



# **SAFEGUARDING CHILDREN KEEPING SCHOOL TRANSPORT SAFE GET ON BOARD!**

**Guidance and Advice for  
Passenger Assistants**



**suffolkonboard.com**  
suffolk passenger transport

## 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](mailto:transport.service@suffolk.gov.uk)

### Or visit our website

[www.suffolkonboard.com](http://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](http://www.traveline.info)  
Call from landlines cost 10p per minute

# Passenger Assistants are an important part of Suffolk Passenger Transport

You will be the parents' first point of contact.

If possible, the first time you meet the parents, introduce yourself and ask if there is anything you should know about the pupil whilst he/she is in your care.

Additionally, each day you should try and liaise with the parents to see if there is anything you should know about the pupil that will affect their travel to school and the time spent at school.

- All Passenger Assistants, whether employed by SCC (Suffolk County Council) or by one of our contractors, will be checked by the CRB (Criminal Records Bureau).
- All Passenger Assistants, whether employed by SCC or by one of our contractors will attend an information day.
- You should work together with your driver as a team to ensure that young people for whom you are responsible have a comfortable, safe and stress free journey.
- You should agree in advance with the driver on how to handle any exceptional or unexpected difficulties.



# Accidents & Emergency Procedures

In the event that 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 the driver 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.

If the vehicle is delayed or fails to arrive in the morning you should wait 15 minutes and then telephone your employer. The employer should advise the school or Suffolk Passenger Transport of the delay.



# 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 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.

# Listen to children

In the course of your work children may choose to talk to you about something which concerns them. It is important to:

- Never promise to keep a secret.
- Always take what a child says seriously.
- Listen but do not ask any questions.
- Tell the child that you will have to tell someone.
- Report and record any concerns you may have with the school.
- Report and record all incidents of inappropriate or disruptive behaviour.
- Be friendly towards the children but remember not to make particular favourites.
- If you are ever concerned about the welfare of a child contact Customer First on 0808 800 4005 or dial 999 for police in an emergency.

Make sure you are aware of any procedures involved for pupils with access difficulties.

# NEVER

- **Never** give personal contact details 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 teaching staff. If challenged by a parent please give them the Suffolk Passenger Transport telephone number.
- **Never** leave the vehicle unattended.
- **Never** use bad language.
- **Never** sit a pupil on your lap.
- **Never** smoke.
- **Never** buy individual gifts, sweets etc.

# ALWAYS

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.

# Equipment

- Although it is the driver's responsibility to operate tail lifts and wheelchair clamps you must ensure you have an understanding of how these and other safety equipment work.
- If a pupil is too big for a car seat or harness let Suffolk Passenger Transport know.
- Make sure seats are fitted correctly.

# Personal Appearance

We recommend casual and comfortable clothing that is appropriate for the role. For example:

- Flat shoes can help to avoid ankle injuries.
- Minimal body jewellery can help to avoid accidents involving items being caught on clothing or in inquisitive hands.



The information given in this booklet is for your safety and guidance.

We cannot cover everything that you may encounter on a day to day basis, but if you are not sure about anything you can always ask Travel Services or Suffolk Passenger Transport.

Contractor Passenger Assistants should contact their employer.

## Who to Contact

All Passenger Assistants can contact Suffolk Passenger Transport:

Sharon Kerry/Debbie Blake 01473 265055

Passenger Assistants working on Suffolk County Council vehicles should contact Travel Services on 01473 584637