

The journey

- Be punctual.
- Only stop at the designated pickup or drop off points.
- Check travel passes on each journey on routes where they have been issued. If a passenger does not have their pass, check their name on your route sheet and advise the School Transport Team of this passengers name.
- Keep doors closed until the vehicle is at a complete standstill.
- Hazard lights should be used when passengers are boarding or alighting.
- Check that no bags or clothing are caught in the door when closed.
- Always ensure seat belts are used by passengers.
- Do not drive away until all passengers have been seated and you have checked your surroundings for passengers who have been dropped off.
- Always park so passengers alight on the footway and not on the carriageway.
- Be aware that your clothing, behaviour and language must always be appropriate.

Safeguarding and the welfare of children is everyone's responsibility.

This means everyone in the School Transport team including passenger assistants, drivers as well as anyone else who is involved with children, such as schools, social workers etc.

If you have any concerns about a child, however small you may think it is, please share it with the School Transport team. There are also Safeguarding Leads in all schools. Small pieces of information can add together to make a fuller picture about a child. You should also contact us if you have any concerns about an adult who works with children.

Equipment

Although it is the driver's responsibility to operate tail lifts and wheel clamps, passenger assistants must ensure they have an understanding of how this and other safety equipment works. If a child is too big for a car seat or harness please let the School Transport Team know.

Make sure all seats are fitted correctly.

Accidents, breakdowns and emergencies

In the event of a breakdown or if a passenger is taken ill you must act to ensure the safety of all your passengers.

- Pull over to a safe place and switch on hazard lights.
- Call immediately for an ambulance if any of your passengers need medical help.
- Make the passenger comfortable and ensure they are at no further risk.
- Assess whether it is safe for passengers to remain on the vehicle until help arrives.
- In the event of a breakdown summon help from the School Transport Team.
- If your vehicle is causing serious obstruction, call the police.
- Do **not** attempt even simple repairs, wait for help to ensure the safety of all passengers.

In Hazardous Weather

- Do not continue to operate the route if weather has impacted and it is now dangerous to continue.
- In the event of hazardous weather, follow emergency procedure and summon help and guidance from the School Transport team.

Home to school transport contact information

Tel: 01934 634 715

E-Mail: schooltransport@n-somerset.gov.uk

Other useful contact numbers

Emergency: **999** • Non-Emergency: 101



Home to school transport

Safeguarding guidance and advice

For Drivers and Passenger Assistants

The information in this leaflet is for your safety and guidance. We cannot cover everything that you may encounter on a day to day basis, but if you are not sure about something you can always ask.



Dealing with people

If possible the first time you meet the parent/carers, introduce yourself and ask if there is anything you should know about the passenger whilst he/she is in your care. A 'meet and greet' is expected for SEN passengers.

Additionally, each day you should try and liaise with the parent/carer/school to see if there is anything you should know about the passenger that could affect their travel.

All drivers will be checked by the DBS.

Drivers and passenger assistants should work together to ensure that all passengers travelling have a comfortable, safe and stress free journey.

Parent/carer not at home

In the event that no-one is at home when you return in the afternoon, on no account should a passenger be left alone or with a neighbour.

If there are other passengers on the vehicle they should be returned home first and then the vehicle should return to the home address. If there is still no-one home, return the passenger to the school if possible to do so. If no one is at the school please call the School Transport Team who will give further guidance.

Always

- ✓ Dress appropriately
- ✓ Report any incident that is 'out of the ordinary'.
- ✓ Remember to keep to the agreed timetable and route.
- ✓ Call the passenger by their name, do not use words like darling or other 'familiar words'.
- ✓ Maintain appropriate boundaries and be professional.
- ✓ Report concerns about a passenger's behaviour.
- ✓ Be aware that passengers travelling with additional needs may require additional help and time.
- ✓ Record and report any incidents without delay to the Home to School Transport team.
- ✓ Try to ensure the journey is completed, in any serious case of emergency the vehicle must be stopped and emergency services called.
- ✓ Record and report any concerns if one of your passengers shows any signs of abuse.

Never

- ✗ Exchange mobile numbers, email addresses, home addresses, full names etc.
- ✗ Buy or give food or drink to passengers.
- ✗ Accept or give gifts to passengers or parent/careers.
- ✗ Use bad or inappropriate language.
- ✗ Engage in conversation of a personal nature.
- ✗ Enter into any contact via social media.
- ✗ Take pictures of any passengers.
- ✗ Allow students to sit in front of the vehicle without authorisation.
- ✗ Enter into any kind of relationship or have any social contact with the passenger or their family.
- ✗ Make unnecessary physical contact.
- ✗ Allow food or drink on the vehicle.
- ✗ Become involved in an argument.
- ✗ Leave the vehicle unattended.
- ✗ Smoke.
- ✗ Accept transport changes from your passenger, these must come through the home to school transport team.
- ✗ Be afraid to ask for help.

Safeguarding

In the course of your work your passengers may choose to talk to you about something which concerns them. It is important to:

- never promise to keep a secret
- always take what a person says seriously
- listen but do not ask any questions
- tell the person you will have to tell someone
- report and record all concerns, incidents of inappropriate and disruptive behaviour to the school and School Transport Team
- be friendly but remember not to make particular favourites.

If you are ever concerned about the welfare of a passenger, contact the School Transport Team or in more serious cases dial **999** in an emergency or **101** for a non-emergency.

When a passenger is hurt or falls and physical contact is necessary, always report these to the school and the School Transport Team.

Be aware of how your actions may look when seen by someone from the outside. If you are in doubt, simply do not do it.

Abuse must be reported

- Physical
- Sexual
- Psychological/emotional
- Financial
- Neglect
- Discriminatory
- Domestic
- Professional
- Institutional

All types of abuse must be reported