

Haringey Council

Service Specification

SERVICE SPECIFICATION

1. INTRODUCTION

- 1.1 The Council is seeking to procure suitable transport that is safe, secure and reliable for:
 - a. transporting mainly Special Educational Needs (SEN) vulnerable children, young people and adults (up to the age of 25) who have a wide range of special needs, including learning, physical or behavioural difficulties at all levels, to and from schools and educational establishments both inside and outside the London Borough of Haringey;
 - b. taking mainstream pupils between schools and swimming baths;
 - c. taking children to and from after school clubs or for contact visits with parents and relatives;
 - d. taking vulnerable adults to and from day centres and for a variety of appointments for assessments, respite visits and therapy sessions;
 - e. Council-wide business use taxis;
 - f. Ad hoc transport services for other passengers within the Council;
 - g. Transport requirement for other organisations; and
 - h. Travel buddies for assisted travel training & independent travel training.
- 1.2 It is therefore of paramount importance that the supplier operates effectively and efficiently in this environment whilst implementing all associated legislation, regulations and guidelines which govern such services.
- 1.3 The supplier shall provide passenger transport services, which support the objectives of the Council, integrating fully and flexibly into the required service.
- 1.4 The ethos of the contractual relationship shall be one of co-operative working designed to achieve a planned and affordable programme of services that are sufficiently flexible to deliver optimal running costs whilst coping with any changes in service requirements.
- 1.5 The supplier shall provide a responsive, innovative and flexibly managed service that continually reassesses the operational needs of the Council and matches services to those needs, taking advantage of opportunities to reduce the cost of providing those services, which should be passed on to the Council. In addition, the supplier must demonstrate an approach of providing continuous improvement.
- 1.6 Requirements may be varied depending on the Council's needs. The supplier will be informed as soon as possible of these variations. Permanent variations will be agreed to allow for an increase or decrease in route costs based on any change of distance and the existing route rate/cost.

2. OVERVIEW OF SERVICE

2.1 SPECIAL EDUCATION NEEDS [SEN] TRANSPORT

- 2.1.1 The Children and Young People's Service requires the movement of people throughout the year for transport services. Please note the requirement for education establishments is during the estimated 190 teaching days of school term time, although suppliers are not contracted specifically to these days. The number of days may vary slightly when schools close for training days.
- 2.1.2 Suppliers will be advised in advance of the school dates for each academic year.

2.2 TRANSPORT FOR SCHOOL SWIMMING

- 2.2.1 Suppliers are required to use a suitably sized coach, as required, to provide this service.
- 2.2.2 A shuttle service is required to transport mainstream school children to and from swimming pools.
- 2.2.3 School staff will travel with the children as escorts.

2.3 TRANSPORT FOR VULNERABLE ADULTS TO DAY CENTRES & TO VARIOUS APPOINTMENTS

- 2.3.1 This service is required as a means for vulnerable adults to access social care services or other support services.
- 2.3.2 Passengers may be accompanied by an escort.
- 2.3.3 Services may be required on a daily basis, a regular but less frequent basis, or an ad-hoc basis

2.4 COUNCIL-WIDE BUSINESS USE

Taxi services will cover all directorates within the Council. Passengers are expected to be picked up and dropped off as requested and should be charged at the agreed rate.

- 2.4.1 Suppliers are expected to provide taxi services for Council staff within and out of the Borough.
- 2.4.2 Taxi services may be requested out of office hours. In these instances, suppliers are expected to collect details of the passenger's route with an agreed passcode and officer responsible for the booking and forward the same to the Council's Authorised Officer the next working day for confirmation. Failure to do so could delay payment.

2.5 AD HOC TRANSPORT

- 2.5.1 The supplier may be required to provide passenger transport services on behalf of other Council departments.
- 2.5.2 These services may include but are not limited to coach tours of the Borough, inspection visits, respite visits and so on.
- 2.5.3 Passengers requiring group tours within the borough or trips out of the Borough are expected to be collected from a meeting point. Contact details of the organiser will be provided if necessary.
- 2.5.4 In addition, there will be a requirement to provide transport from time to time generally at short notice.

2.6 TRANSPORT REQUIREMENT FOR OTHER ORGANISATIONS

- 2.6.1 Various transport requirements for other organisations working in partnership with the Council.
- 2.6.2 Transport requested by Homes for Haringey for individual residents or board members that need to be transported from one location to another.

2.7 TRAVEL BUDDIES

- 2.7.1 Suppliers to provide travel buddies / trainers to support vulnerable children and young people on public transport or walking to and from school/college/centre.
- 2.7.2 Travel buddies to have basic safeguarding and First Aid training.
- 2.7.3 In order to submit offers to provide this service, suppliers must have Professional Indemnity Insurance of £1M cover as they are responsible for training the buddies.

2.8 GENERAL SERVICE REQUIREMENTS

- 2.8.1 Suppliers shall ensure that they are in possession of a current Private Hire Operator Licence and/or Hackney Carriage Licence or a PSV Operators licence (according to the Requirement issued for the particular Service Agreement) in the case of vehicle providers and in the case of travel buddy providers to ensure possession of a safeguarding qualification.
- 2.8.2 Having particular regard to the responsibilities of transporting passengers, the supplier shall ensure that the instructions given to all drivers are clear and explicit. Each driver shall be issued with a work sheet for the specific route and / or duty to be undertaken.
- 2.8.3 The supplier should provide vehicles that are clean and tidy to ensure the comfort of the passenger.
- 2.8.4 Vulnerable passengers being transported in the supplier's vehicle must at all time be accompanied by an escort or by a teacher, parent/guardian or other authorised Council officer acting as an escort, where directed. Under no circumstances shall such service user be transported without an authorised escort throughout the whole of the journey, unless authorised in writing from the Council's SEN department or **Passenger Transport Service (PTS)** team.
- 2.8.5 All passengers must wear seat belts at all times.
- 2.8.6 The supplier shall remain aware of their overriding responsibility for the physical safety and wellbeing of passengers, and shall avoid causing passengers anxiety by deviating from the implementation of the scheduled timetables. It is essential that all schedules be adhered to within reasonably agreed tolerance limits.
- 2.8.7 The supplier shall ensure that adequate back up personnel and vehicles are available to resolve emergency situations without undue delay including out of normal operating hours. It is anticipated that acute or emergency situations may arise which can delay suppliers from operating the service in accordance with the contract, e.g. severely adverse weather conditions. Capacity and flexibility should exist to cope with these situations. Suppliers must ensure that their business continuity plan is regularly reviewed and processes are clear for all staff.
- 2.8.8 If the supplier is unable to resolve such situations the supplier shall take all necessary steps to advise the Council's Authorised Officer in writing or by telephone and work together to make alternative operational arrangements to resolve the situation.
- 2.8.9 By agreeing to provide transport services under the Council's Passenger Transport Services DPS the supplier will agree to adopt any code of practice, measure or procedure which the Council may deem fit to introduce pursuant to further relevant legislation introduced or best practice.

2.8 AUTHORISED TRANSPORT BOOKING

- 2.8.1 The Authorised Officer will supply in writing an approved list of Council officers who are authorised to order hired transport from suppliers. Only the individuals on the list have authority to order hired transport and requests for hired transport

from any other person must be referred to the Authorised Officer. The only exceptions will be out of hours requests.

- 2.8.2 Hired transport may be ordered in writing or by telephone in exceptional circumstances. Telephone orders will include an official Council order number and be supported by written confirmation, by email and the Requirement will be entered retrospectively on the DPS to enable Service Receipts to be issued for the Requirement.

3 QUALITY STATEMENT

- 3.1 The purpose of this quality statement is to protect the Council's service users. In providing services for the Council's passengers, all service providers, i.e. Council employees or external suppliers and their employees, will be expected to maintain high standards of professional behaviour and job performance in carrying out their work.
- 3.2. All suppliers will demonstrate the following at all times:
- a. that they understand the nature and purpose of the service they are providing and that this has been understood by their staff, especially the needs of children and people with disabilities and their carers;
 - b. that they, and their staff, are providing the service in a manner consistent with Council policies and that, in any communication relating to the contract, the supplier shall clearly indicate that they are providing a Haringey Council funded service;
 - c. that the services outlined within this Service Specification will be maintained;
 - d. that they are operating working practices which comply with employment legislation, Health and Safety at Work legislation, and other relevant legislation which is designed to regulate their conduct;
 - e. that staff are provided with appropriate equipment and are adequately trained to use it;
 - f. that competent and qualified staff are employed or engaged to carry out the tasks required in the specification. The level of competence relates to the standard of work and the manner in which it is performed;
 - g. that a sufficient number of staff are employed or engaged to carry out the tasks required in this Service Specification;
 - h. that suitable replacement vehicles and drivers are available from the supplier's own resources or from other sources to cover any situations of non-availability of the standard fleet because of maintenance, breakdown or driver absence due to annual leave or sickness etc. and that these vehicles are in a position to deploy immediately.
 - i. that the supplier has their own quality assurance system and quality control system which monitors their performance against this Service Specification and provides reports to the Council on a quarterly basis in a format to be agreed.

4 ENVIRONMENT AND SUSTAINABILITY

- 4.1 The Council is required to provide an annual submission of its carbon emissions, including the movements of suppliers, to the Department of Business, Energy and Industrial Strategy. To ensure compliance with this performance indicator therefore, the supplier is required to provide evidence of the mileage of any vehicular movements associated with each Service Agreement it carries out under the DPS.
- 4.2 The monitoring and reporting of mileage will be provided at monitoring meetings held with suppliers on a bi annual basis as per the key performance indicators (KPIs) set out in section 27 of this specification.

5 RESPONSIBILITIES OF THE COUNCIL

- 5.1. The Council will nominate an Authorised Officer to manage the supplier's provision of the Services under the Supplier Agreement.
- 5.2. The supplier shall be advised of such a named person prior to any service delivery commencing.
- 5.3. The Council will exercise a right of inspection [pre-announced or otherwise] of the services being provided utilising measures outlined in this Specification. Written records of all contact made including telephone calls will be logged.
- 5.4. The Authorised Officer will:
 - 5.4.1 notify the Contract Manager of passengers' details, tasks to be undertaken, access arrangements, duration of transport required and other relevant details, following assessment of need;
 - 5.5.2 normally be available during office hours [Monday to Friday 9am to 5pm];
 - 5.5.3 initially notify passengers of the transport to be provided and any other relevant information;
 - 5.5.4 carry out contract monitoring and satisfaction surveys;
 - 5.5.5 approve invoices;
 - 5.5.6 from time to time, advise appropriate Council bodies on the progress of service delivery, user satisfaction, and performance standards of the supplier and any issues with compliance in respect of this Specification.

6 RESPONSIBILITIES OF THE SUPPLIER

- 6.1. The supplier shall nominate a Contract Manager to manage the provision of Services under any Service Agreement and notify the Authorised Officer in writing. Notification must be made promptly after the award of the supplier's first Service Agreement.
- 6.2. The supplier shall have a nominated deputy who is available and fully briefed in the absence of the Contract Manager, ensuring adequate cover including out of normal hours - (9am -5pm).
- 6.3. The supplier shall have a responsible manager/supervisor on site to manage issues during all periods of service delivery.
- 6.4. The supplier is required to nominate a senior manager/director/proprietor, to deal with any escalation of issues as required.
- 6.5. The supplier's Contract Manager must provide an effective line of communication with the Council, as this is key to the provision of a quality service. This must include out of normal hours communication if necessary.
- 6.6. The Authorised Officer shall be advised in writing of such a named person within 2 days of a Service Agreement commencing. The supplier must inform the Authorised Officer in writing of any change in the named person within 2 working days of it occurring.
- 6.7. The supplier is required to attend pre booked regular review meetings and supply records of performance compared to the KPIs. KPI reports will be provided by the supplier 48 hours in advance of these meetings.
- 6.8. The supplier must notify the Authorised Officer of any inability to fulfil an agreed service request as soon as possible, and must provide a solution to the issue.

In the case of delay in delivery of a service the supplier will notify the Authorised Officer as soon as practical with a solution to resolve the issue. The supplier will be liable to

Performance Default action by the Council, including where appropriate recovery by the Council of costs reflecting resulting loss to the Council, in accordance with the provisions of the Supplier Agreement (see clauses 30 & 31).

7 SERVICE DELIVERY FOR TRANSPORT OF CHILDREN & YOUNG PEOPLE TO AND FROM SCHOOLS AND EDUCATIONAL ESTABLISHMENTS

- 7.1 In general all passenger pick-up and set down times must be on time and never more than five minutes late. If a passenger is not ready for collection at the specified address, or agreed pick up point, the supplier's driver shall normally wait three (3) minutes before reporting this matter to the Council's Passenger Transport Office and departing. In exceptional circumstances it may be necessary to wait longer than the specified period and the supplier is required to take account of particular medical or other problems which may delay collection of individual passengers.
- 7.2 From time to time the supplier will be required to vary the pick-up and or set down times for individual passengers and will be expected to comply with the Authorised Officer's instructions by effecting such changes which may be due to particular medical or domestic factors involving the passenger concerned. The supplier will be notified at least 24 hours before where possible.
- 7.3 Following consultation with the Authorised Officer, the Contract Manager will:
- 7.3.1 If required, notify the passenger and/ or nominated carer of the time and date of the transport and the names of the supplier's staff.
 - 7.3.2 If required, inform the passenger and/ or nominated carer in advance of any delays for operational reasons.
 - 7.3.3 Ensure that a system of recording and investigating complaints and of reporting them is put in place.
 - 7.3.4 Establish a system of inspection and supervision of employees and their work, to ensure that specified standards are met and any problems arising from their day to day work are resolved.
 - 7.3.4 Ensure records are maintained in accordance with the requirements of this Service Specification.
- 7.4 If the escort is unable to secure access to a passenger's agreed address the escort or driver [where an escort is unavailable] shall immediately contact the Council's Authorised Officer by telephone for authorised instructions. The driver is required to wait until instructions are confirmed after consultation with the PTS team. Before the vehicle departs a notification card will be delivered to the address advising of the departure time.
- 7.5 The Authorised Officer may in certain circumstances specify the gender of the driver for the transportation of passengers whose special needs in this area need to be supported.
- In certain circumstances the Authorised Officer may request for a driver attendant to be present on the vehicle. This person should ideally be P.A.T.S trained and will be responsible for supporting the passenger in and out of the vehicle without an escort.
- 7.6 There will be a need to transport passengers with registered guide dogs. This part of the service must be accommodated.
- 7.7 With respect to Council-employed escorts the driver shall collect the escort at a predetermined location, at the specified time before collecting any passengers. The driver shall then collect passengers from agreed pick-up locations in the specified route order, or as directed by the escort when there has been a change of circumstances in collecting the passengers. In collecting passengers, the escort shall assist the passengers in boarding the vehicle and ensure that all passengers are securely, safely and comfortably strapped

in. When wheelchair passengers are conveyed the driver shall, in conjunction with the escort, operate the tail lift and secure wheelchair passengers for a safe journey.

- 7.8 The supplier shall only permit drivers to leave the interior of the vehicle once a passenger is on board in order to operate the tail lift mechanism, to make essential safety checks on the vehicle and in emergency situations. In all such cases the driver may only leave the interior of the vehicle provided that the escort is in attendance on the vehicle throughout any such period of absence to ensure the safety of the passengers.
- 7.9 Drivers shall, in the absence of the escort (e.g. whilst passengers are being collected from their homes etc.), be responsible for the general safety and wellbeing of the children being carried on the vehicle and shall maintain the supervisory role until the escort returns.
- 7.10 The driver shall drive in a considerate manner at all times to ensure the comfort and safety of the passengers and other road users in full compliance with relevant road traffic legislation.
- 7.11 Upon arrival at a destination the driver shall operate the tail lift for wheelchair users and others as required, and shall ensure passengers are safely disembarked.
- 7.12 The driver shall then return the escort to the predetermined location.
- 7.13 The return of passengers to agreed destinations shall commence with the collection of the escort at the specified time at a predetermined location.
- 7.14 The drivers shall then proceed to the specified site to collect passengers, ensuring prompt arrival at the specified time.
- 7.15 The driver shall ensure that passengers are taken to their homes or other agreed set down locations in accordance with the specified, scheduled route and conclude the journey by delivering the escort to a predetermined location.
- 7.16 All procedures in embarking and disembarking passengers shall be observed in accordance with Council policy.

8 PRINCIPLES OF CARE

- 8.1 The provision of transport to passengers should be based on and incorporate these general principles:
 - a. people are individuals and have a right to courtesy, dignity, privacy and independence;
 - b. all those involved in the provision of transport services are acquaintances in the passenger's lives and should act with respect;
 - c. all those involved in providing transport should acknowledge and respect people's gender, sexual orientation, age, ability, race, religion, culture and lifestyle;
 - d. Services should respond sensitively and flexibly to people's changing needs.

9 CONSISTENCY OF STAFF AND ACQUAINTANCE WITH PASSENGERS (APPLICABLE TO SPECIAL NEED PASSENGERS)

- 9.1 The Council encourages good continuity of vehicle drivers and escorts. It is the view of the Council that any exposure to alterations in staffing and vehicles causes a degree of distress to the passengers. The accepted level of continuity throughout any given rolling annual period is 90%.

10 QUALITIES AND SKILLS OF STAFF

- 10.1 The Council places particular emphasis on a sensitive and appropriate approach to the vulnerable and frail individuals who will be transported and expects this to be reflected in the quality of the supplier's staff.
- 10.2 The supplier will ensure all drivers and escorts employed in providing the services are specifically trained to meet the contractual requirements, and in particular the needs of SEN children and vulnerable adults. The provision of escorts by the supplier is not part of these requirements. It should be noted however that there may in the future be a requirement, where possible, for the supplier to provide coach escorts on behalf of the Council as part of the requirements.

11 GENERAL CONDUCT

- 11.1 The supplier will ensure that passengers are treated with courtesy and respect at all times and in a way that promotes dignity and self-respect.
- 11.2 Any allegation of misconduct against a supplier's employee must be investigated and appropriate action taken by the supplier in a timely manner. The Authorised Officer must be informed of such allegations and the outcome of investigations and reserves the right to take appropriate action.
- 11.3 Misconduct includes but is not limited to:
- Fraud or theft
 - Physical, verbal or mental abuse, including threatening behaviour, physical restraint, deprivation of care or racial or sexual harassment.
 - Any kind of exploitation, whether sexual or in relation to a passenger's dependence, disability, age or sensory impairment.
 - Neglect of the passenger's reasonable requirements.
 - Breach of confidentiality.
 - Misuse of alcohol, drugs or any other illegal substances.
- 11.4 Any employee of the supplier whose behaviour or actions are, in the opinion of the Authorised Officer in breach of clause 11.3 above, shall be removed from the provision of all or a part of the services immediately, pending an investigation.
- 11.5 Unauthorised passengers, including parents/guardians and school staff, will not be permitted to travel on any of the vehicles that are being used to provide the services.
- 11.6 Suppliers are not to take route instructions from parents/guardians and school staff without confirmation from the Authorising Officer.

12 MAXIMUM DURATION OF JOURNEYS (APPLICABLE TO SPECIAL NEEDS PASSENGERS)

- 12.1 Within the planned routing of this service no individual journey within the Borough should last longer than ninety minutes, unless the Authorised Officer has provided written agreement to special arrangements.

13 PROVISION OF CONFIDENTIAL PASSENGER INFORMATION

- 13.1 So that suitable individual care may be provided for passengers, information of a confidential nature may be disclosed by or in relation to passengers on vehicles. Drivers may become aware of such confidential information. The supplier must ensure that their staff understand their responsibility to respect the confidentiality of such information.

14 PASSENGERS IN WHEELCHAIRS

14.1 For passengers in wheelchairs please refer to the 'Minibus Code of Practice - August 2015' published by ROSPA, available here:

<https://www.rospa.com/rospaweb/docs/advice-services/road-safety/practitioners/minibus-code-of-practice.pdf>

15 DRIVERS

15.1 Drivers shall pick up and deliver passengers in accordance with the route schedule as required. This applies to all Passenger Transport Services provided by the supplier on behalf of the Council.

15.2 Each driver provided by the supplier shall:

- a. Hold a valid driving licence for the class of vehicle for which they are assigned to drive during the performance of the service;
- b. Possess a good knowledge of the Highway Code and of the supplier's Health and Safety Policies;
- c. Have on display an Identification badge;
- d. Be suitably trained in passenger transport for vulnerable passengers as well as have good knowledge of equality awareness;
- e. Be required to have a good knowledge of manual handling training;
- f. Be entitled to work in the United Kingdom;
- g. Be suitably attired whilst carrying out their duties. This means male drivers wearing trousers and shirt not vests, tracksuits etc, female drivers should not wear vest tops, hot pants, skirts above the knee. All drivers should wear suitable footwear when driving and when operating hydraulic ramps/lifts. Flat shoes that do not expose toes are recommended. They must use appropriate personal protective equipment;
- h. Undertake necessary training identified within the Council as appropriate. Ongoing training available includes Disability Awareness Training, Child Protection Awareness and Safeguarding Training;
- i. Drivers are to be familiar with their routing details, pick up & drop off points and timings at all times.

15.3 The service requires a personal caring attitude on the part of the driver.

15.4 It is the supplier's responsibility to ensure that their drivers operate their vehicles in a safe, lawful manner in full consideration of the safety, comfort and wellbeing of their passengers and the needs of other users of the public highway and in line with Appendix A.

15.5 The supplier shall be responsible for the recruitment of a sufficient number of competent drivers to ensure efficient service delivery and their subsequent Enhanced DBS check including in respect of 'Protection of Children' and 'Protection of Vulnerable Adults'.

15.6 Drivers shall be allocated to regular routes and given individual schedules in order to provide continuity of service and security to the service user. Changing drivers used for transporting vulnerable passengers shall be avoided as far as possible. Refer to paragraph 9.1 above.

15.7 The supplier shall ensure that drivers wear at all times, whilst providing the services, their identification badge including their name and photograph, as per the format supplied to the supplier by the Council.

15.8 The supplier shall ensure that drivers demonstrate courtesy and civility to the passengers being carried in their vehicle, to all parents and carers, to the escorts with whom they are

working, to other authorised staff and to the general public and other road users, at all times.

- 15.9 Drivers are to refrain from smoking in the vehicle at all times.
- 15.10 The supplier shall ensure that all drivers are thoroughly conversant with and competent in the operation of tail lifts (where required), including their manual operation in the event of failure, of seat harnesses and of all other ancillary equipment used in the provision of the services.
- 15.11 The supplier recognises that the performance of the services will require some employees to work on duties involving access to students of schools or members of the public towards which the Council has a special duty of care.
- 15.12 The supplier shall ensure that drivers have had an Enhanced DBS, including 'Protection of Children' and 'Protection of Vulnerable Adults', check when commencing employment and that this is renewed every three years thereafter or as required. The supplier shall ensure that all personnel used or proposed to be used in the provision of the services have given their written permission for such checks to be made and that they are aware that any spent convictions will be disclosed on such a check. In the event convictions (spent or otherwise) are disclosed the supplier will demonstrate that they have a process to investigate that those convictions are not relevant to the safe operation of any route.
- 15.13 The supplier must notify the Authorised Officer immediately if a driver is informed by the Police that they are to consider a prosecution for any offence arising as a result of the provision of the services. The supplier should therefore take particular care to understand and implement applicable safeguarding and DBS best practices and in particular to carry out and maintain appropriate levels of DBS checks in relation to their drivers – see further paragraphs 20 & 21 on this.
- 15.14 The supplier and/ or driver shall ensure that the keys are removed from the ignition and shall remain in possession of the vehicle ignition keys whenever they are required to leave the driving position or its immediate vicinity for whatever purpose.
- 15.15 The supplier shall ensure that all drivers, at the completion of each journey, carry out a thorough inspection of the interior of their vehicle to ensure that all passengers or escorts have left no items or personal possessions on the vehicle. Any such items or possessions left on the vehicle shall either be handed to a responsible person at the destination point or taken back to the supplier's depot for safe keeping.

16 ESCORTS

- 16.1 Usually Escorts shall be provided by the Council. However, suppliers may be required to supply the services of escorts on certain journeys on an ad hoc basis.
- 16.2 Where applicable escorts will be provided to accompany passengers. They are to be picked up first and dropped off last.
- 16.3 Escorts shall be expected to adhere to set guidelines as referred to in Appendix B - "The Role of Escorts". This is revised on an annual basis and suppliers providing escorts should request current revised versions.
- 16.4 The supplier shall ensure that any escort supplied by the supplier, shows the highest standards of courtesy and civility to the driver, the passengers and to the general public at all times.
- 16.5 If the supplier provides the escort they shall ensure that they take particular care to understand and implement applicable safeguarding and DBS best practices and in particular to carry out and maintain appropriate levels of DBS checks in relation to their escorts – see further paragraphs 20 & 21 on this.

17 USE OF TRAVEL BUDDIES, CONTRACTOR ESCORTS, AGENCY OR TEMPORARY STAFF

- 17.1 The use of agency or temporary staff will be permitted providing the principles and requirements as set out in the applicable contractual provisions including in this Service Specification are complied with.
- 17.2 Travel buddies and contractor escorts will be provided by suppliers on an ad hoc basis.
- 17.3 Travel buddies, contractor escorts must have clear Enhanced DBS checks, safeguarding and basic First Aid training.
- 17.4 Suppliers providing contractor escorts and travel buddies must have Professional Indemnity Insurance of £1M cover as they are responsible for training the escorts and buddies.

18 VEHICLES

- 18.1 The supplier shall ensure that the vehicle(s) and driver(s) used to provide the services are licensed as or for Hackney Carriage, Private Hire or Public Service Vehicles and that they supply drivers with either PCO or PSV licences as appropriate.
- 18.2 The supplier will ensure that any vehicle being used in provision of the services must display the appropriate PSV or PCO Private Hire Licence plate and comply with all the conditions and regulations stipulated by the Licensing Authority to whom the vehicle is licensed.
- 18.3 The services have been divided into 19 service categories, and these are subdivided into regular and ad hoc transport as follows:

Service Category

Standard Taxi & mini cab (1-3 seats)
Standard MPV & people carrier (up to 5 seats)
Standard Minibus (8 seats)
Standard Minibus (12 - 16 seats)
Standard Minicoach (19 - 24 seats)
Standard Coach (32 + seats)
Standard Coach (49 + seats)
Standard Deregulated Minibus

Accessible Taxi & mini cab (1-3 seats)
Accessible MPV & people carrier (up to 5 seats)
Accessible Minibus (8 seats)
Accessible Minibus (12 - 16 seats)
Accessible Minicoach (19 - 24 seats)
Accessible Coach (32 + seats)
Accessible Coach (49 + seats)
Accessible Deregulated minibus

Executive cars
Coach Escorts
Travel Buddies

All accessible minibuses will be flat floor and welfare style

- 18.4 The supplier will notify the Council immediately of any alterations or revocations made by the Licensing Authority issuing the Licence for both vehicles and drivers or of any summons to appear before the Licensing Authority.
- 18.5 The supplier will notify the Council immediately of any warning Notice or Intended Prosecution issued by the Licensing Authority in respect of the vehicle or driver, which relates to an alleged breach of the licensing conditions during the course of provision of the services.
- 18.6 Vehicles employed on any routes shall comply with the following age limits:

| | Maximum age at commencement of the DPS | Maximum age throughout the service provision |
|--------------------|---|---|
| Minicabs / Taxis | 5 years | 7 years |
| Standard Minibus | 5 years | 7 years |
| Accessible Minibus | 5 years | 7 years |
| Coaches | 10 years | 12 years |
| Accessible Coaches | 10 Years | 12 Years |

- 18.7 All vehicles used by the supplier in the provision of the services shall be available for inspection by the Council at all reasonable times. All service sheets and other documents relevant to the maintenance of the supplier's vehicles shall also be available for inspection by the Council.
- 18.8 All vehicles must comply with all the relevant current UK and EU legislation governing the use of vehicles and any other regulations that may be in force or be laid down by the Department for Transport.
- 18.9 The supplier shall ensure that each vehicle is equipped with sufficient seats to carry the total number of passengers specified by the Council for each route.
- 18.10 Where a vehicle is fitted with child proof locks they must be used while the vehicle is carrying children up to the age of 14, or up to the age of 18 (for children with special needs). Exception may be made where an escort is travelling in the vehicle.
- 18.11 Suppliers are to comply with the Child Restraint Regulations published by ROSPA, available here: <https://www.childcarseats.org.uk/carrying-other-peoples-children/>
- 18.12 Suppliers providing vehicles with a capacity in excess of 5 passengers must provide vehicles with either factory fitted and tested seat-belts, or vehicles that have been converted to an M2 standard (certificate required for seats).
- 18.13 Passengers must not be carried in sideways seats.
- 18.14 Special Needs passengers must not be carried in the front seats.
- 18.15 The use of vehicles that have been retrofitted with seat belts to existing seats or to the floor of the vehicle will not be permitted unless they pass the required tests.
- 18.16 Notices reminding passengers of the importance of wearing seat belts are to be displayed in the vehicle.
- 18.17 The supplier shall ensure that all vehicles are maintained in a clean condition internally and externally to the satisfaction of the escort at all times and shall ensure that all body

fluid spillages are immediately minimised by the escort and fully cleansed as soon as the vehicle returns to the depot.

- 18.18 The supplier shall ensure that all vehicles are adequately heated, air-conditioned or ventilated at all times.
- 18.19 The supplier shall ensure that all vehicles used in the provision of the services carry a notice on both offside and rear side of the body of the vehicle, which clearly identifies that the vehicle is being used to provide services on behalf of Haringey Council. The form and content of the notice shall be subject to the Council's approval. When applicable "school bus" signs shall be displayed in accordance with regulations laid down by the Department of Transport.
- 18.20 From time to time the individual passengers may require luggage space for the conveyance of specific educational and medical aids. The supplier shall ensure that all vehicles are provided with reasonable luggage space for the conveyance of such items.
- 18.21 When tail lifts are in use such equipment shall be subject to test certification in accordance with LoLER Regulations.
- 18.22 The supplier shall ensure that wheel chair anchorages, when required, are provided.
- 18.23 All vehicles shall carry a fire extinguisher which shall be regularly checked / maintained in accordance with current legislation.
- 18.24 All vehicles are to have a communication system in vehicles used to provide services to allow for efficient communication with the Authorised Officer as and when required.
- 18.25 All vehicles shall carry a fully stocked first aid kit. This kit to be inspected on a regular basis.
- 18.26 All vehicles shall carry an incident book, including emergency procedures.
- 18.27 'No smoking' notices are to be displayed in all vehicles in a position where they can be visible to all passengers.

19 EMERGENCY PROCEDURES

- 19.1 The supplier should ensure that documented procedures are provided and made known to all staff members to cover emergency situations.
- 19.2 Where a driver is in need of urgent assistance or is at risk, the supplier must take appropriate action. The Authorised Officer should be notified and any other requirements of the relevant Service Agreement including this Service Specification must be adhered to.
- 19.3 Suppliers are required to have contingency plans to deal with emergency situations which can take many forms. It might be a flood, fire or terrorist attack. This is to be contained in their Business Continuity Plan.

20 THE DISCLOSURE AND BARRING SCHEME

- 20.1 The supplier will ensure it is familiar with how the Disclosure and Barring Service (DBS) operates (an overview of the service can be found at Appendix D) and with the child and vulnerable adult protection procedures laid down by the Haringey Local Safeguarding Children or Adults Boards, which are available at <http://www.haringeylscb.org> or <https://www.haringey.gov.uk/social-care-and-health/safeguarding-adults/haringey-safeguarding-adults-board-sab> and with any other relevant statutory requirements and government guidance relating to safeguarding children and vulnerable adults. The supplier will have robust arrangements for safeguarding children and vulnerable adults within this context.

20.2 Without prejudice to the specific provisions of clause 37 of the Supplier Agreement, the supplier must also ensure that all relevant staff, including staff having relevant contact with vulnerable persons as well as managers responsible for recruiting, vetting and monitoring them, have appropriate and up to date training in applicable safeguarding procedures and best practice.

21 DBS CHECKS

21.1 The supplier will ensure, at its own expense, that all staff who have contact with vulnerable passengers have appropriate levels of DBS checks depending on the nature of the work they are required to do as part of their provision of Services to the Council. For example, drivers who work directly with passengers who are children or vulnerable adults should, before they undertake such work, have undergone satisfactory Enhanced DBS checks with children's and/or adults' barred list check(s).

21.2 The supplier shall be responsible for ensuring that a procedure is in place to monitor DBS checks and to trigger updates at least 3 months before they are due for renewal to allow time for any blockages in the application process. All DBS checks are to have three-year validity.

22 COMPLAINTS

22.1 Suppliers are required to have procedures in place for recording and dealing with complaints regarding their vehicles, staff or services in a timely manner.

22.2 If a complaint is made to the supplier it should be investigated and the written details provided to the Authorised Officer within 3 working days of the complaint being made, to fit in with the Council's Complaints Procedures, which will be provided to suppliers upon request. Where safeguarding children accusations and concerns are raised, the supplier will be required to suspend the staff member concerned from the provision of services to the Council without prejudice, while investigations are undertaken.

23 ACCIDENTS AND INCIDENTS REPORTING

23.1 All accidents and any incident that exposes a passenger, escort, travel buddy or driver to a higher than normal level of risk to any aspect of their safety is a critical incident and must be reported to the Authorised Officer as soon as practicable and an incident report must be submitted in writing after the driver and escort have made the situation safe and notified the police and emergency services, as appropriate.

23.2 For all critical incidents the travel buddy, driver and escort must separately and independently complete a critical incident report within 24 hours after the incident. The report must detail the nature of the accident or risk, the events preceding the incident, immediate actions taken by the escort and driver, any outstanding issues and any recommendations for action to avoid a repetition of the incident.

23.3 The Council requires that any accident involving vehicles or passengers is reported in writing to the Authorised Officer within a period of 24 hours of its occurrence. Full details of the accident must be given together with an assessment of any effect it may have on the ongoing service delivery or any other relevant matters.

24 ROUTING SCHEDULE/TIMETABLE

24.1 This document will be provided when the Council is awarding a Service Agreement. The schedule may be updated from time to time in order to meet reasonable changes in demand or circumstances.

24.2 Detailed routing schedules will be provided setting out the following details:

- a. Names and addresses of passengers to be transported
- b. Pick up point / collection point for the passenger [home address for wheelchair user and those exempted]
- c. Names and collection point of escorts to be transported (if applicable)
- d. Type and size of the vehicle
- e. Destinations
- f. Arrival and departure times
- g. Contacts
- h. Any special requirements.

25 QUALITY ASSURANCE AND MONITORING

25.1 The responsibility for ensuring compliance with the standards contained within the contract documents including this Service Specification rests with the supplier. The supplier must ensure not only that he/she consistently complies with these standards but also that he/she has adequate systems for documenting and monitoring this compliance.

25.2 In order to measure and provide a benchmark for continuous improvement, the supplier shall operate to agreed KPI's, the range of which shall be reasonable and agreed at monitoring meetings.

25.3 It is the supplier's responsibility to notify the Council promptly, in writing, of any failure to adhere to the contractual standards together with action being taken to rectify the failures. This requirement is independent of any monitoring and inspection regimes the Council may put in place.

25.4 Monitoring meetings will take place, in every quarter during which the supplier holds an active Service Agreement, between the Authorised Officer and the supplier's Contract Manager. These meetings will consider the following and any other relevant issues:

- a. Invoicing and payments;
- b. Volume of service;
- c. Operational liaison and information flow;
- d. Quality systems information, including data regarding user satisfaction and complaints;
- e. Staff turnover and staffing arrangements;
- f. Performance of KPIs and review of any service credits;
- g. Supplier's ability to accommodate any changes to Council requirements;
- h. Supplier's adherence to continuous improvement;
- i. Any other contractual issues arising from operation of services.
- j. Results of customer satisfaction surveys.

25.5 The Authorised Officer shall be entitled to make recommendations to the supplier for improving the standard of its performance in undertaking the Services.

25.6 Operational meetings will also take place as and when required between the Authorised Officer and the supplier's Contract manager. These meetings will consider the following:

- a. Full and appropriate information exchange about passengers' needs and handover responsibilities;

- b. Service user feedback
- c. Any other related issues.

25.7 The supplier will keep a written record of the start/end of each journey plus the name of the escort to which the Authorised Officer will have access for audit and inspection purposes. The record will contain the driver's name, route, date and other necessary travel information as required.

25.8 The Contract Manager shall keep minutes of all operational meetings.

26 DOCUMENTATION

26.1 All supplier management staff shall ensure that they are fully trained in the operation of the DPS software.

26.2 Passenger List/Route Sheet -

- a. This will be issued with the Service Agreement, indicating the number of passengers to be transported and their special needs, if any;
- b. The supplier is only authorised to carry the passengers on this list, unless variations are made by the Authorised Officer. The driver shall carry a copy of the route sheet on the vehicle when providing Services under the Supplier Agreement;
- c. If there is any variation to the original passenger list, an updated list will be supplied to the supplier;
- d. The route sheet must be stored in a safe lockable facility to comply with data protection and the confidentiality policy.

27 KEY PERFORMANCE INDICATORS [KPIs]

27.1 The Council requires the supplier to provide Passenger Transport Services that meet their KPIs. The supplier will be required to use the KPIs detailed below to evaluate their performance and service delivery as these will be used by the Council to monitor the quality of staff and services being provided.

27.2 The Council will review targets on an annual basis and new targets will be set at the beginning of each calendar year.

| KPI | What will be measured | How / When | Target Levels 2019 |
|--|---|---|--|
| Responsiveness and quality of service delivery | Service delivered meets the service requirements as specified | Automated request for feedback by email for client departments and service users via survey | 95% fully met requirements. |
| | Flexibility in provision of service. | Reports from service users and audit monitoring quarterly | 80% delivery |
| | Arrival within 3 & 10 minutes of agreed pick up time. | Report from service users regarding transport delays or lateness | 80% within 3 minutes and 90% within 10 minutes |

| | | | |
|---|--|--|---|
| | Service user complaints Continuity of driving staff – same driver required for each Service Agreement | Suppliers to notify the Authorised Officer within 3 working days of receiving a service user complaint Weekly reports from service users and escorts | 90% of complaints resolved in line with procedure detailed in section 22.2 90% of staff continuity in relation to each Service Agreement |
| Staff [driver/escort/travel buddy] DBS compliance | The number of staff [e.g. drivers, escorts, travel buddies] who have undergone & hold satisfactory Enhanced DBS Checks with children's and adults barred list checks. Wearing of ID badges at all times whilst on duty. | Yearly inspection of the status of Enhanced DBS checks with children's and adults barred list checks Daily routine checks carried out by Council's contract officer | 100%, where checks are appropriate, throughout the duration of any service provision. 100% throughout the duration of any service provision. |
| Service Receipts | Accuracy against quoted cost + / - variation. | Monthly Service Receipts checks by Council's finance officer | 95% throughout the duration of any service provision. |
| Environment Sustainability | Levels of carbon emissions | Bi-annual submission of carbon reports during periods when the supplier holds active Service Agreements | 10% carbon reduction by DPS expiry, end of 8 th year, date against 1 st year benchmark (CO ₂ per mile) |

27.3 Quality Monitoring -

27.3.1 The Council's PTS team will always work with suppliers to try and improve any performance issues through the duration of the DPS. However where there is poor service delivery there needs to be a fair and transparent mechanism to impose sanctions.

27.4 Supplier Performance

27.4.1 Once a supplier starts and continues to provide services to the Council, their performance will be monitored on an ongoing basis. The following list is indicative of the Council's requirements of the supplier's performance:

27.4.2 for all vehicles:

- (1) they must be clean & roadworthy in accordance with their Licensing Authority
 - (2) they must be suitable for the job & the type of passenger
- 27.4.3 for personnel:
- (1) staff must be courteous, experienced, trained, physically capable, be patient and sympathetic to the needs of passengers
 - (2) staff must comply with all aspects of the Council's policies on equality, discrimination, Health and Safety etc.
 - (3) staff must advise the Authorised Officer about any accidents or incidents occurring in the course of providing transport services to passengers
- 27.4.4 for all contacts with passengers:
- (1) the route taken must be the most efficient with the primary aim of minimising the time passengers spend in vehicles.
 - (2) the route will be optimised to reflect (1) above and the supplier is to operate the route in that way unless specifically agreed otherwise.
 - (3) passengers must be assisted in their personal needs if necessary
- 27.4.5 for emergencies or breakdowns:
- (1) Supplier must provide replacement transport within 30 minutes
 - (2) Supplier must take appropriate procedures for fire evacuation or other emergencies into account.
- 27.4.6 Service Delivery:
- (1) Escorts must remain with the vehicle if specified
 - (2) Supplier must adhere to the relevant time bands for pick-ups and arrivals at destinations.
- 27.4.7 For special services:
- (1) Supplier must be flexible
 - (2) Supplier must be responsive
- 27.4.8 For charges made:
- (1) charges must be fair and in line with the charging structure
- 27.4.9 Waiting times and costs must be notified at the time of the wait and agreed and will only be allowed in exceptional circumstances
- 27.4.10 Staff evaluation:
- (1) Induction and training needs analysis – training plan
 - (2) Regular 1-2-1 meetings / group supervision
 - (3) Support and developmental meetings
 - (4) Bi-annual appraisals.

27.5 Once a supplier starts and continues to provide services to the Council, their performance will be monitored on an ongoing basis.

Penalty Score Matrix

| Non-Compliance | Penalty Points |
|--|-----------------------|
| Lateness | |
| Late to commence route 30 – 45 minutes | 5 |
| Late to commence route 45 - 60 minutes | 10 |
| Late to commence route over 60 minutes | 15 |
| | |
| Operation issue - | |
| Insufficient equipment (straps, clamps etc) | 5 |
| 30 – 45 minutes response to breakdown | 10 |
| 45 - 60 minutes response to breakdown | 15 |
| Non response to breakdown | 20 |
| Failure to operate route | Default [60] |
| Operating route [or part of] without escort [where required] | Default [60] |
| Carrying unauthorised passenger | Default [60] |
| | |
| Vehicle issue - | |
| Mechanical Breakdown | 5 |
| Using unsuitable vehicle | 10 |
| Defective tyres e.g. insufficient tread, side wall damage | 15 |
| No Operator's Licence displayed | Default [60] |
| Unlicensed vehicle | Default [60] |
| Uninsured vehicle | Default [60] |
| Un-taxed vehicle | Default [60] |
| | |
| Driver issue - | |
| Driver filling up fuel with passengers on-board | 15 |
| Driver smoking in the vehicle | 15 |
| Use of mobile device whilst driving | Warning [60] |
| Driver with invalid DBS | Default [60] |

27.5.1 In the first 4 weeks from start date of a Service Agreement, the supplier will ensure that all service requirements are met and the Council will work in partnership with the supplier to facilitate this.

27.5.2 After the above settling-in period, in the event of poor performance by a supplier this will be recorded by the PTS team and assigned a penalty score based on the matrix set out above. The Council reserves the right to revise and add further forms of non-compliance and the penalties for them will be scored in accordance with the impact analysis criteria in the below table:

| Impact | Description | Score range |
|--------|--|-------------|
| 1 | Causes slight delays and/or slight inconvenience to service users | 5 |
| 2 | Inconvenience to service users; delays; health concerns | 10 |
| 3 | Disruption to route; moderate inconvenience and distress to service users, delays, poor operational practices, safety issues | 15 - 20 |
| 4 | Severe impact to route, distress to service users or parents/carers, and safety issues | 30 |
| 5 | Illegal or dangerous practices | 60 |

27.5.3 The supplier will be advised of any poor performance noted by the PTS team in order that they can remedy the cause of it and also respond in writing if necessary.

27.6 Warning Letters and Default Notices

27.6.1 When the total penalty score for a supplier reaches a threshold of 30 points, a Warning Letter will be generated by the PTS team and sent to the supplier citing the instances of poor performance that led to the imposition of the relevant penalty score(s) and what actions the supplier must take to rectify the issue. This Warning Letter will also be recorded against the supplier's KPIs for discussion at the quarterly performance meetings.

27.6.2 Warning Letters shall continue to have effect for the purposes of paragraph 27.7.3 below over a 12 month rolling period from the date of their issue.

27.6.3 When two Warning Letters have been issued, this will be deemed a persistent default.

27.6.4 When the supplier engages in conduct which attracts a single penalty score of 60 points, for example by use of a driver without a valid DBS check or of an uninsured vehicle, untaxed vehicle or unlicensed vehicle, or by carrying of an unauthorised passenger, this will be deemed a serious default without any need for first issuing a Warning Letter.

CONTRACT COMPLIANCE AND MONITORING ARRANGEMENTS

28 QUARTERLY REPORTING REQUIREMENTS:

28.1 The performance requirements set out in paragraph 27 will be monitored in each quarter in relation to suppliers who have provided services to the Council in that quarter based on information gathered from the following sources:

- a. Authorised Officer sample monitoring.
- b. Supplier quarterly reports - the supplier must provide a quarterly report to the Authorised Officer demonstrating how the requirements stated in paragraph 27.1 – 27.4 have been met. A monitoring form template setting out what information is required will be provided at the start of the first Service Agreement awarded to the supplier.

28.2 The information gathered in accordance with paragraph 28.1 will be used for discussion at the quarterly monitoring meetings referred to in this Service Specification.

28.3 The quarters and dates that reports are due in each calendar year are shown in the table below:

| Quarter Start Date | Quarter End Date | Report Due |
|---------------------------|-------------------------|-------------------|
| 1 April | 30 June | 15 July |
| 1 July | 30 September | 15 October |
| 1 October | 31 December | 15 January |
| 1 January | 31 March | 15 April |

29 ANNUAL REVIEW

29.1 A review of the quality of service provided by the supplier will take place once a year.

29.2 The annual review will consist of:

29.2.1 A site visit by the Council's Authorised Officer to the supplier's premises. Information gathered from the annual review and quarterly monitoring will be used to assess if the KPI targets have been achieved. The results of the annual satisfaction survey will also be incorporated into the overall assessment of the quality of service provided by the supplier.

29.2.2 Submission of:

- (1) Schedule of insurance policies.
- (2) Updated policies.

29.2.3 Subject to any restrictions under data protection law on the Council's access to such records, the supplier will permit access to all confidential records relevant to delivery of the service during the annual review. The Authorised Officer will examine, at a minimum:

- 29.2.3.1 Self-audit records (daily activity log book)
- 29.2.3.2 A review of the staff records.

29.3 The annual review will replace the monitoring meeting for that quarter.

29.4 The annual review report compiled by the Council will contain a Development Plan, which will be forwarded to the supplier.

29.5 The supplier will action the requirements outlined in the Development Plan within agreed timescales.

APPENDIX A

ROLE OF AN ESCORT

ESCORT HAND BOOK

2019-20



Escort Team Contact: 020 8489 1538
020 8489 5629
020 8489 5692

CONTENTS PAGE

| ITEM No | | PAGE No |
|---------|--|---------|
|---------|--|---------|

| | | |
|----------|--|-----------|
| | | |
| 1 | Role of an Escort | 5 |
| 2 | Dress code | 5 |
| 3 | Guidelines on Collection and Drop off of Passengers | 6 |
| 4 | Transport Policies and Procedures | 9 |
| | • Vehicle breakdown | 11 |
| | • Transporting Wheel Chairs Users | 11 |
| | • Fire procedures | 15 |
| 5 | Health and Safety | 18 |
| | • Autistic Spectrum Disorder | 20 |
| | • Attention Deficit Hyperactivity Disorder (ADHD) | 21 |
| | • Tourette Syndrome | 22 |
| | • Supporting children and young people with autism and ADHD | 22 |
| | • Deaf Awareness | 24 |
| | • Important information relating to Seizures | 27 |
| | • Procedures in the event of sickness or other emergencies on transport | 27 |
| | • Body fluid & spillage procedures | 29 |
| | • Medical Information | 30 |
| | • Safeguarding | 30 |
| 6 | General Conduct, Policies and Procedures | 32 |
| | • Declaration of interest and hospitality/gift policy | 33 |
| | • Data Protection | 33 |
| | • Communication | 34 |
| | • Incident & Accident reporting | 36 |
| | • Audits & Timesheets | 37 |
| | • Holidays & Retainer | 38 |
| | • School Closures | 39 |
| | • Training | 39 |
| | • Office Mobile Phone Policy | 40 |
| | • Special Leave including Medical Appointment | 41 |
| | • Timekeeping and Absence Reporting Procedures | 42 |
| | • Working Hours | 44 |
| | • PTS Contact Details | 46 |

1. ROLE OF AN ESCORT

- The role of a Coach Escort is to support vulnerable children, young people & adults with special needs, disabilities or complex needs, to and from schools/centres, via Travel Assistance or via an alternative travel option
- Coach Escorts are responsible for ensuring the safety and wellbeing of all service users in their care
- No written instructions will ever cover all the circumstances that may arise, but you should find the information in this Handbook helpful
- Where the Handbook has made reference to 'child[ren]', this refers to ALL service users including young people and adults
- These guideline notes should be safely kept and read in conjunction with your issued job description. If you have any queries regarding your duties, please contact Line Manager for advice. **IF IN DOUBT ASK!**

2. DRESS CODE

- As a Council Officer, you should ensure to promote and represent a positive image of the Council
- When you are on duty you are expected to wear your identification badge and Hi Visibility vest **at all times**
- If your identification badge is lost, report this to the Transport Office immediately for a replacement to be arranged
- Appropriate clothing is recommended whilst on duty. Vest tops, hot pants, skirts above the knee, big jewellery [earrings, rings & necklaces] are **NOT** considered to be appropriate. Flat shoes that do not expose your toes are highly recommended
- It is recommended that long hair is tied back
- Finger nails should be kept short for Health and Safety reasons. With long nails you can scratch the children/ adults in your care. You could also catch your nail causing serious damage to yourself. Long nails will also prohibit you from securing the wheel chair clamp and harness appropriately.

3. GUIDELINES ON COLLECTION & DROP OFF OF PASSENGERS

- We are continuously reviewing the service we provide to our service users. Following the success of the changes made last academic year, we will continue to promote independence for all children and young people on transport where possible. We will also continue to explore shorter journey times and will ensure Escorts are present in the vehicle at all times to promote safety for all service users

SERVICES WILL INCLUDE;

- Home collection and drop off of service users

To enable Escorts to provide undivided support for children whilst on transport, Escorts must remain on the vehicle at all times, except when loading and off loading wheel chair users. Parents / carers will be required to bring their child/young person to the vehicle, and hand over their child to the Escort, and also collect their child/young person from the vehicle in the afternoon.

- End of Road collection and drop off points

Parents / carers of children and young persons who are physically able, will be requested to meet the vehicle at the end of their road, handing over and collecting their children from the Escort.

- Centralised collection and drop off points

Parents / carers of identified children and young persons [or young persons / adults where practicable] will meet the Escort and vehicle at a designated collection point and then at drop off points that has been risk assessed for safety purposes.

- Independent Travel Training

A bespoke training programme designed to help service users learn the skills to travel independently with the support and guidance of a Travel Buddy.

- Travel Assistance

An on-going support for service users that will travel to and from school/college/centre with the support of a Travel Buddy.

HOME COLLECTION/DROP OFF

- ⊕ The agreed waiting time for passengers collected from home is **2 minutes** with a discretionary 1 minute depending on the need of the child. If the child/young person is not ready by the given time, you should seek authorisation from the office before texting parent/carer advising you are moving to the next point.
- If you are unable to deliver a child to their home address in the afternoon due to no responsible adult being available, contact the Transport Office, continuing your journey and deliver the remaining children home, before returning to the child's address.
- If upon return there is still no one available to collect the child, contact the Office for further advice.

END OF ROAD & CENTRALISED COLLECTION/DROP OFF

- The agreed waiting time for passengers collected from the end of their road or from a Centralised point is up to **3 minutes**. If the child/young person is not at the meeting point by the given time, you should seek advice from the Office before continuing with the journey.
- In the afternoon, if there is no responsible adult available to collect a child/young person you should seek advice from the Office before continuing your journey and deliver the remaining children/young people, before returning to child's drop off point.

- You should call each parent/carer 5- 10 minute before you arrive at the meeting point, in the morning and afternoon
- If upon return there is still no one available to collect the child, contact the Office for further advice.
- You should not lose your temper or argue with any person turning up late [parents, teachers or drivers]
- Remember that the child in question may be uneasy or upset about no one being available to receive them. Do not make the situation worse for them. Try to reassure them if need be
- If you are running late, you should call your parent/carers to advise them
- You should not deviate from these instructions unless with specific authority from the Office
- If you receive any information relating to any students on your route, please pass this on to the team at the office

4. TRANSPORT POLICIES AND PROCEDURES

- All drivers are under strict instructions to pick up and set down escorts, only at the designated point agreed by the Office and nowhere else. Drivers/Contractor may be issued penalty points if they deviate from these instructions
- Escorts must be the first person on the vehicle after the driver and the last to leave
- Drivers must not leave the vehicle unattended, unless they are operating the tail lift
- As part of your role you should expect to be transferred to different routes as and when required in order that the Service meets the needs of all children, young people or adults on transport. **Remember....Change is good experience!**
- Every school will have their own procedure for how a child [ren] should get off and on the vehicle at the school. Escorts must make every effort to be patient and work in collaboration with school procedures
- In the absence of an agreed procedure, children will be brought to and from the school by a member of staff at the school
- If the school provides a register / report book, it should be completed on arrival at school and before departure from school
- Do not deviate from the designated pick up and alighting points. No child may be on board or alight other than at the point stated on the transport list, unless this is requested in writing by the parent
- Do not hand children over at unauthorised points
- Escorts should relay messages between parents and school. However, safeguarding information should **not** be passed from schools or parents. If unsure, contact your Line Manager for guidance

- You are responsible for any necessary valuables; including school bags, clothing items, or medication carried on the vehicle throughout the journey. These should be kept away from the reach of children.
Ensure such items are handed to a responsible teacher or parent at each end of the journey
- On arrival at the school and at the end of the evening journey, check the vehicle to make sure **ALL** students are off the vehicle. **Check thoroughly behind and under seats**
- Ensure no personal effects have been left behind
- You should not agree to transfer money [cash/cheques] between parent/carers and schools/centres.
- See page 32 regarding advice on accepting cash as a gift.

VEHICLE BREAK DOWN PROCEDURES

Passenger Comfort and Safety

- In case of a breakdown on a main road or motorway, the Transport Office should be informed as soon as possible. In all cases of breakdowns on a motorway, the police should immediately be informed of the breakdown and the passengers carried. This task will be undertaken by the Transport Office staff or if urgent by the driver on the scene
- Escorts should note that under no circumstances should passengers be transferred from a broken vehicle to another vehicle on a motorway without the presence of the police to secure the area first, unless it is deemed safe to transfer. **Seek advice from your Line Manager if unsure.**

TRANSPORTING WHEELCHAIRS USERS

Loading

- You are not expected to operate the tail lift system. This is the responsibility of the driver. Your duty is to assist the child/young person onto the rear of the vehicle and ensure the safety clamps are fastened correctly
- Do not release brakes or unclamp wheelchairs UNTIL you are ready to off load the wheelchair user and the tail lift is fully raised in position. For more information relating to wheelchairs please refer to the Wheelchair and Harness Handbook
- **Under no circumstances should you or your Driver attempt to physically lift a Wheel Chair passenger onto or out of the vehicle. This is a serious breach of Health and Safety!**
- Escorts, children, parent/carer, or school staff are not allowed to operate the tail lift of the vehicle
- Your Driver should park the vehicle on the same side as the child's address. If there is no parking space available outside or close to the service users address, the driver is permitted to park in the middle of the road
- **Before accepting a wheelchair user from their parent/carer, check the following:**
 - All functional parts are in full working order [including inflated wheels, effective brakes, secure head/foot rests]

- The lap belt is securely fastened [discreetly check under blankets or any items covering the belt]
- There are NO items hanging on the handles i.e. bags & coats [medical equipment is acceptable]
- If you have any concerns about a particular wheel chair please check with the Office BEFORE accepting any service users

Securing Wheelchair inside Vehicle - Four Point Webbing

- Wheelchairs must be securely fixed to the body of the vehicle [floor tracking]
- Straps should always be secured at the side of the minibus, out of harm's way when not in use. This not only prevents accidents but also protects the equipment from damage and keeps them clean. Select the correct straps for the wheelchair being carried. Under no circumstances are the straps to be mixed, you must use straps from the same manufacturer front and back
- If any of the four straps are missing – **DO NOT continue with journey. Contact the Office immediately**
- When positioning the wheelchair ensure the front wheels are facing forward and the brakes are securely applied
- Starting with the front straps, lock the strap into the floor tracking and attach the other end to a sturdy part of the wheelchair frame. (Never attach to footrests, as these may be removable)
- When securing the front straps ensure each fixture is located in the floor tracking level (mirrored) with the other
- Once the front of the wheelchair is secured, release the brakes and pull the wheelchair back to make front straps taught and then re-apply brakes
- Move to the back of the wheelchair and position the rear straps into the floor tracking
- Attach the clamps to the appropriate position on the lower part of the wheelchair frames - Never attach to the wheels - Pull the strap tight and finally secure by locking lever bar
- Pull strap tight and lock into position
- Repeat for both sides ensuring wheelchair sits square on the minibus
- All wheelchair passengers must wear a lap and diagonal belt unless they have an Exemption Certificate from a Doctor
Pull the lap belt out from the housing and pass through the side frame of wheelchair across the body of the passenger. Pass through the frame on the other side of the chair and lock into place in the frame securing post. Be mindful of the passengers personal space when applying the lap and diagonal belt
- NEVER unclamp wheelchairs until a member of staff from the school/centre is available to receive the child/passenger. You should then ensure the tail lift is fully raised in position before starting to un-clamp the restraints

- You must not allow any wheelchairs or buggies on board the vehicle unless this has been crash tested and authorised by a Transport Officer.
- If you notice any missing or faulty equipment you must report this to a Manager **BEFORE** accepting responsibility for the service user from parents/carers or schools/centres
- If the brakes on any wheelchair are faulty you should inform the passengers parents/carers and school. At your earliest opportunity you should also inform the Transport Officer
- You must **not** purchase your own safety equipment
- You must not allow mobile passengers to travel on the tail lift. If you have concerns about a passenger's mobility, you must raise this with a Manager.

For more detailed guidelines on assisting passengers with wheelchairs refer to the Wheelchair Training handbook.

FIRE PROCEDURES

In the event of an emergency, it is important you follow the **Six Golden Rules** [Dial 999]:

1. **Your Priority is to get your passengers out first, starting with the walkers then those in wheelchairs.**

The reasons for this are:

- It takes time to access a fire extinguisher and discharge it
- If you fail to put the fire out you will have wasted valuable time, which could have been spent getting the clients out of the bus and to a place of safety
- It is unlikely that you will be able to completely extinguish a fire on a minibus.

Fire Extinguishers

Preferably the driver should perform this task, while you look after the clients. However, if you decide to use a fire extinguisher, remember the following points:

- Only use the extinguisher once all passengers have been evacuated from the vehicle.
- Only use the extinguisher if you can do so without endangering yourself and others.
- Stay 'upwind' of the fire to avoid heat, smoke inhalation and bad visibility.
- Always test the extinguisher before approaching the fire.
- Adopt a crouched position and be prepared to retreat quickly if necessary.
- Never let the fire block your escape.
- Aim the extinguisher at the base of the fire.
- A standard Minibus fire extinguisher will only last between ten and fifteen seconds.

2. **Do Not Put Yourself At Risk!**

- Hazards associated with vehicle fires are HEAT, SMOKE and FUMES; protect yourself and your passengers from harm from these factors.

- Heat - A vehicle fire can generate temperatures of over 1000 degrees Celsius [1000C].
- Smoke/Fumes - There will be choking and highly toxic fumes in smoke from a vehicle fire. PVC can breakdown to a Cyanide based gas.
- The lack of visibility makes it very disorientating - Perception of size, direction and distance alter.
- A normally familiar vehicle will suddenly become very strange.

3. **Do Not Panic!**

- If you panic, your passengers will panic. Panic must be avoided if the evacuation is to be controlled and efficient.
- The way to avoid panic is to take control.

4. **Take Control**

- If the passengers are able to identify someone who is in charge and has control of the situation they are more likely to listen and less likely to panic.

5. **Give Clear Instructions**

- Having gained the attention of your passengers through taking control, give clear and concise instructions and avoid using alarming language.

6. **Protect Your Passengers**

- Having got your passengers off the vehicle you don't want them to be harmed by any other factors
- As the passengers are likely to be confused, anxious and disorientated it is important that once you have them off the vehicle they should remain in a place of safety until they are instructed to move. They should be supervised, if possible, to reduce the risk of them wandering into the road or returning to the vehicle
- A 'place of safety' will very likely be different in every case but generally it should be:
 - At least 25 metres away from the vehicle to protect from heat and risk of explosion.
 - Behind a crash barrier is appropriate.
 - Upwind of the vehicle to avoid smoke / fume inhalation and to maintain best visibility.
 - Away from traffic hazards such as bends and oncoming traffic.

5. **HEALTH AND SAFETY**

- Whilst we encourage good team work between you and your driver, you have the lead responsibility for the children's safety and general wellbeing. The driver should be allowed to concentrate on driving and have no responsibility for control of the children at this time

- Every effort will be made to provide you with the medical/travel profile for all the children in your care either verbally or in writing where necessary. This could be generalised or individualised pending any Risk Assessment recommendations
- If you receive important information relating to a child's medical needs, pass this information to the Transport Office or your Line Manager
- If you require further information/clarification on how to support any child you should contact the Transport Office and discuss your concerns
- You should ensure to remain vigilant and attentive at all times **[no falling asleep, reading or having personal conversations on your mobile whilst on duty!]**
- The Driver should make every effort to park on the same side of the road as the pick up/drop off point to avoid the child/young person crossing the road
- For your own health and safety and that of the child, we advise you not to carry a child at any point [unless there is an emergency evacuation]. Please seek advice from the Transport Office if you notice a particular child/young person experiencing difficulties getting to and from the vehicle
- You should not administer any medication to a child, this includes tablets and injections. If you have concerns about a child's medical condition, please contact your Line Manager.
- Escorts & Drivers are expected to have a professional relationship whilst on duty for the benefit of the children. If you have any concerns about your Driver, you should report this to the Transport Office
- The Driver is not permitted to make unscheduled stops throughout the journey i.e. shops, petrol station, cash points or for the purpose of using the toilet. If your Driver makes any unscheduled stops you must report this to a Transport Office/Line Manager immediately
- You must not bring passengers to the Transport Office – unless this has been authorised by a Manager.
- Make sure that all children are safely seated and wearing their seat belts before the vehicle moves off. You must not allow any passengers to travel without a seat belt. This includes you. **This is the law.**
 - Escort should sit in a position where you can see all passengers and provide support to those that need extra assistance. This is usually at the rear of the bus
 - Escorts & children are not permitted to sit in the front passenger seat of any vehicle. If there is insufficient seats on your vehicle, call the PTS Office **before** boarding the vehicle
 - If you are travelling in a minicab, you should sit directly behind the Driver [not the child/young person]. You should also check that the child safety lock has been activated. Speak to the Driver if you are unsure
 - Only authorised passengers may travel on the vehicle. Parents, carers and teachers are not permitted to travel on the vehicle unless authorised by the Office
 - Escorts and Drivers must not allow their own family members or friends to travel on transport at any time

- Parents/Carers have been informed that toys are not permitted on the bus, however small soft toys may be allowed at the discretion of the Escort
- Students are not permitted to consume food or beverages on board transport for health and safety purposes. All food/drink items must be appropriately packed away in the child's bag
- In severe hot weather conditions children may be allowed water in plastic bottle – parents/carer will provide this if required
- Escorts and Drivers **must not** consume food or drinks on board transport for health and safety purposes. If you suffer from a medical condition which requires you to eat or drink during working hours, you must discuss this with your Line Manager.

AUTISTIC SPECTRUM DISORDER

- Autism is a disorder that disrupts the development of social and communication skills
- Children/young people with Autistic Spectrum Disorder (ASD) may have difficulties in 3 areas:
 - Communication
 - Social Interaction
 - Imagination (this means that they have restricted interests, do not generally imitate or generalise ideas and they cannot predict what is going to happen)
- Due to frustration or anxiety, children with ASD may exhibit inappropriate behaviour. This may include shouting, swearing, spitting, hitting, biting, scratching, hair pulling. This behaviour should not be taken personally.

-
- Children/young people with autism may:
 - Find loud or high pitched noises painful
 - Find changes in routine distressing
 - Do things which they find comforting but which other people may think is unusual
 - Not respond to ordinary social interaction
 - Not follow ordinary social conventions
 - Have difficulty understanding or communicating
 - Guidance for Dealing with Children with Autistic Spectrum Disorder

ATTENTION DEFICIT HYPERACTIVITY DISORDER (ADHD)

- ADHD (also known as Hyperkinetic Syndrome) affects an individuals social behaviour
- Traits usually associated with ADHD includes;
 - displaying energetic, impulsive or aggressive behaviour
 - difficulty concentrating
 - difficulty learning
 - having few or no friends
- It is important to remember that a child with ADHD is not naughty & should not be referred to as being 'Naughty'

TOURETTE SYNDROME (TS)

- TS is a neurological disorder characterised by tics - involuntary, rapid, sudden movements that occurs repeatedly in the same way
- Two categories of TS and some of the more common examples are:
 - **Simple**
Motor - Eye blinking, head jerking, shoulder shrugging and facial grimacing
Vocal - Throat clearing, yelping and other noises, sniffing and tongue clicking
 - **Complex**
Motor – Jumping, touching other people or things, smelling stuff, twirling about and self-injurious actions including hitting or biting oneself.

Supporting children & young people with autism, ADHD & TS

- All escorts and drivers are expected to wear their ID badges at all times. Children/young people with autism identify individuals by their photo ID
- If you require support getting a child onto or off the vehicle, you should seek assistance from a member of staff at the school [or the parent if the problem occurs outside their home]
- All children must have their seatbelts fastened whilst on the vehicle. If a passenger removes their seat belt whilst the vehicle is moving, you should alert your driver to stop the vehicle where possible
- Whilst there are alternative methods to securing children in their seats, these must only be considered when all other options have been explored
- We encourage Escorts to communicate to all students according to their level of understanding by;
 - Being observant
 - Being aware of what may trigger any distress
 - Using their name first to get their attention
 - Speaking directly to them
 - Not assuming they cannot understand you
 - Using plain speech, not baby talk, speak calmly
 - Giving positive instruction
 - Avoid shouting [at the individual & others]
 - Avoid speaking in high pitched tone of voice [at the individual and others]
 - Using MAKATON signs if appropriate
- There may be occasions when children become anxious or distressed and need a few minutes to calm before leaving the classroom in the afternoon. Please be patient. It is in everyone's best interest that they are calm before commencing the journey home
- If a child/adult is agitated and anxious, try and calm the situation. Sit next to the child/adult; speak in a calm, non-threatening voice. It is often the case that reciprocated challenging behaviour; loud voice, shouting (threatening) instruction and/or response in an attempt to modify the behaviour will only agitate further. Dealing effectively with the behaviours requires experience, knowledge and patience

- To help calm the behaviour, engage in conversation such as ‘How was your day?’.
- Speak calmly yet clearly throughout all conversations even if disruptive behaviour is displayed
- You may experience children/young people using swear words or other inappropriate words. Whilst this can be upsetting, it should not be taken personally. Try to discourage the language
- Spitting should not be taken personally
- Some factors that can trigger change in behaviours can include:
 - Change of routine - lateness, stuck in traffic, incident, environmental chaos
 - Sickness (often when children are unwell and cannot verbalise their pain or discomfort they demonstrate this in a change of their behaviour)
 - Attention - frustration at not being listened to or understood
 - Noises - loud noises, sirens/fire alarms, screaming (that of others)
 - Weather
- Children that are likely to hit out, should be seated away from other vulnerable children to avoid causing injuries to themselves and others

DEAF AWARENESS

If you’ve never communicated with a child or adult with hearing impairments before you may feel nervous about how to do it. But don’t worry - it’s not as hard as you think.

It’s important to understand that every individual’s impairment is different – with different levels of deafness, hearing equipment and communication preferences but the tips below are useful for communicating with all.

1 1. Find out how they communicate

Not all people with hearing impairment use British Sign Language (BSL). Each individual will have a preferred way of communicating, so find out if they use speech [Makaton], BSL or a mixture of both. If they do use BSL ask their parents if they will need an interpreter

2. Get their attention

To get their attention you can wave or tap their shoulder lightly

3. Face them when you’re talking

Try to get down to their level so that they can see your face clearly. Don’t move around while you’re talking as this will make it impossible for the person to hear your voice and lip read.

4. Speak clearly and naturally

People with impairments will try to lip read, so they need you to say words as you normally would. Speaking slowly or too loudly makes lip reading much more difficult.

5. Watch your mouth

Covering your mouth with your hands, eating, chewing gum or smoking can make lip reading very difficult. It will also muffle any sound you're making.

6. Use visual cues, where possible

Point to what you're talking about, and don't be shy about using appropriate gestures to support your communication. For example, if you're telling a group of children dinner is ready, you can do a knife and fork action and point to the dinner table.

7. Make it clear what the topic of conversation is

The person will find it easier to guess your words if they know what you're talking about. Make sure the person knows when the topic changes.

8. Stand with your face to the light

Standing by a window or in poor lighting makes lip reading very difficult.

9. Speak one at a time

Group conversations can be difficult for someone with hearing impairment to follow. Make it easier by asking everyone to take their turn talking and to make a sign if they want to speak next.

10. Reduce background noise

Hearing aids and cochlear implants amplify hearing, which means the individual will have to concentrate very hard on your voice to hear it over everything else. Background noises such as traffic or the radio can make it difficult for the person to listen. Block out unnecessary noise as much as possible by closing windows, doors and turning machines off.

11. Never give up or say "I'll tell you later"

People with hearing impairments do not like it when people say "I'll tell you later". They want to be involved, so if one method doesn't work, don't be scared to improvise. You can try texting on your phone, emailing, or good old fashioned pen and paper.

Bespoke BSL training is available. Contact your Manager for further information

IMPORTANT INFORMATION RELATING TO SEIZURES

If a child has a seizure whilst in your care:

- Ask the driver to stop the vehicle
- Observe the time duration of the seizure. If this exceeds 3-5 minutes **call 999** for an ambulance
- Protect and support the child's head gently **but do not hold the head**
- Gently tilt the head upwards to ensure the tongue does not block the airways
- Do not put your fingers or anything else in the child's mouth
- Do not hold the child's body down
- Move other children out of the way

- If possible, lie the child on their side in the recovery position
- An adult must stay with the child at all times until the ambulance arrives
- Inform the Transport Office as soon as possible so they can notify the parent

PROCEDURE IN THE EVENT OF SICKNESS OR OTHER EMERGENCIES ON TRANSPORT

- If a child is ill on the journey you should:
 - Ask the Driver to stop the vehicle at the nearest and safest place; do not add to the problem by stopping in a dangerous place. Consider the risks of where you stop not the traffic law implications
 - Follow the guidelines taught in First Aid training, ensure that the passenger is in a safe and comfortable position. If necessary administer basic first aid and assess the condition of the casualty then call 999 for assistance
 - Never administer medication to a person unless authorised by paramedic or other appropriate medically trained person [seek advice from Transport Office]
 - Telephone the office for assistance. The ambulance services and/or police may also be asked to assist in the emergency. The office will inform all interested parties as soon as is practical to do so
 - Deal with the immediate danger to the person concerned but in all cases be mindful of the need to secure the safety of all other passengers on the vehicle. As much as possible de-stress the situation by adopting a calm manner
 - Do not continue with your journey until authorised to do so by the Transport Officer/Police
- If a child is injured whilst on the vehicle, you must report this to the parent, school, complete an incident report and submit to the office within 24 hours of the incident occurring
- If a child is sick on the journey from home to school, you may have to return the child back home IF you are close to the child's home [depending on parent/carer's availability and following authorisation from the Transport Office]. The same will need to be considered when you are collecting students from school in the afternoon
- Parents are advised to keep their child at home for at least 48 hours to minimise cross infection to other children on the bus. Seek clarification from the Transport Office in such cases.

BODY FLUID AND SPILLAGE PROCEDURES

- Spillages of all body fluids should be dealt with as quickly as possible, following the guidance outlined below:
 - Put on disposable gloves and open window to improve ventilation if possible.
 - Cover spillage with disposable paper towels to limit the spread of the spillage.
 - Carefully wipe up the spillage with more disposable paper towels soaked in alcohol gel.
 - Place disposable paper towels and gloves in bins provided on vehicle.

- Wash hands with soap and water. Dry with paper towel or alcohol gel.
- The driver will ensure vehicle is cleaned thoroughly [if this has not been done, please notify the Office]
- If you are unsure of how to deal with body fluids, please seek advice from your Line Manager before attempting to deal with the spillage
- Do not tell the child to clean up themselves

Hygienic Hand Disinfection for Outbreak Control

This can either be achieved by using Alcohol hand gel, or by routine hand washing followed by application of an alcohol hand rub

Six-step decontamination technique



2.1.1.1 MEDICAL INFORMATION

- You are strongly advised to have a complete set of Hepatitis B vaccination as a general precaution
- It is your responsibility to arrange this through your GP or nearest Walk In Medical Centre
- You will be reimbursed for the cost of these vaccinations; however this will be approved on receipt of proof for the 1st, 2nd, 3rd set of vaccination and also the clearance report
- If you are scratched or bitten by any child/adult on transport and your skin is broken you are strongly advised to attend the nearest medical centre or A&E for an antibiotic injection
- You must also complete the accident book and an incident form.

SAFEGUARDING

- Safeguarding is everyone's responsibility
- **What is abuse?**
 - A violation of an individual's human and civil rights by any other person or persons
 - May be single or repeated acts
 - Anyone can behave in a way that is abusive, the abuser could be a carer, family member or stranger
 - May result in significant harm or exploitation

- **Types of abuse**
 - Physical
 - Psychological/emotional [includes verbal]
 - Sexual
 - Financial/material
 - Neglect or acts of omission
 - Discrimination
 - Institutional
 - Domestic

- If you have any safeguarding concerns about a child's welfare, including neglect, you must report this to your Line Manager and member of staff at school - do not address this with the parent/carer & do not ask probing questions to the child

- The School/Transport Office will notify The First Response Team or LADO [Local Authority Designated Officer] following the established Child Protection Procedures as appropriate

- If you notice a child has injuries or unusual marks you must report it to a senior member of staff at school [i.e. Head Teacher] and notify the Transport Office. Ensure to take a note of the member of staff you have reported to. If a child suffers from an injury whilst in your care you must report this to the Transport Office immediately and notify the parents and school staff

- **Escorts must complete and submit an Incident Report Form within 24 hours of the incident.**

- Do not strike a child or use force of any kind to enforce discipline (Haringey Council has a policy of no corporal punishment, and striking a child or using force is therefore a criminal offence). Should a child strike you, notify the responsible teacher and the Transport Office. Children can however be physically restrained using minimum force if this is necessary to prevent injury to themselves and others

- You must not hug or kiss any of the children in your care

- You must not take pictures or video recordings of any passengers.

6. GENERAL CONDUCT, POLICIES & PROCEDURES

- You are expected to follow the Council's Code of Conduct. All staff [including Drivers], Managers and members of the public must be treated with respect. Abusive, confrontational or aggressive behaviour [including refusal to work] is unacceptable and the Council operates a zero tolerance for such behaviour. Disciplinary action may be taken against staff exhibiting such behaviour

- It is prohibited for Escorts and drivers to smoke at any time whilst on duty [this includes electronic cigarettes]. Please consider the health implications towards the vulnerable clients that you support

- Use of mobile phone for personal calls whilst in charge of the children [on board or out of the vehicle] is **prohibited**. **Staff should take into consideration the needs of children, particular those that are sensitive to noise and chatter**

- Staff should not read books, magazine or engage in any other activities that may distract attention away from passengers. This includes the use of head phones
- Failure to adhere may result in formal action

DECLARATION OF INTEREST AND HOSPITALITY/GIFT POLICY

- During certain times of the year, you may be offered a gift by parents/carers. You are advised to consider the type of gift accepted and the appropriateness. If you are unsure, please speak to your Line Manager
- In line with the Council's Code of Conduct, all employees must declare any offers of gifts or hospitality which they receive and complete the hospitality Form. This includes any external financial or other interests which may bring you into conflict in your employment
- In line with the Council's Code of Conduct, all staff are required to declare an Interest if supporting a child/young person that they have a relationship with the parent / carer. This does not mean an automatic withdrawal from the route but will be noted and monitored to avoid any conflict
 - For more information or for a Declaration Form, please speak to your Line Manager

DATA PROTECTION

- Escorts are expected to adhere to data protection & must not discuss issues/incidents relating to children or parents/carers with drivers or others **[this includes with other Escorts]**
- Escorts must not keep electronic or hard copy records of incident reports or any other information relating to children without authorisation of a Line Manager
- It is your responsibility to ensure your route list is kept safe and not left in any public places
- You may be re-assigned to different routes from time to time and must refrain from keeping in personal contact with parents/carers
- Confidentiality Policy must be observed at all times
- Failure to adhere to any of the above guidelines may result in disciplinary action taken.

COMMUNICATION

Communicating with Others

Haringey Council is one organisation. Whether talking to a parent, carer, school staff, Driver or any other person, you should always remember that you are a representative of, and an ambassador for, the council.

- Set an example to the children both in language and behaviour. Inappropriate language and confrontational behaviour must not be used at any time

When communicating with others you should:

- Be friendly, helpful and professional

- Smile
- Use positive body language (avoid folding arms, pointing and scowling)
- Speak in a polite, helpful and positive manner
- Focus your attention on the service user and listen attentively
- Make sure you can be understood

Inappropriate behaviour – Refer to Council Code of Conduct

When communicating with passengers:

- Reduce language - use minimal spoken words;
- Use child's name first (to gain attention) when addressing them;
- Use symbols and gestures to back-up speech;
- Do not discuss the children in front of them;
- Avoid negative language, e.g. do say 'sit on seat' not 'don't stand up';
- Do not refer to the child as 'bad' or 'naughty'
- Give children time to process (understand and act upon) instructions - this can take them a bit longer than other children - be patient;
- Never use sarcasm or irony;
- If a child is very upset or distressed, reduce spoken language still further - even to the point of silence;
- Only use a raised voice in an emergency (you could cause greater distress / anxiety)

Other Behaviours:

- Try not to take negative behaviours personally - it is not aimed at you in a personal sense. Remember the child suffers from special educational needs and some will be on various medications which will have an impact on their mood and behaviour
- Avoid holding a child by their joints, e.g. hold forearm not wrist
- Don't grab children - unless it is a dire emergency
- If your hair is pulled, do not pull away. Move closer to the child and hold their forearm (the one pulling the hair) to your head and ask for assistance
- If a child bites you, again do not pull away, instead push the arm being bitten gently towards the child's mouth and ask for assistance.

Ask Transport Office Staff for advice/support if you are having difficulty with the communication or behaviour of a particular pupil.

2.1.1.2 INCIDENT AND ACCIDENT REPORTING

- If an incident occurs on the vehicle or whilst the children/young persons are in your care, you should phone the Transport Office and inform an Officer as soon as is practicable; and then complete an Incident Report Form and bring into the Transport Office **within 24 hours**
- If your vehicle is involved in a Road Traffic Collision [RTC] or if you or any passenger on transport sustains an injury whilst you are on duty you must notify your Line Manager as soon as possible and come to the Transport Office to complete an Incident Form and the Accident book

2.1.1.3

- You should report unruly or unacceptable behaviour such as, bad language, fighting or anything likely to cause the driver to be distracted or affect the safety of others on board. Report to a responsible teacher immediately on arrival with names and details and fill out an incident form and bring into the Transport Office. If a child's behaviour on the vehicle causes a real danger to the safety or wellbeing of the other children, or his/her language is very abusive, then advice should be sought from the Transport Office
- If a child refuses to get onto the vehicle either at home or at school and you have made every effort to support/assist the child; you must inform the Transport Officer for advice. **You must not leave the child without seeking advice from a Transport Officer**
- In exceptional circumstances, transport can be suspended for a child/young person, pending a strategy meeting with school, parents and other professional. This will provide an opportunity to resolve the situation and explore alternative methods to support the individual.

2.1.1.4 AUDIT FORMS & TIMESHEETS

- The new combined audit and timesheet form has proved to be useful & will continue in the same format
- All Escorts are required to carry out an audit of their assigned route to enable us to efficiently monitor the service provided by Contractors [except if you are assigned to the role of Independent Travel Training or Travel Buddy]
- ***Your audit form and timesheet should be completed daily for any routes covered and submitted or posted at the end of each working week [Friday] to the Transport Office, using the Freepost addressed envelopes provided***
- All sections of the Audit Form and timesheet should be completed
- Urgent issues concerning your vehicle must be raised with the Transport & Contract & Officer by phone in the first instance
- Late submission of timesheets may result in additional hours being paid late
- Making up hours in retrospect, adding extra hours or any other form of falsifying timesheets may result in disciplinary action
- If you need assistance completing your timesheet or audit form please contact your Line Manager.

2.1.1.5 HOLIDAY & RETAINER PAY

- All Escorts are employed on a term time, part time contracts [40 weeks per annum]. The term dates are in line with Haringey School dates. As part of your annual salary, you are paid annual leave, 1/3 retainer and an extra 10 days for the purpose of training and meetings [see further information below]
- You will be notified in writing of your Leave allowance at the start of each calendar year. Please ensure you complete your leave form before the start of a new financial year. This must be completed and returned before or during the February half term holiday. If you need assistance completing your annual leave form, please speak to your Line Manager

- If you do not complete and submit your leave form on time, you may be expected to work during the school holidays, covering Day Centres & Colleges

Retainer Pay

- As part of your annual salary you are paid two additional weeks for any training/meetings etc. in accordance with the requirements of the service. Also you are paid a retainer for the school closure weeks outside of your leave entitlement.
- You are entitled to 1/3 retainer pay during school closure; however you must be available for work during this period [unless you have pre-booked leave]. Your retainer pay may be affected if you are unavailable for work.

Retainer Requirements

- All Coach Escorts are required to attend work on the last day of school according to Haringey term dates [before a school holiday/half term] AND also on the first day back to school according to Haringey term dates [after a school holiday/half term]. Your retainer may be deducted if you do not attend work

SCHOOL CLOSURES

- If you are aware of any school closures you must notify your Line Manager as soon as possible
- If your school is closed for either an Inset Day or for local reasons, you **must** attend a One to One [1:1] support and development meeting with your Line Manager at the Transport Office during your normal working hours i.e. 7:30 – 9:00am
- If you are unsure of the Haringey term dates, contact the Escort Charge Person on 0208 489 5692
- Failure to attend or confirm availability may be recorded as unauthorised absence, which could result in disciplinary action and a deduction of pay.

TRAINING

- Staff will be provided with mandatory training prior to commencing their role and will receive regular refresher training throughout their employment
- All training sessions are **compulsory**. The purpose of training to enhance your personal development and build your confidence levels within your role. It's also an opportunity to keep you up to date with changes in legislations pertaining to safeguarding vulnerable service users
- It is your responsibility to ensure your training record is kept up to date by ensuring you attend as and when required
- Failure to keep your training up to date will result in your existing certificate being invalid. You may not be able to work until this has been validated

- Where possible, training sessions are arranged during half terms/school holidays. On some occasions specialised training and behaviour management session may be arranged at schools. Staff will be paid for such trainings
- Failure to attend training may result in deduction of pay and may lead to disciplinary action against staff

OFFICE MOBILE PHONE POLICY

- If you have been issued a work mobile phone, you must ensure this is fully charged and with you at all times whilst you are on duty
- Transport Officers may have to relay important messages to Escorts, therefore it is advisable to keep work mobile phones switched on [put on silent if attending other duties or meetings]
- You may use the office mobile phones to contact the Transport Office, Schools, parents/carers & emergency services
- You are advised to resist using office phone to make personal calls. Calls are itemised at the end of each calendar month and you will be notified in writing of call charges to be paid
- If you wish to use your office phone to make personal calls, contact your Line Manager for approval
- Inappropriate use of work mobile phones will be treated with formal action in line with the Council Code of Conduct
- If you lose or misplace your work phone, contact your Line Manager immediately so the phone can be blocked. You must then report this to the Police and obtain a Crime Reference number which you must then pass on to your Line Manager.

SPECIAL LEAVE [INCL. MEDICAL APPOINTMENTS]

- Under the terms and conditions of your contract, you can only take leave during Haringey school holidays
- Request for time off during term time is **not** permitted unless agreed in advance by your Line Manager and subject to authorisation by the Service Team Leader
- If agreed, a Special Leave form should be completed and submitted along with supporting documents where required. Avoid booking travel tickets prior to seeking authorisation
- Failure to comply may result in your absence being recorded as **unauthorised** and may also lead to proceedings for Formal Action
- Medical appointments should be arranged outside of working hours

2.1.1.5.1 TIMEKEEPING

- It is important that you attend your duties on time. The role of a Coach Escort does not permit you to make up lost hours. Lateness can have a serious impact on the vulnerable passengers you support

- If you are running late, you **must** contact the Transport Office yourself and notify an Officer of your situation. You must not send messages via a third party or via email or text
- If you rely on public transport, it is your responsibility to ensure you allow plenty of time for your journey
- Timekeeping is monitored and repeated instances of lateness may lead to disciplinary action

2.1.1.5.2 ABSENCE REPORTING PROCEDURES

- If you are sick or have an emergency which results in you being unable to attend your duties, please give as much notice as possible (**no later than 7:15am for morning duties and no later than midday for afternoon duties**)
- You must contact your Line Manager yourself by phone [text and email is not acceptable – unless agreed by your Manager]. You must not pass messages via a third party
- You should contact the Transport Office on **0208 489 1538** [or 07870 157 917 if calling out of normal working hours] for the Escort Team Coordinator and **0208 489 5629** [or 07870 157 901 if calling out of normal working hours] for the Assistant Escort Team Coordinator
- On the 1st day of sickness, you should phone the office no later than 7:15am and speak to a Manager confirming reason for absence/type of sickness and any other information that may be necessary
- If by the 4th working day, you are still unwell, you must notify a Manager of your continued absence and give an estimate of how much longer you are expect to be absent and any other information that may be necessary.
- If you are likely to return to work before the 4th day, contact your Line Manager
- On the 8th calendar day of absence, Escorts must obtain a medical certificate and submit by no later than the 8th day of absence
- Scanned/ emailed copies of medical certificates will not be accepted
- If you are absent for 2 weeks or longer you are required to provide regular updates to the Escort Team Coordinator
- Failure to adhere to the requirements could result in sick pay being delayed / withheld and may result to disciplinary action
- Upon returning to work, Escort must attend a Return to Work meeting with your Line Manager at the Transport Office **before** commencement of duties
- In accordance with the Council sickness Monitoring Procedure, an Attendance Review Meeting will take place on or after the 6th day of sickness [in a rolling 12 month period]. Thereafter if further sickness is recorded a formal meeting in line with the Council's Sickness and Absence Monitoring Procedures will be convened
- **If you are unsure about the Sickness and Absence Reporting Procedures, please ask your Manager for clarification.**

2.1.1.5.3 WORKING HOURS

- Staff are contracted to commence their duty from 7:30am [in some cases earlier] in the mornings and from 2:30pm in the afternoons
- Escorts residing within the Borough of Haringey that commence their duty before 7am have the option to be collected/dropped off from/to their home address if desired
- If you live outside of the Borough of Haringey, you are expected to allow sufficient time to attend your duty on time
- Staff that have second duties must bear in mind their contractual hours with Passenger Transport. Lateness due to second duties will not be accepted and may result in formal action
- Second duties will not be taken into consideration when assigning routes to ensure fairness to all staff
- Staff will commence their duty at the time specified on the route schedule, from the designated point confirmed on the route schedule [please do not deviate from this point or ask your driver to pick you up from any other point. In the afternoon, if preferred, you can meet your Driver at the school/Centre
- Staff assigned to In Borough Schools/Centres will end their duty at the assigned school/centre
- Staff assigned to Out of Borough Schools/Centres will end their duty at the original pick up point

RECORDING WORKING HOURS ON YOUR TIMESHEET

IN BOROUGH ROUTES

Morning Start Time

The start time to record on your timesheet for the morning duty will be the time you commence your duty [i.e. meet your driver, time specified on your timesheet]

Morning Finish Time

The finish time to record on your timesheet for the morning duty will be the time you finish your duty at the school

Afternoon Start Time

The start time to record on your timesheet for the afternoon duty is 15 minutes prior to the time the students finish school/college/centre [e.g. if students finish school at 3:15, your start time will be 3pm

Afternoon Finish Time

The finish time to record on your timesheet for the afternoon duty will be the time you finish at the last child's address

OUT OF BOROUGH ROUTES

Morning Start Time

The start time to record on your timesheet for the morning duty will be the time you commence your duty [i.e. meet your driver, time specified on your timesheet]

Morning Finish Time

The finish time to record on your timesheet for the morning duty will be the time you return to your original pick up point

Afternoon Start Time

The start time to record on your timesheet for the afternoon duty is will be the time you commence your duty [i.e. meet your driver, time specified on your timesheet]

Afternoon Finish Time

The finish time to record on your timesheet for the afternoon duty will be the time you finish at the last child's address

2.1.1.5.4 PTS CONTACT DETAILS

- Transport and Travel Contract Team Manager – 020 8489 5768
- Escort Team Coordinator – 020 8489 1538
- Assistant Escort Team Coordinator – 0208 489 5629
- Escort charge Person – 020 8489 5692

DO NOT TEAR OFF THIS PAGE

ESCORT HANDBOOK 2019-20

I CONFIRM RECEIVING & READING A COPY OF THE ESCORT HANDBOOK.

I UNDERSTAND THAT FAILURE TO COMPLY WITH THE PROCEDURES MAY RESULT IN DISCIPLINARY ACTION

PRINT NAME

SIGNATURE

DATE

Return photocopy of this page to:
Escort Team Coordinator,
Passenger Transport Service
Level 2, Alexandra House
10 Station Road
Wood Green
N22 7TR

ESCORTS NOTES

.....

.....

.....

.....

.....

.....

.....

APPENDIX B

The Disclosure and Barring Service (DBS)

Suppliers should ensure they are aware of how the DBS works and of all requirements applicable to their delivery of Services under the Supplier Agreement. For detailed information on the DBS, see the guidance on the following website:
<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

The following is a short overview of how the DBS.

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

They are responsible for:

- processing requests for criminal records checks
- deciding whether it is appropriate for a person to be placed on or removed from a barred list
- Placing or removing people from the DBS children's barred list and adults' barred list for England, Wales and Northern Ireland.

1 Legal responsibilities

Before an organisation considers asking a person to apply for a criminal record check through the DBS, they are legally responsible for ensuring that they are entitled to submit an application for the job role. This means that if you are a countersigning officer you must satisfy yourself that the position is eligible to be submitted for a criminal record check under the current legal provisions before you countersign each application form.

Levels of criminal record check available:

□ **Standard checks** – To be eligible for a standard level DBS certificate, the position must be included in the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975.

□ **Enhanced checks** – To be eligible for an enhanced level DBS certificate, the position must be included in both the ROA Exceptions Order and in the Police Act 1997 (Criminal Records) regulations.

□ **Enhanced checks with children’s and/or adults’ barred list check(s)** – To be eligible to be submitted for a check of the children’s or adults’ barred lists, the position must be eligible for an enhanced level DBS certificate as above and be specifically listed in the Police Act 1997 (Criminal Records) regulations as eligible for checking against the appropriate barred list(s).

You can access the various Police Act 1997 (Criminal Records) regulations by searching for them on Legislation.gov.uk. This will not provide a list of job roles – such a list does not exist. Instead each regulation can be opened to identify what roles, duties or activities have been included from the date that the regulation was brought in. It is important to note that the regulations can also remove roles, duties or activities.

2 Criminal record checks

The DBS search police records and, in relevant cases, barred list information, and then issue a DBS certificate to the applicant.

The DBS recognise that information released on DBS certificates can be extremely sensitive and personal. Therefore a code of practice for recipients of criminal record information has been developed to ensure that any information they get is handled fairly and used properly.

3 Referrals

Referrals are made to the Disclosure and Barring Service when an employer or organisation, e.g. a regulatory body, has concerns that a person has caused harm, or poses a future risk of harm, to vulnerable groups, including children.

In these circumstances the employer must make a referral to the DBS, though this is not obligatory for regulatory bodies.

4 Barring

DBS make fair, consistent and thorough barring decisions that are an appropriate response to the harm that has occurred, as well as the risk of harm posed.

They are keenly aware of the impact barring or not barring can have both to the person under consideration and also those with whom they have or could have come into contact. Often very difficult and finely balanced decisions have to be made.

There are three main ways cases are received:

- Autobars - there are 2 types of automatic barring cases where a person has been cautioned or convicted for a ‘relevant offence’:

1. automatic barring without representations offences – these will result in the person being placed in a barred list(s) by the DBS irrespective of whether they work in regulated activity
 2. automatic barring with representations offences - subject to the consideration of representations and whether the DBS believes that the person has worked in regulated activity, is working in regulated activity or may in future work in regulated activity, these may also result in the person being placed on a DBS barred list(s).
- Disclosure information - where a person has applied for a DBS certificate to work with children or vulnerable adults with a check of one or both barred lists and their certificate reveals they have a criminal history
 - Referrals from an organisation that has a legal duty or power to make referrals to DBS: typically there is a duty, in certain circumstances, on employers to make a referral to the DBS when they have dismissed or removed an employee from working in regulated activity, following harm to a child or vulnerable adult or where there is a risk of harm.

Test for regulated activity

A new test for regulated activity has been introduced which means the DBS can only bar a person from working within regulated activity with children or adults if we believe the person is or has been, or might in the future be, engaged in regulated activity.

The only exception to this is where a person is cautioned or convicted for a relevant (automatic barring) offence and is not eligible to submit representations against their inclusion in a barred list.

Additionally, where a person is cautioned or convicted of a relevant (automatic barring) offence with the right to make representations, the DBS will ask the person to submit their representations and consider them before making a final barring decision.

5 Who DBS work with

DBS work with the police, who provide information that is held locally or on the police national computer. When disclosing information held locally, the police follow the quality assurance framework developed by the Association of Chief Police Officers (ACPO) and the DBS.

They also work with:

- Department for Education - owns the safeguarding policy for children
- Department of Health - owns the safeguarding policy for vulnerable groups
- TATA Consultancy Services (TCS) - private sector partner that operates an administration infrastructure and call centre for our disclosure service
- registered bodies - organisations that have registered with the DBS checking service, and are the primary point of contact for:

1. checking disclosure applications and validating information provided by the applicant
2. establishing the identity of the applicant
3. submitting fully completed application forms
4. countersigning application forms to confirm entitlement

