

PICKING UP/DROPPING OFF CHILDREN

- All children under 12 years old must be taken to the transport and received back from the transport by an adult.
- If there is no adult to receive the child on returning them to the agreed drop-off point, the driver should phone either the provider or WCC for advice.
- The provider/WCC will try to make contact with the school or parent to establish their whereabouts and instruct the driver further.
- The driver may be instructed to hold on to the child, complete their other drop-offs and then try again.
- The driver may be instructed to return the child to school or, as a last resort, take them to the local police station. The latter instruction should only be given in consultation with WCC.
- **The driver must not leave a child under 12 on their own.**

RECORDING AND REPORTING CONCERNS

- All concerns about children or a member of staff should be recorded using the Providers'/WCC incident report form. These forms should be signed and dated and give details of the nature of the concern;
- All concerns should be reported immediately, or as soon as practically possible, to your line manager/provider;
- Where appropriate, concerns about a child's behaviour or something that has happened, should also be reported to the child's school or parent.
- If a concern has been reported about you, your manager will advise you of this and consider whether or not to suspend your contract whilst the concern is investigated.
- Awareness of GDPR legislation and ensuring this is adhered to

YOU ARE NOT ON YOUR OWN

There are a set of procedures that managers use for dealing with the reports you make. These are designed to deal appropriately with each report and may involve other agencies who will make decisions based on child protection

Contacts

- WCC Transport Commissioning Team
01905 843220 (SEN) or 01905 843958 (Mainstream)
- Local Authority Designated Officer (LADO) - 01905 846221
- Children's Services Access Centre – 01905 822666
- The Emergency Duty Team – 01905 768020 • Police – 101

Safe Working Practice for Drivers and Passenger Assistants



An introduction leaflet for all drivers and passenger assistants involved in transporting children and young people to help establish safe working practice in the home to school environment.

Date: March 2019

This leaflet summarises key points from the Guidance for Safer Working Practice for Adults who work with Children and Young People in Education Settings – DCSF March 2009

STAFF - includes all drivers and passenger assistants transporting children, in whatever capacity or setting, paid or unpaid.

CHILDREN - includes children and young people under the age of 18.

SCHOOL - includes any setting in which children/young people receive formal education.

PROVIDER – is the organisation employing the driver/passenger assistant.

UNDERPINNING PRINCIPLES

Staff should:

- be aware that the welfare of the child is paramount (Children Act 1989)
- understand their responsibilities to safeguard and protect children and young people
- be familiar with the 2018 GDPR regulations and compliant with any personal passenger information
- be responsible for their own actions and behaviour, and avoid any conduct which would lead any reasonable person to question their motivation and intentions
- work, and be seen to work, in an open and transparent way
- be aware that breaches of the law and guidelines could result in criminal, contractual or disciplinary action being taken against them
- apply the same professional standards regardless of age, disability, race, colour, ethnic or national origin, gender, religion and belief, sexual orientation, marital status, or trade union membership
- discuss and report concerns or take advice immediately from their line manager or another senior manager over any incident which may give rise to concern
- keep a record of any concerns, decisions made and further actions

SAFE WORKING PRACTICES

Staff should:

- report concerns about the behaviour of other staff in the interests of both staff and children involved;
- report concerns about the behaviour of children which may impact on their safety or the safety of others;
- treat any information they receive about children in a discreet and confidential manner;
- not use their position to intimidate, bully, humiliate, threaten, coerce or undermine children; children should be treated with respect at all times;
- ensure their dress and use of language is not likely to be viewed as offensive, sexually provocative or discriminatory;
- not give or receive gifts, except where this is agreed with and administered through school or parents;
- guard against any pupil forming an infatuation with them and report any such concerns to their line manager/provider;
- never touch a child in a way which may be considered indecent and never indulge in horseplay;
- avoid physical contact wherever possible and understand that physical contact in some circumstances can be easily misinterpreted;
- avoid one to one situations whenever possible; when unavoidable, ensure that it is part of an agreed contract;
- not engage in personal email or telephone contact with pupils, including instant messaging, text messaging, social networking sites;
- ensure that personal social networking sites are set at privacy and children are never listed as contacts; never use or access social networking sites of children;
- never use a phone or camera to photograph children;
- ensure that any communication with children is not sexually suggestive; staff are in a position of trust and should never engage in any sexual or inappropriate relationship with children.
- staff should not discuss their own personal life with children nor exchange any personal contact details
- staff should be aware that behaviour in their personal lives may impact upon their work in transporting or escorting children.