

Tramper User Support Policy

Introduction

The safety and enjoyment of Tramper users is paramount to Outdoor Mobility and much of this relies on the support they receive from staff on the day of their visit to a Tramper partner site. This policy lays out the responsibilities of staff on the day and references the tools and resources provided by Outdoor Mobility to meet those responsibilities.

This policy and the supporting procedures and tools are in place to demonstrate that both the Tramper partner site and Outdoor Mobility exercise due diligence in the unlikely event that an incident or an accident occur involving insurance and/or legal action.

This policy covers:

1. Tramper user procedure
2. Reciprocal membership with Countryside Mobility
3. Training and evaluation of Tramper user
4. Route guidance
5. Emergencies
6. Feedback and Complaints

1. Tramper user procedure

This procedure is included in the resources and provides a guide on how staff at a Tramper partner site is expected to manage a Tramper booking. It goes through the process, step-by-step from when the Tramper user arrives to when they return the Tramper, and includes guidance on ID check, completing the pre-hire checklist and what to do at the return of the Tramper.

2. Reciprocal membership with Countryside Mobility

Countryside Mobility is a scheme based in the south-west of England, offering Tramper access in 60+ locations across the region and parts of Wales. Outdoor Mobility works closely with the charity, and our members enjoy reciprocal membership benefits. Countryside Mobility members can access Trampers in the Outdoor Mobility scheme at no additional cost, and vice versa. Countryside Mobility members are advised to contact Outdoor Mobility for a free taster membership and then proceed with their Tramper booking as normal. The Tramper booking at the site, on the day, should not appear or be treated any differently from any other Tramper booking.

3. Training and evaluation of Trampler user

It is essential that Trampler users are given good instructions to help keep themselves, other visitors and staff safe, as well as help reduce the incidences of damage to Trampers. All Trampler users are expected to take up training if they have not been trained in the Outdoor Mobility scheme in the 12 months prior to their visit. The Trampler user will indicate on their booking if this is the case and staff should also check verbally on the day.

Instructions given to Trampler users are part of staff training, and staff can use the following resources as further support:

- Guidance For Evaluating Trampler Users and
- Trampler User Induction

The objectives of the training and evaluation are:

- **To provide information and instruction about the Trampler:** this is to enable the person to reach their own decision about whether the vehicle is suited to their own needs and abilities. This is particularly important as it is the prospective user (or their companion) who knows his/her abilities and limitations better than anyone else.
- **To make a subjective evaluation of the prospective user:** Some users may be unable, through extreme frailty or severe disability, to operate the controls satisfactorily. Staff should make this evaluation on the basis of their own observations and information provided by the user.
- **To form a reasonable judgement about the competence of prospective users and their ability to operate the Trampler safely:** This judgement will be based on the subjective evaluation above, and the practical element of the training, which allows users to demonstrate their ability to use the controls and operate the vehicle properly. **In cases of doubt, the final decision rests with the member of staff or volunteer carrying out the Trampler induction.**

Outdoor Mobility will always support a member of staff or a volunteer in the event that they refuse the visitor a Trampler on safety grounds.

4. Route Guidance

All Trampler routes have been assessed by Outdoor Mobility prior to launching a Trampler scheme at a partner site. The approved routes are within the technical capabilities of the Trampler and do not force the Trampler user into hazardous situations or to negotiate unmanageable obstacles.

The role of the partner site is to:

- **Ensure that staff explains clearly the approved safe route/s to Trampler users prior to each use,** including any out of bounds areas (with reasons why) and any other hazards to each user (and/or their companion). OM staff should always be notified of any alterations or updates to designated routes and the site-specific risk assessment reviewed accordingly.

- **Provide a map that shows the routes clearly marked. If practicable, a laminated version of the map should be kept with the Tramper.** Outdoor Mobility can support the site in producing such a map. Route clarification using additional signage on the site may also be necessary where hazards are not obvious.

5. Emergencies

It is possible that despite all the precautions taken by members and their companions, staff at site and Outdoor Mobility, incidents and emergencies can still take place. These fall into three main categories, and may even involve elements of all three:

1. Medical, such as a sudden onset of a health emergency
2. Technical breakdown of a Tramper, or
3. Accident, such as collision with other path users or static objects

Reducing the risk of incidents and emergencies is a collaborative effort.

Tramper user's responsibilities

- Confirming that they meet minimum health and capacity requirements as a condition of becoming a member.
- To be accompanied (with the exception of a very few sites where staff is within sight), to ensure that contact with site staff can be made in case of an emergency.
- Complying with the Terms and Conditions for using the Tramper, including following the instructions given to them by site staff on safe use of the Tramper and staying on assessed paths.
- Communicating their training needs to the staff and only using the Tramper if they have been trained within the Outdoor Mobility scheme in the past twelve months.

Partner site's/staff responsibilities

- Keeping the Tramper in good condition and reporting any mechanical or disrepair issues to Outdoor Mobility, as detailed in Tramper Care Policy.
- Ensuring that staff giving the Tramper to their visitors have had appropriate training to do so, as detailed in the Staff Training Policy.
- Ensuring that staff give the Tramper User and their companion appropriate training to use the Tramper, instructions on the approved route to follow, any site-specific safety instructions and what to do in an emergency.
- Putting an emergency plan in place that all site staff working with Tramper users are aware of and know how to implement. A sample plan that can be adapted to meet the site's needs is included in the resources.

All frontline staff should be aware of the emergency procedure, whether they are working with the Tramper user or not, as any member of staff may need to instigate the emergency procedure if the Tramper user has not returned to base when

Outdoor Mobility's responsibilities

- Facilitating the annual service of the Tramper, as detailed in the Tramper Care Policy

3. SUPPORTING TRAMPER VISITORS

- Assessing and recommending safe routes
- Working with sites to implement a Trampler route risk assessment and supporting the development of an emergency plan
- Providing training to staff at sites on the safe operation of the Trampler scheme, as detailed in the Staff Training Policy.

Managing emergencies

Site's emergency procedure must be instigated when:

- Trampler user has not returned within agreed time limit, or
- Staff has been advised of an incident by Trampler user, their companion, or other staff members/visitors

The dignified recovery of the Trampler user is always the priority in case of an emergency. The Trampler can be left, with ignition key removed, and collected later.

The emergency procedure must include the following

- Identifying the staff member/s responsible for implementing the emergency procedure (for example, duty manager or customer service adviser)
- The cut-off time for starting investigations if Trampler user has not returned by agreed time (for example, 15 minutes after return time has lapsed).
- In case of a non-medical emergency, the method of recovering the Trampler user (for example, using an estate vehicle, a back-up wheelchair, or by enabling visitor's/companion's own vehicle to access incident location)
- In case of a medical emergency, site's existing emergency protocol for such situations may become applicable. This should include identifying the first aider on duty and any steps required to facilitate access by emergency workers/vehicles.

NOTE: Advise Outdoor Mobility of the incident at the earliest opportunity. An initial report can be made by phone or by email, but an incident report must always be provided. A template is included in the resources.

Trampler recovery after an incident

If Trampler has not been damaged or damage is minor/cosmetic:

Staff can drive the Trampler back to base and it may be fit to use again. If there are any concerns about the condition or the safety of the Trampler, staff should not make it available to visitors until they have been advised it is safe to do so by Outdoor Mobility.

If the Trampler is damaged and cannot be driven it must not be towed back to base:

Towing the Trampler will damage the motor beyond repair. Following instructions in the Trampler manual, the electromagnetic brake should be disengaged, and the Trampler can then be pushed either back to the base or on the back of a vehicle using a ramp.

6. Referring to Outdoor Mobility for feedback/complaints

Outdoor Mobility aims to learn from its mistakes and uses its members' and partners' experiences as a steer to help further develop the Trampler scheme.

We automatically ask our members to provide us feedback after each Trampler visit and respond to them where we deem it is appropriate. Our feedback form is always available on our website at www.outdoormobility.org/give-feedback and anyone is welcome to use it.

We also welcome contact directly by phone on 07843 754239, or by email at info@outdoormobility.org.

Outdoor Mobility's complaints policy is available to the public on our website at www.outdoormobility.org/business-policies.