

Section 1: Wheelchair Users

General points to note:

- Both driver and Passenger Assistant MUST wear safety footwear (BS EN471) whilst operating vehicle lifts. Failure to do so may result in the council's disciplinary process being invoked.
- Always park the vehicle with the nearside next to the kerb.
- The team members should always work as a team.
- Only one vehicle door should be open at any given time whilst boarding/alighting passengers; either the side doors or the rear doors, never both.
- The lift should always be operated with both team members in attendance and working as a team to load/unload passengers.
- When temporarily not in use (e.g. in between loading several wheelchair passengers) the lift should always be left at vehicle floor height when there are passengers or staff still on the vehicle.
- Do not leave the vehicle unattended. One team member should stay with the vehicle at all times when clients are on board.

It is the Drivers' responsibility to ensure all passengers are safely secured before driving the vehicle.

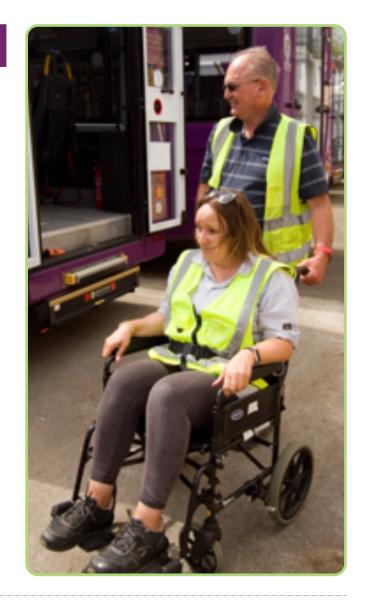
Following Midas and PATS guidelines, wheelchair users and their wheelchairs must be safely secured in the vehicle before transportation.

- ✓ Use correct anchorage points (welded joints on chassis of wheelchair).
- ✓ Use correct restraints.
- ✓ Follow TCP and/or method statement.

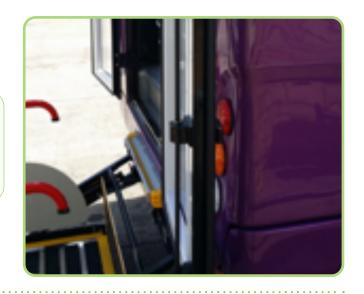
Before loading commences:

- The team must work together and each agree his or her responsibility to ensure that safety is not compromised and all procedures are correctly followed. Note however, the driver retains overall responsibility.
- The team must give clear verbal guidance to the passenger at all times and reassure them.
- The Driver should ensure that whenever possible the vehicle is parked on level ground. Where the ground is sloped, the vehicle should be positioned facing downhill.

Please refer to the client Travel Care Plan for additional information.



- The team **must** make sure the vehicle doors are secured in the open position.
- If the team are working at the rear of the vehicle, the **front** passenger door **must** be closed and the keys removed from the ignition.



A team member operates the passenger lift from outside the vehicle, ensuring it is safely and fully deployed and the guard rails are fully extended.



A team member should ensure the passenger is secured in the wheelchair with their wheelchair lap belt.



• Team members should ensure the wheelchair is positioned squarely on the passenger lift.



• The wheelchair brakes **must** be applied prior to the passenger lift being raised.

Note: Where there is insufficient room for the client, wheelchair and team member, the team member should board the vehicle and prepare to receive the passenger from inside. Providing it will not cause injury to him or herself, the other team member should maintain contact with the wheelchair and the guard rail whilst the lift is in motion.

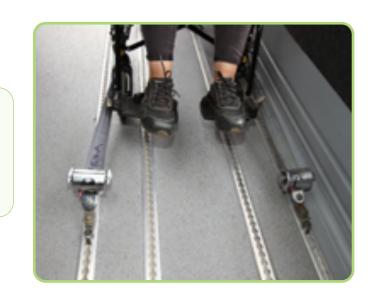


- A team member should travel on the lift and provide reassurance to the passenger.
- All lift passengers should hold the guard rails whilst the lift is in motion.
- The team member operating the lift communicates with other team member and passenger whilst lift is being raised.
- The rear backstop on the lift should raise to vertical when the lift is off the ground and the bridging plate should lower to be flush with the vehicle floor when the lift is fully raised. If either is defective, it should immediately be reported to the Specialist Transport management team and a vehicle defect report must be submitted.

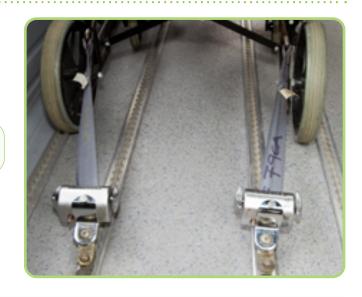
THE LIFT SHOULD NOT BE USED UNTIL THE DEFECT IS RECTIFIED.



- Once inside the vehicle the team member manoeuvres the wheelchair into its travelling position. The wheelchair should always be forward facing.
- Apply the brakes. Tie down straps should be fitted, tensioned correctly and should not be twisted.

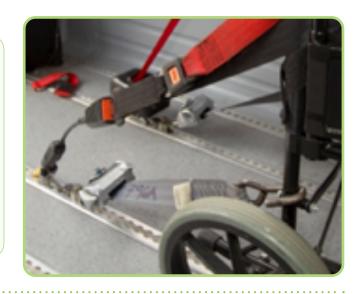


Check wheelchair is secured evenly and cannot be moved.



- Fit the passenger restraint. A three point restraint must be used where available and appropriate.
- Passenger restraint floor mount should be anchored behind a wheelchair restraint anchor point.
- Refer to TCP and wheelchair passport for further detail.

The tongue on the passenger restraint should be inserted into the floor mounted buckle with the release buttons facing outwards for ease of removal.



- Ensure that the lap belt is positioned low across the pelvis.
- The shoulder restraint should be placed over the passenger's shoulder and descend across the body to the opposite hip.

N.B There may be exceptions to this rule depending on the passenger's physical condition or medical needs. (see TCP).



Before Disembarkation:

A team member must ensure that the vehicle rear doors are secured in the open position.

If the team are working at the rear of the vehicle, the **FRONT** passenger door **MUST** be closed and the keys must be removed from the ignition.

From outside the vehicle a team member should deploy the lift, ensuring guard rails are fully extended and raise the lift until it comes to a stop level with the interior of the vehicle.

The backstop must be in the raised position and the bridging plate must be flush with the vehicle floor.



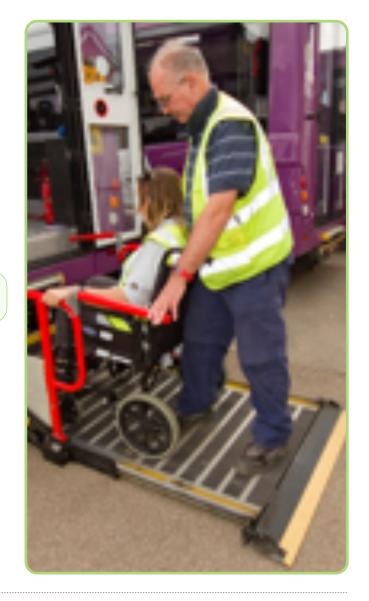
Having removed the passenger and wheelchair restraints, a team member manoeuvres the wheelchair from its travelling position so that the rear wheels are lined up to the edge of the lift platform.

Walking backwards, carefully manoeuvre the wheelchair passenger onto the lift platform. Apply the wheelchair brakes.

The team member and passenger should hold the guard rails whilst the lift is descending until it comes to a stop at ground level.



• Do not attempt to get off the lift until the backstop is fully deployed .



Section 2: Walking Frame Users

Before loading commences:

- The team must work together and each agree his or her responsibility to ensure that safety is not compromised and all procedures are correctly followed. Note however, the driver retains overall responsibility.
- The team must give clear verbal guidance to the passenger at all times and reassure them.
- The Driver should ensure that whenever possible the vehicle is parked on level ground. Where the ground is sloped, the vehicle should be positioned facing downhill.
- Please refer to the client Travel Care Plan for additional information.

Following Midas and PATS guidelines, walking frames must be safely secured in the vehicle before transportation:

- ✓ Use correct anchorage points
- √ Use correct restraints
- ✓ Follow TCP and/or method statement.

- The team **must** make sure the vehicle doors are secured in the open position.
- If the team are working at the rear of the vehicle, the **front** passenger door **must** be closed and the keys removed from the ignition.



A team member operates the lift from outside the vehicle, ensuring it is fully deployed and the guard rails are fully extended.



A team member should guide the passenger towards the vehicle indicating the edge of the lift and steady if necessary.

The team member should be within reaching distance of the passenger at all times.



Once on the lift, the passenger must hold the guard rail with one hand whilst holding the walking frame with the other hand.

A team member should stand behind the passenger holding the guard rails to provide reassurance when the lift is in motion.



The team member operating lift communicates with other team member and passenger whilst lift is in motion.

The rear backstop on the lift must raise to vertical when the lift is off the ground and the bridging plate must lower to be flush with the vehicle floor when the lift is fully raised.

When the lift has reached full height and stops, the team member should instruct the passenger to hold their walking frame with both hands before boarding.



The team member should remain behind the passenger at all times when entering the vehicle.



A team member should steady the passenger if required whilst they are being seated.

If required, assist the passenger to fit the passenger restraint.

Ensure that the lap belt is positioned low across the pelvis.

The shoulder restraint should be placed over the passenger's shoulder and descend across the body to the opposite hip.

N.B.: there may be exceptions to this rule depending on the passengers' physical condition or medical needs. (See TCP).



• All mobility aids should be stowed securely at all times whilst being transported.



Before Disembarkation:

A team member must ensure that the vehicle doors are secured in the open position.

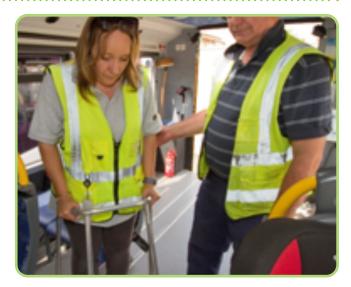
If the team are working at the rear of the vehicle, the **FRONT** passenger door **MUST** be closed and the keys must be removed from the ignition.

From outside the vehicle a team member should deploy the lift ensuring the guard rails are fully extended and raise the lift until it comes to a stop level with the interior of the vehicle.

The backstop must be in the raised position and the bridging plate must be flush with the vehicle floor.



When the passenger is ready to disembark, a team member should ensure that the passenger's walking frame is positioned as close as possible to the passenger, in order that it provides maximum support as the passenger rises from their seat.

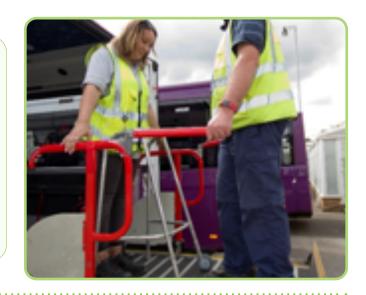


A team member guides the passenger onto the lift and remains in front of the passenger whilst the lift is lowered.

The team member operating lift communicates with other team member and the passenger whilst lift is lowered.

The team member and passenger should hold the guard rails whilst the lift is in motion until it comes to a stop at ground level.

Do not attempt to get off the lift until the backstop is fully deployed.



The team member should guide the passenger off the lift, providing guidance and steady them if necessary.



Finding out more

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