

Drivers/Passenger Assistants:

It is important for young people to have consistency and for parents or carers to feel secure so try to avoid frequent changes of drivers and passenger assistants.

Transport Services reserves the right to meet and check the suitability of drivers and passenger assistants before awarding the contract.

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.

Drivers and passenger assistants should be suitably trained and able to maintain absolute discretion and confidentiality in relation to individuals' needs and circumstances.

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.



Further information:

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

Or you can write to:
Lincolnshire County Council
Transport Services County Offices
Newland
Lincoln
LN1 1YL



Education Transport

Guidelines for Suppliers

These guidelines are for suppliers 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 Transport Services works in partnership with transport suppliers, parents and carers, schools, and young people to provide a quality service.

These contracts 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 operator, 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.

Vehicles:

Use only fully licensed vehicles and drivers and ensure that you comply with all relevant legislation.

Make sure that all vehicles are operated to a high standard of cleanliness.

Incontinence sheets may be provided on request as Lincolnshire County Council will not be held responsible for soiling of seats or other damage to vehicles.

Lincolnshire County Council operates a **no smoking and vaping policy** on vehicles, 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)

An alternative vehicle of appropriate specification should be provided if the original breaks down or is not available.



The journey:

Ensure you liaise closely with school and centre staff, parents, and carers to provide adequate and appropriate passenger care.

Parents and carers should be given an emergency telephone number. All vehicles operated on contract should carry a mobile telephone.

Suppliers, drivers, and passenger assistants may be asked to meet up with parents/carers before journeys are provided.

If a child is not at home when you call to collect them, it is important that this is reported to the school and Transport Services.

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

Never leave passengers unattended in vehicles.

Only carry passengers contracted to travel on that journey.

Only make journeys specified in the contract unless they have been previously approved by Transport Services.

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