

# IAF Policy and Procedure for the Transportation of Service Users/Colleagues in Staff Vehicles

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## 1. Policy Statement

The Inspire and Achieve Foundation (IAF) recognises that, on occasion, staff may need to transport service users or colleagues in their own vehicles as part of their role. This may arise through planned activity or in response to immediate operational need.

IAF is committed to safeguarding service users and staff, maintaining clear professional boundaries, and minimising risk during any transportation activity. Transporting service users in staff vehicles presents increased safeguarding, lone working and boundary risks and must therefore be **exceptional, risk assessed, and authorised** wherever reasonably practicable.

This policy provides a clear framework to ensure transportation is undertaken safely, lawfully and in line with safer working practice, so far as is reasonably practicable.

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## 2. Purpose

This policy sets out the procedures and responsibilities for transporting service users and colleagues in private vehicles, including taxis, where authorised.

It is informed by:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations
- HSE guidance: *Driving at Work (INDG382)*
- Safeguarding legislation and safer working guidance

All staff have a duty to take reasonable care of their own health and safety and that of others who may be affected by their actions.

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## 3. Hazards Associated with Transportation

Potential hazards include:

- Violence or threat of violence
- Road traffic accidents or vehicle breakdown
- Accidental injury
- Allegations of inappropriate behaviour or misconduct

- Lone working risks
  - Safeguarding concerns arising from one-to-one situations
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#### **4. General Principles and Authorisation**

- Transporting service users in staff members' private vehicles must **not be routine**
- It should be **avoided wherever possible**
- Where unavoidable, transport must be **exceptional, time limited and risk assessed**
- Transport should be **authorised by a manager** wherever reasonably practicable
- Staff must never feel pressured or obliged to transport a service user

Alternative options (public transport, rescheduling support, or not travelling) must always be considered first.

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#### **5. Conditions for Transporting Service Users**

Transportation may only take place where **all** of the following conditions are met:

- A completed and recorded **IAF risk assessment**
- Lone Working procedures are followed where only one staff member and one service user are present
- The staff member feels safe, willing and comfortable to proceed
- The service user is assessed as not presenting a risk to themselves or others
- The service user is not believed to be under the influence of alcohol or drugs
- The staff member is not under the influence of alcohol, drugs or impairing medication
- The service user gives informed consent and is offered genuine alternatives without pressure or disadvantage
- All vehicle safety features are used correctly, including seat belts
- **Smoking and vaping are not permitted in the vehicle at any time**

Transportation must stop immediately if risk increases or circumstances change.

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#### **6. Safeguarding and Professional Boundaries**

- Transporting a service user alone must be **exceptional and risk assessed**
  - Staff must adhere to the **IAF Professional Boundaries Policy** at all times
  - Transport must not be used to create informal, personal or private contact
  - Behaviour, communication and conduct must remain professional
  - Any concern, disclosure or allegation arising during or following transport must be reported immediately in line with IAF safeguarding procedures
  - Where appropriate, concerns may be referred to the **Local Authority Designated Officer (LADO)**
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## 7. Risk Assessment

IAF uses **one organisational risk assessment template** for all activities, including transportation.

Risk assessments must:

- Identify hazards associated with transportation
- Assess risks to staff and service users
- Identify and apply control measures
- Be reviewed dynamically if circumstances change

If a service user is assessed as unsafe to transport, staff **must not proceed**.

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## 8. Manager Responsibilities

Managers must:

- Authorise transport arrangements where possible
  - Ensure staff hold:
    - A valid driving licence
    - A valid MOT (where applicable)
    - Road tax
    - Appropriate business-use motor insurance
  - Maintain a secure local record confirming licence, insurance and MOT status
  - Review risk assessments and act where risks are identified
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## 9. Staff Responsibilities

Staff transporting service users or colleagues must:

- Complete the IAF risk assessment
- Follow Safeguarding, Lone Working and Professional Boundaries policies
- Obey all road traffic laws at all times
- Never use mobile phones while driving, including hands-free systems
- Ensure they are medically fit to drive
- Wear glasses or contact lenses where required
- Ensure vehicles are roadworthy and correctly loaded
- Ensure passengers wear seat belts at all times
- Take appropriate breaks and avoid excessive driving periods

Staff must inform their manager immediately if:

- Driving licence status changes
- The vehicle becomes unroadworthy
- Insurance or MOT expires
- A medical condition arises that may affect safe driving

### **10. Medical Conditions**

Staff must disclose any temporary or permanent medical condition that may affect their ability to drive safely.

Failure to disclose relevant medical information may be treated as a **serious disciplinary matter**, in line with the IAF Disciplinary Policy.

IAF may restrict or prohibit transportation duties where risk is deemed too high.

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### **11. Driving Licence Endorsements**

- All driving endorsements must be declared
  - Licence status will be reviewed on a case-by-case basis
  - Endorsements relating to dangerous, careless, drink-driving or drug-driving offences will normally preclude transporting service users
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### **12. DBS Requirement**

All staff transporting service users must hold a **current enhanced DBS check** appropriate to their role.

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### **13. Monitoring and Review**

IAF will:

- Monitor transportation practice through supervision and management oversight
- Review incidents, near-misses and concerns
- Provide additional guidance or training where required

This policy will be reviewed annually or sooner if safeguarding guidance, legislation or organisational practice changes.