



Northumberland

County Council



**CODE OF CONDUCT & GUIDANCE FOR
PASSENGER TRANSPORT ASSISTANTS**

PLEASE KEEP THIS BOOKLET FOR REFERENCE

PASSENGER TRANSPORT TEAM CALL 01670 624 839



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ROLE OF PTA



Northumberland County Council recognises the key role that you play as a Passenger Transport Assistant (PTA) in ensuring the safety and welfare of all passengers whilst travelling on vehicles contracted by us.



THESE GUIDELINES WILL HELP YOU ESTABLISH GOOD RELATIONSHIPS WITH:

- Passengers, including children and vulnerable adults
- Their parents and carers
- The driver of the vehicle
- The establishments they serve which could include schools, day centres etc

YOU MUST:

- Be DBS checked at least once every 3 years, or be a member of the DBS Update Service. If you are not a member of the DBS Update Service, checks must be carried out by Northumberland County Council
- Wear your PTA Badge at all times while employed on the contract
- Wear the High Visibility Jacket and Waistcoat provided at all times
- Undergo relevant training when necessary
- Identify yourself and provide your PTA Badge when challenged by parent and carer, school and day centre or NCC staff

SAFEGUARDING:



The protection and welfare of passengers is everyone's responsibility and we all have a part to play to make sure that passengers are safe. If you are worried or concerned about any passenger in your care then you must report your concerns direct to the Council's Passenger Transport Team in the first instance.



The Council's Passenger Transport Team will then take full details and have the issues fully investigated, involving other agencies where this is necessary. All information will be dealt with in the strictest confidence.

The PTA and Driver must not exchange contact details with passengers, or accept friend requests on any social media sites.

The PTA and Driver must not take photographs of any pupil.

The PTA and Driver must not buy or receive gifts for or from passengers on transport.

In order to safeguard the passengers' wellbeing and to protect PTAs it is important for all passengers to be handed over to a recognised responsible person at the end of the school day.

A pupil must not be left with any adult claiming to be a relative and friend etc. collecting the pupil on behalf of the parent and guardian without specific authorisation from the parent and guardian and/or the Council's Passenger Transport Team.



NOBODY AT HOME

01

If parents or carers are not at home, immediately contact the school transport team for further advice

02

Every effort will be made to contact the family, but if this fails then the child must be reassured and kept on board the vehicle

03

Continue with the school transport service of other children on board the vehicle

04

Once all other children are dropped off you should make another attempt to return the child home. If there is still not a responsible adult at home you must seek further advice from the school transport team or the child's school

05

As a last resort the social services duty officer may need to be contacted and the child may need to be taken to the nearest social services office that is open or police station

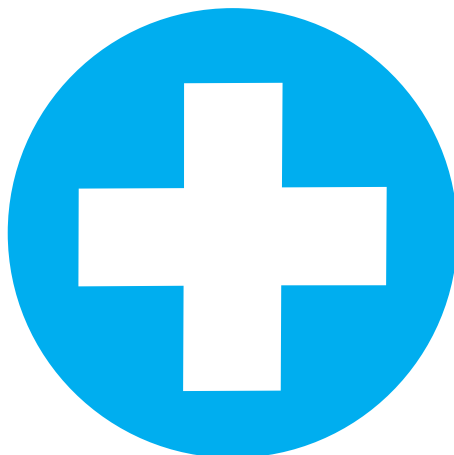
EMERGENCIES:

If a vehicle breaks down en route, passengers should not be removed until a relief vehicle arrives. The driver should telephone the school or day centre and the Council's Passenger Transport Team so that parents or guardians can be informed of the situation.

If a passenger becomes aggressive whilst in the vehicle, placing others at risk, the PTA and driver will need to make an informed decision about the safest way of continuing with the journey. If the PTA and driver feels it is unsafe to continue they may return the passenger to their home address or to the school and day centre (whichever is appropriate) and the parent and carer will be notified accordingly.

If PTAs are transporting a passenger who suffers from seizures they need to be aware of the procedures to follow. It is important not to restrain the passenger. The most important thing is to prevent the passenger from hurting themselves and to provide reassurance.

There is no need to open their mouth or to try to put something between their teeth. If the seizure lasts for more than a few minutes, or if one seizure leads straight into another, then urgent medical attention must be sought: ring 999, or arrange for the driver of the vehicle to divert to the nearest hospital if it is no more than 10 minutes away.



If PTAs are in any doubt whatsoever about a passenger's medical condition then they must immediately call for the emergency services.

PTAs should have access to a mobile phone, radio or other two-way communication device. Contact the emergency services, and the Passenger Transport Team. The Transport Team will then notify the school or day centre and parents or guardian. It is important for the PTA to reassure the passengers as much as possible. Never leave the passengers unattended.





NEWLY APPOINTED PTA DUTIES

A newly appointed PTA should (along with the driver) make an appointment to meet the parents and carers of the passengers that require transport, prior to the commencement of the operation of the route.

THIS IS AN OPPORTUNITY FOR YOU TO:

- Reassure parents and carers that you take the welfare of all passengers very seriously
- Understand the best means of communicating with the passenger
- Exchange telephone numbers so that any unforeseen events such as traffic delays can be reported immediately
- Establish an early rapport with the passenger you will be looking after
- Get briefed on the particular needs of the passenger and how to respond to such needs whilst in the vehicle





PTA RESPONSIBILITIES



A PTA:

- Is responsible for the care and supervision of the passengers whilst they are travelling to and from school or day centre
- Must meet and board the vehicle before the first passenger is collected
- Must ensure that passengers are securely seated and seat belts are fastened before the vehicle proceeds
- Must see that the vehicle stops at each appointed stopping place and that the passengers board the vehicle safely
- Must see that the passengers leave the vehicle safely and are handed over to the staff of the school or day centre
- Must see that the passengers alight at their appointed stops
- Must not allow a passenger to leave the vehicle except at the appointed stop unless a change has been confirmed by the Council's Passenger Transport Team

PTA DOS AND DON'TS



Do - Sit among the passengers in order to exercise care and control, and to promote good behaviour



Don't - Leave a passenger unattended. Never delegate this to someone else



Do - Stay on the vehicle until all passengers have been taken to the appropriate stop



Don't - Allow any variation in route without authorisation from the Passenger Transport Team



Do - Keep all information about passengers and or issues confidential



Don't - Administer any drugs and medicines unless authorised and trained to do so



Do - Treat all passengers fairly and maintain a civil and polite attitude at all times



Don't - Make personal remarks, swear, argue with or threaten passengers



Do - Keep physical contact to a minimum



Don't - Allow any passenger to be discharged from the vehicle at an unauthorised stop, or to leave the transport to ie. go into a shop



Do - Keep a daily log of any issues witnessed on the transport



Don't - Smoke cigarettes or e-cigarettes anywhere within sight of passengers, parents and guardians, or schools and day centres. Never leave passengers alone for the purpose of smoking



Do - Familiarise yourself with the Passenger Transport Team's Severe Weather policy



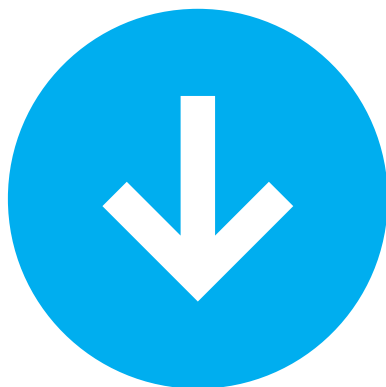
Do - Allow only those passengers and personnel identified to travel in the vehicle

Be aware: some children will take what you say literally, so please be careful with your language, e.g. 'be quiet, or I'll boot you off the bus' may cause genuine upset, even when meant as a joke.'





COLLECTION/ DROP OFF PROCEDURES



It is the parents' and carers' responsibility to take their child to and from the contracted vehicle. The PTA cannot leave the transport to collect a passenger from their house.

The Passenger Transport Team will inform the PTA when the parents and guardians are genuinely not able to do this. PTAs will, however, be expected to help passengers who have mobility problems in and out of the vehicle and provide assistance to those struggling with books and equipment.

When arriving at the school and day centre passengers who can walk should be escorted from the vehicle first, followed by passengers in wheelchairs. Under no circumstances should passengers in wheelchairs be taken from the vehicle and left unattended.

If a passenger is not at the pick-up point at the appointed time in the morning, the vehicle should wait for 5 minutes only and then proceed. It will then be the responsibility of the parent and carer to take the passenger to school. Notify the transport team of any persistent lateness.

If a passenger refuses to board/absconds from a vehicle, neither the PTA nor driver should give chase or attempt to restrain the passenger in any way. Instead, PTAs should verbally advise the passenger to return to the vehicle. If the passenger refuses, the PTA should attempt to track where the passenger is (if possible).

The PTA should immediately inform the school and day centre and the Council's Passenger Transport Team, who in turn will notify the parents and carers and the Police (if appropriate). If there are other passengers in the vehicle the PTA must remain with them.

Whilst drivers will typically take the lead in securing wheelchairs within the vehicle and operating tail-lifts, PTAs should know the correct procedures to follow and be able to assist.

EXPECTED BEHAVIOUR OF PARENTS AND PASSENGERS

Any passenger whose behaviour on the vehicle becomes unreasonable should be reported to the Council's Passenger Transport Team, Head Teacher, Care Manager, Parents and Carers as soon as possible.

Passengers must not be offered food or drink as this might be contrary to their dietary requirements. Passengers should not consume food or drink whilst in transit. The only exception may be diabetic passengers who may need to consume food or drink to raise unexpected low blood sugar levels. However, this should not normally occur in passengers with well-controlled diabetes.



INHALERS

It is the parents' responsibility to ensure that any child who requires an inhaler makes arrangements for this to accompany them at all times whilst on the vehicle.

The inhaler should be placed in a bag clearly displaying the child's name. The PTA should ensure the bag is kept out of reach of children whilst on the vehicle and delivered to the appropriate member of staff.

If the inhaler is required whilst the child is in transit it will be expected that older children can administer this themselves. In exceptional cases, ie. very young children, the PTA may help, provided the parent of the child has given their prior written consent and the PTA is clearly provided with instructions on how to administer this.

This excludes those PTAs who have received the relevant training and permissions to administer inhalers, suction, or rectal diazepam can administer these when necessary.



OTHER RELEVANT PROCEDURES

All accidents and incidents involving PTAs and Drivers and passengers must be reported to the Council's Passenger Transport Team immediately or as soon as possible.



The issues you raise may be of a highly sensitive nature and you are governed by confidentiality & child protection clauses. You must not discuss your concerns with friends, parents or other work colleagues.

PTAs will be required from time to time to attend relevant training courses and briefing sessions as specified by the Council's Passenger Transport Team.

The general policy of the Local Authority is to provide travel assistance between home and school and day centre only. However, there may be exceptional cases where passengers are transported to and from respite centres. In normal circumstances, no child should be transported to respite without the prior approval of the Council's Passenger Transport Team.



Northumberland

County Council

NORTHUMBERLAND COUNTY COUNCIL

Passenger Transport Unit:

01670 624839

(office hours)

0345 6006400

(outside of office hours)

POLICE

General Issues:

101

Emergencies:

999

MULTI AGENCY SAFEGUARDING HUB

(MASH):

01670 536400

(this covers all
safeguarding issues
for children and adults)

YOUR SCHOOL/DAY CENTRE CONTACT:

I.C.E (IN CASE OF EMERGENCY CONTACT NUMBER)

**FOR MORE INFORMATION VISIT WWW.NORTHUMBERLAND.GOV.UK
AND SEARCH SCHOOL TRANSPORT**

CALL THE PASSENGER TRANSPORT TEAM ON 01670 624 839