



Motability Risk Assessment Sheet - 004

SECTION 1: CONTROL DATA DEPARTMENT : Field Team, Grants RISK – <u>Access and Egress of Assessment/demonstration vehicle to include COVID 19</u> LOCATION OF RISK: Assessment/demonstration vehicle at various customer locations	RISK ASSESSOR: Jackie Smith ASSESSMENT DATE: 21st January 2020 due to Covid-19 reassessed 14th May 2020 reassessed 22nd July 2020 and reassessed 8th January 2021, Reassessed 5th March 2021 Reassessed 7th September 2021 Reassessed 18th Jan 2022 Reassessed 7th March 2022 Reassessed 22nd April 2022 PLANNED REASSESSMENT: 18th January 2023
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Motability assessors are required to help applicants in and out of vehicles in order to assess and determine the most suitable mobility solution.

The risk assessment is completed to minimise the risk of harm or injury to anyone involved in the vehicle assessment.

Covid-19 makes the vehicle assessment more difficult and a further risk assessment was conducted (14th May 2020) to determine how best to assist applicants with access and egress from the vehicle.

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 remain compliant with Covid-19 restrictions.

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:

1. Incorrect use of lift/ramp/access adaptations – crushing injury, falling, tripping, fatality
2. Tipping of wheelchair – crushing injury, bruising, cuts
3. RTI (road traffic incident) - serious physical injury or fatality
4. Assisting customers to access vehicle – musculoskeletal injury.
5. Repositioning six-way driver's seat. - musculoskeletal injury.
6. Weather conditions – crushing injury, falling, tripping, fatality.

Section 2: Q2 WHO IS EXPOSED TO THIS RISK:

MDA (Mobility & Driving Advisor), customer, family members, general public, Motability staff.

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

1. MDA/demonstrator to give verbal instructions and demonstration of adaptations. Constant observation by MDA. Check measurements during assessment to ensure suitability of vehicle. Safety exit mirror provided in Motability assessment vehicle. Safety cut off button on lift/ramp control. Yellow guidance lines on lift. MDA to assess weight involved and compare with the Weight limit notice on lift.
2. MDA to assess situation before accessing/egressing. Verbal instructions. Constant observation by MDA.
3. MDA to assess the surrounding environment for safe access/egress of vehicle. High visibility jackets MUST be worn at all times when on the public highway.
4. Manual handling training. MDA to assess the situation before assisting.
5. Manual handling training. Suitable Motability assessment vehicle provided.
6. Rock salt provided, umbrellas, non-slip footwear provided.
7. Carry out periodic spot inspections to see that control measures are being applied.
8. MDAs are given refresher training on how to safely operate the rear tail lift in their vehicles every 4 years. New MDAs are given training and provided with the TBC guide on how to operate the rear tail lift during their initial training period.

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

Current risk is **medium**.

Medical assistance is likely to be required in the event of an incident, and it is possible that an incident could arise.

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

Section 3: Q1 WHAT NEW RISKS HAVE BEEN IDENTIFIED?

The risks originally identified remain, however as a result of the Covid-19 pandemic a further review has given rise to the following additional risks:

1. Applicants or their family enter the vehicle with Covid-19 or symptoms – contaminating the vehicle.
2. Applicants or their family enter the vehicle and transmit Covid -19
3. Multiple customers access the vehicle each day – increasing the spread of the virus.

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

The controls as originally identified remain, however in response to Covid-19 pandemic the following additional controls have been implemented to reduce the potential for contamination and transmission of Covid-19.

1. MDA will advise the customer during the initial call of what will happen during the assessment.

2. 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.
3. MDA to advise the customer that the windows will be open as much as possible during the assessment to allow for ventilation, and therefore they may want to wrap up warm as it might be cooler in the vehicle.
4. 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.
5. Ensure that the customer is provided with hand sanitiser ready for the assessment. Explain that you have also just cleaned your hands with hand sanitizer, and that both of you should avoid touching your face and hands.
6. Before getting into the assessment vehicle advise the applicant of what control measures/ cleaning you have put in place, antibacterial or bleached the windows and mirror controls, seat and head restraints, seat belt and its connection, gear lever, steering wheel, indicator and wiper stalks, car keys etc.
7. Ensure the vehicle is well ventilated – leave the windows and doors open. Avoid using the air-conditioning if possible however if it is used do not set it to recirculate the air in the vehicle.
8. MDA to sit in the driver's seat facing the rear of the vehicle towards the customer (who enters through the rear doors) ensuring that social distancing of 2m is observed as much as possible.
9. When and if you have to carry out a physical assessment, you will need to go within 2m and have direct contact with a customer you must ensure that you are wearing PPE, gloves, apron and FFP 2 face mask or equivalent.
10. 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.
11. 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.
12. Assessments will be kept to a minimum, one 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 – 22 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 2021

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?

Currently the decision has been taken to cease customer visits.

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

The risk would be HIGH if assessments were to go ahead and therefore we recognise that at present the visits are on hold.

Assessment is HIGH as the transmission is possible and the reaction severity could be fatal.

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?

Assessments 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 also 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

SECTION 8 – RE-ASSESSMENT – 18th January 2022

Section 8: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

No changes

SECTION 8: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Controls remain in place

Section 8: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

No changes

Section 8: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Kevin Newton, Ian Matthews, Holli King, Steve Hodgson, Dave Morgan and Veronica Brown

SECTION 8 – RE-ASSESSMENT – 7th March 2022

Section 8: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

No change

SECTION 8: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

The controls previously identified remain in place such as ventilating the vehicle, but it is now personal choice as to whether face coverings are used. Face coverings may now be used instead of the FFP2 masks. Face coverings can be removed with agreement from both parties.

Section 8: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

No change

Section 8: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith
Michelle Pewter
Tony Daly

SECTION 8 – RE-ASSESSMENT – 22nd April 2022

Section 8: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

No change

SECTION 8: Q2 – WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Due to a change in the Government guidelines, the Field Team Assessors will no longer be required to carry out a LFT every day or wear PPE unless requested by the customer or felt necessary by the Assessor.

Section 8: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

No change

Section 8: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Jackie Smith
Michelle Pewter
Tony Daly

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

This Initial Risk Assessment is Medium

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

Re-assessment of risk is HIGH

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



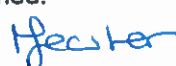
Assessors Name: Jackie Smith	Signed:	Date 18/01/22
Department Manager:	Signed:	Date:

Lisa Jones		
Facilities Office:	Signed:	Date
Michelle Pewter		

Re-assessment of risk is Medium

Assessors Name:	Signed:	Date
Jackie Smith		07/03/22
Department Manager:	Signed:	Date:
Lisa Jones		
Facilities Office:	Signed:	Date
Michelle Pewter		

Re-assessment of risk is Medium

Assessors Name:	Signed:	Date
Jackie Smith		22/04/22
Department Manager:	Signed:	Date:
Keith Garrell		18 th May 2022
Facilities Office:	Signed:	Date
Michelle Pewter		18/05/2022

