

# **Code of Conduct for Drivers & Passenger Assistants**

**Please read this document fully before starting work. If you cannot read or understand any part of this document, please speak to your manager and ask them to go through this with you. Your TCC Authorised Identity Badge may be revoked if you do not abide by this code of conduct.**

## **The Transport Co-ordination Centre**

County Hall  
Penrhyn Road  
Kingston upon Thames  
KT1 2DY  
Tel: 0208 541 7667  
(Centre open from 07:30 hrs)



**SURREY**  
COUNTY COUNCIL

**January 2018**

These rules and guidelines are in place to protect the passengers that you transport as well as you and your employer.























- c Assemble as quickly as possible at a point a safe distance from the vehicle where there is no danger from traffic or other hazards. Account for all passengers.
- d Remain at the assembly point until directed otherwise by an authorised person.

## **8 URUVHHCLUXPVDHV**

- 8.1. From time to time (such as in cases of extreme weather conditions) it may not be possible for you to operate the service normally. In these circumstances you should consult your employer for advice. Under no circumstances should you accept instructions from passengers.

## **9 TKH VHKLFOH**

- 9.1. The vehicle shall at all times be maintained in a proper and roadworthy condition and kept clean, comfortable, heated and ventilated.
- 9.2. The vehicle must be appropriately licensed or permitted and the licence or permit must be displayed as per the terms of that licence or permit.
- 9.3. The driver must be appropriately licensed to drive that vehicle.
- 9.4. The vehicle shall have suitable adequate heated and ventilated or air conditioned accommodation for the number of passengers to be conveyed and shall provide suitable protection against wet and inclement weather, and must comply with the number of seats required by the contract.
- 9.5. The vehicle must not, under any circumstances, be equipped with, or convey passengers, in inward (side facing) or rear facing seats.
- 9.6. The vehicle must display signs carrying the EU approved child logo when conducting transport on behalf of the TCC, to be provided on request by the Authorised Officer of Surrey County Council.
- 9.7. The vehicle must carry a fire extinguisher and first aid kit.
- 9.8. The vehicle shall not be fitted with smoked rear or side windows that may conceal or obscure the identity of the passengers when viewed from the outside of the vehicle.
- 9.9. The vehicle shall, if the contract vehicle is a motorcar, be fitted with childproof locks (or central locking override switch controlled by the driver) on rear passenger doors to prevent opening by passengers. Such devices must always be engaged when passengers are on board. Motion sensitive automatic locks are not suitable on their own.
- 9.10. The vehicle shall have all seat belts installed, maintained and used in accordance with current legislation. In a vehicle of up to 16 seats these must be lap and diagonal seat belts. Vehicles over 16 seats must have lap belts as a minimum. It is the driver's responsibility to ensure all passengers wear seat belts
- 9.11. You must ensure that all passengers have clear direct access to the main exit. Folding seats, luggage or equipment should not block the main exit.
- 9.12. The vehicle size is not an acceptable reason for not using the correct safety equipment or for the PA not sitting in the back of the vehicle with the passengers.
- 9.13. You must ensure that all passengers are seated in forward facing seats. Under no circumstances should passengers be conveyed in inward (side facing) or rear facing seats.
- 9.14. You should only be advertising the company that you are employed by for the school route, performance points will be issued if you are advertising any other company on the side of your vehicle.
- 9.15. If you have any concerns regarding the upkeep or safety and reliability of the vehicle, including harnesses, seats and seat belts you should initially inform your employer and if no action is taken (or you feel the action is inappropriate and your employer

will not address matters satisfactorily) you may contact the TCC who will investigate the matter and take appropriate action.

- 9.16. Any incident caused by a malfunction or inappropriate application of any equipment on the vehicle must be reported to your employer.
- 9.17. Complaints from parents or carers about the transport provided should be referred initially to your employer, who must inform the TCC.

**If your contract involves the carriage of wheelchair passengers:**

- 9.18. If you are allocated to a route which involves the carriage of wheelchair passengers, it is important that you are aware of the safety precautions that must be taken. It is the driver's responsibility to ensure that the wheelchair is secured to the vehicle by means of the approved four point restraint system, and that the passenger is securely fastened in a separate lap and diagonal seat belt and you have a duty of care to ensure that the restraint and seat belts are secure. This type of transport is likely to involve the use of a mechanical tail (or side mounted) lift fitted to the vehicle. Your employer will give you familiarisation training on the correct use of the equipment and you must be confident and knowledgeable of using the equipment in a safe manner. If this training is not given to you before you start the contract you must report this to the TCC.
- 9.19. The Safe use of the Tail Lift (or Side Access Lift):
  - Passengers being loaded through the rear door on an access lift must face forward
  - Passengers being loaded through the side access doors on an access lift must face across the vehicle during the lifting process only.
  - Once positioned on the lifting platform, the brakes of the wheelchair must be fully applied
  - Remove and store all bags travelling with the passenger, they must not be hung on the wheelchair.
  - If space allows the driver must accompany the passenger on the lift
  - Ensure that the lift mechanism is not accessible to the passenger, and that their clothing cannot become entangled in the mechanism
  - Passengers in motorised wheelchairs should not, where possible, be in control of manoeuvring the wheelchair onto the tail lift or ramp. Where this has to take place, the driver must ensure that there are appropriate controls in place and clear direction to the passenger in order to avoid any accidents.
  - When completing this operation you must give your full attention to your duties.If you have any concerns regarding equipment, please contact the TCC, whose contact details are on the front page of this booklet.

## **10 The Incident And Allegation Process**

- 10.1. Surrey County Council has a duty of care to those passengers that it provides transport for. Therefore should an incident occur or an allegation be made against an individual the TCC or an appropriate authority will conduct a full investigation.
- 10.2. During the course of this investigation the individual(s) in question may be suspended wholly at the discretion of the TCC in order to eliminate any further risk to passengers or the individual(s) in question. This suspension will be communicated to the individual and the operator, but in some circumstances the reasons for the suspension will not. This is to prevent the investigation being compromised.
- 10.3. Suspension should be seen as a neutral act and not as a disciplinary sanction. The investigation should avoid unnecessary delays and seek to conclude the case within a reasonable timescale.

- 10.4. When suspended the individual(s) under suspension must not work on any TCC contracts or bookings. Failure to do so will result in revocation of the TCC Identification (AIB).
- 10.5. The individual MUST return their AIB to the TCC so that they do not have the identification required to work on TCC contracts or bookings. Failure to do so will result in revocation of the AIB.
- 10.6. When the TCC or the appropriate authority has completed the investigation and come to a satisfactory conclusion the TCC will either return the AIB to the individual or the AIB will be revoked.
- 10.7. This decision can be appealed if the individual wishes to do so.

## **11 Management of Continued Suitability – The Penalty Points System**

- 11.1. The issue of an Authorised Identification Badge does not preclude the Council from reviewing the holder's suitability to hold a badge at any time during its currency, at its sole discretion. An individual's suitability to continue to hold an AIB is managed by the TCC Contracts & Control Team, using the penalty points system. Accrual of 12 penalty points or more will lead to the immediate suspension of the AIB for a minimum period of two years and may affect the individual's suitability to hold a badge in the future. Any penalty points accrued by the individual will be considered by the TCC when examining an application to renew a badge and may result in refusal.
- 11.2. An Authorised Officer of the Transport Co-ordination Centre will issue performance points when an offence has been witnessed by an Authorised Officer or agent of the Council and/or admitted by an individual.
- 11.3. In some instances points will be issued after a conviction, caution, reprimand or warning. The amount of points issued in these instances will be at the discretion of the TCC Contracts and Control Team Leader.
- 11.4. Individuals will be told verbally of the issue of points at the scene if possible. If this is not possible then the individual will be notified verbally by phone or in writing by email or post.
- 11.5. The individual's Operator will be notified when Performance Points have been issued and the amount of points added, so that they can effectively manage your performance.
- 11.6. Points will be cumulated over a two-year rolling period from the date of the issue of the notice.
- 11.7. When an individual cumulates a total of 12 points within a two year rolling period they will be placed under suspension and their TCC AIB should be returned to the TCC. It should be considered that by reaching 12 points the individual has failed to meet the service standards required by the TCC and the AIB should be revoked.
- 11.8. The individual may request a disciplinary hearing in front of two transport officers, so that the individual may present their case as to why their AIB should not be revoked. If a disciplinary hearing has not been requested within 28 days of the notification of the Penalty Points then the case will be considered closed and the TCC AIB will be considered as revoked.
- 11.9. If a disciplinary hearing has been held then the final decision will be put in writing to the individual.

### **Appeals Process**

- 11.10. If the individual wishes to appeal against the decision made by the two TCC officers at the disciplinary hearing, then they must do so in writing within 28 days of the notification of the outcome of their disciplinary hearing including any mitigating

circumstances that should be considered. The initial appeal will be directed to the Contracts & Control Team Leader for consideration (stage 1). After a further hearing, the individual will be notified of the decision. If the individual is not satisfied with the decision of the Contracts & Control Team Leader at stage 1, a further appeal (stage 2) can be requested in writing within 28 days of the notification of the outcome of their appeal hearing including any mitigating circumstances that should be considered. The stage 2 appeal will be conducted by an appeal panel of 2 or 3 people consisting of the Group Manager for Travel and Transport, with either a member of Legal Services and/or an officer from Adult Services or Children's Services. Their decision will be final and binding.

- 11.11. Appeals will include a formal interview / discussion with the individual about the incident(s) in question, the basis of the original decision taken by TCC officers and any other mitigating circumstances. An authorised officer of the TCC, preferably, but not necessarily, one of the officers who made the original decision, will also attend during the appeal process, so that they can give their professional opinion and explain to the Team Leader or Chair of the appeal panel the basis for the original decision to suspend and, where applicable, their opinion on the impact of any new information provided by the applicant.
- 11.12. Once a two-year period has passed those points will be wiped from the individuals record, however a copy of the notice will remain in their file indefinitely and may be taken into consideration for future applications.

### Failure by Driver or Passenger Assistant

The supplier is responsible for the fulfilment of their contracts and the actions of their staff, and consequently suppliers will also receive penalties if their driver or PA are found to have failed to meet the required standard whilst undertaking a TCC contract. The penalty points applicable to the driver or PA will be:

Code	Offence	Points Applied
ST01	Failure to keep the interior and exterior in a clean and tidy condition, odour free (including smoke) and free from obvious damage	4
ST02	Driving a vehicle on TCC contracts that is not in a roadworthy condition	12
ST03	Failure to display Private Hire/Hackney Carriage plates , PCV disk or Section 19 permit	6
ST04	Failure to carry a fully charged fire extinguisher or a first aid kit on the vehicle.	2
ST05	Failure to provide valid Hire & Reward Insurance within 7 days of a request to do so from an Authorised Officer.	6 (plus immediate suspension until proof is rec'd)
ST06	Using an unlicensed and/or uninsured vehicle	12
ST07	Failure to present a vehicle for inspection at a time, date and place designated by an Authorised Officer	4
ST08	Failure to display the "School Bus" sign or the EU-approved child logo sign in the vehicle when conducting TCC contracts	2
ST09	Failure to remove the "School Bus" sign or the EU-approved child logo sign in the vehicle when not conducting TCC contracts	2
ST10	Failure to ensure that no passenger under 8 years old will travel in the front seats (Taxis and Minibuses only)	8
ST11	Failure to apply and maintain wheelchair tracking and/or securing systems appropriately	8
ST12	Failure to use, correctly apply or maintain any other equipment used in the TCC contract including child seats	6
ST13	Failure to make sure that the passengers are wearing seat belts whilst on transport	8
ST14	Failure to notify the TCC that a child car seat is required, or that a car seat is inappropriate for a particular child	4
ST15	Vehicles on our contracts displaying advertising of a company that is not operating the route	4
ST16	Failure to report an accident, incident or supply a written report to the TCC. (Verbally within 2 hours - Written within 48 hours)	6
ST17	Being under the influence of alcohol or drugs whilst on duty, or carrying alcohol or drugs in the vehicle	12
ST18	Failure to be clean and presentable whilst working, including body odour (Clothing must be clean, smart	4



	casual as a minimum) and secure footwear suitable for driving must be worn	
ST19	Failure to reasonably assist passengers without good cause	6
ST20	Driving a licensed vehicle without holding the appropriate driving licence/category	12
ST21	Making an unscheduled, non-emergency stop with passengers on board	6
ST22	Failure to notify change (within 7 days) of address, telephone number, email address or Operator employed by	4
ST23	Failure to notify change (within 7 days) of medical condition which may affect the ability to drive	8
ST24	Failure to notify after a criminal offence has been committed (including convictions, cautions, reprimands, or final warnings which would not be filtered in line with current guidance).	6-12 (dependant on offence)
ST25	Failure to produce a valid DVLA Driver's Licence within 7 days of a request to do so by an Authorised Officer	6 (immediate suspension after 7 days)
ST26	Failure to have a valid TCC Authorised Identification Badge on board the vehicle whilst working on TCC contracts (or without written exemption)	4
ST27	Failure for an individual to have completed their application and been issued with their TCC Authorised Identification Badge before working on TCC contracts	12
ST28	Failure to have a valid Private Hire/Hackney Carriage badge (if appropriate) on board the vehicle whilst working on TCC contracts (or without written exemption)	4
ST29	Making a false statement or withholding information to obtain a TCC Authorised Identification Badge	12
ST30	Driving in a manner contrary to the Road Traffic Act (or other legislation) whilst working on TCC contracts	12
ST31	Using threatening, intimidating or offensive language or behaviour	9
ST32	Working outside of any conditions imposed on their TCC Authorised Identification Badge	12
ST33	Failure to inform the TCC of changes to the route or passenger details (including non-attendance or leaving)	4
ST34	Transporting unauthorised passengers	6
ST35	Working without a valid TCC Authorised Identification Badge	12
ST36	Failure to abide by an instruction of an Authorised Officer	6
ST37	Failure to ensure that child passengers are handed over to an appropriate responsible adult	12
ST39	Smoking whilst on duty during a TCC contract	4
ST40	PA sitting in the front of the vehicle during a TCC contract	6
ST41	Leaving the vehicle whilst passengers are on board	8
ST42	Having passengers personal contact details or	12

	contacting passengers via phone, text, email, social network	
ST43	Giving money or gifts of any description to passengers without prior permission from parents/guardian	12
ST44	Giving smoking materials to a passenger or allowing passengers access to smoking materials or failing to report theft by a passenger of smoking materials or any other items	12
ST45	Any other offence as deemed by the appropriate Authorised Officer	1-12 (dependant on offence)

## 12 Liabilities: TCC Authorised ID Badge Scheme

- 12.1 The TCC AIB scheme is for the purpose of assessing and managing applicants' suitability with the paramount consideration that the individual should be a fit and proper person to be granted a position of responsibility involving unfettered, unsupervised access to children and vulnerable adults. It is not to provide employment to those in the driving trade and does not present a guarantee of employment, or continued employment, by an operator for provision of the services.
- 12.2 In circumstances where the council has to suspend a badge to investigate complaints or allegations, the Council will not compensate that person for any alleged loss of income, or any other costs howsoever arising, for the period of suspension. This will be the case even if the allegations prove to be unfounded. This will also apply for any period in circumstances where the Council decides to withdraw the badge altogether. Equally the Council will not compensate for any period that an application, or an appeal is being considered. The Council's duty of care towards vulnerable groups is paramount and must always be the guiding principle for any of its decisions.
- 12.3 If an applicant / holder of a badge pursues points on an appeal against a decision by the Council not to grant or renew a badge that will result in the Council incurring significant additional costs which are unreasonable, the Council may at its discretion refuse to incur those additional costs unless the applicant (or the operator putting the applicant forward) wishes to fund those costs.
- 12.4 If an applicant / holder of a badge pursues vexatious appeals against a decision by the Council not to grant or renew a badge, the Council may at its discretion refuse to continue further with the appeal, or claim any costs it has incurred from the applicant (or the operator putting the applicant forward).
- 12.5 If the services of an operator, for whom the holder of a badge works, are terminated for any reason, the Council will not accept any financial liability towards the holder of the badge and will be under no obligation to find them alternative work.
- 12.6 The Council will not accept liability for any expense derived from an overlapping of badge clearances due to the variable length of this process

## **Appendix A: Good Practise Guidelines for Passengers with Special Requirements**

### **In a case of a medical emergency you must call for the Ambulance Service to attend immediately.**

#### **ASTHMA**

Asthma is one of the most common diseases in children and affects one in ten. With the correct treatment, it is manageable and children lead almost unaffected lives. Common treatments include aerosol puffers or dry powder inhalers. Ensure you are aware which children you carry on transport that might require medication. Children are often able to take their medication themselves without assistance.

For very young pupils, medication may have to be carried by the PA and handed to the school, clearly marked with the child's name and dosage to be taken. You can assist the child by ensuring the inhaler is taken quickly and inhaled correctly. Always stay calm and reassure the child, make sure to ask what help they need.

Report both the attack and the medication taken to the school or home immediately on arrival.

#### **AUTISM**

Autism is a language/communication disorder, which is often accompanied by obsessional behaviour. Pupils tend to have little involvement with other passengers and have little or no play. Changes in any form may be distressing to the pupil and it is always important to tell them what is happening, if possible beforehand, as this will often avoid unnecessary stress. Pupils are easily upset if their routine is changed, e.g. the vehicle arrives at a different time with an unfamiliar driver or PA, and even a change in the route itself may cause anxiety to an autistic pupil.

PAs must be constantly aware that these pupils may run away at any time. Signs and symbol cards are often used with these pupils, and it would be of great benefit if you obtain the assistance of the school to give you basic signing skills or symbol cards to enable you to communicate with the pupil.

Autistic children are extremely sensitive, and will pick up any facial expressions or body language that you exhibit whilst on transport. They may not understand the emotions behind facial expressions and as a result become anxious and confused, always maintain a quiet, calm and firm approach. Ask the School staff about your children's likes and dislikes, and whether there is any additional information that they may share with you, in order to maintain a happy and pleasant journey to and from school.

#### **EPILEPSY**

Epilepsy is the most common serious neurological condition that affects people of all ages. A seizure (sometimes referred to as *fits*, *turns*) is the outward symptom of underlying abnormal brain activity. There are many different causes for this brain activity, and it is not always possible to give a reason for why seizures begin, or why they continue to occur.

#### **Seizures**

Epilepsy is the tendency to have repeated seizures that originate in the brain. Having one single seizure does not mean a patient has epilepsy. Seizures must be recurrent to consider a diagnosis of epilepsy, together with a detailed medical history and medical investigation. Seizures take many different forms but some people will appear to have similar seizure types and

this will depend on the underlying cause. Several different types of seizures may be experienced. Patients may experience seizures at any time of the day or night and these are divided into:

- Awake seizures, where the patient is fully awake prior to the seizure
- Sleep or nocturnal seizures, these are seizures that occur during sleep. This may be during normal night sleep or snoozing during the day.

### **Classification of Seizures**

The current method of classifying seizures is based on the nature of the seizure instead of the underlying cause. This method divides seizures into two groups depending on how much of the brain is involved.

1. Partial seizures
2. Generalised seizures

There are three types of partial seizure:

- Simple partial seizures
- Complex partial seizures
- Secondary generalised seizures

### **Simple partial seizures**

In simple partial seizures the epileptic discharges are confined to a small area of the brain. Consciousness is not impaired in these seizures and normal awareness is maintained. Reactions may include jerking of a limb, posturing, or numbness and tingling of a part of the body. Sensations such as fear, a rising feeling in the stomach, recall of past memories, or taste, smell and auditory and visual hallucinations may occur. These manifestations can sometimes act as an aura or warning and may occasionally be the first phase of a complex partial seizure.

### **Complex partial seizures**

These most commonly occur in the temporal lobe. In these there is an alteration of normal alertness and awareness. Complex partial seizures may, but not always, start with a simple partial seizure and then develop. During complex partial seizures there may be an automatism. These usually consist of repeated semi-purposeful motor actions, such as chewing, lip smacking, grimacing or other facial expressions or making brushing movements with the hands or rubbing them together, and fiddling with objects. Some patients may chatter a lot but are clearly confused, whilst others make lots of mumbling incoherent sounds. It is not uncommon for the patient to wander or run off. This can be potentially dangerous, as the patient has not usually fully regained consciousness enough to maintain his or her own safety. The patient may appear to be confused which can be mistaken for drunkenness or being under the influence of drugs.

### **Secondary generalised seizures**

Consciousness is lost with these seizures and these can manifest from a simple partial seizure or complex partial seizure and will usually take the form of a tonic clonic seizure. Secondary generalised seizures rarely present as tonic or atonic seizures (see below).

### **Generalised seizures**

In these seizures the whole of the brain is involved and consciousness is lost.

- Absences
- Myoclonic
- Atonic
- Tonic
- Clonic
- Tonic Clonic

**Absences**

Previously called petit mal, these occur almost exclusively in childhood and adolescence. The patient suddenly stops what they are doing, stops talking, and appears blank and stares. Eyelids may flutter or nodding of the head may occur. The seizure lasts only a few seconds and often goes unrecognised. Even the child having these attacks may not notice them. Teachers may report a child is daydreaming or having difficulty concentrating.

**Myoclonic seizures**

These are very brief, abrupt and involuntary movements, which may involve a part or whole of the body. The patient may appear to drop something, flinch, stumble or fall for no apparent reason. These usually happen shortly after waking, especially within the first hour. Injuries such as scalds are not uncommon

**Atonic seizures**

Sometimes referred to as drop attacks, these involve the sudden loss of muscle tone causing the patient to crumple to the floor. There are no other movements and the patient is usually able to get up very quickly. No impairment of consciousness is evident and the seizure is quickly often over before the patient hits the floor. Unfortunately this results in the patient feeling the whole impact of the fall. In these types of seizures injuries often occur to the knees and ankles and occasionally to the head.

**Tonic seizures**

With these seizures, there is a sudden increase in muscle tone of the body and the arms and legs become rigid. There is no rhythmical jerking. The patient will usually fall heavily backwards or forwards, if standing. Injury is very common and these tend to be to the front or back of the head.

**Tonic clonic seizures**

This is the most dramatic form of seizure and is most people's perception of epilepsy. Convulsive seizures were in the past called grand mal fits. There is usually no warning. The patient may cry out as the air from the lungs is expelled through the voice box. The body stiffens and the patient will fall to the floor, if standing. Breathing may cease and the patient becomes pale or cyanosed (skin turns bluish). Incontinence of urine, faeces, or both as well as tongue biting may also occur during this phase. This is the first phase of the seizure, called the tonic phase, which then progresses quickly onto the second phase, which is the clonic phase. Breathing becomes laboured and salivation occurs in conjunction with the muscles rhythmically contracting and relaxing, which is the jerking (clonic) movement of the limbs.

This phase is usually followed by a period of stertorous breathing (snorting noise) when the patient may progress into a deep sleep. This sleep may sometimes be misinterpreted as an unconscious state. Drowsiness, confusion and a headache are also common after the seizure. Full recovery can take a few minutes to several hours. Patients feel no pain during the seizure and will have little or no memory of what happened but may feel very tired and ache following the seizure.

**Unclassified seizures**

These are seizures that do not fit into any of the above categories even after extensive investigation, because of incomplete data being available.

**What to do**

If you see a seizure keep calm and keep others from acting rashly. It is often not necessary to do anything, other than ensure that the person is out of harms way. Move them only if there is an imminent danger from traffic, sharp objects or other obvious danger. Let the seizure run its course and observe these simple rules:

- Cushion the head with something soft (a folded jacket will do)
- Do not physically restrain the patient, as he/she may be confused. The seat belt should remain fastened.
- Tilt the patient's head back slightly to ensure that the airways remain clear.
- Loosen tight clothing around the neck and remove spectacles if worn. This should be done carefully as the patient may be confused.
- Stay with the patient until recovery is complete.
- As much as possible, provide privacy and offer assistance if there has been any incontinence

**Do not**

- Put anything in the mouth
- Restrain or restrict movements during the seizure
- Give anything to drink
- Move the person, unless in danger.

**Emergencies**

It is not usually necessary to call for a doctor or an ambulance when a patient known to have epilepsy has a seizure, which follows their usual pattern.

Call an ambulance if:

- A seizure or convulsion lasts more than 5 minutes or longer than is normal for the patient.
- One convulsive seizure follows another without the patient recovering in between.
- The patient has a serious injury or concussion is suspected;

**COMMUNICATIONS**

It is important to remember that you have an essential role to play in passing communications between home and school. This will involve confidentiality, tact, diplomacy and respect. No information should be passed onto any other person other than other than an authorised member of the school staff, or a Surrey County Council Transport Officer.

**DIGNITY**

Children must be treated with dignity at all times. Always treat a child in an age appropriate way, for example, it is not acceptable to use a babyish way of speaking to a teenager simply because they may have learning difficulties, this causes embarrassment and may make it harder for the child to grow up and develop new skills. Pupils must always be spoken to in a sensitive and constructive manner. Be aware if discussing a child's behaviour or disability, to ensure that this conversation does not take place with the child present, and is not overheard by any other pupils or parents. Parents and children must be greeted by name in the morning and afternoon. Any children who might squabble should sit apart from each other. Additional guidance can be obtained from an authorised member of the school staff or a Surrey County Council Transport Officer.

**RESPECT**

The mutual respect between Passengers and Drivers & PAs is earned (on both sides) by an understanding for one another. It is all too easy for conversations, meanings and actions to be misunderstood by young and sometimes vulnerable children. Similarly, it is difficult for Drivers and PAs to recognise that words, actions and gestures made in good faith to comfort and reassure can be misconstrued by other people who may not appreciate the circumstances. It is appropriate to ask all Drivers and PAs to remember that their actions may from time to time be the subject of peer review.

## Appendix B: Surrey County Council Policy - Drugs and alcohol

This policy gives clear rules and guidance to reduce the risk to employees, and others, resulting from the misuse of drugs and/or alcohol.

### Related legislation:

Health and Safety at Work Act 1974

Road Traffic Act 1988

Management of Health and Safety at Work Regs 1992

Misuse of Drugs Act 1971

Medicines Act 1971

The council is committed to providing:-

- Excellent standards of customer care for customers and users of the Council's services.
- A safe and productive workplace dedicated to promoting the health, safety and well-being of its employees.

Our drug and alcohol policy is designed to provide clear rules and guidance to reduce the risk to employees, service users and others that substance misuse in the workplace could cause, particularly to those who are vulnerable.

### Who does this policy apply to?

This policy applies to **ALL** council employees (except those directly employed by schools). The council also requires all agency and casual workers, contractors, volunteers and others working on its behalf to comply with this policy. Failure to do so is likely to result in working arrangements being terminated.

See website for further details and the full [drugs and alcohol policy](#).

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If you have any queries on safety issues or are unable to carry out your duties in the normal way, contact the TCC where a Transport Officer will be able to supply you with further advice or tell you what course of action to take.

These guidelines should not be taken as a complete list of good practice.

The provisions of this code of conduct do not replace any provisions contained in your contract of employment nor in statute or regulation.

Drivers & Passenger Assistants play an important part in the safe and efficient operation of Education Transport. We fully understand that your work can be difficult as well as rewarding. **Thank you for your help and hard work.**