

BERTIE BUS SHOPPING TRIP RISKS REVIEW 2024
Valid for Inveralmond and Dunblane M&S trips

Area	Potential Risk	Likelihood	Impact	Risk	Mitigation	Current Risk	Responsible
Passenger Assistants (PAs)	Insufficient PAs to cope with the various disabilities	Orange	Red	Red	<ul style="list-style-type: none"> • PAs are on rota; any illnesses and unavailability are covered by the PA group • Cancel trip if insufficient PA's • Regular recruitment drives • Increased number of PAs • Understanding passenger issues 	Green	PAs/Trustees
	PAs' limitations or incorrect handling of passengers and bags leading to PA injury	Orange	Orange	Orange	<ul style="list-style-type: none"> • Passenger handling, dementia and other appropriate training provided • PA rota ensures the appropriate PA skills and abilities 	Orange	Trustees/Club Organiser
Drivers	Not informed of trip destination so incorrect seat arrangement blocking aisle when bags loaded	Green	Orange	Orange	<ul style="list-style-type: none"> • Drivers informed of requirement • Passenger numbers reduced 	Green	Bus Convener/Club Organiser
	Driver does not contribute to helping at the store.	Green	Red	Orange	Ensure drivers are appropriately trained, informed and selected	Green	Bus Convener
	Insufficient space for bags and walking aids - legal requirement for aisle and back door to be clear	Green	Orange	Orange	<ul style="list-style-type: none"> • Careful planning of passenger aids, number of passengers and PAs • Sufficient securing straps 	Green	Bus Convener/Club Organiser
Passengers	Unable to carry their bags of shopping leading to distress, injury, delays	Green	Red	Orange	<ul style="list-style-type: none"> • Ensure sufficient PAs, and the driver, are on board to assist 	Green	Club Organiser driver/PA's

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	Unable to navigate the checkout payment systems causing delays and distress.				<ul style="list-style-type: none"> Assist with cards and cash payments Note any difficulties for next trip 		PAs
Passengers	Falls between bus and shop entrance				<ul style="list-style-type: none"> Bus drops off and picks up at the entrances Trolleys returned by PAs & drivers Bags carried by PAs & drivers Checks made to ensure no obvious hazards There are no steps into the shops 		PAs/Drivers
	Falls in shop				<ul style="list-style-type: none"> M&S is committed to ensuring the health, safety and wellbeing of its customers Neither shop has any steps 		Trustees
	Passengers who are frail are at high risk of injury				<ul style="list-style-type: none"> Based on previous trips consideration is given to not allocating them a place on the bus. One to one passenger to PA Discussions with family and/or carer about the appropriateness of continuing to use the Shopping Trips 		Club Organiser driver/PA's
	Passengers with dementia having difficulties navigating the shop, paying, remembering the arrangements for the pickup and getting lost, resulting in harm				<ul style="list-style-type: none"> Number of passengers with dementia who are allowed on trip is limited One to one passenger to PA if required Carers as required Dementia awareness training is provided Shops are small 		Club Organiser driver/PA's

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					<ul style="list-style-type: none"> Shops have no back entrance/exit 		
	<ul style="list-style-type: none"> Passenger request to visit other shops stretch PA resources and increase safety risk 				<ul style="list-style-type: none"> One to one PA/passenger if necessary Assess safety and resource issues Refuse if unreasonable, too difficult, increased risks to other passengers 		PAs
Minibus incidents	Minibus involved in road traffic incident or accident				<ul style="list-style-type: none"> Guidelines and training for Drivers and PAs in Red book, chapters 4 and 6. (Copy carried on minibus). 		Bus convenor Drivers
	Some injuries caused by accident may deteriorate before ambulance or professional help arrives				<ul style="list-style-type: none"> First aid kit carried Some PAs& Drivers first aid trained 		PAs Drivers

	High risk/impact/likelihood		Medium risk/impact/likelihood		Low risk/impact/likelihood
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Risk = Likelihood x Impact