

Safeguarding risk guidance: Providing transport

|  | Potential risks | Mitigating actions in place | Additional mitigating actions | Guidance |
| --- | --- | --- | --- | --- |
| 1 | Service user left alone with Volunteer Driver or Passenger Assistant | All Volunteer Drivers and Passenger Assistants have current disclosure certificates in place   | Family member or carer observes vehicle boarding process when service user is picked up and returned home by transportAnother group volunteer observes vehicle boarding process when service user arrives and departs | [Disclosure policies and guidance](https://volunteers.mssociety.org.uk/disclosure) available on volunteer website |
| 2 | Service user has care needs during journey | All group volunteers aware of MS Society Personal Care PolicyAny service user requiring moving and handling or other care needs brings their own carer to assist them | Coordinating Team may agree to provide agency carers to support service users | [Personal care policy and guidance](https://volunteers.mssociety.org.uk/personal-care) available on volunteer website |
| 3 | Volunteer Driver or Passenger Assistant witnesses something or has something disclosed to them of concern regarding service user’s individual circumstances | Volunteer Drivers and Passenger Assistants made aware of MS Society safeguarding policies and procedures through welcome and induction checklist |  | [Safeguarding policies and guidance](https://volunteers.mssociety.org.uk/safeguarding) available on volunteer website |

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| Emergency procedures |
| Volunteer Drivers and Passenger Assistants follow MS Society procedures in relation to: |
| * Vehicle breakdown
* Accident
* Significant traffic delay
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| Training required | MS Society support |
| Volunteer Drivers and Passenger Assistants complete induction that covers:* Health and safety requirements
* Personal care policy
* Safeguarding policies and processes
 | * [MS Society risk management system](https://volunteers.mssociety.org.uk/risk-management)
* [MS Society policies](https://volunteers.mssociety.org.uk/policies-and-documents)
* [Group Handbook A5: Health, safety and wellbeing](https://volunteers.mssociety.org.uk/resources/group-handbook-a5-health-safety-wellbeing)
* [Local Networks Officer](https://volunteers.mssociety.org.uk/local-networks-team)
* [Health and Safety Officer](https://volunteers.mssociety.org.uk/volunteering-with-us/staff-support)
* [Welcome and induction checklists](https://volunteers.mssociety.org.uk/a-z-volunteer-roles)
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| Risk of abuse: | Low |

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| Risk guidance completed by: |  |  |  |
|  | (Name) | (Signature) | (Date) |

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| Review due: |  |  |  | (12 months from original) |
|  | (DD) | (MM) | (YY) |  |