

# Example risk assessment for at a private hire operator with radio circuits

## Setting the scene

**Smith's Cars and Couriers provide private car hire services to corporate, public and private customers. These services include airport transfer, chauffeur-driven executive cars, school transport, couriers, minicabs and stretch limousines for parties etc. The company operates 24 hours a day, seven days a week, 365 days a year.**

**The company employs nine office staff as telephonists, administrators and dispatchers, working a variety of shifts. It also employs five people who drive, clean and valet the vehicles owned by the company. These drivers do the corporate and contract jobs.**

**The company minicab service has 70 drivers on the books, who are self-employed and use and maintain their own vehicles. These drivers are responsible for their own employment, including the hours that they work and their financial and tax arrangements. They are also responsible for their own health and safety and that of others who may be affected by their work.**

## How was the risk assessment done?

The manager did the risk assessment for the company. He first looked at relevant guidance on the HSE website including:

- Control the risks in your business (see [www.hse.gov.uk/simple-health-safety/manage.htm](http://www.hse.gov.uk/simple-health-safety/manage.htm))
- Lone working (see [www.hse.gov.uk/toolbox/workers/index.htm](http://www.hse.gov.uk/toolbox/workers/index.htm))

He then identified the hazards in his business. He did this by:

- walking around the office, tea point and the car parking area noting what might cause harm
- talking to staff to learn from their knowledge and experience, and listening to their concerns and opinions about health and safety issues
- using his knowledge and experience to consider the risks that drivers will be exposed to, taking HSE's guidance into consideration
- looking at the accident book to find out what had previously resulted in accidents or near misses.

As he identified the hazards he thought about who could be harmed by them and how accidents might happen.

He noted what he was already doing to control the risks and considered whether he needed to do anything more. He then recorded any further actions required.

## How to use this example

**This example risk assessment shows a wide range of hazards that might be present in this type of small business. It can be used as a guide to help you think through some of the hazards in your business and the steps you need to take to control the risks.**

**However, this is not a generic risk assessment. Every business is different. To satisfy the law you must identify and assess the hazards your business poses, think through the controls required to provide effective protection to people who may be affected by them, and record the significant findings from your risk assessment of your business.**

To understand the hazards to staff working alone he decided to talk to the drivers and make sure that relevant hazards were covered in the risk assessment.

Putting the risk assessment into practice, the manager set out what actions needed to be taken, who would do them and by when. He displayed the risk assessment in the staff tea point area where all staff and drivers could see it and discussed his findings with them.

The manager decided to review the risk assessment whenever there were any significant changes such as new work activities or staff.

Company name: Smith's Cars and Couriers Date of risk assessment: 01/07/12

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Lone working	Drivers may experience stress and/or injury from verbal abuse, and/or assault, from customers and others.	<ul style="list-style-type: none"> <li>■ All jobs pre-booked</li> <li>■ Drivers trained to be non-confrontational</li> <li>■ All cars have radios enabling communication with control room</li> <li>■ Drivers and control staff trained in what to do in an emergency</li> <li>■ Drivers carry a mobile phone and panic alarm</li> <li>■ Company-owned vehicles have GPS tracking system and this is clearly visible to passengers</li> <li>■ Drivers told to consider their safety before accepting potentially unsafe jobs</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind drivers that they can speak to the manager if they have any concerns about their safety and security</li> </ul>	Manager	4/07/12	4/07/12
			<ul style="list-style-type: none"> <li>■ Remind drivers that if their radio fails when on patrol, to return to the control room at once to replace it</li> </ul>	Manager	4/07/12	4/07/12
Motor vehicle accidents	Drivers, customers and others risk potentially serious injury from road accidents.	<ul style="list-style-type: none"> <li>■ Drivers do basic daily vehicle tests on lights etc.</li> <li>■ Driver induction includes the provision of HSE's INDG382, <i>Driving at Work</i></li> <li>■ Company has a robust conduct policy for drivers in respect of driving under the influence of drink, drugs or certain medication</li> <li>■ Company check driver's licences every six months</li> </ul>	<ul style="list-style-type: none"> <li>■ No further action needed at this stage</li> </ul>	Manager	4/07/12	4/07/12
Musculoskeletal disorders	Drivers may suffer musculoskeletal disorders, eg back pain, from: <ul style="list-style-type: none"> <li>■ helping physically impaired passengers into/out of vehicles</li> <li>■ handling heavy and/or bulky objects</li> <li>■ poor driving position.</li> </ul>	<ul style="list-style-type: none"> <li>■ Drivers trained in risks of back and other pain from driving, and know to adjust car seat/wheel etc to minimise risk of pain</li> <li>■ Drivers trained in safe manual handling techniques, eg lifting suitcases from the boot of a car, assisting wheelchair users into vehicles etc</li> </ul>	<ul style="list-style-type: none"> <li>■ No further action needed at this stage</li> </ul>	Manager	31/07/12	29/07/12

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Contact with cleaning chemicals	Staff who valet cars risk skin problems such as dermatitis, and eye damage, from direct contact with cleaning chemicals. Vapour from cleaning products may cause breathing problems.	<ul style="list-style-type: none"> <li>■ All cleaning products stored in a secure, cool and dry area</li> <li>■ Cars valeted in areas with good general ventilation</li> <li>■ Cleaning products marked 'irritant' replaced with milder alternatives where possible</li> <li>■ Staff are trained in safe use, handling and storage of products, eg use small quantities at a time, keep lid on containers, keep doors/sun roof open when working inside vehicles etc</li> <li>■ Staff provided with, and know when to wear, the right personal protective equipment, as recommended by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind staff to read the safety information on the product before use, and to follow the instructions</li> </ul>	Manager	4/07/12	4/07/12
			<ul style="list-style-type: none"> <li>■ Remind staff to report any health problems they think come from cleaning, and to check regularly for dry, red and itchy skin on their hands</li> </ul>	Manager	4/07/12	4/07/12

Assessment review date: 01/07/13