

## 'How To' Guide

# Risk Assessments



## Safe Operation | Health and Safety

**This guidance will be useful for:** Community transport operators of all sizes, including Transport Managers, Office Managers, Trustees and Board Members.

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## Why do we assess risk?

Under the Health and Safety at Work Act 1974, employers are required to carry out a risk assessment. This is a process to identify potential hazards and to outline what steps can be taken to minimize the risk of these hazards causing harm.

Even if your organisation does not have any employees, you have a duty of care to yourself, your volunteers and passengers, so completing a risk assessment is still important. It should be a worthwhile process which ensures that you are doing everything that you reasonably can to protect everyone involved with your organisation.

### Relevant Legislation

- Section 3 of the [Health and Safety at Work Act \(HaSaWA\) 1974](#)
- Regulation 3 the [Management of Health and Safety at Work Regulations \(MoHaSaWR\) 1999](#)

If your organisation has 5 or more employees, you must record your risk assessment in writing and have a written health and safety policy. For more guidance, see the CTA's advice leaflet: [Health and Safety - An Introduction](#).

## What do we mean by hazard, risk and risk assessment?

### Hazard

A hazard is anything with the potential to cause harm, including:

- Equipment such as a passenger lift
- An infectious disease, such as COVID-19
- Substances and chemicals such as screen wash
- Plant or machines such as moving vehicles in a depot or car park

### Risk

Risk means the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.

This will depend on:

- The kind of hazard
- How it is controlled
- Who is exposed, to how much and for how long, and what they are doing.

### Risk Assessment

A risk assessment is simply a careful examination of what, in your work, could cause harm to people, so that you can evaluate whether you have taken enough reasonable steps to prevent that harm.



You should be able to show from your assessment that:

- a proper check was made
- all people who might be affected were considered
- all significant risks have been assessed
- the precautions are reasonable
- the remaining risk is low

## 5 Steps to Effective Risk Assessments

Following these five steps will help you to complete a risk assessment without it becoming an overly complicated task involving lots of paperwork:

### 1 Identify the hazards.

Firstly, you should think about the activities and tasks that you do which have the potential to cause harm. This may concern the types of passengers which you are transporting, how your vehicles are maintained or the checks that you complete on new drivers. It is helpful to involve staff and volunteers at this stage as they may encounter specific hazards on a day-to-day basis in relation to their duties and the passengers that they transport.

### 2 Who might be harmed?

For each hazard that you have identified, you need to know who it might affect and how. This may include drivers who travel alone or passengers who are transported in wheelchairs. You should also consider how severe the potential harm from a hazard could be.

### 3 Evaluate the risks.

Next, you need to decide how likely it is that harm will occur as a result of the hazard and what you can do about it. It is impossible to eliminate all risks but going through this process will help you to manage them responsibly. This involves asking yourself what control measures you currently have in place and whether there is anything else which you could be doing to minimise the risk. If there are further steps which you need to take, you should also identify who will be responsible for the task and when it should be completed by.

### 4 Record your findings.

If you have five or more employees, then you are required by law to write the findings of your risk assessment down. The CTA advise that volunteers should be included in this count. Regardless of the size of your organisation, it is best practice to record your findings as it will help you when you come to review your risk assessment in the future. This does not need to be an onerous task. You just need to be able to demonstrate that you have considered each of the above steps.

### 5 Review regularly.

Finally, you need to make sure that your risk assessment stays up to date. This means reviewing it on an ongoing basis to take account of changes within your organization. An example could be if you acquire a new vehicle or if you encounter a new model of wheelchair that you have never transported before.



## More information

There is a huge amount of helpful information, tools, templates and guidance on risk assessments on [www.hse.gov.uk](http://www.hse.gov.uk).

With the support of members from across the UK, CTA have produced CT-specific templates, shared real examples of risk assessments as well as other useful resources in one place in the CTA members area: [ctauk.org/advice-resources/risk-assessment-and-management](http://ctauk.org/advice-resources/risk-assessment-and-management).

You can also speak to a member of our advice service on [advice@ctauk.org](mailto:advice@ctauk.org) if you have a specific question that isn't answered here. We'd love to hear from you.

### Tell Us

Let us know what you found helpful in this 'how to' guide and whether there's anything else we could have included to make it useful for you!

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We have made every effort to ensure the accuracy of the information contained in this resource. However, please remember this is only a guide and if you're not confident in applying your judgement to a specific situation, you should [seek legal advice](#).

