



SAFEGUARDING CHILDREN KEEPING SCHOOL TRANSPORT SAFE GET ON BOARD!

**Guidance and Advice for
School Transport Drivers**



Contacting Suffolk County Council

Passenger Transport
Endeavour House
8 Russell Road
Ipswich
Suffolk, IP1 2BX

Contact us on

0845 606 6173
transport.service@suffolk.gov.uk

Or visit our website

www.suffolkonboard.com

Whilst every effort has been made to ensure the accuracy of this publication, Suffolk County Council cannot be held responsible for any errors or changes in the information given.



traveline
public transport info
0871 200 22 33
www.traveline.info
Call: from landlines cost 10p per minute

Drivers can promote the safety of children

You should:

- Always act in a professional manner.
- When transporting children, especially when alone, remember it is important to keep to the agreed timetable and route.
- All incidents of inappropriate or disruptive behaviour must be recorded and reported to the school without delay via your employer. Where possible, the journey should be completed. In case of a serious incident the vehicle should be stopped and the emergency services called.
- It is important to be friendly towards the children but remember not to have particular favourites.
- Be aware that some children due to disabilities and medical conditions may require extra help and time.

NEVER

- **Never** give personal contact information to children.
- **Never** be afraid to ask for help. If a pupil's behaviour is causing a problem, don't struggle alone. Ask the school for advice or contact Suffolk Passenger Transport (contact details are at the back of this booklet).
- **Never** make unnecessary physical contact with pupils.
- **Never** allow children to have food or drink on the vehicle.
- **Never** become involved in an argument with a parent or a member of staff. If challenged by a parent please give them the Suffolk Passenger Transport telephone number.
- **Never** leave the vehicle unattended.
- **Never** use bad language, or discuss personal or offensive issues.
- **Never** sit a pupil on your lap.
- **Never** smoke - smoking in vehicles is unlawful, do not smoke off your vehicle or near school premises.
- **Never** buy individual gifts, sweets etc.

ALWAYS

Where a child is hurt or falls and physical contact is necessary always report incidents to the school and record them with your employer.

Be aware of how your actions may look when seen by someone from the outside. If you are in any doubt about how your action with a child may appear to an objective observer then don't do it.

Accidents & Emergency Procedures

In the event a child is taken ill or is hurt, it is your duty to ensure that appropriate medical treatment is obtained.

If necessary you should phone the school so that they can inform the parents.

In an emergency an ambulance should be summoned.

Every incident or accident should be reported to the school.

Breakdown Procedure

In the event of a vehicle breakdown you should arrange for a replacement vehicle.

Advise the school and Suffolk Passenger Transport of the reason for the delay, so that parents can be informed if necessary.



Code of good practice for drivers and others involved in the transport of children

- Be punctual
- Only stop at the designated pick-up or set-down point. However, if there is a surge forward of pupils, stop in advance of this point.
- Keep the door(s) closed until the bus is at a COMPLETE STANDSTILL.
- Hazard lights should be used when pupils are boarding or alighting.
- Check that no bags or clothing are caught in the door when closed.
- Where seat belts are fitted, always request that the pupils use them.
- Do not drive away until all the pupils are seated.
- School bus signs should only be used when transporting pupils. When in use ensure they are displayed in an appropriate position.
- Always park so that pupils alight on the footway and not on the carriageway.
- Please be aware you are transporting school age children so therefore your clothing, behaviour and language must all be appropriate.



- Park on the same side of the road as the school entrance unless this is impossible.
- Beware of pupils running back for items they may have left on the bus.
- If pupils have to exit by the rear of a minibus, you should supervise this operation.
- Reversing in and around schools should only be attempted when absolutely necessary and preferably with guidance.
- Remember you may sometimes transport disabled children. They may need more time to get on or off the bus.
- Bad behaviour should be reported to the school and a record kept.
- You should know how to use the fire extinguisher and first aid kit.

Parents not at home

In the event that no-one is at home when you return the child in the afternoon, on no account must the child be left alone or with a neighbour. Prior arrangements with the parents/carers are therefore essential. It is advisable to ring the school so that they can contact the parents immediately.

If there are other children on the vehicle they should be returned home first and then the vehicle should then return to the child's home. If there is still no-one at home, please re-contact the school and if necessary contact Customer First on 0808 800 4005 or the police in an emergency.

- It is the responsibility of parents to take their child to and from the vehicle, although there may be occasions when this is not possible.
- Always pick up and drop off at the arranged address.
- Waiting time should be limited to approximately 5 minutes.
- Always display your identity badge.

Produced jointly by Suffolk Passenger Transport, Children and Young People Directorate and the Suffolk Safeguarding Children Board. This leaflet has been designed to complement the Code of Practice in the County Council's 'Education Transport' booklet provided to operators. That code is repeated within this leaflet.

Who to Contact

Drivers should contact their employer who can then liaise with SCC Passenger Transport and schools. Suffolk Passenger Transport drivers working on SCC vehicles should contact Travel Services on 01473 584637