

Local Authority Passenger Transport Operational Procedure

Code of Practice Guidelines
for Education and Social Services



Supported by
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Introduction

The need for such a document

In many Local authorities, Social Services and Education Departments have for a long time felt that there should be a reference guide for deciding operational procedures and policies. Although this document deals with minor issues and address major ones, it is also a guide to best practice or accepted code of practice. Generally it should be viewed as a “Highway Code” for the council passenger transport sector.

The way it came into being

During a training session in Cumbria, Margaret McIntrye commented on the lack of national guidelines and suggested we write them. Local authorities in England, Scotland, Wales and Northern Ireland were contacted and a meeting was set up in a central location. This first meeting took place in January 2001 and was the beginning of this guide.

It proved so popular that stocks were soon exhausted and rather than have a reprint it was decided to bring it up to date and include relevant more “Best Practices” and other issues. We hope that you agree that it is now better and more informative!

Those who first Came made this a very high powered and important initial meeting

The wealth of knowledge and experience provided by the representatives of local authorities, government bodies, operators, manufacturers, suppliers, charities, drivers, parents, escorts and associations is obvious. All wanted to be involved either by contributing material or ideas, advising or adding their approval to the contents in the document. A full list of individuals who gave up their time or assisted is among the appendices at the end of this guide. I will mention here some of the groups who were involved and to whom our thanks should go out: The DfT, DfES, DSA, many Local Councils, the NSPCC, the British Epilepsy Association, National Council of Parent Teachers Associations, National Association of Head Teachers and National Governors Council. Along with Unwins Safety Systems, Ricon, Phoenix Training, First Group, Mellor and Optare. In fact there are so many names.

Those who added to the latest version by joining the group

In no particular order; More Local Authorities, GoSkills, Nu-Track, Bernard Mansell, Welsh assembly representative, STATUS, Minding Driving, Department of education Northern Ireland, The National Society for Epilepsy and more parents.

How to use this guide and what to expect from it

Layout of the guide and how to find things Wording used in this guide

It is not designed to be nor should it be taken that anything in this document is legally binding or forms part of law. However because people with a wealth of knowledge in their field conceived it, it could be argued that it forms a code of what should happen to operate a safe transport operation. So it should be looked at rather like the "Highway Code" that is to say that a court might well refer to it as the way we should conduct ourselves. It is still however only a code of good practice!

Each paragraph has in the left hand margin a brief description of its contents. The contents menu lists each chapter and its sub-headings. The word "Escort" is a generic term and is used throughout this document. However, the word "attendant" or "carer" may be substituted as appropriate to your service.

Table of Contents

1. Operational Procedures	5
Vehicle and Equipment Checks	5
Routes	6
Securing Passengers	6
Conduct of Drivers and Escorts	6
Reporting	6
2. Contractual Procedures	7
Type of equipment used	7
Length of Journey	9
Transfer of passengers	9
Training	9
Health and Safety obligations	10
3. Risk Assessments	11
Aim	11
Purpose of Risk Assessment	11
Areas for Risk Assessment	12
Physical Hazards	12
Wheelchairs	12
Capabilities to carry certain types of passengers	14
4. Training	15
Training overview	15
Induction for new Escorts	15
Drivers knowledge (minimum)	16
Tail lifts & ramps (minimum)	16
Child Protection	17
Escort training	17
Challenging behaviour	18
First aid	18
DDA (Disability Discrimination Act) Training	19

5. Caring policies	21
Confidentiality	21
Absence of Parents/Carers	22
Incident Book	22
Gaining Appropriate Passenger Information	22
Food	23
Driver/Escort selection	23
Monitoring and Reviews	23
Management/Care plans	24
6. The right equipment	25
Specialist equipment	25
Communication equipment	26
Vehicle documentation	27
Seat belts	27
7. Miscellaneous issues	29
Operational policies	29
The working time directive	30
Certificate of Professional Competence	31
8. Appendices	33
Appendix 1	33
A Nationally Accredited Training Programme	33
The Theory day	33
The Practical day	34
Training course approved by the National Society for Epilepsy	34
Appendix 2	35
Carriage of portable medical oxygen cylinders in vehicles	35
Appendix 3	38
Daily CheckList (example)	38
Appendix 4	39
Incident Book (example)	39
Appendix 5	40
VVE 87/1. Code of Practice	40
Appendix 6	41
An example of a risk assessment	41
Appendix 7	45
Other sources of information	45
Appendix 8	47
Acknowledgements	47
The first steering group/working party	47
Others who contributed	48
And adding to the new contributors for this issue	48
With a special thank you to:	49

Operational Procedures

Procedures that should be carried out before, during and after the operation of the journeys.

Emergency equipment to be checked

Vehicle & Equipment Checks

Apart from the driver doing the daily walk around checks, the driver and escort must also check that the vehicle is suitable and clean to carry the type of passengers over the proposed route in safety. Stringent checks should be made on the safety and emergency equipment used on the vehicle each and every journey they make. They should also be fully conversant with the location and use of such equipment. This is especially important if the vehicle has been out of their control for a period. Proper training should be given to allow them to do so.

- The emergency equipment to be checked includes:

Emergency Exits, Fire extinguishers, First Aid Kits and any other equipment or instructions necessary for the use of the equipment.

- The safety equipment to be checked includes:

Wheelchair and scooter restraint, Passenger and equipment or luggage restraints.

Tail lifts and Ramps

Care must be taken when using ramps and tail lifts to ensure that safe working loads and incline angles are not exceeded as laid down in legislation or standards. Escorts must make themselves aware of the methods of operations of the equipment and any policies for their safe use. Proper training in their use should be given and only those who have been trained should operate them. Refer to Provision and Use of Work Equipment Regulations 1998 (PUWER) & The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) regs., as well as code of practice on vehicle mounted passenger lifts. Individual risk assessments of each passenger and their boarding and alighting procedures and sites should be made. These must be undertaken by a "competent person".

Considerations to be taken when planning routes

Considerations when using seat belts, restraints and securing luggage

How the Driver and Attendant should present and conduct themselves and care for their passengers

Finding out passengers needs to be able to care for them

Accident, Incident, Physical and Verbal Abuse or near miss Reports

Routes

Routes should be assessed for safety. Hazards, such as gates that require the driver to vacate the vehicle to open and close them and private cattle grids that have not been assessed for safety, should be avoided, where possible. A risk assessment of the route by a “competent person” should be undertaken including such areas as boarding and alighting locations (*see Risk Assessments chapter 3*).

Securing Passengers

All passengers should be properly restrained in their seats whether that seat is a wheelchair or conventional seat. The equipment used must be suitable for the needs of the passenger regarding their size and adjusted to fit each passenger, the type of seat they are using and the posture support that they need. All equipment used must have been tested and passed the relevant test required for that equipment in the way it is being used. Professional training must be given to all staff involved in transporting or monitoring the transport to ensure that they have the necessary knowledge to fulfil this obligation. All luggage should be kept to a minimum and securely stored in accordance with procedures.

Conduct of Drivers and Escorts

Drivers and Escorts have a duty of care for their passengers and each other. This is clearly set out under various pieces of legislation. They should both be made aware of their separate and conjoined obligations under this legislation. They should ensure that the vehicle is at all times being driven safely giving due allowance for driving conditions. They must also ensure that their style of dress is suitable for any Manual Handling that may need to be undertaken. The safety of their passengers must at all times be paramount and override all other factors.

To care for their passengers drivers and escorts must make themselves aware of the passengers’ individual needs. Transport units should ensure that this information is available to them either directly or indirectly. Passengers must be treated with respect and in a dignified manner at all times and due regard given to any special needs. Passengers with special needs may have very little independence and it is the responsibility of drivers/escorts to encourage and promote that independence wherever possible within the constraints of operating the vehicle safely and punctually.

Reporting

Any accident causing harm or any accident that could have caused harm should be reported. Any person who feels they have been threatened by physical, verbal sexual or racial abuse should also follow this procedure. Other minor incidents should be recorded and brought to the attention of the Responsible Officer. This procedure protects the interest of all concerned should any future allegations be made against an individual or authority.

Contractual Procedures

Procedures that should be considered before operating and while monitoring contracts

Choice of vehicle and other safety equipment

The problems with M2 standard vehicles being de-seated down to M1

Type of equipment used

When a route is being planned consideration should be given to the type of vehicle being used. Factors such as seating capacity are obvious but consideration should also be given to the type of use and operating environment of the vehicle. Legislation regarding PCV, PSV, Vocational licences, seating capacity with and without wheelchairs and operating permits is often complicated and confusing. Another area for consideration is construction and use regulations regarding M2 vehicles being de-seated down to M1 category without being re-certified (EEC 76/115 [as amended] for category M1, M2, M3). Vehicles which started life as M2 (9-16 seats) i.e. 12 or sixteen seat minibuses which have had seats removed to enable them to be licensed as Private Hire or Hackney are now an M1 vehicle and must conform with M1 standards and have certification to show that they now confirm to the higher requirements of M1 vehicles. Many vehicles now being used on Local Authority work do not have such certification and should not be contracted until such assurances have been sought.

It is a common problem that M2 vehicles that started life as minibuses, or vans that were converted into minibuses, are then converted, after registration, to M1 vehicles by the removal of seats to 9 or fewer including that of the driver. The first implication is that the seats fitted are at best M2 certified seats which are only half as strong as seats required to comply with strength requirements of EC directive 76/115/EEC as amended for M1 category. An M1 vehicle in a crash at 50 kph is considered to decelerate at 20g as opposed to 10g for an M2 vehicle. Consequently the loads applied to the directive are approximately 3 Tonnes for an M1 seat and 1.5 Tonnes for an M2 seat. M2 seats are therefore lighter structure designed to barely pass the M2 test.

Whilst the seats in their own right may be certified to M2 level their installation in the vehicle, owing to the absence of type approval requirements, may never have been checked at all, even if the vehicles were for hire or reward prior to 2001. Therefore it is feasible that they would not pass an M2 in-vehicle test to the directive.

Choice of fire extinguishers

Minibuses converted from vans after registration are not even likely to have certified M2 seats in them and are as such an even bigger liability. In these cases it is common that seat belts are retrofitted to seats never intended to accommodate them. As a result not only would the seats be unlikely to comply with the strength requirements even for M2 category loads, they would not meet the positional requirements of the directive either and the anchorages could be located in non safe configurations.

Other implications on using M2 base vehicles are that safety and emissions are compromised as the type approval requirements for M1 base vehicles are much more stringent. For instance, with M1 vehicles, approval areas such as interiors and exterior projections are assessed.

The best approach therefore is that if an M1 vehicle is presented which is obviously not a mass produced car or MPV but is adapted in some way where seats or wheelchair provisions are added, the adapted vehicle should be M1 type approved.

The minimum requirement here will be Single Vehicle Approval (SVA) undertaken by VOSA, where the seats would have to be certified M1 seats and at least an inspection of the vehicle seat interface will be required.

The next level of approval is UK Low Volume Type Approval. (LVTA), coordinated through the Vehicle Certification Agency, where evidence of a witnessed in-vehicle test on the seat belt anchorages to the directive would be required. There is a final and highest level of approval namely European whole vehicle type approval (EWTVA) where the original base vehicle approval is restored. This gives the manufacturer unlimited capability in terms of vehicles produced and the requirements for seat belt anchorages is the same as for LVTA.

To guarantee the integrity of the seat belt anchorages alone, it is preferable that M1 adapted vehicles hold at least LVTA certification. A further point to consider is when vehicles are adapted for wheelchair occupants. None of the above approval schemes would assess integrity of areas such as wheelchair restraints, etc. However, it is normal for converters, who are applying for LVTA, to test their wheelchair systems at the same time and usually to Motability standards. This adds weight to the argument in favour of LVTA vehicles.

Fire extinguishers without gauges to show their condition of charge are not recommended. Legislation exists regarding Fire extinguishers and First aid kits on PCV vehicles and should be adhered to. Extinguishers and First aid kits on Private Hire and Taxis along with other equipment may be subject to local regulations under the Local Government Miscellaneous Provisions act 1976. This may of course vary from Authority to Authority. Extinguishers should be mounted in a position, which is clearly visible or indicated, whereby both driver and escort can easily gain access to them from within the passenger compartment unless local bylaws state otherwise.

Space for wheelchairs

If the vehicle is being used to carry wheelchair passengers, sufficient room must be allowed for each chair (see appendix 5). Consideration must be given to the types of passenger and wheelchair restraint systems used (see chapter 3 and Chapter 6).

Considerations regarding the length of journeys

When allocating routes consideration, should be given to the length of time any person will be travelling. Thought should be given to their age, needs and condition of comfort they will be in regarding any special needs. A maximum time should be set and this time should not be exceeded except for safety or emergency reasons.

Transferring passengers from one vehicle to another**Transfer of passengers**

Only planned transfers are recommended. The procedure of transferring passengers from one vehicle to another to suit the convenience of operators or drivers is not recognized as good practice and should be discouraged. It is acceptable should a risk assessment (see risk assessments chapter 3) prove safe to transfer passengers from a feeder route to another main route or local service. In these circumstances consideration must be given to the age and ability of the passengers, and unless safe shelter from the elements and some form of communication is available at the location, i.e. public telephone, the feeder vehicle should wait with the passengers until the other vehicle arrives. Special consideration should be given to isolated stopping locations and if they are at all suitable.

Recommendations for including training in contracts that are given for education**Training**

It was recommended by STAG (School Travel Advisory Group which was set up by the Government in 1998), in their first report in January 2000, that "All bus drivers, professional and voluntary, transporting children to school should receive specific initial and in-service training – including safety issues and dealing with child passengers" Since then many Authorities have fulfilled that obligation and NACT have a list of recommended trainers to deliver this training up to BTEC and NVQ level 2 qualifications.

Recommendations for training for Social Services

It is equally important that Social Services as well as Education fulfil their obligations under Health and Safety Requirements regarding their own employees as well as ensuring that the staff of contractors are properly trained to carry out their duties. Many authorities are now making it a contractual obligation to have staff so trained and this is worthy of consideration. Further details are given in chapter 4 on Training.

Relevant legislation affecting health and safety on vehicles

Operator's Legal and other responsibilities

Health and Safety obligations

There are many regulations affecting the safe carriage of passengers other than health and safety. The Health and Safety ones can generally be found under three pieces of legislation. "The Health and Safety at work act 1974", "The Management of Health and Safety at Work Regs.1999" and the "Manual Handling Operations Regulations 1992)". These cover such issues as: reg. 3 Risk assessments, reg. 10 Information for employees, reg. 11 Co-operation and co-ordination, reg. 12 Persons working in host employers' or self employed persons undertakings, reg. 13 Capabilities & Training. See also Manual Handling regs.1-8. Authorities should ensure that they and their contractors are fulfilling their obligations under any legislation.

Authorities should have in place a method of ensuring that operators

1. Regularly check their drivers licences
2. Investigate accidents and take appropriate action
3. Have up to date insurance for vehicles, and public liability
4. Have preventative maintenance and service system in place for their vehicles
5. Have a H&S policy statement
6. Have incident/accident/child protection etc. reporting procedures
7. Have suitably trained staff
8. Have and operate anti discrimination policies
9. Conform to MDA recommendations, Pover & Loler regs. (if applicable)
10. Carry out risk assessments on their routes

The system should ensure that the operators can prove to the authority that these responsibilities are continuously being fulfilled.

Risk Assessments

Assessments that should be made regarding Health and Safety regulations and as recommended good practice

Risk assessments are an important part of the Health & Safety Process and assessments should be made regarding individual Health & Safety Regulations, such as Manual Handling, Use of Equipment under LOLER & PUWER and Driving. They should include all work processes that may introduce hazards and risks into the service provision. They should be made available to all affected parties and the measures included must be implemented.

Aim

It is the aim of the organisation to ensure the provision of a safe environment for all passengers and staff whilst gaining access to and from the vehicle and being transported.

Purpose of Risk Assessment

The purpose of the risk assessment is to help the organisation's staff or contracted services to determine what measures should be taken to comply with the employer's or self-employed person's duties under the "relevant statutory provisions".

1. Management of Health and Safety at Work Regulations 1999 Regulation 3. ACOP 9 States "This Regulation requires all employers and self-employed people to assess the risks to workers and any others who may be affected by their work or business." ACOP para. 12 States "The purpose of the risk assessment is to help the employer or self employed person to determine what measures should be taken to comply with the employer's or self employed person's duties under the "relevant statutory provisions". This phrase covers the general duties in the Health and Safety at Work etc Act 1974 and more specific duties in the various Acts and Regulations (including these Regulations) associated with the Health & Safety at Work Act."

What we want to achieve from the assessment

Why we do a risk assessment

Suggestions for key areas for assessment

Suggestions for key areas for physical hazards to be assessed

Additional key factors to consider for assessment when carrying passengers in wheelchairs

2. Manual Handling Operations Regulations 1992 Reg. 4(1)(b)(i) states “Each employer shall where it is not reasonably practicable to avoid the need for his employees to undertake any manual handling operations at work which involve a risk of their being injured make a suitable and sufficient assessment of all such manual handling operations to be undertaken by them having regard to the factors which are specified in column one of Schedule one to these regulations etc. etc.”
3. See also LOLER & PUWER Regulations

Areas for Risk Assessment

When planning travel routes the following key factors need to be addressed:

1. Clients need.
2. Mobility/Wheelchair.
3. Timescale length of journey – deadlines for administration of medication.
4. Frequency of journey.
5. Good communications between all interested parties.

Physical Hazards

The following key factors should be considered:

1. Distance.
2. Weather impact/seasonal differences.
3. Road works.
4. Accessibility.
5. Traffic congestion.
6. Unloading and loading.
7. Manual Handling
8. Use of Equipment

Wheelchairs

KEY FACTORS

Bearing in mind the increased risks with customised wheelchairs and add on equipment, suitable provision should be made or advice sought from wheelchair manufacturers and safety restraint suppliers to ensure safe transportation of chairs and clients.

We therefore recommend that a form of wheelchair passport or document be made for each chair carried and containing the following information:

1. Weight of the wheelchair.
2. Type of wheelchair restraint required, with product codes from each of the restraint manufacturers.
3. Type of wheelchair occupant restraint suitable, again with product codes from each of the restraint manufacturers.
4. Where the securing points are for the wheelchair restraint.
5. Tyre pressure for the wheelchair wheels if applicable, pending tyre type.
6. Special requirements of the individual – some occupant restraints are not suitable for certain individuals and this information is not always apparent from first date of transportation – although with this point there may be issues of data protection and the confidentiality of the client.
7. Quite simply and clearly marked whether indeed the chair is even fit for transportation or has been tested in this way.

Note that when wheelchairs are being used the recommendations made by the Medical Devices Agency regarding Vehicle Mounted Passenger Lifts should be adhered to

Assessment considerations

1. **Wheelchair numbers on board vehicles:** (see appendix 5 reference VSE87/1. Code of Practice)
2. **Escorts:** There should be an appropriate number of escorts on vehicles, as determined by the Local Authority suitably trained to a nationally accepted level and with the relevant criminal record check being undertaken.
3. **Type of passengers (mixes):** The risk assessment of vehicle loading should consider the mix of passengers and their needs to ensure that all passengers can travel in safety and comfort.
4. **Possible violence:** Take steps to anticipate possible violent situations through good communication and information about individual clients and transport accordingly. Consideration should be given to potential impact of length of journey and personality clashes and bearing in mind the vulnerability of passengers with mobility/disability problems in contact with clients with challenging behaviour.

Key factors to bear in mind regarding variations between individual passengers needs, capabilities and behaviour when making assessments

Carrying medication

Personal Protective Equipment and immunisation

Capabilities to carry certain types of passengers

KEY FACTORS

1. Assessment should be made of client's individual needs and identify appropriate transport.
2. Assess manual handling requirements.
3. Ensure that all appropriate safety equipment is supplied and regularly inspected and records of such inspections kept. (NACT hold details of contractors who supply this service)
4. Competency of driver and escort should be assessed and training needs identified and addressed

CARRYING/STORING MEDICATION

To minimise any risk to clients all medication, adequately labelled, should be placed in a safe and secure location.

PPE AND IMMUNISATION

Risk Assessment should consider the need for transport staff to be issued with appropriate PPE. (Personal Protective Equipment). In assessing the health risk to passengers and staff it is recommended that Department of Health guidelines for immunisation be consulted.

See appendix 6 for an example of a Risk Assessment

Training

The following is agreed best practice and although not compulsory is something to aspire to.

What should happen regarding training

Minimum requirements for training courses and trainers

What escorts should know before they commence work

Training overview

All Escorts & Drivers including all relief and voluntary staff should have adequate training. Senior and managerial staff should have similar training to that of the drivers/escorts in order to better understand the role and work involved. Training should cover all likely aspects of their work and contain equal amounts of theory & practical teaching in order to ease the learning process.

All training should be accredited and details should be placed onto the national register Administered by NACT.

Training providers should be professionally qualified and have accreditation to a minimum quality standard such as ISO 9001: 2000

NACT have a list of approved trainers

There is an example of an approved course layout (courtesy of Phoenix Training) in (appendix 1).

Trainers should be professional vocational people with sufficient knowledge experience and proven skill to teach the subjects allotted to them and ideally, registered members of NACT.

Induction for new Escorts

Following acceptable CRB and reference checks escorts should complete a properly constructed and monitored induction process to ensure they understand their role and responsibilities. Before the escort goes out on any route they should have a basic knowledge of what is required of them.

Attend a meeting :

Meet other team members

Discuss their role and procedures

Discuss contract details and school holidays

The minimum training a driver must receive

The minimum training drivers and escorts should receive

Issue welcome pack, safety jacket & ID badge

Issue Escort booklet and highlight important areas of work

Discuss conditions of employment – sickness reporting, standards of service, holidays, payroll enquiries, etc.

Attend training schedules

'Buddy Training' where escorts carry out their role under supervision with another experienced escort. In additions to shadowing other escorts on various runs with different routes/vehicles and to observe the needs of passengers.

Contact both escorts for feedback. Complete feedback sheet and get them to sign copy.

Attend approved/accredited training course within 6 months of their start date which covers all aspects of job.

Additional Information

Once the escort has the knowledge and resources for the job and before they carry out their duties on a route on their own they should be given:

1. A schedule of the route to include passengers name & address, age.
2. Information about passengers special needs and any medical needs.
3. Visit the home address to meet the child and parent/carer to gain more knowledge about the passenger.

Drivers knowledge (minimum)

Employers should provide adequate training for drivers to identify & report hazards. The training should include:

1. Procedure for identifying hazards & reporting them
2. A standard daily checklist
3. Daily check should include specialist & emergency equipment
4. All training should be kept as generic as possible

Where there is no 'Escort', the driver having a dual role must have training in passenger care (Escort training).

Tail lifts & ramps (minimum)

No person should be allowed to operate a vehicle mounted passenger lift without recognised training and should hold a certificate to show that the necessary training has been supplied.

Training should include/reflect manufacturers' best practice and recommendations on use of their equipment.

The minimum drivers escorts and managers need to know or do

The minimum that escorts should be trained in or managers need to know

MDA recommendations.

Training in lifting/moving passengers should be in line with current Manual Handling Regulations and current best practice.

Specialist equipment needs relevant particular training.

Child Protection

All managers should ensure they take all appropriate steps not to place children and young people at risk both through being aware of the issues raised with regard to the recruitment and 'checking' of potential escorts and drivers, and through maintaining a current understanding of applicable child protection law, guidance and regulations.

Managers should also ensure their staff are made aware of and understand the need to work in accordance with best practice and any existing 'codes of good behaviour' issued by the Local Authority.

Training may be obtained or accessed through the authorities training department or through other means such as the NSPCC distance learning programme, EduCare, details of which are available from the NSPCC website www.nspcc.org.uk/inform.

Escort training

Drivers who have a dual role, as that of driver and Escort, should also receive Escort training. Escort training should reflect passenger needs/requirements.

1. Procedure for identifying hazards and reporting them.
2. A standard daily checklist. (See appendix 3)
3. Daily check should include specialist and emergency equipment.
4. All training should be kept as generic as possible.
5. Training should include/reflect local protocols and procedures.
6. Training should be approved/accredited by a well-established body or authority, approved by NACT and leading to a nationally accepted qualification.
7. Where identified that a specialist procedure/protocol is needed i.e. giving rectal diazepam or need for sign language, specialist training should be given/provided and followed. Wherever possible it should be approved/accredited.
8. Training needs should be assessed regularly and before travel of the passenger or contract is undertaken.
9. Training should be updated and refreshed in line with best practice. Ideally no longer than a three year gap.

What should be included in challenging behaviour training

Giving of medication is a specialist procedure. It should not be undertaken until appropriate training has been given and protocols are in place. This training should be in line with any national best practice. Assistance with protocols or training providers are available from NACT or the National Society for Epilepsy. (See appendix 7)

Challenging behaviour

Escorts should receive training in managing and dealing with challenging behaviour, in line with approved local, national and NSPCC policies and recommendations.

This should include dealing with all age groups and be detailed enough to interact with any age group.

Training should include current best practice in reporting/recording incidents due to challenging behaviour or bullying.

First aid

Obligations, regulations and training content for drivers and escorts in first aid

Although there is no legislation for the provision of first aid to non employees, the HSE actively encourage the administration of first aid to them in a number of circumstances e.g. for people visiting the workplace, such as members of the public.

Things to consider:

1. There is no specific requirement for the provision first aid to non-employees under the health and safety legislation. However, you may want to make some provision for the treatment of children and others under your care.
2. Employers risk assessment on the needs of first aid provision.
3. Employers first aid at work policy.
4. Generally, health and safety legislation requires voluntary staff to be treated in the same way as paid staff.
5. Duty of care with regard to Child Protection Laws/Legislation and Regulations.
6. Duty of care with regard to Byelaws or Local Authority policy.

Minimum first aid training

Authorities should consider training Drivers/Escorts in first aid, to allow for treatment should someone become unwell during transportation. With this in mind Driver/Escorts should be trained in the bare minimum of life saving skills and the content of training should reflect the needs of the passengers and the able learning curve of the Drivers/Escorts. The minimum time spent on training should be no less than 2 hrs (4hrs for an appointed person). Should it be decided to increase the time scale, but not the content, the duration of training should be restricted to 7 hrs. The benefit of increasing the time scale but not the content would give the student a better learning curve and would ensure a greater level of competence.

Training for DDA

The content of training should include:

1. Protocols, procedures of what to do in an emergency, reporting and recording incidents and accidents.
2. Cardio-pulmonary resuscitation (CPR).
3. First aid for the unconscious casualty.
4. First aid for the wounded or bleeding.

This is the bare minimum and should include teaching on the above with relevance to the trainee's line of work i.e. with relevance to children, special needs or elderly. The above content is also the minimum knowledge and course content for an Appointed Person and is in line with the Health and Safety (First Aid) at Work Regulations 1981 Approved Code of Practice. So potentially an employer could train an Escort/Driver for passenger care and also use them as an Appointed Person in line with their first aid risk assessment made under First Aid Regulations

DDA (Disability Discrimination Act) Training

All Drivers should have received training on the Disabilities Discrimination Act. This is not only to ensure that they are aware of the legal obligations placed on passenger transport drivers as required by the act, but also to ensure that they have been trained how to recognize and behave towards those people whose disability is not immediately apparent but who are also covered by the scope of the Act.

Caring policies

Operational policies for best practice in caring for the needs of passengers

How the flow of confidential information should be handled and who should receive it

Confidentiality

The Local Authority should ensure that Escorts and Drivers are aware that they are in a position of trust regarding the passengers in their care and that all passengers must be treated with respect and dignity at all times. In the course of their duties Escorts and Drivers may become aware of information of a personal nature relating to their passengers. It is their responsibility to ensure that this information is not divulged to others who are not entitled to receive it. Where Escorts and Drivers are requested to pass information between professional parties, this should only be done when that information is in written form and placed in a sealed envelope. The only exception to this is the release of information or concerns, relating to the welfare of the passenger, to the appropriate agency (i.e. Transport Officer, School or Day Centre).

DATA PROTECTION

Confidentiality of information is governed by the Data Protection Act 1998. Further advice is contained in the Disability Rights Commission Code of Practice for Schools. This recognises that information is often needed in order for authorities to make reasonable adjustments to cater for the transport requirements of a child with special needs. It explains that schools should seek the necessary consents before passing such information on.

DDA

Should a request for confidentiality under the Disability Discrimination Act be made, information may not, from that point, be passed on for the purposes of making reasonable adjustments.

Procedures to follow when there is not a suitable person at home to receive a passenger who requires caring for

A method of recording incidents that do not qualify as an accident, physical or verbal abuse reports

Obtaining the information needed to care for a passenger

Absence of Parents/Carers

Local Authorities must ensure that there are agreed protocols in place for instances when the Parent/Carer is not present to assume responsibility for any passenger, when he/she is dropped off at his/her place of residence.

The Local Authority should in turn ensure that all Escorts and Drivers are made aware of the procedures to follow when there is not a responsible adult available to receive, and care for, the passenger.

Under no circumstances should a vulnerable passenger be left on their own, or in the care of a minor.

Incident Book

It is recommended that a Daily Record is kept on each vehicle to facilitate the monitoring of a satisfactory level of transport provision, and any relevant incidents that occur. This record should be completed on a daily basis by the Escort/Driver as appropriate.

It is suggested that the following type of information should be recorded:

Name of Contractor	Name of Driver	Name of Escort
Name of Passenger(s)	Establishment	Reason for absence/lateness

Behavioural problems
(See example at appendix 4)

Gaining Appropriate Passenger Information

Local Authorities must ensure that those responsible for the provision of transport are given all the relevant information regarding the passengers to be carried which may affect their, or others Health, Safety or General wellbeing. This will also include notice of medical conditions where necessary (e.g. epilepsy, continence problems etc.).

Epilepsy is the tendency to have repeated seizures that begin in the brain. Seizures can happen without warning. Seizures occur when the person's brain activity becomes suddenly disturbed.

It is important to know what usually happens to the individual during "their" seizure/s, because epilepsy is very individual.

There are many different types of seizure. Some seizures involve convulsions (jerking of the body), or strange or confused behaviour. Others, such as absences, may be harder to recognise. Despite the appearance of some seizures, the person experiencing them is not in pain.

Most seizures are short lasting and stop of their own accord. It's important to know how to manage all types of seizures and how to identify in each individual that the event is a medical emergency. Therefore this guideline recommends that all escorts receive epilepsy training.

Consumption of food on vehicles

Understand the importance of sharing information, how it can help and the dangers of not doing so. Understand that it is not always necessary to collect information directly from children, young people and families as it may frustrate them if they are being asked to provide the same information repeatedly. Be aware that information can often be gathered from other sources.

It is then incumbent upon the appropriate person to ensure that this information is passed on to Escorts/Drivers as appropriate.

Food

It must be recognised by Escorts and Drivers that it is not permissible to offer sweets etc as a reward for good behaviour on transport. Apart from being inappropriate, there is also the danger of inadvertently causing an allergic reaction to a food substance or additive.

Similarly passengers should not be allowed to consume their own food, or drinks, whilst being transported.

Criminal records and other checks

Driver/Escort selection

Local Authorities should ensure that those responsible for the provision of transport are aware of, and comply with, the relevant legislation and guidance, in relation to the protection of children and vulnerable adults.

Monitoring of routes

Monitoring and Reviews

Local Authorities have the obligation to provide a safe transport service for all its passengers.

It is therefore incumbent upon them to ensure that an appropriate level of monitoring takes place to secure compliance with Health and Safety guidelines and Local Authority Policy and Procedures.

The monitoring should cover areas such as:

1. Wheelchair restraints
2. Seat belts/Harnesses
3. Special Equipment
4. Vehicle Awareness
5. Passenger Care
6. Timeliness

Regular reports should then be made to the Responsible Officer.

The need for any passengers care/management plans to include the travel to and from venues

Management/Care plans

Local authorities should ensure that Transport organisers are aware of management plans and individual care plans and that drivers and escorts work in accordance with them. This should be done at initial risk assessment stage and updated whenever necessary. For schoolchildren transport should be an integral part of the SEN (Special Education Needs) statement process and not an 'add on'. Liaison between transport organisers, escorts, drivers, guardians/carers, schools and appropriate Local Authority agencies is essential.

The right equipment

Ensuring that transport is being operated using the right equipment regarding passenger care and legislation

Using the right restraining equipment

Where to obtain further advice on specialist equipment

Specialist equipment

Local Authorities should ensure that specialist equipment requirements should be looked at as part of the overall risk assessment process. This should apply to both new transport arrangements and changes to existing transport arrangements. Consideration should be given to:

1. **Wheelchairs/ Buggies/Scooters.** Ensure that you are aware of the make and model in order that you can ascertain if they can be safely transported, and that vehicle load weights are not exceeded. Ensure that they have been crashed tested and passed to ISO standard 716 part 17.
2. **Restraints and securing equipment.** Ensure passengers and wheelchairs etc are secured with the appropriate safety equipment. Consideration must also be given to passenger dignity and comfort.
3. **Loose equipment.** Any equipment carried with passengers must be securely stowed to prevent it becoming free in an accident.
4. **Instruction and training.** All drivers and escorts should be given training in the use of any specialist equipment e.g. harnesses, clamps, webbing and tail lifts.

Further advice and information can be obtained from:

Unwins Wheelchair Guide or Phoenix Training

Contacts with local health authority wheelchair service

Schools and other appropriate professionals

Guardians/carers

**Recommendations
for mobile
communications**

Communication equipment

A minimum standard should be a two-way radio or mobile phone. The use of such devices is subject to local authority communication networks and safe working policies.

A substantial body of research shows that using a hand-held or hands-free mobile phone while driving is a significant distraction, and substantially increases the risk of the driver crashing. "Using a hands-free phone while driving does not significantly reduce the risks because the problems are caused mainly by the mental distraction and divided attention of taking part in a phone conversation at the same time as driving." (Driving for Work: Mobile Phones, RoSPA.

It is an offence for drivers to use hand-held phones whilst moving. (Road Vehicles (Construction and Use) Regulations 1986 as amended 1st December 2003.) It can be illegal to use a hands-free phone while driving. Depending upon the individual circumstances, drivers could be charged with 'failing to have proper control of their vehicle'. In more serious cases, the use of any type of mobile phone could result in prosecution for careless or dangerous driving.

Safer Alternatives;

Keep your mobile phone switched off when driving and use your voicemail, a message service or call diversion so that messages can be left for you when your phone is switched off.

Only use your mobile phone after you have stopped in a safe place and the vehicle engine is switched off. Never stop on the hard shoulder of a motorway except in an emergency.

You may use a mobile phone when driving for help in an emergency. On a motorway it is best to use a roadside emergency telephone, as the emergency services will be able to locate you easily.

The passenger assistant (when assigned to routes) can answer the calls.

Further information can be obtained from;

HSE Guide, Driving at Work – www.hse.gov.uk/pubns/indg382.pdf

Managing Occupational Road Risk: The RoSPA Guide –
www.rospace.com/drivertraining

The Risk of Using a Mobile Phone While Driving – www.rospace.com

www.orsa.org.uk

www.dft.gov.uk (Road Safety Section)

Steps to ensure that any vehicle is operating within the law

Reporting on the monitoring of vehicle documentation and condition

Legislation regarding seat belts and anchorage points

Vehicle documentation

Where contracts for transport are tendered, to ensure standards are met and kept, appropriate documentation should be sought. Operators should be made aware of the documentation to be submitted at the tender stage. Procedures for obtaining the documentation should be outlined at the contract award stage. (See also contractual procedures type of equipment used)

All documentation should be monitored during the life of the contract. Any concerns should be brought to the attention of Vehicle Inspectorate, Traffic Commissioner and the local authority's Responsible Officer.

Seat belts

The legislation on seat belts is very complicated and could not possibly be dealt with fully here. However when checking belts remember that any seat belt (apart from a disabled person's belt) should bear an approval mark. This will either be in the form of an European E mark (either an 'E' in a circle or an 'e' in a rectangle) or a British Standard 'kitemark'.

Some seat belts will bear a capital 'N' marking as part of the approval mark.

These have less sensitive retractors and are suitable for large goods vehicles or buses, but not for cars.

For more detailed information contact the DfT Engineering and Research Branch.

New legislation is expected to commence in 2006 regarding compulsory wearing of seat belts when fitted.

Note various pieces of legislation/information are in the pipe line these if not available before going to print may be added as separate sheets enclosed with this issue

Miscellaneous issues

Bits and pieces that you either should or could make use of

Reversing policy

Reversing manoeuvres: Requirements for any reversing manoeuvres will be defined during the route assessment. These should normally be executed after passengers have boarded and before passengers alight. This reduces the possibility of passengers being injured during the manoeuvre.

Escorts position in the vehicle

Escorts or attendants location: It is normal practice for the attendant to position himself or herself in the rear passenger compartment. This is for safety and caring reasons, although there may be exceptions to this, which must be decided at the risk assessment stage.

When not to smoke

Smoking: Smoking must never occur while passengers are on the vehicle. Many authorities are now insisting that No Smoking takes place 20 minutes prior to any passenger getting on the vehicle and that no one smokes in front of child passengers.

How long to wait for passengers who are not ready

Passengers not ready: It is the recommended practice for the driver and escort to determine the waiting time within the tolerance of local policy. Factors to be considered:

1. Whether they are running early or late and what time they would arrive at their destination should they wait.
2. Weather conditions.
3. If other passengers are waiting in an outdoor environment.
4. Any deadline that must be made

Other factors may influence Social Service passengers, as they may have to assist in helping passengers dress, turn off equipment in the house and secure the building etc. For Education passengers three minutes is often recognised as being the limit subject to the above-mentioned considerations. Any significant delay or decision to leave without passenger(s), must be recorded in the Incident Book.

Change of passenger collection/return address

It is recommended practice that when a change occurs in a passenger's collection/return address that a written request is made by the parents/carers.

Unless authorisation has been given, advise drivers and escorts always to take passengers to their official collection/return address.

Any one-off requests by passengers should also be a written request; alternatively authorisation could be sought verbally from parent/carer or teaching staff, providing that vehicle staff have a request in writing.

Passenger change of address may mean that transport arrangements have to be rearranged as deemed appropriate and any subsequent changes made are at the discretion of the Authority. This information should be made clear to parents/carers in literature sent to them. Escort & Driver Guidelines should also ensure that this information is passed onto them.

The working time directive

Transport staff and in particular drivers are required by the EC Working Time Directive (WTD) and revised EC Drivers' Hours Regulations (effective from April 2005) to notify their main employer of all other work undertaken by them. The WTD requires staff not to exceed 48 hours of work, averaged over a 17/18 week reporting period. In any week work cannot exceed 60 hours.

The only work not covered by the WTD is:-

1. Charitable work (but includes the driving, paid or unpaid of a vehicle with more than 7 passenger seats)
2. Members of the Police Reserve Force.
3. Territorial Army.
4. Retained Fire Fighters.

The WTD covers all types of work. It is assumed that work which could be described as domestic i.e. related to the home and domestic garden of an individual employee is the only exclusion from the WTD.

Further advice on this subject should be sought from local licensing authorities.

The maximum number of hours staff can work

**New regulations
Regarding Drivers
licences Due 2008**

**Training of P.H.
& taxi drivers**

Certificate of Professional Competence

The CPC for drivers is expected to be compulsory for PSV drivers in 2008. This new legislation will require drivers of vehicles with 9 or more passenger seats to undertake 35 hours of approved training by an accredited training organisation every 5 years. Each training session to be a minimum of 7 hours duration carried over the 5 year period this could be one training day per year.

New drivers wishing to hold a Vocational licence will be required to take an extended theory and driving test.

This new legislation may have a dramatic affect on the numbers of PSV drivers available and the remuneration received for their work. The “Knock on” effect may drastically alter transport cost in the following years. *(Further details and updates are available from the DSA/DOENI).*

Qualifications are now available for Private Hire and Hackney drivers. They are available in the form of a BTECH or NVQ qualification. It is recommended that Authorities consider writing into their contracts the requirement for a minimum standard of training for drivers who operate on their behalf. There is also a course, approved by NACT designed to show that Authorities have fulfilled a “Duty of Care” which leads towards these qualifications, which should be the ultimate aim. *(Further details available from: [BTECH or NVQ] GoSkills or Phoenix Training; [Duty of Care] NACT)*

Appendices

Useful information and further references

Appendix 1

A Nationally Accredited Training Programme

A training programme as recognised by NACT & GoSkills

This training programme supplied by courtesy of Phoenix Training fulfils the requirements of C.P.T. for STAG, the GoSkills and NACT for drivers and escorts who transport children or adults from home to school or centres on behalf of Education or Social Services Departments. Professional trainers who are qualified in their field of competence and approved by the above organisations should deliver it. It is strongly recommended that all attendees be entered onto the National Register held by NACT. The programme is a basic minimum requirement and is acceptable for underpinning and APL for S/NVQ Level II in Road Passenger Transport which should be the ideal aim for anyone engaged in this vocation.

The Theory day

The theory elements held on the First Day

1. Communication (the need)
2. Epilepsy (The condition, types of attacks, Preparation and handling)
3. Asthma (As epilepsy)
4. Autism (The condition and steps taken prior and during journey)
5. AD/HD (As autism)
6. Manual Handling (Legislation, Personal assessments and good practice)
7. Understanding the needs of Passengers and carers (Comfort, Carrying of medication etc. Responsibility of care, Promotion of dignity-respect independence, plus other sub units)
8. Challenging behaviour (Prevention and how to respond)
9. Child protection issues (As per the NSPCC. Distance learning scheme)
10. Accident & Emergency procedures (vehicle break-downs, Passengers not ready, Carers not at home, Report forms, Bad weather etc.)

11. Checking and using emergency equipment, (How to use and identify faulty or wrong equipment).

The Practical day

The second day practical units

1. First Aid (Basic life saving techniques)
2. Passenger and wheelchair restraint systems (The systems, their applications, how to use and what not to use on)
3. Vehicle evacuations (The assessment and planning drill as approved by NACT)
4. Tail lifts (As per the MDA alert and approved by NACT)

A Training course approved by the National Society for Epilepsy

Epilepsy training

AIM

To provide Escorts with the information to deliver a comprehensive service to children with epilepsy

OBJECTIVES

1. To familiarise Escorts with the Range and Types of Epilepsy
2. To link with the Local Authority Policies, Procedures and Documentation
3. To help Escorts to deal with children with epilepsy in an appropriate and sensitive manner
4. To demonstrate basic principles of care after a seizure with particular emphasis on the recovery position

CONTENT

1. What is Epilepsy – classification and terminology
2. Trigger factors
3. Epilepsy in children
4. Epilepsy and Learning Disability
5. Possible causes
6. How to care for a child after a Seizure
7. Recovery position
8. Relevant safety points
9. Communication/ policies
10. Psychosocial implications

Courtesy of and available from NSE (See appendix 7)

Appendix 2

Procedures for carrying oxygen

Unless the chair has been crash tested with a cylinder attached oxygen should never be transported secured to a wheelchair.

Carriage of Portable Medical Oxygen Cylinders in Vehicles

Checklist Of Actions To Be Taken when Transporting Cylinder

- 1 Everyone involved in transporting cylinders in vehicles as part of their everyday responsibilities should be formally trained in the following aspects of cylinder handling:
 - the correct way to safely handle cylinders
 - the best methods of securing the cylinders in the vehicle
 - how to decide the best location for the storage of the cylinders in the vehicle by (carrying out a simple risk assessment)
 - the need to ventilate the vehicle
 - how to fix the cylinders securely in the vehicle so that they will not move if the vehicle is involved in an accident
 - actions to be taken in an emergency.

A record should be kept of the training given, which should be reviewed annually.

- 2 Preferably, cylinders should be carried in a compartment that is separated from the passenger and driver.
- 3 Cylinders with integral valves should preferably be used when needing to transport the oxygen supply with the patient.

These cylinders have built-in regulators, preventing high pressure gas from leaking into the vehicle. They are also fitted with a guard to protect the cylinder valve and carrying handle to assist with the manual handling aspects of cylinder transportation.

- 4 It is preferential that cylinders are not used when in transit.

However, if cylinders are required for use in transit, then the passenger compartment must be adequately ventilated to prevent any accumulation of Oxygen.

- 5 Cylinders can become a projectile in the vehicle if they are not securely fixed and the vehicle is involved in a serious accident.

All cylinders must be secured to prevent them from moving when in transit.

The method of securing the cylinders in the vehicle will depend on the size and number of cylinders being transported. Ideally they should be laid down and strapped to a fixed mounting point attached to the vehicle body to prevent them from moving if the vehicle is involved in an accident. The securing straps should be capable of withstanding forces of up to 6 g.

Cylinders must not be attached to wheelchairs or buggies while in transit.

Proprietary fixing brackets are available for securing standard size cylinders in a vehicle – these take 4" and 5¹/₂" cylinders such as those described below.

The CD/DD portable oxygen cylinder is only 9 lbs (4 kg).

The HX portable oxygen cylinder weighs approximately 38 lbs (17 kg).

Both cylinders are fitted with a guard with integral carrying handle which makes handling cylinders easier.

- 6 When loading the vehicle, the cylinder valve should be checked to make sure it is closed and not leaking.

If the cylinder valve is leaking, apply only moderate force to the valve spindle / handwheel to ensure that it is shut. If the leak persists, do not load the cylinder into the vehicle.

Ensure that all equipment has been disconnected from the cylinder (unless it is required for use on the journey).

- 7 Cylinders should be stored away from sources of heat – avoid locating them in direct sunlight.
- 8 Under no circumstances should anyone be permitted to smoke in the vehicle when medical oxygen cylinders are in use.

It is recommended that smoking be prohibited even when the oxygen cylinders are being carried in a separate compartment in the vehicle.
- 9 Ensure that cylinders are kept clean and loaded in an area which is free from oils and grease.
- 10 Cylinders should not be left unattended in the vehicle overnight – if cylinders are required overnight they must be removed from the vehicle and stored in a secure, well ventilated location.
- 11 The driver should be provided with the basic information about medical oxygen and instructions on how to operate the cylinder and given instructions on what to do in an emergency.

A Safety Data Sheet and a Transport Emergency Card (Tremcard) (BOC Ref No: MED/004176) is available directly from BOC or from the BOC website. (www.bocmedical.com.uk)

- 12 If a leak develops on the cylinder whilst in transit which can not be rectified, open all windows and evacuate the vehicle. Inform the Emergency Services immediately.
- 13 If the vehicle is involved in a fire, immediately evacuate the vehicle and stand well away in case the cylinders explode. Inform the Emergency Services immediately and inform them that cylinders are in the vehicle (number and size).
- 14 It is not a legal requirement to carry a green hazard sign on the vehicle if it is only carrying small numbers of cylinders. However it is seen as a useful indication to the Emergency Services to warn them that cylinders are being carried. It is important that the driver has an inventory of all cylinders being carried so that the information can be easily given to the Emergency Services in the event of a fire or other incident.
- 15 Empty cylinders should be treated in exactly the same way as full cylinder.

Appendix 3

Daily Check List (example)

An example of a recommended daily check list for drivers/escorts

The daily check list that drivers/escorts should carry out are listed below the second section No 8-17 may also be included subject to the local authorities individual need following route risk assessments.

Recommended checks

1. Instructions for emergency equipment
2. Fire extinguishers
3. Emergency exits (including child locks on cars)
4. First aid kits
5. Passenger lift (knowledge of its operation procedures)
6. All equipment and luggage securely stowed
7. Restraint equipment (present and suitable)

Additional optional checks

8. Drivers/escorts identity badge
9. Vehicle Taxi/Private hire plate
10. PCV School bus signs displayed
11. Road fund licence current
12. Vehicle supplied (suitable, clean, temperature of passenger compartment acceptable etc.)
13. Is the No smoking policy being observed
14. Are the restraint systems being secured before the vehicle moves
15. Conduct of driver/escort suitable
16. Was the contract operated punctually and to schedule
17. Was the vehicle being driven safely and with due regards to the passengers

Appendix 4

Incident Book (example)

An example of a recommended combined incident book/register

PASSENGER TRANSPORT REGISTER/INCIDENT SHEET					
.....Authority.....Department					
Date Escorts Name Drivers Name					
Contract/Route No.(s).....School/CentreContractor					
Name of Passenger(s)	A.M.	Lunch In	Lunch Out	P.M.	NOTES (Include details of absence/incidents)
Escort/Drivers signature					

The form was designed to be completed in duplicate, with the top copy handed in to the school/centre on arrival each morning. Details of the homeward journey should be recorded on the duplicate copy, which is retained in the book. When all top copies have been completed, the book (with the duplicates) should be handed in to the authority. Depending on the number of copies in the book this could be at any interval decided by the authority. This allows a register of travel and any incident to be permanently recorded. *Courtesy of Trafford M.B.C.*

Appendix 5

VSE 87/1. Code of Practice

**An extract from
VSE 87/1.
Code of Practice**

There are three parts of the VSE 87/1 Code of Practice, which we refer to regarding the transportation of passengers in wheelchairs. The first part is a paragraph taken from the Road Vehicles (Construction and Use) Regulations 1986. Numbers 2 and 3 are taken directly from the Code of Practice.

1. Every wheelchair should be secured in a vehicle. Regulation 100 of the Road Vehicles (Construction and Use) Act 1986 requires that any equipment or passengers in a vehicle are carried in such a manner that no danger is likely to be caused to those passengers or to anyone else. If a wheelchair is not secured it might be held that an offence has been committed.
2. The recommended space for a wheelchair while in transit is:

1200mm long	or	4 feet long
700mm wide	or	2 feet 3 ins wide
1400mm high	or	4 feet 7 ins wide

(NB the minimum length needed to restrain an electric chair is 1300mm or 51 ins)

3. If a regular system of boarding and alighting is used whereby the first in is the last out it may be possible to reduce the size of gangways. Provided that any able bodied person is able to exit from the front left or right hand doors, or from the back left and right hand or rear doors. A gangway can be as small as 12 to 14 inches.

The full VSE 87/1 Code of Practice is freely available from the DfT.

This information has kindly been supplied to us from Unwins Safety Systems.

Appendix 6

An example of a risk assessment

Example of an “on board vehicle” risk assessment

An example of a risk assessment This is an extract of a risk assessment of some of the Risks/Hazards that may need to be taken into account when assessing the possible dangers to staff or passengers while embarking, travelling in or alighting a vehicle. It is by no means complete and there may be many other factors, which because of the nature of the vehicle or passengers, need to be considered.

HOME-TO-SCHOOL TRANSPORT RISK ASSESSMENTS

Location: Vehicle Registration No.

Route or Contract No.

Assessor:

Signed:

Date of Assessment:

Review

Date: Activity: Escorting special needs pupils to and from school

Process or Procedure	Risk/ Hazard	Individual at risk	Risk – Low/ Medium/ High	Control Measures (Current)	Control Measures (Additional – Proposed)
General issues ■ Smoking on vehicle ■ Food and Drink	Illness as a result of passive smoking, asthma attacks Choking Allergic reaction	Pupils and other staff Pupils	High Medium	Smoking is not allowed on vehicles whilst pupils are on board or for 20 minutes prior to pupils boarding the vehicle Under no circumstances will drivers or escorts give pupils food or drinks (including sweets)	
Assisting pupil onto/off the vehicle	Injury as a result of moving and handling pupils	Escort and/or driver	Medium	■ Those pupils who can access the vehicle either independently or with assistance from the escort will be allowed to do so. Pupils should not be lifted onto the vehicle simply to speed up the process of boarding the vehicle. ■ Pupils in wheelchairs or buggies will be loaded onto the vehicle by the tail lift or ramps. Brakes will always be applied to the chair.	■ Escorts should ensure that all pupils are seated in such a way that the lifting and handling of lightweight pupils is kept to an absolute minimum.

Process or Procedure	Risk/Hazard	Individual at risk	Risk – Low/ Medium/ High	Control Measures (Current)	Control Measures (Additional – Proposed)
				<ul style="list-style-type: none"> ■ With prior agreement, pupils who are very lightweight may be lifted into their child seat by the escort/driver. Such children should be transported in their chair/buggy to as close as possible to the seat on the vehicle and then transferred. ■ Pupils (unless previously agreed) will never be lifted unless during circumstances in order to preserve life e.g. vehicle accident or medical emergency. ■ On dark evenings, escorts should wear reflective clothing/armbands when assisting pupils from the vehicle, particularly if via the tail lift. 	
Anchoring child seats, wheelchairs, buggies and other equipment	Injury from unrestrained seats, wheelchairs and buggies and other equipment	Escort/ driver/other passengers	High	<ul style="list-style-type: none"> ■ Child seats, wheelchairs and buggies will always be restrained in the appropriate manner with the correct restraint equipment. ■ Pupils themselves will be restrained with the appropriate harness or seatbelt. ■ Extra equipment will be anchored securely with purpose made equipment 	
Dealing with pupils with behavioural problems	Personal injury or damage to personal property	Escort/ other passengers	Medium	<ul style="list-style-type: none"> ■ Such pupils should be seated in a position where they cannot easily interfere/ injure other passengers or the escort. ■ Escorts should determine from the class teacher/ parent whether or not the pupil is likely to be volatile during each journey. ■ Escorts should investigate trigger factors and calming measures used by the school/home and use this information to diffuse potential difficult situations. 	Escorts on vehicles with pupils with severe behavioural problems will be given the opportunity for individual training on the needs of those pupils.

Process or Procedure	Risk/Hazard	Individual at risk	Risk – Low/Medium/High	Control Measures (Current)	Control Measures (Additional – Proposed)
				<ul style="list-style-type: none"> ■ Escorts must liaise with the school/home so that the same sanctions/rewards are practiced on the vehicle. ■ Escorts should keep a log of each incident and report such incidents to the school and home. 	
Vehicle accident/breakdown	Injury, cold (possibly freezing conditions)	Escort/Driver/other passengers	High	<ul style="list-style-type: none"> ■ Escorts will be fully aware of the location and method of use of any emergency equipment e.g. fire extinguisher, first aid box, emergency exits ■ Escorts will ensure that blankets are carried on the vehicle ■ Escorts will be aware of the medical needs of their passengers in case emergency treatment has to be given by medical staff. ■ Escorts will carry the names, addresses and emergency contact numbers of all passengers. ■ Escorts will have access to a mobile phone/radio system. ■ Escorts should familiarise themselves with the location of public telephone booths on the normal route. 	

Process or Procedure	Risk/Hazard	Individual at risk	Risk – Low/ Medium/ High	Control Measures (Current)	Control Measures (Additional – Proposed)
Administration of medication	<p>Incorrect dose of medication given</p> <p>Medication not available</p> <p>Delay in reaching professional medical help</p>	Pupil	High	<ul style="list-style-type: none"> ■ Professional medical staff will train escorts who may be required to administer medication. ■ Escorts and drivers should be aware of all passengers who carry medication and the correct dose which may have to be given on the journey or in the case of a serious delay in reaching home/school. ■ Escorts should have a route plan so that, in an emergency, they are aware of at exactly which point it would be quicker to return home, return to school or proceed to the nearest medical centre. ■ Escorts should ensure that pupils are seated in such a way that should a child require medication to be administered on the vehicle, they can be easily moved and treated in an emergency. This may require taking other pupils off the vehicle. ■ Protocols will be in place for all trained staff who administer medication. 	<ul style="list-style-type: none"> ■ Records to be held centrally of all escorts trained in the administration of medication. ■ Records to be kept of pupils and the dose required (Protocols). ■ Escorts should contact the Health and Safety Team, Client Services and Property Unit if they have concerns about the seating configuration of pupils on their vehicle.

Courtesy of Cumbria County Council Education Health & Safety team Client Services and Property Unit

Appendix 7

Other sources of information

**Names addresses
telephone numbers
an e-mail addresses
of useful sources of
information**

Organisation	Address	Tel No./Fax	E-mail address/Website	
Bernard Mansell	Media House St. James Mill Road Northampton NN5 5JW	01604757502 01604683895	www.bernardmansell.com	1
Confederation of Passenger Transport	Imperial Hse 15-19Kingsway London WC2 6UN	02072403131 0207206565	information@cpt-uk.org wwwcpt-uk.org	2
DfES	Mowden Hall Staindrop Rd Darlington DL3 9BG	01325391249 01325392041	school.travel@dfes.gsi.gov.uk	3
DfT	3-15 Great Minster House 76 Marsham St. London SW1P 4DR	02079443333 02079446589		4
NACT	Freepost NACT But a stamp would save our funds!!	www.NACT-uk.org	info@NACT-uk.org (to be developed)	5
National Society for Epilepsy.	Chalfont St. Peter Buckinghamshire SL9 0RJ	01494601300	www.epilepsyse.org.uk	6
NATPHLEO	David Blurton	01978297161	www.natphleo.org.uk or www.naleo.org.uk	7
NCPTA	18 St Johns Hill Sevenoaks Kent TN13 3NP	01732748850 01732748851	info@ncpta.org.uk www.ncpta.org.uk	8
NSPCC.	NSPCC. Training Centre 3 Gilmour Close Leicester LE 1EZ	01162347232 01162340464	tnarducci@nspcc.org.uk www.nspcc.org.uk	9
Nu-track	Steeple Industrial Est. Antrim BT41 1AB	02894469550 02894465430	enquiries@nu-track.co.uk www.nu-track.co.uk	10
Phoenix Training	Wern, Llansannan Denbigh North Wales LL16 5NE	01745870456 01745870400	info@phoenixtraining.co.uk www.phoenixtraining.co.uk	11
STATUS		0161 247 6240	www.status.org.uk	12
GoSkills	Concorde House, Trinity Pk, Solihull, West Midlands B377UQ	0121635 5520 0121 635 5521	info@goskills.orgMap www.goskills.org	13
Unwin Safety Systems	Willow Hse Artillery Rd Lufton Trd Est Yeovil Somerset BA22 8RP	01935410920 01935410921	sales@unwin-safety.co.uk www.unwin-safety.com	14
Ricon UK Ltd	Littlemoss Bus. Pk Littlemoss Rd., Droylsden Manchester M43 7EF	01613016000 01613016050	www.riconuk.com	15
Zurich Municipal	Southwood Cres Farnborough, Hampshire, GU14 0NJ	08702418050	www.Zurichmunicipal.com	16

- 1 Bernard Mansell High quality professional conversions of taxis and buses
- 2 CPT representing the Road passenger Transport Industry
- 3 Department for Education and Skills
- 4 Department for Transport Local Government and the Regions
- 5 National Association for Council Contract Community Transport open to anyone connected to the industry
- 6 National Society for Epilepsy provide information, support and training to people with epilepsy, families, health and social care professionals.

- 7 National Association of Taxi & Private Hire Licensing and Enforcement Officers now known as NALEO National Association of Licensing Enforcement Officers
- 8 National Confederation of Parent Teachers Associations. Advances education by promoting partnerships between home and school and provides support for Parent Teacher Associations.
- 9 NSPCC works with organisations to improve child protection practices & develop safeguards to prevent abuse. Provides information, guidance standards etc.
- 10 Nu-Track manufacturers of specialist vehicles including minibuses, wheelchair accessible vehicles, school busses and mobile libraries.
- 11 Phoenix Training designs and provides training, for Escorts/Drivers and other related staff. Consultation service, Monitoring and advice.
- 12 STATUS The specialist transport advisory and testing utility society
- 13 GoSkills is the sector skills council for passenger transport
- 14 Unwins Safety Systems Manufacture Passenger and Wheelchair restraints systems etc.
- 15 Ricon UK Ltd Manufacture Passenger and other lifting equipment.
- 16 Zurich municipal

Appendix 8

A list of all of those who gave their time and knowledge to bring this guide to you

Acknowledgements

After many hours of meetings discussion and deliberations the whole working group would like to thank each other for the time and efforts each person has contributed to this guide.

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