



# KEEPING VULNERABLE PASSENGERS SAFE

Training Manual for Drivers and Passenger  
Assistants of Children, Young People and  
Vulnerable Adults in Oxfordshire



## Foreword

The Transport Department at Oxfordshire County Council is pleased to provide this training package in *Keeping Vulnerable Passengers Safe* throughout our county.

We want to train and support all staff who help transport children, young people and vulnerable adults, as you are very important in keeping everyone safe.

To make sure that everyone understands what they need to do to safeguard others, Oxfordshire County Council is offering you support in different ways – this manual, face-to-face training and additional assistance with reading during the training session if required.

Our message to all our valued transport drivers and passenger assistants is a simple one – that safeguarding is everyone's responsibility and we will all be better at doing it if we understand it better.

This important and valuable training will enable you to ensure that your passengers receive the very highest standard of safety at all times.

Yours sincerely

Alexandra Bailey (Director for Property and Investment)

Lara Patel (Interim Deputy Director of Safeguarding)

Melanie Pearce (Service Manager for Safeguarding - Adults)

## What is this manual for?

The manual is for everyone who transports children, young people and vulnerable adults in Oxfordshire. It explains what you need to *know* and what you need to *do* to keep all passengers safe.

## Reminder

These guidelines will give you information on:

- Picking up and dropping off passengers
- Transporting passengers
- Behaviour with passengers
- Conversations with passengers
- Physical or sexual contact
- Confidentiality
- Who to contact with concerns

This manual includes more detailed information on what we are doing countywide to keep people safe.

## What happens next?

Please read the manual with care. You can check your understanding of it with the quiz on page 15.

You will be invited to attend training and at the end you will do a test. The test is 'tick-box' style. This is to check that you have understood what you have read and the important points from the training

The main message of this training is that **safeguarding is everyone's responsibility.**

Please read these questions and answers to help you understand more about **who we are trying to protect**.

**Q. What do we mean by children?**

A. Under the law 'child' means anyone under the age of 18.

**Q. What do we mean by 'vulnerable young people and adults'?**

A. Vulnerable young people or adults are those who have particular needs. Some people may be more likely to be abused by others because they need help to speak, or move or understand, or they may have mental health problems.

**Q. Perhaps you are already transporting vulnerable passengers – how would you know this?**

A. They may find it hard to understand things, behave in unexpected ways or have difficulty finding their way, making them vulnerable to others treating them badly. They may suffer from dementia so they can't remember things.

**Q. Who would you report to if you were a concerned about a passenger you transport?**

A. Speak to your manager

B. Speak to the LADO

C. Contact Multi Agency Safeguarding Hub (MASH). Please see appendix A for contact details

D. Contact the Transport Quality Monitoring Team at Oxfordshire County Council.

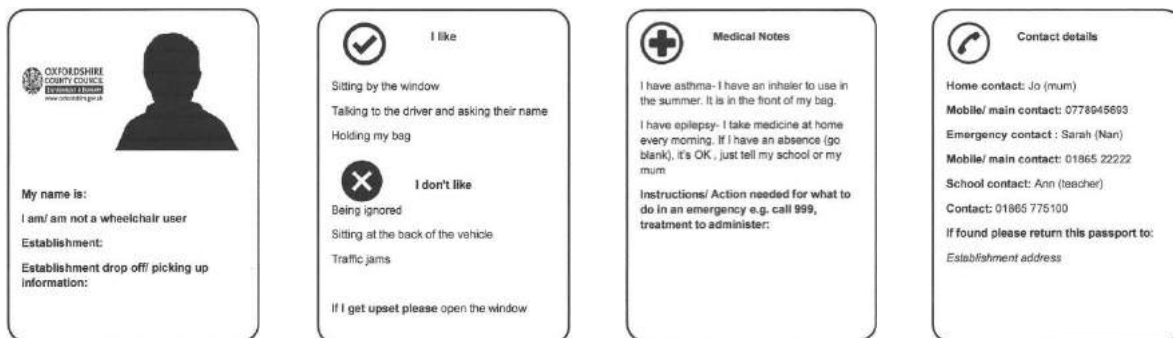
E. Contact the Transport Hub at Oxfordshire County Council

## What you need to know about your passengers

### Passenger Passports for Children

Oxfordshire County Council is introducing a new 'Passport' (shown below) containing important information about each passenger. This includes:

- a photo of the passenger
- information about pick-up and drop-off points with times
- passenger likes and dislikes
- medical notes / emergency instructions
- details of their home / school contact.



At the moment these are provided for children and young people, and for adults with learning disability

### **This information will be:**

- In a small plastic wallet with paper notes (see the picture above), which the child will carry
- Given to the passenger's school
- Sent by email to the passenger's transport provider. These can be viewed before you go to pick up your passengers so that you are prepared.

The passports give you all the information you need to keep your passengers safe. Please make sure you read and understand them – and act on them.

We will show you examples of these when we meet at the assessment centre.

### Passenger Passports for Adults

There will be a small minority of adults who also carry passenger passports. In contrast to children, the passport may not be carried in a bag but it will be accessible to the driver or passenger assistants. The type of information on the passport will be the same as for children.

Additional information to consider in relation to your Passengers

**A checklist** for when you are picking up or dropping off someone who is forgetful:

**Remember**

- bag
- keys
- glasses
- stick
- purse/wallet
- dosette box with tablets
- coat
- hat
- lights off
- hearing aid

Also consider any additional information that you are given by a parent, carer or establishment. For example a carer might inform you that a child or vulnerable adult had a very difficult evening and might be quite unsettled.

## Abuse

An abuser can come from any background and anyone can be abused, children or adult. Over 80% people that are abused are abused by someone they know.

### **What is abuse?**

There are many types of abuse:

- Physical abuse
- Sexual abuse
- Neglect
- Self-Neglect
- Emotional abuse
- Psychological abuse
- Modern Slavery
- Domestic abuse
- Financial abuse
- Discriminatory abuse

#### **Q. What do you think are examples of physical abuse?**

A. Hitting, shaking, throwing, poisoning, burning, drowning, suffocating.

#### **Q. What do you think are examples of emotional abuse?**

A. Telling people they are worthless, unloved, inadequate, not valued for themselves; not worth listening to, deserve to be laughed at. Calling people names, prejudice and bullying.

#### **Q. What do you think are examples of sexual abuse?**

A. Encouraging a child or vulnerable adult to take part in or watch sexual activities. This includes any unwanted physical contact whether inside or outside of clothing.

Q. What is neglect?

A. Failure to meet a child's or vulnerable adult's needs, such as

- not providing food, clothing, medical treatment and shelter
- not protecting them from harm from others
- not responding to emotional needs.

Q. What do you think are examples of self- neglect?

- Bad personal hygiene
- Malnutrition/ weight loss
- Unsuitable clothing
- Unsafe living condition

## **Who are the abusers?**

**Q. Is it always men who are abusers?**

A. No – women can commit abuse, including sexual abuse, as can other children.

**Q. Do abusers come from deprived backgrounds?**

A. Abusers come from every sort of background. Children and vulnerable adults who are abused usually already know the person who abuses them.



### **There are other ways people you transport could suffer abuse:**

- **Forced marriage** (this is illegal, unlike arranged marriage).
- **Domestic abuse** – treating a partner badly, including humiliation, violence and intimidation to punish or frighten them.
- **Modern Slavery** – when people are taken from one place to another to be exploited.
- **Radicalisation** – when people can get recruited for terrorism.
- **Female genital mutilation (FGM)** – the practice of removing some or all of a girl's sexual parts. It is illegal in the UK and in many other countries.
- **Child sexual exploitation (CSE)** – a type of [sexual abuse](#) in which children are used for sex, money, power or status. Children or young people may be tricked and think they are being loved and that they have agreed to it. They might be invited to parties and given drugs and alcohol.
- **Grooming** – when someone pretends to make friends to get someone's trust so they can have sex with them. Children and young people can be groomed online or in the real world. Many children and young people don't understand that they have been [groomed](#), or that what is happening to them is abuse.

### **Remember:**

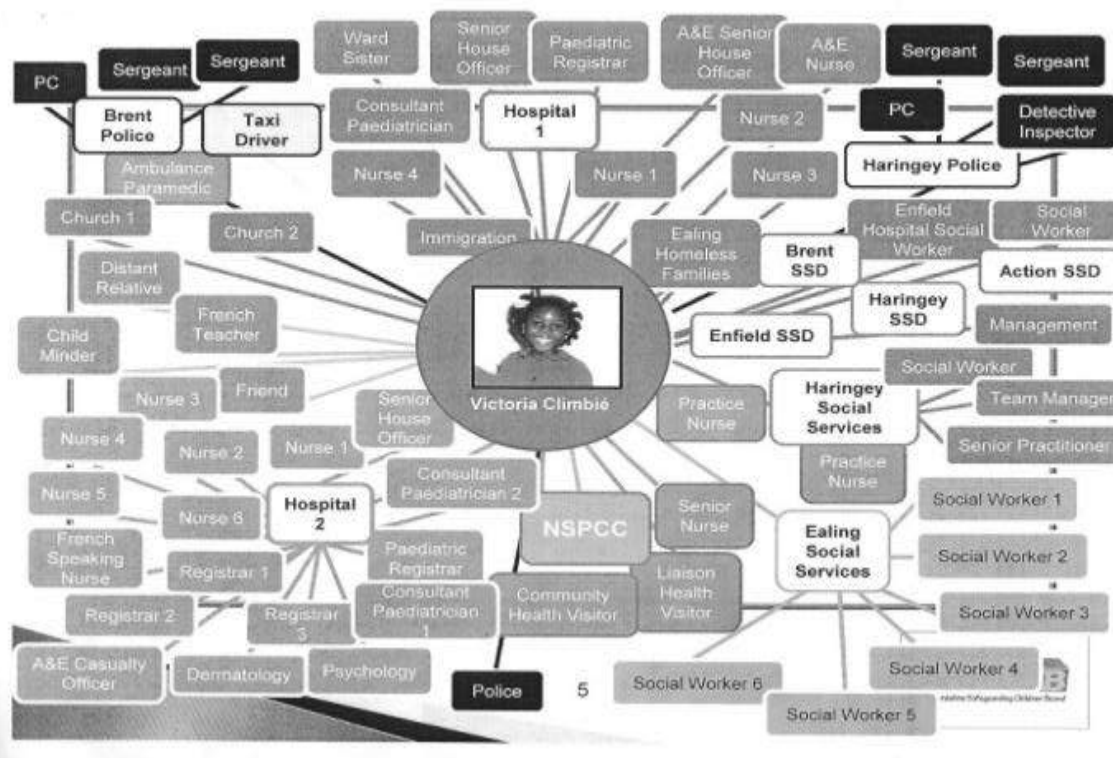
- Children with disabilities are three times more likely to be abused
- Adults with disabilities are 1.5 times more likely to be abused.

## Safeguarding in Oxfordshire-What does all of this have to do with transporting children and vulnerable adults

### Victoria Climbié

You may have heard about the tragic death of Victoria Climbié, a young child who died from abuse. She had been seen by many different organisations, but no-one shared their concerns. Look at the picture below to see how many people were involved with her.

It was a taxi driver who took action to help her because he was worried about how she looked. He ignored what her great aunt said and drove to an ambulance bay and asked for help. Sadly, Victoria died of her injuries when admitted to hospital, but the taxi driver had done his very best to save her.



Do you know of any examples where taxi staff:

- have helped safeguard a child or vulnerable adult?
- have not helped safeguard a child or vulnerable adult?

### **Lena's story**

10-year-old Lena was a child with autism who had special educational needs. Like many children with autism she needed a clear routine, and any changes in her routine needed to be explained. If she became distressed music would always calm her down; she loved Jessie J.

One day, her usual driver and passenger assistant were not free, and another member of staff was sent.

Test Your Knowledge

**Q. What should the replacement driver do?**

A. Check details on Lena's passport.

**Q. There are roadworks on the route and a diversion: what should the driver and passenger assistant do?**

A. Explain to Lena what has happened. Play her favourite music.

In this case study, if the driver follows the Passport instructions, Lena will travel calmly. If not, Lena could become distressed, she could start lashing out and may need to be restrained. Not only would Lena not be happy, but neither would her family. They may well complain.

**THINK PASSPORT!**

### **Ed's story**

A taxi driver was asked to pick up Ed, who had mental health problems, from the health centre in Wantage and take him to an Oxford hospital. This was late in the evening.

The taxi driver was advised not to talk with Ed as it could upset him. The taxi driver wanted to be friendly and chat but followed the advice and took Ed safely to hospital. By doing so he avoided causing distress to Ed which also made it easier for the hospital staff to help him.

### **Zara's story**

A taxi driver was transporting Zara, an elderly lady from a care home to a day-care centre, and noticed she kept putting a piece of tissue on her eye behind her glasses. He phoned the care home, and they sent a care worker to the centre. Zara was taken to hospital, as she needed urgent treatment. Her family were grateful for the taxi driver's prompt action.

## Medical Health and Safeguarding

Passengers you transport may have specific medical needs. If these medical needs are not addressed, it could result in a safeguarding issue.

### **...you may know that:**

- People with autism have different ways of understanding the world. Some find it difficult to understand what we mean when we are talking, some are confused by rules and boundaries. Each person with autism is different, with their own preferences and needs, and they can behave in unexpected ways. They may feel very anxious moving from one place to another and when very upset they may not be able to hear what is being said.
- People with epilepsy can have seizures. It is important that you have read their Passports or other information supplied, and know what to do. If a passenger has a seizure you need to note how long this lasts, and pass this message on.
- You may also transport vulnerable adults who have a mental health condition such as dementia or anxiety; or someone with physical problems such as hearing or sight loss. You will be advised on the best way to meet the passenger's needs by their family or care professional.
- Some people forget to drink. If you think this is happening with one of your passengers, report it to the office.

Remember ... you need to follow the instructions and advice you are given. Don't let anyone persuade you to drop off passengers at an unplanned venue because, for example, someone with dementia could get lost or get into difficulties. They might no longer be safe. You may be advised not to talk with some passengers because they are too unwell to understand clearly. Please follow these instructions.

## Reporting Concerns

Drivers and passenger assistants need to safeguard vulnerable passengers just like anyone else who works with vulnerable adults, young people and children.

- If you hear or see anything which makes you think someone might be at risk you need to tell your office, manager or one of the contact numbers on appendix A

### **Always remember, you are part of a team.**

We never ignore reports about vulnerable passengers – safeguarding officers **always** investigate.

Please remember it is your job to report information, **not to investigate**.

### **What if the person you are worried about is your manager?**

If you are worried that your manager may be abusing a child you **must** report this **immediately**. You will *not* be put at risk as the result of your actions, but your concerns **will** be investigated.

## **How to keep yourself safe**

If a passenger becomes violent or aggressive, remain calm and avoid shouting. Give them space and report to your office and the transport quality monitoring team

It is important that you behave in ways that protect you and your passengers from risk.

### **You should not**

- take an unplanned detour to take a passenger home.
- give a vulnerable passenger your personal mobile number for any reason.
- give gifts.
- befriend passengers on Facebook or other social media.

### **You should**

- Read the guidelines provided by the council for all drivers and passenger assistants
- be professional.
- avoid swearing and aggression.
- always wear your ID badge.
- sit lone passengers in the back seat (unless the passport says you should).

Report any concerns you have about:

- places for drop offs.
- adults paying the fares for young people.
- conversations in your vehicle.
- the adults meeting the young person.
- the vulnerable passenger's behaviour or language.
- A decline in a vulnerable persons well- being (e.g noticeably more forgetful or tired)
- other warning signs – bruising, drugs, self-harm.

**REPORT IT!**

**WE ARE ALL RESPONSIBLE FOR SAFEGUARDING: IT IS UP TO EVERYONE TO HELP.**

## Test your Understanding

Please check the manual for the answers!

### WE ALL NEED TO LOOK AFTER OTHERS.

#### **What should you do?**

An elderly passenger does not look very well when she is picked up. You ask her next of kin, her daughter, if she is well enough to travel. On the way to the vehicle she collapses on the path.

**Q. What do you do?**

A. Ring for her to be taken to hospital.

*(This is a true story. The hospital thought the elderly woman was fit to go home so discharged her. Unfortunately, she soon became very ill and was re-admitted to hospital. It was found that she had a blood clot in her leg. Afterwards, the passenger's daughter wrote to thank the taxi company for doing the right thing.)*

#### **What should you do?**

**Q. You notice that a young person or vulnerable adult who often travels with you has bruises on her face and arms, looks unwell, but is saying very little.**

A. Report your worry to your office, who will pass it on to the Multi- Agency Safeguarding Hub (MASH) or Health and Social Care team for adults.

#### **What should you do?**

**Q. A coach company was informed that one of the children usually taken home by the coach driver was ill so would not be travelling. Should the coach driver change the scheduling time of drop offs?**

A. No - as the passengers will be collected at their usual scheduled times by parents and carers

*In this scenario, the coach driver gained 5 minutes on his/ her route and therefore arrived early at the next stopping place, letting off the bus a young infant, whose parent/care had not yet arrived to collect her. The child went home with the parent/carer of another pupil and when the mother arrived to collect her daughter, she found that she was not at the bus stop, and panicked. What do you think the consequences of the bus driver's decision could have been? What should he have done?*

## Notes



## Notes

## KEEPING VULNERABLE PASSENGERS SAFE

### Would you like extra help?

All drivers and passenger assistants who travel with children, young people and vulnerable adults for Oxfordshire County Council need to be trained in how to keep our passengers safe. Our key message is that **everyone** needs to keep passengers safe.

This is a training manual for drivers and passenger assistants that tells you what you need to know and what you need to do, so that everyone understands what 'safeguarding' means. The manual has been written by staff who teach adults. They have written this manual, and will ask you what you think about it after you have completed the training

Trainers at the session are happy to help you read the questions in the test at the end of the training. If you do not pass first time you will be able to retake the test one more time on the day. There are 16 yes or no questions, and you will need to get 13 correct to pass.

If you like some extra help during the session please send the form below to:

Email: [cherylpatrick@diversiti.uk](mailto:cherylpatrick@diversiti.uk)

Or telephone: 0800 612 7479.

If you would like help in reading / writing / understanding this manual, we can help you. Please tick the boxes below for extra support.

- I would like extra help with reading
- I need other help

Please let us know what other help you may need

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Name: \_\_\_\_\_ Contact no. \_\_\_\_\_

Contact email address: \_\_\_\_\_

We are here to help!

## Annex A

### Useful numbers

To report <b>specific concerns about the abuse or neglect of an adult</b> , call Social and Health Care	<b>0845 050 7666</b>
If you are worried that your manager or any other professional (e.g teacher) may be abusing a child, call the Local Authority Designated Officer for Child Protection (LADO)	<b>01865 810603</b>
If you are concerned that a child may be being abused by someone other than your manager or another professional (e.g parent). Please contact the Multi-Agency Safeguarding Hub (MASH)	<b>0345 0507666</b>
To discuss <b>general safeguarding concerns</b> for the particular attention of the Supported Transport Hub call  Or:  Transport Quality Monitoring Team	<b>01865 323500</b>  <a href="mailto:qmcc@oxfordshire.gov.uk">qmcc@oxfordshire.gov.uk</a>
If there is an <b>urgent risk</b> call	<b>999</b>

## KEEPING VULNERABLE PASSENGERS SAFE

Training Manual for Drivers and Passenger Assistants of Children,  
Young People and Vulnerable Adults in Oxfordshire



October 2017

# ***Taxi Driver and Passenger Assistant Code of Conduct***

## **Taxi Drivers and Passenger Assistants must:**

- **Read the code of conduct - Failure to abide by it may result in cancellation of the driver or passenger assistant's authorisation to work on Oxfordshire County Council Transport contracts and/or taxi license.**
- **Acknowledge that any information regarding an incident or specific driver and/or escort may be shared with other organisations where deemed appropriate.**

## **Transport providers must:**

- Read the code of conduct to ensure an understanding of what is expected of drivers and passenger assistants.
- Ensure that these guidelines are read and understood by all drivers and passenger assistants working on Oxfordshire County Council contracts.
- Contact the Transport Hub if there are any new staff you have employed or any staff that have left and respond to any requests for this information in a timely manner.
- **Note that failure to abide by it may result in removal of OCC transport contracts.**
- **Acknowledge that any information regarding an incident or specific driver and/or escort may be shared with other organisations where deemed appropriate.**

## **Purpose of code of conduct:**

- All adults who come into contact with children and vulnerable adults in their work have a duty of care to safeguard those children and vulnerable adults. As with other occupations, drivers and passenger assistants working with vulnerable people are expected to show high standards of behaviour.
- This code of conduct has been written to explain how drivers and passenger assistants are expected to behave in order to safeguard the passengers they are transporting.

- Although this code of conduct aims to cover a wide range of areas it is recognised that it isn't exhaustive and that professional judgements will need to be made in situations not covered by the code of conduct or that directly go against the guidance given by their employer. **It is expected that in these circumstances the driver or passenger assistant concerned will inform their manager who can then contact the Transport Hub and seek further advice.**

### **Oxfordshire County Council Badges:**

- In order to drive or assist on an Oxfordshire County Council (OCC) transport contract drivers and passenger assistants need to obtain an OCC badge. They will also have to provide evidence that they have undertaken appropriate safeguarding training within the past 3 years and other training as requested by OCC.
- Drivers and passenger assistants must at all times wear their valid ID badges.
- Drivers and passenger assistants who work for more than one company will require an OCC badge for each company. Drivers and passenger assistants should not work on any OCC contracts for a company unless they have an OCC badge for that company.
- If an OCC Badge is lost or stolen the driver/passenger assistant must inform their manager who will contact the DBS & Badging Team at [transport.safeguarding@oxfordshire.gov.uk](mailto:transport.safeguarding@oxfordshire.gov.uk) or 03300 240022 who will deactivate the badge and issue a replacement.
- If a driver/passenger assistant is no longer employed by a company who carries out transport for OCC, they will notify the Transport Hub for advice on where to return the badge.
- If the details are incorrect on your OCC badge, drivers/passenger assistants must inform their manager who will arrange for the DBS & Badging Team to reissue a new badge.

## Appearance:

- You should be clean with presentable appearance.

## Picking Up and Dropping off Passengers:

- The instructions that you receive from your manager or OCC must be adhered to. In the instance that instructions cannot be adhered to please contact your manager who will then contact the OCC Transport Hub.
- Arrive at the prearranged/booked pick up or drop off time.
- If you are running late, please inform your controller as soon as possible.
- On reaching the correct destination please ensure that the passenger is handed over to a responsible adult. **Do not leave vulnerable individuals unescorted in any circumstances. You will be given any important handover instructions for vulnerable clients by your manager.**
- Please do not beep your horn. Go to the front door and knock when picking up a client, if you already have a passenger in the vehicle, make sure you turn off your engine, remove your keys, money and/or bag/valuables and take them with you and explain to the passenger what you are doing.
- Give reasonable assistance with any loading or unloading of luggage before or after a journey.
- The Driver shall not at any time when driving the vehicle cause or permit the vehicle to be parked in a position that causes unnecessary danger or obstruction (e.g. double parked, parked at or close to a road junction).
- Drivers and passenger assistants will be helpful and polite to other drivers and passenger assistants who may be transporting passengers in other vehicles.

## Transporting the Passengers:

- Whilst driving on an OCC transport contract you must not convey any unauthorised passengers under any circumstances.
- If you are transporting 2 or less passengers they must sit in the rear of the vehicle, passenger assistants must sit amongst the passengers, not separately or in front.
- Do not ask the client where they are going, your controller will tell you this information.
- Do not accept any travel amendments directly from passengers. They must be approved by the Transport Hub first.
- All seatbelts must be worn as per legislation.
- You should not make any unauthorised stops on your journey unless there is an emergency.
- If a passenger runs away while you are transporting them contact your controller who will contact the Transport Hub immediately. Child locks should be in use if available on the vehicle.
- Smoking in or around a vehicle is prohibited (this also applies to the use of e-cigarettes). Do not smoke at a destination where you are either picking up or dropping off passengers. All OCC school sites and establishments are non-smoking environments.
- Do not use a hand held mobile phone whilst transporting passengers. This is against the law.
- It may be necessary for an assistance dog to accompany a passenger. This will be without any additional charge unless the driver has a medical exemption certificate that allows him/her not to carry dogs for medical reasons. Drivers should make their manager aware of any such exemptions.
- It is forbidden for a driver or passenger assistant to have consumed any illegal substances or alcohol before/while driving.
- Be aware that some passengers with additional needs will carry a passenger passport. Where this is the case, the controller should pass on the information on the



passport to you. Please make sure you read and understand the information that is given to you. If you think a passenger you are transporting should have a passenger passport, please contact your controller.

- All drivers will adhere to and be aware of the highway safety code and road traffic regulations. Failure to abide by these rules could result in prosecution.

### **Behaviour with Passengers:**

Drivers and passenger assistants should be clear in their communications with passengers so as to avoid any misinterpretation of motives or inappropriate behaviour. This means drivers and passenger assistants **must not**:

- Make discriminatory remarks relating to age, gender, sexuality, disability, race, religion.
- Share personal information with their passengers or request or respond to any information shared by the passenger. If a passenger shares information which causes you a concern please inform your manager as soon as possible.
- Share/exchange telephone numbers with passengers. However, it is acceptable to share/exchange telephone numbers with parents/carers but please recognise that text messaging is rarely an appropriate response to an emergency situation.
- Under any circumstances give or take details of any blogs or personal websites or use any form of electronic communication to send messages to a vulnerable passenger. This includes social networking sites such as Facebook, Twitter or any other form of electronic communication.
- Use foul or inappropriate language in front of any passenger or parent/carer of a passenger.
- Use their position of power to force or indoctrinate passengers into following a political, spiritual or religious belief. This could be seen as a form of 'radicalisation' and will be treated as a safeguarding issue. If you think a passenger you are transporting may be showing signs of being 'radicalised' please contact the Transport Hub.
- Take photographs of passengers even if it is at their request.
- Provide any form of gift, no matter how small or invaluable.

- Have sexual relationships with passengers or attempt to engage in a relationship with a passenger.
- Have any form of communication with a vulnerable passenger which could be misinterpreted as sexually suggestive.
- Make sexual remarks to a passenger.
- Discuss your own sexual relationships with or in the presence of a vulnerable passenger.
- Look after/keep safe a passenger's personal belongings (e.g. mobile phone, iPod or money).
- Keep written details/notes on the passengers you convey. (If asked by school staff to keep notes please consult with the Transport Hub immediately).
- Physical contact should be limited to assisting a passenger in and out of a vehicle if needed. However, it is recognised that there may be other rare circumstances where physical contact will need to be used (e.g. to stop a passenger running away or hurting themselves) to reduce the risk of harm to a vulnerable passenger. The driver/passenger assistant is expected to exercise professional judgement in these situations and be prepared to explain if necessary why physical contact was used.

### **Confidentiality:**

Drivers and passenger assistants may have access to confidential information about passengers they transport through verbal communication with their controller or written documents e.g. passenger passports. Any details or documents driver and passenger assistants are provided with must be kept confidential at all times. This means that drivers and passenger assistants **must:**

- Be clear about what information can be shared and in what circumstances it is appropriate to do so.
- Treat information they receive about passengers in a discreet and confidential manner.
- Seek advice from the Transport Hub if they are in doubt about sharing information they hold or which has been requested of them.

- Not promise to keep secrets for passengers or ask the passengers to keep secrets under any circumstances.
- Pass on any concerns regarding allegations of abuse of passengers to their manager without delay.
- **Never** use any information you receive about a passenger to intimidate, humiliate or embarrass the passenger involved

### **Guidance on who to contact if a driver/passenger assistant has any concerns about a passenger:**

If any driver/passenger assistant has a concern about the child or vulnerable adult being a risk of any form of abuse they must act on this. Either inform your manager or the Transport Hub/ District Council if appropriate or contact one of the following:

To report <b>specific concerns about the abuse or neglect of an adult</b> , call Social and Health Care	<b>0845 050 7666</b>
If you are worried that your manager or any other professional (e.g. teacher) may be abusing a child, call the Local Authority Designated Officer for Child Protection (LADO)	<b>01865 810603</b>
If you are concerned that a child may be being abused by someone other than your manager or another professional (e.g. parent). Please contact the Multi-Agency Safeguarding Hub (MASH)	<b>0845 0507666</b>
To discuss <b>general safeguarding concerns</b> for the particular attention of the Transport hub call  Or:  Transport Quality Monitoring Team	<b>01865 323500</b>  <a href="mailto:gmcc@oxfordshire.gov.uk">gmcc@oxfordshire.gov.uk</a>
If there is an <b>urgent risk</b> call	<b>999</b>

*October 2017*

Unique Reference Number:

Full Name:

Date of Birth:

**I have read and understand the driver/passenger assistant assistance code of conduct and accept that any information that is deemed appropriate will be shared with other relevant organisations.**

Signature .....

Date.....

# ***Coach Drivers Code of Conduct***

## **Coach Drivers must:**

- **Read the code of conduct and note that failure to abide by it may result in cancellation of their OCC badge and ability to work on OCC transport contracts**
- **Acknowledge that any information regarding an incident or specific driver may be shared with other organisations where deemed appropriate.**

## **Transport providers must:**

- Read the code of conduct to ensure an understanding of what is expected of coach drivers.
- Ensure that these guidelines are read and understood by all coach drivers working on Oxfordshire County Council contracts.
- Contact the Transport Hub if there any new staff you have employed or any staff that have left and respond to any requests for this information in a timely manner.
- **Acknowledge that any information regarding an incident or specific driver may be shared with other organisations where deemed appropriate.**
- **Note that failure to abide by it may result in removal of OCC transport contracts.**

## **Purpose of code of conduct:**

- All adults who come into contact with children and vulnerable adults in their work have a duty of care to safeguard those children and vulnerable adults. As with other occupations, coach drivers working with vulnerable people are expected to show high standards of behaviour.
- This code of conduct has been written to explain how drivers are expected to behave in order to safeguard the passengers they are transporting.

- Although this code of conduct aims to cover a wide range of areas it is recognised that it isn't exhaustive and that professional judgements will need to be made in situations not covered by the code of conduct or that directly go against the guidance given by their employer. **It is expected that in these circumstances coach drivers will inform their manager who can then contact the Transport Hub and seek further advice.**

### **Oxfordshire County Council Badges:**

- In order to drive on an Oxfordshire County Council (OCC) transport contract, drivers need to obtain an OCC badge. They will also have to provide evidence that they have undertaken appropriate safeguarding training within the past 3 years and other training as requested by OCC.
- Drivers must at all times wear their valid OCC ID badges.
- Coach drivers who work for more than one company will require an OCC badge for each company. Drivers should not work on any OCC contracts for a company unless they have an OCC badge for that company.
- If an OCC Badge is lost or stolen the driver must inform their manager who will contact the DBS & Badging Team at [transport.safeguarding@oxfordshire.gov.uk](mailto:transport.safeguarding@oxfordshire.gov.uk) or 03300 240022 who will deactivate the badge and issue a replacement.
- If a coach driver is no longer employed by a company who carries out transport for OCC, they will notify the Transport Hub for advice on where to return the badge.
- If the details are incorrect on your OCC badge, drivers must inform their manager who will arrange for the DBS & Badging Team to reissue a new badge.

### **Appearance:**

- You should be clean with presentable appearance.

## Picking Up and Dropping off Passengers:

- The instructions that you receive from your manager or OCC must be adhered to. In the instance that instructions cannot be adhered to please contact your manager who will then contact OCC.
- Arrive at the pick up or drop off point at the correct time.
- If you are running late please inform your controller as soon as possible.
- If a child attempts to board the bus without their bus pass in the morning journey, they **must** be transported to school. In the situation where this isn't possible and the bus is already full you must contact your manager who will contact the Transport Hub immediately. This policy should also be practiced for the afternoon journeys as far as possible. If a child who travels on your bus repeatedly does not have their bus pass please inform the school and the Transport Hub who will be able to take further action.
- On reaching the correct destination, please ensure that the passenger is handed over to a responsible adult. **Do not leave vulnerable individuals unescorted in any circumstances.** If there is no responsible adult, the child should remain on a vehicle while the driver completes the rest of their journey. The driver should then return to the stop where the child was meant to be collected. If the parent/guardian still isn't there to collect the child, the driver should inform their manager who will ring the Transport Hub. The driver will then receive instruction on how to proceed.
- If a driver thinks a primary school child has got off the bus without a responsible adult there to collect them, they should contact their manager who will contact the Transport Hub immediately.
- Give reasonable assistance with any loading or unloading of luggage before or after a journey.
- The Driver shall not at any time when driving the vehicle cause or permit the vehicle to be parked in a position that causes unnecessary danger or obstruction (e.g. double parked, parked at or close to a road junction).
- Drivers will be helpful and polite to other drivers and passenger assistants who may be transporting passengers in other vehicles.

## Transporting the Passengers:

- Whilst driving on an OCC transport contract you must not convey any unauthorised passengers under any circumstances.
- Do not accept any travel amendments directly from passengers. They must be approved by the OCC Transport Hub first.
- All seatbelts must be worn as per legislation.
- You should not make any unauthorised stops on your journey unless there is an emergency.
- If a passenger runs away while you are transporting then contact your manager who will then contact the Transport Hub immediately.
- If your vehicle breaks down whilst transporting children, ask the children to remain on the bus (unless there is an immediate risk e.g. fire) until the next course of action is agreed with your manager. If a child does not remain on the bus and walks off, inform your manager who will inform Transport Hub immediately.
- Smoking in or around a vehicle is prohibited (this also applies to the use of e-cigarettes). Do not smoke at a destination where you are either picking up or dropping off passengers. All OCC school sites and establishments are non- smoking environments.
- Do not use a hand held mobile phone whilst transporting passengers. This is against the law.
- It is forbidden for a coach driver to be in possession of or have consumed any illegal substances or alcohol before/while driving.
- Be aware some passengers with additional needs will carry a passenger passport. Where this is the case, the controller should have pass on the information on the passport to you. Please make sure you read and understand the information that is given to you. If you think a passenger you transport should have a passenger passport, please contact your controller.
- All drivers will adhere to and be aware of the highway safety code and road traffic regulations. Failure to abide by these rules could result in prosecution.



## Behaviour with Passengers:

Drivers should be clear in their communications with passengers so as to avoid any misinterpretation of motives or inappropriate behaviour. This means drivers **must not**:

- Make discriminatory remarks relating to age, gender, sexuality, disability, race, religion.
- Share personal information with their passengers or request or respond to any information shared by the passenger. If a passenger shares information which causes you concern please inform your manager as soon as possible.
- Share/exchange telephone numbers with passengers. However, it is acceptable to share/exchange telephone numbers with parents/carers but please recognise that text messaging is rarely an appropriate response to an emergency situation.
- Under any circumstances give or take details of any blogs or personal websites or use any form of electronic communication to send messages to a vulnerable passenger. This includes social networking sites such as Facebook, Twitter or any other form of electronic communication.
- Use foul or inappropriate language in front of any passenger or parent of a passenger.
- Use their position of power to force or indoctrinate passengers into following a political, spiritual or religious belief. This could be seen as a form of 'radicalisation' and will be treated as a safeguarding issue. If you think a passenger you are transporting may be showing signs of being 'radicalised' please contact the Transport Hub.
- Take photographs of passengers even if it is at their request.
- Provide any form of gift, no matter how small or invaluable.
- Have sexual relationships with passengers or attempt to engage in a relationship with a passenger.
- Have any form of communication with a vulnerable passenger which could be misinterpreted as sexually suggestive.
- Make sexual remarks to a passenger.
- Discuss your own sexual relationships with or in the presence of a vulnerable passenger.

- Look after/keep safe a passenger's personal belongings e.g. mobile phone, iPod or money.
- Keep written details/notes on the passengers you convey (If asked by school staff to keep notes please consult with the Transport Hub immediately).
- Physical contact should be limited to assisting a passenger in and out of a vehicle if needed. However, it is recognised that there may be other rare circumstances where physical contact will need to be used (e.g. to stop a passenger running away or hurting themselves) to reduce the risk of harm to a vulnerable passenger. The driver is expected to exercise professional judgement in these situations and be prepared to explain if necessary why physical contact was used.
- If a child is misbehaving on the bus (e.g. bad language, violent behaviour) contact the school and the Transport Quality Monitoring team. Do not attempt to punish or sanction the student(s) in question yourself.

### **Confidentiality:**

Coach drivers may have access to confidential information about passengers they transport through verbal communication with their controller or written documents e.g. passenger passports. Any details or documents drivers are provided with must be kept confidential at all times. This means that drivers **must:**

- Be clear about what information can be shared and in what circumstances it is appropriate to do so.
- Treat information they receive about passengers in a discreet and confidential manner.
- Seek advice from the Transport Hub if they are in doubt about sharing information they hold or which has been requested of them.
- Not promise to keep secrets to passengers or ask the passengers to keep secrets under any circumstances.
- Pass on any concerns regarding allegations of abuse of passengers to their manager without delay.
- **Never** use any information you receive about a passenger to intimidate, humiliate or embarrass the passenger involved.

## Guidance on who to contact if a Coach Driver has any concerns about a passenger

If any driver has a concern about the child or vulnerable adult being a risk of any form of abuse they must act on this. Either inform your manager or the Transport Hub/ District Council if appropriate or contact one of the following:

To report <b>specific concerns about the abuse or neglect of an adult</b> , call Social and Health Care	<b>0845 050 7666</b>
If you are worried that your manager or any other professional (e.g. teacher) may be abusing a child, call the Local Authority Designated Officer for Child Protection (LADO)	<b>01865 810603</b>
If you are concerned that a child may be being abused by someone other than your manager or another professional (e.g. parent). Please contact the Multi-Agency Safeguarding Hub (MASH)	<b>0845 0507666</b>
To discuss <b>general safeguarding concerns</b> for the particular attention of the Transport hub call  Or:  Transport Quality Monitoring Team	<b>01865 323500</b>  <a href="mailto:gmcc@oxfordshire.gov.uk">gmcc@oxfordshire.gov.uk</a>
If there is an <b>urgent risk</b> call	<b>999</b>

*October 2017*

Unique Reference Number:

Full Name:

Date of Birth:

**I have read and understand the coach driver code of conduct and accept that any information that is deemed appropriate will be shared with other relevant organisations.**

Signature .....

Date.....