



Driver and Passenger assistant

Code of Conduct



WOKINGHAM
BOROUGH COUNCIL

WELCOME

As part of the Wokingham Borough Council Transport Service for children and vulnerable adults, you will be playing a valuable part in transporting passengers safely to and from school, Adult Day Care centres or other Establishments.

How you do this will make a real difference to that passenger's day. This Code of 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 places of education and Adult Day Services.

Please take the time to read this Code to ensure that our transport service is delivered consistently across our Borough for all children and vulnerable adults. This Code of Conduct is part of a set which also includes a behaviour code for children and young people and our expectations of families.

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 Community Transport Unit (CTU) if you have any safeguarding concerns.

If you see something say something.....

Community Transport Unit
ctugroup@wokingham.gov.uk
0118 974 6280

✓ DO

- Know your contracted route, pick up and drop off points
- Know your plan for bad weather or emergencies
- Model good behaviour by what you do and how you speak
- Speak up if a vulnerable child or adult is being bullied, or you have any other concerns
- 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 labelled 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
- Make sure you have all your passengers before leaving

✗ 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
- Leave passengers on their own in the vehicle
- Use your mobile phone or any other communication system whilst driving

EMERGENCIES

✓ 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 Community Transport Unit
- Return with the passenger at the end of your route



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- 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.

EXTRA INFORMATION FOR BUS AND MINIBUS DRIVERS

✓ DO

- Check all passes. Take details of any passenger who does not have a pass and let them travel
- Check that the passengers are on the bus and are seated before manoeuvring
- 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 CTU. 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).

CONTINUOUS IMPROVEMENT

The community transport unit (CTU) 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 please contact CTU at ctu.group@wokingham.gov.uk. Your detailed knowledge will be a great help and help them to provide a better service.

USEFUL CONTACTS:

Ctu.group@wokingham.gov.uk
Tel: 0118 974 6280

Triage@wokingham.gov.uk
Tel: 0118 908 8002

AdultSafeguardingHub@wokingham.gov.uk
Tel: 0118 974 6371

Police

Tel: 101