

Code of good conduct

for transporting **children** and **vulnerable adults**



www.cornwall.gov.uk



Welcome

As part of the Cornwall Council Transport Service for children and vulnerable adults, you will be playing a valuable part in transporting passengers safely to and from school and centres.

How you do this will make a real difference to that passenger's day. This Code of Good Conduct provides a guide to the best professional practice to help you achieve that aim.

You are part of a Council service which provides transport to 15,000 school children every school day. Please take the time to read this Code to ensure that our transport service is delivered consistently across our County for all children.

This Code of Good Conduct is part of a set which also includes a behaviour code for children and young people and our expectations of families.



You are part of a Council service which provides transport to 15,000 school children every school day.

Safeguarding

Safeguarding children and vulnerable adults is paramount to every professional in contact with them. Everyone is responsible for ensuring the safety of children, young people and vulnerable adults who may be at risk of harm or neglect.

Your employer will have a safeguarding policy telling you how to act. You should always advise your manager **or** a responsible adult at the school **or** Integrated Transport Unit (ITU) if you believe that you are concerned.

If you **see something, say something...**

Cornwall Council information link:

<http://www.cornwall.gov.uk/default.aspx?page=31198>



Do

- Know your contracted route, pick up and drop off points
- Know your plan for bad weather or emergencies
- Model good behavior by what you do and how you speak
- Speak up if a vulnerable child or adult is being bullied
- Make sure that your identity badge is visible at all times
- Work as a team (Driver and Passenger Assistant or any other responsible adult) with the children or adults, around the vehicle, at the pick up and drop off points and in giving information to schools/centres and client families
- Make sure passengers are kept safe by: driving considerately, asking clients to use seat belts, securing wheel chairs properly, using door locks properly, storing luggage properly, using hazard lights when you are picking up or dropping off and not allowing a driver to be distracted
- Make sure that medicines are clearly labeled with the passenger's name and passed to a responsible person at the school/centre on arrival
- Hand in lost or left behind items to your manager

Emergencies - taxi service



Do

- Make sure that you know how to use the car emergency equipment such as fire extinguishers
- Ring your employer who can contact the school, centre or families
- Ring for emergency services
- Know what to do in the event of an accident or breakdown
- Care for you passengers and make them safe
- Reassure your passengers and keep them calm



Don't

- Leave your passengers on their own

If you arrive at the passenger's home and **no responsible adult is there:**

- Contact your employer to call the family and Passenger Transport Unit
- Return with the passenger at the end of your route
- If a responsible adult is still not available, call your employer and take the passenger to the nearest social services centre or police station
- If the above option isn't possible, call the non-emergency Police number (101) and request assistance in arranging a suitable person for the passenger to be left in the care of

If your passenger **has a medical emergency** you should:

- Summon qualified help such as a paramedic by calling an ambulance
- Apply first aid which would reasonably be expected of a member of the public

On a case by case basis, a Passenger Assistant may have been trained and employed to provide specialist medical support for a specific passenger.



Don't

- Communicate with vulnerable children or adults except when they are travelling with you (e.g. not on social network sites)
- Smoke, be affected by alcohol or drugs while doing your job
- Gossip about information on clients which should be confidential
- Drop off clients early if a passenger is missing shortening your route

- extra information for bus and minibus drivers



Do

- Check all passes or collect fares. Take details of any passenger who does not have a pass or money and let them travel.
- Check that the passengers are on the bus and are seated before reversing
- Let passengers stand (buses over 16 seats and without seat belts). The contract allows for a seat per passenger so tell your manager if passengers are having to stand regularly.
- Check that all doors are closed before moving off



Don't

- Let passengers distract you by standing at the front of the bus
- Make passengers get off the bus before their stop for poor behaviour. Details of any poor behaviour should be reported to your manager who will tell the school or centre. For seriously bad behaviour, the passenger who needs to leave the bus before their scheduled stop must be passed to a responsible adult (such as a parent, Council officer or a Police officer).

Useful links

Training

The Code of Good Conduct links to the training you will have received

1. As a Driver

Taxi Drivers –NVQ Level 2 Introduction to the Role of the Professional Taxi or Private Hire Driver (or equivalent, such as MIDAS training)

Driver CPC – Bus, Coach and Large Goods Vehicle
www.gov.uk/driver-certificate-of-professional-competence-cpc

2. As a Passenger Assistant

on the Passenger Assistant Training Scheme (PATS)bookable through the Integrated Transport Unit: ptu@cornwall.gov.uk / **01872 323562**

Other policy documents

A helpful read: Code of Conduct for Drivers of School Transport (URL link)

Questions

Raise any questions with your employer who may refer to the Cornwall Council Integrated Transport Unit email: ptu@cornwall.gov.uk

Continuous improvement

The Integrated Transport Unit (ITU) strive to improve the service to children, young people, vulnerable adults and their families and to make efficiencies. If you have a suggestion for improvement then contact the ITU at ptu@cornwall.gov.uk. Your detailed knowledge will be a great help and help them to provide a better service.



Useful telephone numbers

Please complete and keep with you on the vehicle

Employer:

School/Centre:

County Council Integrated Transport Unit:
01872 323562 (office hours)

Police - General Issues **101** Emergencies **999**

Child Safeguarding Multi Agency Referral Unit

Telephone: **0300 123 1116**

Out of hours telephone: **0300 1234 100**

Adult Safeguarding Access Team Telephone: **0300 1234 131**

Out of hours telephone: **01208 25 1300** (for emergencies only)

If you would like this information in another format or language please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: 0300 1234 100

Email: enquiries@cornwall.gov.uk

www.cornwall.gov.uk

