Volunteering Development Officer;
Tel: 0208 438 0749

There is no cost to the branch or the individual to carry out this check.

Drivers who use Branch Vehicles:

The flowchart on Information Document HSV: 011 illustrates whether or not members are able to drive branch vehicles.

Each driver must complete an induction with a competent person or assessor. This can be the Transport Officer/Manager or any trained and experienced driver.

The first stage of the drivers induction is to check their suitability using the following points:

- Driving experience.
- Accidents in the past three years.
- Health factors that may affect driving. Drivers must notify the branch immediately of any changes.
- Manual handling experience.
- References that specify the volunteers suitability as a driver.
- Appropriate driving licence. Drivers must notify the branch immediately of any changes.
- The assessor should also explain the process that takes place when a driver reaches the age of 70.

The branch to keep a copy of all licences and check them annually.

Legal Requirements

Volunteer Drivers who use their own Vehicles

Risk assessment VTRA: 006 and 006A must be completed the first time a member uses their own vehicle. Thereafter the risk assessment should be reviewed if there are changes or annually whichever is first.

The information to be checked by the branch includes:

- Vehicle registration, MOT, service records, tax disc and driving license.
- Insurance: volunteer's insurers must be notified that they are driving for the MS Society; the branch should see evidence of this. An example of a letter that could be used is shown in Information Document HSV: 012.
- Breakdown service membership if not covered by the branch.

The Volunteers Vehicle

The volunteers vehicle should be checked for:

- Ease of getting in and out;
- Suitability to carry vulnerable passengers including seatbelts.

Welfare Issues

Volunteer drivers must never be under the influence of alcohol or drugs while they are driving.

Drivers must have access to a mobile phone in case of emergency. However it is against the law to use a hand held phone while driving unless calling the emergency services.

Accident Reporting

Vehicle Collision:

Never admit liability.

Follow guidelines set out on Vehicle Emergency Procedure Card HSV: 021.

Contact insurance company and the branch immediately.

Fill in the paperwork as requested by the insurance company.

Any other type of Accident resulting in a person being injured:

Minor Accidents:

- Administer first aid;
- Either contact the Accident Reporting Line on: 0208 906 6567 (opening hours 0845 to 1730 weekdays);
- Or complete sections 1, 2 and 3 of the Accident Report Form (HSV: 022) and send to the Health and Safety Department at MSNC.

Major Accidents:

- Send the individual to hospital;
- Immediately contact the Health and Safety department at the MSNC;
- If an investigation is needed leave everything as it is until the Health and Safety Manger arrives. If this is not possible take photographs of the scene and pass on all information to the investigator.
- If no investigation is needed, either contact the Accident Reporting Line or complete sections 1, 2 and 3 of the Accident Report Form (HSV: 022) and send to the Health and Safety Department at MSNC.

If you are unsure which category an Accident falls into; please contact the Health and Safety Department on: 0208 438 0973 for clarification.

Fire

Fire Extinguishers

Minibus: 2 Water or Foam Fire Extinguishers

Other vehicles: 1 Water or Foam Fire Extinguisher

If replacing Fire Extinguishers opt for the AFFF Foam.

Reasons: Water is heavy and can be inappropriate for vehicles with multiple electric circuits. Dry Powder Extinguishers can be toxic in confined spaces such as the interior of a vehicle.

The drivers should check the fire extinguishers before every trip for damage or use.

It is a legal requirement that each fire extinguisher is checked and tagged annually by a competent person.

Hazardous Substances

Oxygen Bottles

- If transporting a passenger with an oxygen bottle, ensure it is well secured.
- Ensure there is no smoking in the vehicle.

Fuel

- Do not carry spare fuel on the vehicle.
- When refuelling, use the correct size nozzle, avoid spillages and leave mobile phones in the vehicle.

First Aid

The first aid box should contain:

- 10 Antiseptic wipes, foil wrapped
- 1 Disposable bandage (not less than 7.5cm wide)
- 2 Triangular bandages
- 1 pack 24 Assorted adhesive dressings
- 3 Large sterile unmedicated ambulance dressings
(not less than 15 x 20cm)
- 2 Sterile eye pads with attachments
- 1 roll Adhesive tape for securing bandages
- 1 pair Rustproof blunt ended scissors
- Disposable gloves
- Mouth mask for resuscitation
- 1 Basic First Aid Manual

Keep the First Aid Box clearly visible.

Every time an item is used or becomes out of date; the driver should inform the Transport Manager/Officer and ensure it is replaced.

Lone Working

Drivers with passenger vehicles as well as those who carry material and equipment will at some point find themselves driving alone.

Drivers should ensure:

- They have a mobile phone available to them in case of emergency. However it is against the law to use a hand held phone while driving unless ringing the emergency services.
- If they are driving in an unsafe area, they should keep the doors locked and valuables out of sight.
- If a driver has to get out of the vehicle in an unsafe area to pick up a member; they should ring beforehand to ensure the member is ready when they arrive and keep to well lit areas.
- If they are threatened by a passenger or members of the public, they should allow the perpetrators to take what they want and then contact the police or branch committee.
- If they are driving alone for long periods, they should set up a base contact with either a branch member, friend or member of the family. They should keep in contact with this person on a regular basis.
- If they are involved in a collision, breakdown or other roadside emergency they should contact their branch contact and keep them informed of what is happening.

Log Book or Journey Information

Branches who own their own Vehicles and Drivers:

Where a branch owns its own vehicles, each vehicle should have its own system for recording journey information.

Branches that have their own Drivers but Hire or Borrow Vehicles:

In this case each driver should have their own system for recording journey information.

Document HSV: 013 is an example of how the information could be set out. If branches already have their own system in place and all the information in Document HSV: 013 is included they do not need to change their format.

Back up Information

The branch must hold a list of all its members with contact details and a note of any special needs.

As drivers often carry the same passengers a register of names and contact numbers will suffice for short journeys.

Where there are new passengers or journeys are longer it would be wise to complete their full details including any special needs.

Risk Assessments

Generic Risk Assessments

There are 12 generic risk assessments for transport within branches.

6 Management of Transport and Drivers

VTRA: 001 Branches who own Minibuses

VTRA: 002 Branches who own other Wheelchair carrying Vehicles

VTRA: 003 Branches who own Vans for carrying Equipment and materials

VTRA: 004 Branches who Hire or Borrow Vehicles

VTRA: 005 Branches who Lend out their own Vehicles

VTRA: 006 Branches where individuals drive their own Vehicles

4 Driving Activities

VTRA: 007 Regular Routes

VTRA: 008 Day Trips or Vacations

VTRA: 009 Driving Hired or Borrowed Vehicles

VTRA: 010 Loading and Unloading Donations, Materials and Equipment

2 Maintenance Activities

VTRA: 011 Lifting and Moving Minibus Seats

VTRA: 012 Refuelling the Vehicle

Risk Assessments

Specific Risk Assessments

The number of specific risk assessments a branch will need will depend on the information given in the transport questionnaire.

Example 1: A branch owns a minibus. It takes members to regular meeting and is involved in days out. It will have the following specific risk assessments:

VTRA: 001A Branches that own Minibuses

VTRA: 007A Regular Routes

VTRA: 008A Day Trips or Vacations

VTRA: 011A Lifting and Moving Minibus Seats

VTRA: 012A Refuelling the Vehicle

Based on the information given by this branch, they would receive:

- 5 Generic Risk Assessments: for reference and information:
VTRA: 001, 007, 008, 011 and 012.
- 5 Specific Risk Assessments: VTRA: 001A, 007A, 008A, 011A and 012A.
- **They will not need or use:** VTRA: 002A, 003A, 004A, 005A, 006A, 009A or 010A.

However if a branch believes they need further risk assessments, they can be requested from the health and safety department at MSNC on: 0208 438 0973.

Alternatively they can be found on the branch zone at:
www.mssociety.org.uk/branchhs

Risk Assessments

Within each Specific Risk Assessment there will be a list of sections to which the branch will need to answer Yes or No. The number of sections will depend on the information from the Transport Questionnaire. Throughout this process the corresponding Generic Risk Assessment should be used as a reference document.

Example 2: A branch owns a van that picks up donations for the charity shop. It will have the following Specific Risk Assessments:

VTRA: 003A Branches that own Vans for carrying
Equipment and materials (7/9 sections)

VTRA: 010A Loading and Unloading Donations,
Materials and Equipment (9/10 sections)

VTRA: 012A Refuelling the Vehicle (5/5 sections)

A full specific risk assessment VTRA: 003A has 9 sections. In this case the transport questionnaire indicated that only 7 sections are relevant to the branch, so VTRA: 003A would only have 7 sections.

If the branch is able to answer Yes to all sections; then the Specific Risk Assessment is complete.

If any sections are answered No then the Transport Officer/Manager will need to decide what action to take and fill in the table on the back of the specific risk assessment.

If further advice is needed, the branch should contact the Health and Safety Department on: 0208 438 0973.

Transport Information Documents

Section 1: Legal Requirements

- HSV: 011 Flowchart – MS Society Drivers
- HSV: 012 Letter to Insurers
- HSV: 013 Log Book or Journey Information
- HSV: 014 Vehicle Drivers Pre-Journey Safety Check List
- HSV: 015 Defect Reporting Form

Section 2: Emergency Situations

- HSV: 021 Vehicle Emergency Procedure Card
- HSV: 022 Accident/Incident Reporting Form

Section 3: Training

- HSV: 031 Driver Handbook
- HSV: 032 Induction Form
- HSV: 033 Minibus Drivers Awareness Scheme – Training Providers
- HSV: 034 Passenger Assistant Training Scheme – Training Providers
- HSV: 035 Gadgetry Suppliers

Transport Packs

Where branches completed the Transport Questionnaire they will receive the following Transport Pack:

- Generic risk assessments: for reference and information.
- Specific risk assessments based on the information the branch has provided.
- 12 transport information documents as listed on page 14, (HSV: 011 – HSV: 035).
- Vehicle emergency procedure card – Laminated.
- Drivers handbook.
- ROSPA minibus safety – a code of practice.
- Basic first aid manual

Where branches were unable to complete the Transport Questionnaire they will receive the following pack:

- 12 generic risk assessments: for reference and information.
- 12 Specific risk assessment blank pro forma's: the branch will be responsible for completing the specific risk assessments, highlighting any actions and ensuring that these actions are completed.
- 12 transport information documents as listed on page 14, (HSV: 011 – HSV: 035).
- Vehicle emergency procedure card – Laminated.
- Drivers handbook.
- ROSPA minibus safety – a code of practice.
- Basic first aid manual

All risk assessments must be reviewed **whenever a situation changes or on an annual basis** whichever comes first. A record must be kept of these reviews.

Training

Induction Training

All drivers must complete an induction training session with a competent person from the branch.

Information Document HSV: 032 shows the list of topics to be covered and information for the competent person on carrying out the training.

MIDAS Training: Minibus Driver Awareness Scheme

Intended for: minibus drivers

Duration: 3 Days

Training provider: Reference Document HSV: 033

Cost: if free training cannot be found MS Society Health and Safety Department will fund. Contact them on: 0208 438 0973.

Ricon UK will provide free training on the use of their tail lift equipment if it is fitted to any of your minibuses.

Contact Number: 0161 301 6050

Web Site: www.riconuk.com

PAT Scheme: Passenger Assistant Training Scheme

Intended for: escorts

Duration: modular course

Training provider: Reference Document HSV: 034

Cost: contact MS Society Health and Safety Department on 0208 438 0973.

Training

Emergency First Aid for Appointed Persons

Intended for: vehicle drivers and escorts.

Training providers: St John Ambulance, the Red Cross and often local further education colleges.

Cost: approximately £75

CPR DVD; British Heart Foundation

Five scenarios showing the application of emergency life support skills in real life emergency situations.

Name: “Buying Time” – DVD 12.

Contact: 0870 606 3399

Cost: £10

Fire and Emergency Training

Intended for: vehicle drivers and escorts

Duration: half a day

Training providers: Local Fire Brigade, MS Society Health and Safety Department.

Contact Number: 0208 438 0973

Cost: call local fire brigade to find out

Manual Handling Training

Intended for: vehicle drivers and escorts.

Duration: half a day

Training providers/Cost: details from the MS Society Health and Safety Department.

Contact Number: 0208 438 0973

Work Place Equipment

Lifting Equipment:

Under the Lifting Operations and Lifting Equipment Regulations 1998, **all equipment including lifts, hoists, pulley systems or ropes that are used for lifting people must be inspected every 6 months** and load tested annually by a competent person.

Where lifting equipment is not used for personnel, it must be inspected by a competent person every 12 months.

Vehicle Drivers Pre-Journey Safety Check List

The vehicle drivers pre-journey safety check list should be conducted everyday the vehicle is used and repeated whenever another driver takes over.

An example of the check list that could be used is Information Document HSV: 014.

Defect Reporting System

The driver should report any defects immediately to the Transport Officer/Manager. An example of a form that could be used is shown in Information Document HSV: 015. A record should be made of what action is taken and this should be kept for fifteen months.

All equipment provided for driving operations within the MS Society must be serviced, maintained and used in accordance with the manufacturers instructions.

Notes

MS Society Driver Handbook

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