

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)



January 2018

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

Contents

- 1 General
- 2 The Passengers In Your Care Authorised
- 3 Passengers
- 4 Conduct of Passengers
- 5 The Journey To And From The School or Service Centre
- 6 The Route
- 7 Accidents, Breakdowns And Emergencies
- 8 Unforeseen Circumstances
- 9 The Vehicle
- 10 The Incident And Allegation Process
- 11 Management of Continued Suitability
- 12 Liabilities: Authorised Identity Badge Scheme

Appendix A - Good Practise Guidelines for Passengers with Special Requirements

Appendix B – Surrey County Council Drug and Alcohol Workplace Policy

Abbreviation guide:

TCC Transport Co-ordination Centre

AIB Authorised Identity Badge

DBS Disclosure & Barring Service

PA Passenger Assistant

1 General

- 1.1. You are responsible for the safety and care of the passengers whilst they are journeying to and from either the school or service centre on any Transport Co-ordination Centre (TCC) contract. For many, this journey is an important part of their day and it should be as enjoyable as possible.
- 1.2. This Code of Conduct booklet must be carried with you in the course of duties and you must adhere to it – or any revisions or amendments thereto, or any replacement document that may be issued by the Authorised Officer - at all times
- 1.3. All drivers and Passenger Assistants (PAs) will be issued with a TCC Authorised Identity Badge (AIB) by Surrey County Council. This will be issued to you following the TCC's decision regarding your suitability to work around children and vulnerable adults, following the receipt of a Disclosure and Barring Service Enhanced Disclosure Certificate. You must have your AIB on your person at all times whilst working on a TCC contract or booking and it MUST be produced whenever requested to do so by a TCC officer, school or parent.
- 1.4. It is your responsibility to ensure that you receive your AIB before commencing duty. It is also your responsibility to ensure that any conditions attached to your AIB are adhered to. If your employer asks you to carry out a job and you do not have the appropriate clearance for that job, then you should refuse to carry out the job stating the reason to your employer. Both the employer and employee will be held responsible, and it will jeopardise your TCC AIB if you are found working without the appropriate clearance.
- 1.5. You should dress appropriately for the work involved and you should be issued, by your employer, with a High-Visibility jacket which must be worn at all times when you are outside the vehicle.
- 1.6. It is the driver's responsibility to make sure that the vehicle that they are driving is roadworthy, insured, MOT'd, taxed and licensed correctly before working on any TCC contracts.
- 1.7. You must be able to communicate effectively in English with passengers, staff, parents, carers and Surrey County Council.
- 1.8. You should give your contact telephone number to:
 - a) The Transport Officer at the School or Centre
 - b) Your EmployerBest practice would be that the family only have direct contact with your operator and not with you. You should not under any circumstances give your contact number to passengers.
- 1.9. If you are unable to report for duty you must inform your employer immediately.
- 1.10. If you are delayed for any reason by more than 15 minutes you must inform your employer immediately in order that they can let all parties know.
- 1.11. Temporary cover will be provided - where necessary - by your employer.
- 1.12. You must maintain a courteous, professional relationship with passengers, parents, carers, staff and other drivers and passenger assistants at all times. Reasonable requests from staff at schools and other establishments must be accepted. If you do not feel that they are reasonable then you must contact your employer who can discuss this with the TCC. You must not undermine any authority of the staff at any school or establishment.
- 1.13. You must attend an appointment with the Council if instructed to do so by an Authorised Officer.
- 1.14. Before starting the route, you must know the details and needs of the passengers in your care, i.e. where to collect and drop them off, any special requirements, parents' telephone numbers, child seat needed, etc. Make sure that you have received this information from your operator/manager. Under no circumstances should you have to ask a passenger for their address or guidance in finding their address.

- 1.15. Do not pass on confidential information via text or email as this breaks data protection guidelines. If you need to relay sensitive information (including passenger's names and addresses) this needs to be verbally, hand to hand or on a secure digital format.
- 1.16. If there is a PA allocated to the contract - passenger management in the vehicle is their responsibility. The driver should be allowed to concentrate on driving. The driver is solely responsible for the safety of all passengers, they must make sure they abide to the law of the road and that everyone is securely strapped into the vehicle.
- 1.17. If the TCC arranges any training for the school that you transport to, you must attend, as this training may be vital for the passengers in your care and will assist you in your duties.
- 1.18. You must not smoke, including use of e-cigarettes and vaping, whilst on duty inside or outside of the vehicle, outside a passenger's house or outside a school or centre. Your vehicle (no matter what size vehicle it is) is a designated place of work under the 2007 legislation and to smoke or permit others to smoke is an offence. For the sake of clarity "on duty" is defined as when you start your journey to the first pick until the last passenger is discharged at the last drop off. If you are waiting at schools or other addresses you are still considered to be "on duty". Any time that you are at a school or other establishment you are considered to be "on duty".
- 1.19. All PAs must be first aid trained before starting work on a TCC contract.
- 1.20. You must never give any passengers medication (e.g. paracetamol, ibuprofen or lozenges) unless you are trained to do so and have written permission from the TCC.
- 1.21. You must carry and maintain a Log-Book in the vehicle, in which specific details relating to the passengers needs should be entered, and in which all incidents that occur on the journeys must be recorded. The information recorded is confidential and must not be disclosed to unauthorised personnel.
- 1.22. You must hold a valid vocational license for the type of vehicle you are being asked to drive. Surrey County Council will examine the licenses of all drivers on a regular basis.
- 1.23. You must comply with all national regulations relating to your conduct and the operation of the type of vehicle you are driving. You must not at any time drive in a manner contrary to the Road Traffic Act (or other legislation).
- 1.24. You must carry valid documentation with you on any contract as evidence that you are a licensed driver. If you do not have your Private Hire or Hackney Carriage badge or your driving licence that states your PCV entitlement then you should not work on these contracts.
- 1.25. You must not carry more passengers than the stated capacity of the vehicle. If a PA is carried then that person counts as a passenger.
- 1.26. Drivers & PAs must wear their seat belts when on a TCC contract.
- 1.27. The number of passengers carried must not exceed the number of seats for which lap and diagonal seat belts are available.
- 1.28. It is your responsibility to ensure that you fulfil your responsibilities in conjunction with the Incident and Allegation Process and procedures if told that you are under investigation by an Authorised Officer. (See Section 10 – The Incident and Allegation Process)
- 1.29. It is your responsibility to ensure that you make the TCC aware when you cease to be employed by your nominated Operator.
- 1.30. You must notify the TCC in writing if you change any of your contact details - name, address, telephone number or email address.

- 1.31. You must notify the TCC in writing if there are any changes to your medical condition that have implications on your ability to drive.
- 1.32. You must notify the TCC in writing if you are convicted, cautioned, reprimanded or given a final warning for any offences. Failure to do so may result in your TCC Identification being removed or your next application being declined.
- 1.33. If your employer instructs you to do anything outside of this Code of Conduct you must inform the TCC.
- 1.34. You must follow the Surrey County Council Drug and Alcohol Workplace Policy. (See Appendix B)

2 The Passengers In Your Care

- 2.1. Any child under 4 should be in a 5 point harness seat; a child under 6, or under 125 cm, or less than 22kg should be in a high back booster and any child under 12 should be on a booster seat, unless they are taller than 135cm. Please call the TCC for advice if you have any concerns or have not been issued with the correct equipment as not using the correct equipment may result in you receiving performance points.
- 2.2. No child under the age of 8 should be in the front seat of the car and it is recommended that all passengers travel in the back of the vehicle (space permitting). If you do have to use the front seat, due to space, the passenger air bag must be turned off and the seat should be put as far back as possible from the dashboard.
- 2.3. Advice of parents, carers and the school/centre should be sought over the specific passengers in your care. Please be aware that the vast majority of the passengers transported on TCC contracts have special educational needs and disabilities. As such they may display challenging behaviour but this should not always be considered as deliberate misconduct. Your employer is required to undertake recorded introductions with the parents/carers prior to transport commencing to gather information regarding the passenger needs and possible techniques to ensure as comfortable a journey as possible. You will need to be aware of the main needs of the passengers with particular reference to any specific medical or behavioural difficulties.
- 2.4. If any of the passengers fall ill on the journey to or from school you must inform the school/centre or parents.
- 2.5. If the behaviour of any passenger causes you concern you must immediately report the matter to the Head Teacher or Centre Manager. You must not use physical force or offensive language to control the situation. If you have threatened to report misbehaviour, do not fail to do so, in all cases you must inform your employer of behavioural problems which you experience.
- 2.6. Physical restraint should only be used as a last resort, it must not be deliberately painful or dangerous to the child, always try and hold the child's clothing rather than his or her body. You may have a duty of care to use reasonable force towards an individual to avoid them injuring themselves or others. Report any incidents immediately to your manager and the TCC.
- 2.7. If you have any concerns regarding passengers in your care, you should always seek advice from the school/centre or parents/carers and must report those concerns to your employer.
- 2.8. You must treat all information about the passengers you transport and their family circumstances in the strictest confidence. Under no circumstances should such information be passed to a person who is not a member of the school staff or an appropriate officer of Surrey County Council. Under no circumstances should personal information be disclosed in front of the passengers.

- 2.9. You must ensure that no unauthorised passengers travel on your vehicle. If you are in any doubt, please consult the route schedule. If you still have concerns then please contact the TCC who will confirm the passenger details with you.
- 2.10. Do not give passengers any food or drink, as this may lead to immediate emergency situations, e.g. choking, adverse reactions etc., or result in problematic behaviour in the future. Passengers may not bring or consume their own food or drink on your vehicle for the same reason.
- 2.11. You must not make any unscheduled stops whilst the passengers are on board the vehicle, this includes stopping for fuel or at a shop.
- 2.12. On long journeys it may be necessary to stop for “comfort breaks”, however specific guidelines relating to safe procedures for such an eventuality should be obtained from the school/parents and reviewed with them on at least a termly basis.
- 2.13. Do not cross professional boundaries with the passengers that you transport.
- 2.14. Any physical contact, such as placing an arm on the child’s shoulder or other unnecessary contact is considered inappropriate, although an appropriate level of restraint may be used to prevent personal injury or damage to property. Whilst it is perfectly natural to take an interest in your passengers and empathise with them, it is important for children and young persons to understand that their driver/PA is there to provide a safe and secure environment to and from destinations, and you are asked to avoid fostering relationships that go beyond this. This will help your young passengers to determine and develop their own skills in forming relationships. Under no circumstances is it deemed to be acceptable for a driver or PA to have contact with a young passenger on transport via mobile phone calls or texts, email or social network websites.
- 2.15. Never give your number to the passengers, if the passenger contacts you directly or you suspect that the parent has given your contact details to the passengers, please let your manager and the TCC know immediately as this could result in a serious safeguarding issue. Best practice would be that the family only have direct contact with your operator and not with you.
- 2.16. You should not contact, befriend or accept friend requests via social media sites from the passengers that you transport, or have transported previously, as this is highly inappropriate. We recommend that you review your privacy settings and consider carefully what you publish on social networking sites bearing in mind that people may be able to access your information.
- 2.17. If any child shows signs of trying to establish a closer relationship with you, and particularly one where you feel your professionalism is likely to be compromised, you are required to advise your employer; it is in the best interests of the child and yourself that you do so. It is essential that the TCC is advised of any such concerns immediately, in order that professional assistance can be initiated.
- 2.18. Giving gifts to passengers is strongly discouraged. Any gifts or hospitality offered to you must be reported to your employer and recorded for further action. No gifts must be given directly to the children under any circumstances, but may be passed through the Parents/Guardians, School or Centre for the benefit of the child.
- 2.19. Under no circumstances is it acceptable to purchase or give any smoking materials (tobacco, cigarettes, cigars, papers, e-cigarettes, vaping devices, etc.) to passengers. Any personal smoking materials should be safely locked away from the passengers. If any personal smoking material is taken by a passenger it must be reported immediately to the school, your employer and the TCC.
- 2.20. Drivers and passenger assistants must be pleasant and courteous at all times. Passengers are often vulnerable and the context of conversations can be misinterpreted. Drivers and passenger assistants should be conscious of the language that they use around passengers and should always use respectful language. Drivers and passenger assistants must not discuss any personal topic

about themselves or others, nor relay any confidential information to unauthorised persons.

- 2.21. In some instances you must be prepared to act as a messenger between the school/centre and parents/carers as required.

3 Authorised Passengers

- 3.1. Only authorised passengers may be carried on the vehicle. You will have been supplied a schedule detailing the type of transport you are providing, the passengers and pick up points and estimated times on the route (except in the case of respite and social care transport when this information will be given to you verbally by your employer). You must have this schedule and check, on each occasion, that the passengers boarding your vehicle are authorised to do so. If a child leaves the route or moves you must inform the TCC immediately, if they have moved they may no longer be entitled to transport.
- 3.2. Whether a PA is provided or not, drivers have the responsibility to ensure that all passengers wear their seat belts at all times. Drivers & PAs must wear their seat belts when on a TCC contract. This includes licensed taxi drivers who may be exempt from the legal requirement to wear a seatbelt. The TCC expect you to wear a seat belt to set a good example to the passengers.
- 3.3. It is the parents/carers, school or centre staff's responsibility to arrange for the passengers to get to and from the official picking up and setting down points and the School/Centres responsibility to get the passengers back to the vehicle at the end of the session, but if they don't you need to raise this with the TCC and an element of common sense will need to be used. You may need to make a clear decision about the risk, i.e. where you are parked, does the child need to cross a road, being able to see the child enter the house safely and that someone is there to meet them. Think about the passenger's needs and your surroundings at all times.
- 3.4. It is the drivers or PAs responsibility to make sure that the child is handed over to a responsible/named adult at the school and at home. If parent/carer has instructed anything different this must be in writing and agreed by the TCC. It is the parent's responsibility to be at home or at the agreed drop off point on time. If they are not present, you must call the TCC for advice. A child must never be left on their own.
- 3.5. There must be a maximum of three drivers only per term so that passenger(s) maintain continuity with drivers. If the route has been allocated with a PA, a maximum of three only per term should be deployed, so that passenger(s) maintain continuity with their PA.

In the case of Mainstream Education Coach Contracts:

- 3.6. You must carry the up to date pupil list for the contract.
- 3.7. You must check on each occasion that passengers board your vehicle that they have a current valid pass for the journey being made. Other children may sometimes present a letter of authority to travel as from time to time the TCC authorise one off trips for passengers, which is organised in conjunction with your employer. These passengers should be carried provided there is room on the vehicle. You should never exceed your capacity and no child should be standing or sharing a chair.

In the case of a Mainstream Education Coach Contract involving Primary School Children:

- 3.8. In the case of very young children it is primarily a parental responsibility to make sure that the child is not left unattended at any stop. However if for some reason a child is not met at the correct set down point you must contact the Transport Co-ordination Centre immediately who will endeavour to contact the parents. You may continue with the route. Once the last passenger has been discharged and the parents still have not met the coach along the route or indeed been contacted, you

must contact the school again to inform them that you are taking the child to the nearest social services department (before 5pm) after that the child may be left at the nearest Police Station. Please ensure that you have let the school or TCC know of your actions. This must only be done as a last resort as it is very distressing for the child who is then regarded as abandoned.

4 Conduct of Passengers

- 4.1. It is important to remember that the majority of our passengers have special educational needs or a disability and consequently any challenging behaviour exhibited is unlikely to be deliberate misconduct.
- 4.2. Always ensure that passengers do not interfere with emergency exits or other safety features.
- 4.3. If you are faced with a serious case of misconduct, you must not remove a passenger from the vehicle at any point other than his/her normal alighting place, unless the safety of your other passengers is put at risk. Any action taken should be via the issuing of verbal instructions and not physical force or offensive language. The TCC should be informed as soon as possible and any action against offenders will be carried out through the school/centre.
- 4.4. If a passenger misbehaves you should advise your employer immediately. They in turn will contact the TCC.
- 4.5. Your employer must be given full written details of the incident as soon as practicable after the event.
- 4.6. If your vehicle is vandalised in any way, make sure you report the damage to the Head teacher or Centre Manager and your employer immediately.
- 4.7. If the behaviour of a passenger is untenable, you should immediately report the incident to the Head Teacher or Centre Manager and your employer. The driver should then decide whether you should continue to the home address or school, whichever is the nearer. Further training may be needed to help you look after the passengers and may be able to be arranged by contacting the TCC.

In the case of Special Needs Education Contracts:

- 4.8. If a passenger demonstrates challenging behaviour you should also advise the School as soon as is practical.
- 4.9. Further training may be needed to help you look after the passengers and may be able to be arranged by contacting the TCC.

In the case of Mainstream Education Coach Contracts:

- 4.10. If an incident occurs on the journey to school you should immediately report the incident to the Head teacher or Centre Manager and your employer and you must continue to the school
- 4.11. If an incident occurs on the return journey from school and you are nearer to the school than the drop off point you may return to the school. You must contact the school and summon school staff for help.

5 The Journey To And From The School / Centre

- 5.1. Where a vehicle collects a passenger from the home address, the parents/carers should take the passenger to the vehicle. You must keep passengers already seated in the vehicle under constant supervision and not leave them unattended at any time. You will be expected to help passengers into and out of the vehicle and take all reasonable precautions to ensure their safety before and after they have alighted from the vehicle. PAs and drivers must not lift passengers.
- 5.2. You must ensure that passengers board and leave the vehicle in an orderly manner.

- 5.3. Passengers travelling in mini buses or coaches must be instructed not to stand or walk along the aisle while the vehicle is in motion. All passengers, including a PA (if provided), must be seated with seat belts deployed when the vehicle is in motion.
- 5.4. The front seats in saloon, MPV or minibus should only be used when all the rear seats are taken. The most responsible passenger (over the age of 8) should then fill it. Each passenger must be seated in his/her own seat and restrained by a seat belt (a lap and diagonal belt in vehicles up to 16 seats or a lap belt as a minimum in vehicles over 16 seats). The PA should always sit with the passenger entitled to an PA. The PA should not sit in the front of the vehicle unless in an emergency, or agreed by the TCC.
- 5.5. It is highly recommended that all mobile communication devices are put away whilst transporting TCC clients. You should never take photographs of any passengers or let them play with your phone on transport as they may access personal and inappropriate information.
- 5.6. Since the 1st of December 2003, it is an offence for a driver to use a mobile communication device without hands free technology. If in an emergency a driver does need to take a call then this must be done using a hands free device and kept to a minimum. PAs (if one has been allocated to the route) may place and receive calls in the performance of their duties.
- 5.7. Any equipment (e.g. a special seat) that is required by a passenger during the journey to and from the school/centre should be handed to you by the parent/carer at the beginning of the day and returned to the parent/carer at the end of the day. On occasions, some vehicles (i.e. minibuses) may not be used for other work during the day; in this case equipment may stay on the vehicle. At the end of term/half-term any equipment should be left with the parent/guardian.
- 5.8. If a parent states that the equipment that the TCC has provided is not needed please confirm this with the TCC first. Parent would need to give written consent to the TCC if equipment is not to be used.
- 5.9. You should ensure that no passenger enters or leaves the vehicle whilst it is in motion and that all child locks are engaged at all times in vehicles that have them. Please be aware that child locks should be engaged irrespective of if your vehicle has motion sensitive automatic locks.
- 5.10. The route must not be altered particularly in respect of pick-up or set-down locations or times without the prior permission of the TCC. If the route is running over the allotted 75 minutes please inform the TCC and we would look at revising the route.
- 5.11. Try not to arrive too early, but if the vehicle arrives at the School/Centre before the official starting time, please keep the passengers on the vehicle until a member of staff is ready to receive them.
- 5.12. Before leaving the school/centre on the homeward journey, please make sure that you have accounted for all the passengers delivered to school/centre in the morning and any part-time passengers who may only travel on the return journey. In all cases, school staff will be expected to deliver passengers to your vehicle.
- 5.13. Passengers may be allowed to leave the vehicle only at the agreed dropping off point. If a parent requests anything different this must be in writing and agreed by the TCC.
- 5.14. Your duties do not end until the last passenger has been discharged, on no account should this duty be delegated to any other person.
- 5.15. If you take the vehicle home, please ensure that it is parked in a courteous fashion. If the TCC receive a complaint, we will contact your employer and you will be expected to move the vehicle.

Carriage of luggage:

- 5.16. You are required to carry all items of passenger luggage, stowing them where necessary in luggage racks or compartments. Take care to ensure that luggage

does not obstruct emergency exits and do not allow it to be left in the gangways. If you have a particular problem with items of luggage on a regular basis your company should contact the TCC for advice.

- 5.17. Lost property should be handed to your operator and stored safely so it can be safely returned to the owner.

Observations, inspections and surveys:

- 5.18. You must co-operate with authorised Council Officers or Agents who will board your vehicle occasionally to monitor the operation or carry out surveys. You may be asked to supply your name, address, date of birth and licence details that may be later checked against your employment records with your employer and/or licensing authority. Non co-operation or rudeness/unhelpfulness will result in performance points and may result in you losing your badge. If you are asked to wait or stop then you must follow this instruction.

Pick up and Setting Down Points - Mainstream Education Coach Contracts only:

- 5.19. Passengers may be unpredictable and you should approach each stop slowly and with care, particularly if groups of passengers are standing close to the kerb. Passengers may only board or alight when the doors of the vehicle are adjacent to the kerb. Passengers should be discouraged from crossing the road until the vehicle has departed from the stop.
- 5.20. Education vehicles must not enter school grounds unless authorised to do so by the Head teacher. When in the School grounds vehicles must not exceed 5 mph.
- 5.21. No reversing manoeuvre should be carried out unless the turning area is completely clear of passengers or other pedestrians, in certain establishments a "banksman" will be on duty, in order to assist with marshalling duties. The directions of the "banksman" must be strictly followed at all times. In confined spaces take care to avoid damage to property including flowerbeds and lawns, etc.

6 The Route

- 6.1. **Before the route starts your operator should confirm with the family/carer what time you will be collecting and dropping off the passengers. If the times are not suitable discuss this with your operator.**
- 6.2. You must not accept any instruction which alters the contract journey without prior confirmation from the TCC. Under no circumstances should you accept instructions from the passengers. Also parents' needs are not a priority, for example we should not be altering the route so the parent can get to work on time. If this is requested please refer the parents to the TCC.
- 6.3. If the vehicle is running late (in excess of 15 minutes) for any reason - e.g. poor weather conditions, congestion etc – contact your employer, who will in turn contact the TCC.
- In the case of Mainstream Education Coach Contracts:**
- 6.4. There is no additional waiting time allowed on routes. The vehicle should leave the stop at the scheduled time where possible.
- In the case of all other Education Contracts:**
- 6.5. If the passenger is not present the vehicle should wait 5 minutes beyond the planned pick up time. Please be respectful of the passengers needs, if there is a one off situation you should not just leave without speaking to the parent first, if they are consistently late speak to the parent and explain your rules. If the situation does not improve this should be reported to your employer and the TCC. If the school are letting the children out late, please speak with the school or with the TCC.

In the case of Respite transport:

- 6.6. The vehicle should wait 5 minutes beyond the scheduled pick-up time, after which time contact must be made (through your employer) with the TCC who will give further directions. You must not leave without the passenger(s) until directed to do so by the TCC.

In the case of all other Social Care transport:

- 6.7. There is no specified waiting time on routes. If the passenger has not presented themselves in a reasonable amount of time contact must be made (through your employer) with the TCC who will give further directions. You must not leave without the passenger(s) until directed to do so by the TCC.

7 Accidents, Breakdowns And Emergencies

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

- 7.2. In the event of problems during the journey, the PA should stay with the passengers and the driver should deal with any traffic or vehicle problems.

- 7.3. Incidents and accidents, regardless of how minor they may be, must be reported to the Head Teacher/Centre Manager and your employer immediately. Your employer is responsible for notifying the TCC, who will then confirm the arrangements to communicate this to the parents/guardians.

- 7.4. In case of any incident involving fire on the vehicle you must call for the Fire Service to attend.

- 7.5. In the event of an accident:

- a. If a passenger is seriously injured (and you are not injured and able to provide care), he/she must **NOT** be moved unless there is a further risk from fire or accident. If possible, cover the passenger with something warm.
- b. Where possible get a bystander to telephone for an ambulance and the police. If this is not possible you should do this yourself.
- c. Other passengers must be supervised and placed away from any risk whilst care is taken of the injured passenger(s).

- 7.6. Inform the School/Centre that an accident has occurred; they will make arrangements to contact the passengers' parents/carers. Ensure that your employer is informed as quickly as possible.

- 7.7. A full written report must be given to your employer as soon after the event as possible.

- 7.8. Do not make any comment concerning who was responsible for the accident. The relevant authorities will determine this in the light of the full facts.

- 7.9. If your vehicle has a breakdown, or you are a seriously delayed, you must inform your employer immediately in order that a replacement vehicle can be arranged.

- 7.10. If a PA is on the vehicle they should be aware of what to do in an emergency situation if the driver were taken ill. This includes, but is not limited to, the engine cut-off procedure, the wheelchair restraint procedure and how to summon assistance from the operator and other parties.

Emergency Evacuation:

- 7.11. Passengers where possible must evacuate the vehicle speedily (and in an orderly manner) in the event of an emergency, as follows:
- a Help the passengers leave the vehicle as quickly as possible – without running – by either the entrance/exit or emergency doors as directed by the driver or PA.
 - b Leave all belongings on the vehicle

- 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 Unforeseen Circumstances

- 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 The Vehicle

- 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 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](#).

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.