

Passenger awareness:

An understanding and awareness of the needs of disabled and vulnerable people is essential.

Drivers and passenger assistants must exercise absolute discretion and confidentiality regarding passengers and their individual circumstances.

Passengers should be treated with kindness, respect and understanding. Appropriate language should always be used.

Unnecessary physical contact should be avoided.

Giving drinks, sweets or gifts is not allowed as this can be misconstrued or cause health problems where children have allergies or swallowing difficulties.

Some passengers can demonstrate challenging behaviour. You should use positive, firm instructions and facial expressions to communicate. Strategies for the management of behavioural issues should be discussed with a senior member of the school's staff.



Training and safety:

A report must be submitted to transport services if there is **any incident or accident** affecting passengers and crew. Reports can be made here: www.lincolnshire.gov.uk/xfp/form/973

Drivers and passenger assistants should be **fully trained to use any ancillary equipment** fitted to vehicles, such as tail lifts, ramps, wheelchair & passenger restraints and car seats. Suppliers are responsible for providing this training. Extra advice may be obtained from schools, parents/carers, and Transport Services.

They should also be **trained to use the fire extinguisher, first aid kit** and any other safety equipment.

The **comfort and safety of passengers** should be the driver's main concern. A high standard of driving is essential considering the ages and needs of the passengers being carried.

Drivers are reminded that they **must not use mobile telephones** when the vehicle is moving, even hands free.

If there is an accident get the vehicle off the road if possible and if you are causing an obstruction, warn other traffic using hazard warning lights. Ensure that passengers are kept under control and move uninjured people away from the vehicle to safety. The employer, school and Transport Services should then be contacted.

Driver and Passenger Assistant Identification

Lincolnshire County Council issues **DBS badges to all drivers and passenger assistants providing Education Transport**. We believe this helps reassure young people, parents and carers and school staff that we provide a quality service using professional, appropriately vetted, and trained staff who are aware of their responsibilities.

Please provide the following information so that your badge can be issued.

All information will be kept in strict confidence.

Further information:

Please contact the transport operations team on: **01522 552736**

For further information how to apply for an LCC-DBS badge please email: tsg_dbs@Lincolnshire.gov.uk



Education Transport

Guidelines for Drivers & Passenger Assistants

These guidelines are for drivers and passenger assistants providing Education Transport for young people. It lists what is expected from you over and above any statutory requirements.

Lincolnshire County Council believes whenever possible young people should be encouraged to develop independent travel habits using public transport. But the nature of placements in schools and centres means that arrangements must be flexible.

To achieve this the authority works in partnership with transport suppliers, parents and carers, schools, and young people to provide a quality service.

These are monitored and reviewed regularly. Most of the time things run smoothly, but when problems occur Lincolnshire County Council will deal with and resolve issues as quickly as possible.

We try to avoid constant changes of supplier but we must maintain high, cost-effective standards of service. Any supplier who regularly fails to meet the terms of its contract may find its services terminated.

Please read these guidelines to help deliver a quality service to young people needing Education Transport arrangements.

Drivers/Passenger Assistants:

The driver is responsible for everything that happens on the vehicle.

Drivers and passenger assistants are required to complete an enhanced Criminal Records Disclosure application form. Employment will depend on satisfactory clearance being received by Lincolnshire County Council.

All drivers and passenger assistants **MUST** carry their LCC-DBS badge.

Taxi drivers must carry their Private Hire or Hackney driver badge.

PSV drivers must carry their CPC card.

Lincolnshire County Council operates a no-smoking and vaping policy on vehicles and school premises, including car parks and waiting areas. Transport staff are also requested not to smoke or vape up to 10 minutes prior to the start of the contract (AM & PM).



The journey:

Only authorised passengers should be allowed to make the journey.

Passengers must only be transported between home and school or school and short-break carers. They should never be taken to any alternative address unless there has been prior notification from Transport Services.

Passengers must never be left unattended.

Drivers and passenger assistants should not lift or carry pupils only help them get on and off the vehicle. Where required, drivers and passenger assistants should ask school staff or parents/ carers to help pupils get in and out of vehicles.

Passengers should be seated safely, and seatbelts and restraints should be properly secured before the vehicle sets off.

Use of equipment issued by Transport Services is for the intended passenger only - **do not** transfer to other passengers, unless instructed by Transport Services.

Drivers and passenger assistants are not usually permitted to give medication to passengers, although it may be carried on the vehicle if it is in a sealed container or bag clearly labelled with the passenger's name. Parents or teachers may ask you to keep medicines safe during the journey and to hand it over to a responsible adult on arrival.

Prescribed protocols must be followed for individual pupils who do need medication.

Drivers and passenger assistants must co-operate with schools over arrangements for parking, picking up and setting down within school grounds and the handing over of children to school staff.

If a responsible adult is not at home when the passenger is due to be dropped off drivers should wait five minutes past the usual arrival time before continuing the journey. Transport Services and school should then be informed. Once all other passengers have been dropped off, call back. If there is still no one there the passenger should be taken to a safe place of care such as a social services office or police station and direction taken from the duty officer in charge. A note should be left for parents or carers telling them where the passenger is.

Never engage in:

Inappropriate relationships with passengers/ family members or become over-friendly in any way including infatuations and crushes.

Photograph or video any passengers on school transport.

Internet use involving passengers or their families (social networking).

Calls or text messages to passengers.