

Expected Code of Conduct for Transport Personnel providing Transport services to school enrolled Pupils

[Local Authority & Private Hire Transport services]

Sheiling School is an independent SEN school and children's home provision located in Thornbury, South Gloucestershire offering education to children and young people with complex additional needs ranging in age from 6 to 19 years of age. All enrolled children and young people are local authority funded and many pupils require support from local authority arranged transport services to attend the school provision.

Whilst the arrangements of such services are between the pupil's respective parents/primary carers and the local authority, Sheiling School has a role in ensuring that any school transport arrangements adequately meet the individual transport needs of the enrolled children and young people attending the school. For this reason, Sheiling School issues this expected Code of Conduct which should complement local authority codes of conduct for transport personnel under contract to local authorities.

As licensed driver and other auxiliary transport personnel to children and young people with special educational needs enrolled at the Sheiling School, during the transport service to/ from the school, you will be in a position of trust and responsible for the safety and welfare of your passengers. As part of the Sheiling School's duty of care to our children and young people we want to ensure all transport personnel understand their responsibilities.

On occasions, transport personnel may become aware of, or have suspicions that, their passengers may be the victim of abuse, neglect or exploitation either sexual or otherwise, or at risk of becoming a victim. In addition, transport personnel themselves may be accused of misconduct or inappropriate behaviour through the possible misinterpretation of the transport personnel's actions or conversation.

This expected Code of Conduct is aimed at ensuring the best possible service for vulnerable children and young people by protecting both passengers and transport personnel. This ensures that concerns, suspicions of abuse, neglect or exploitation can be reported appropriately and minimise the risk of misunderstandings. It should be noted that this expected code does not over-ride any obligations that are enshrined in legislation, licence conditions or contractual obligations.

Nevertheless, Sheiling School expects that transport personnel have a regard for this expected Code of Conduct. Failure to do so may result in transport personnel being reported to local authority Transport Managers with responsibility for Safeguarding to explain the circumstances surrounding any incident or their reported conduct.

Sheiling School Expects that Transport personnel:

- Ensure that the vehicle is in a safe and satisfactory condition at all times.
- Act in a professional manner at all times
- Always treat passengers, attending school staff and other road users with respect
- Keep relationships with passengers on an appropriate, professional basis
- Respect all individuals – regardless of age, disability, gender, sexual orientation, gender reassignment, religion/belief, language spoken, race or ethnicity.

- Liaise with children and young people's parents/primary carers for key information and resources to support children and young people with effectively managing their school transport journeys. This includes any identified training or induction into support needs for individual children and young people.
- Maintain effective and appropriate communication of school transport journeys to relevant school staff and the parents/ primary guardians of pupil passengers. This includes reporting any concerns, incidents and accidents for prompt attention of responsible adults of the pupil passengers.

And be aware of:

- Safety and well-being of passengers must be paramount
- The importance of the use of appropriate language at all times
- Be aware of the vulnerability of children and adults
- Be aware of passengers with special and additional needs
- Any instruction given about the care or first aid requirements of a passenger
- Personal beliefs and standards, including dress and religion
- Passengers potentially misreading situations

Transport personnel are also expected to:

- Attend to arising personal toileting needs off school site (there are local public conveniences in Thornbury town centre) prior to or after contracted transport services.
- Smoking and vaping/e-cigarettes is not permitted on school grounds and where this is a need, transport personnel are expected to attend to this prior to or after contracted transport services.
- Arrive at the allotted time in school (09:00 & 15:25) and plan an additional time- period into the contracted transport service for pupil transition/to and from school transport.
- Following allotted drop off/pick up times, transport services are expected to promptly depart the school site, school transport parking during the school day and after school hours is not permitted.

Transport personnel should never:

- Become over-friendly or unprofessional in any way with passengers or engage in any form of inappropriate relationship, infatuation or show favouritism
- Use their position to express personal views, force or indoctrinate passengers into following a political, spiritual or religious belief.
- Inappropriately touch a passenger
- Administer medication, unless trained and permitted to do so
- Photograph or video passengers in your care or in the surrounding school estate
- Allow any audio equipment to affect the passengers. Some of the School's pupils have sensory difficulties so music, especially when it is played loud, may trigger challenging behaviours.
- Phone or send text messages to passengers or their carers other than directly concerning the hiring of your vehicle.

- Use offensive or inappropriate language in public.
- Swear, make personal/humiliating comments, or tell inappropriate jokes in person or by any other means e.g. social media
- Offer or accept sweets, cigarettes or gifts of any sort
- Smoke, vape/use e-cigarettes in the vehicle or eat or drink in the vehicle whilst transporting passengers.
- Stop anywhere other than the specified pick up/drop off points unless agreed
- Show passengers videos or pictures on your mobile phone or any other electronic device
- Make improper use of the vehicle's horn by sounding it as a means of alerting pupils or staff of their presence, other than in an emergency.

Safeguarding:

If transport personnel have concerns or suspect abuse, neglect or exploitation of a passenger then these should not be ignored. If there are any suspicions or concerns about the way someone is being treated it is important to report this. The safeguarding of children and vulnerable adults is everybody's responsibility. Remember that your information could help a vulnerable child or adult.

If transport personnel are working under a local authority County Council contract then those procedures set out by the local authority transport service should be followed alongside any additional training received by the transport personnel. Otherwise, the following procedures should be complied with in reporting any information or suspicions you may have of anyone being subject to abuse, neglect or exploitation:

Action to be taken if you have concerns:

- If your concerns are of an urgent matter or you believe that a crime has been committed and there is an immediate risk of danger, telephone the police on 999 or 112
- If you are suspicious or are concerned that a child or an adult is suffering or is likely to suffer significant harm, including any form of mistreatment, abuse, neglect or exploitation but it is not of an urgent matter, please call the local authority [children safeguarding front door services](#).
- If you would prefer to speak to the police on a non-urgent matter, then call them on 101 and follow the directions for Police.
- Any concern related to a vulnerable child or young person enrolled at the Sheiling School should also be promptly reported to the Sheiling Schools Safeguarding Team:

Noah Black- Designated Safeguarding Lead (DSL)

Office Telephone: 01454 423 882

Work Mobile: 07783 125 797

(Working Hours: Mon- Fri = 09:30- 17:45)

Victoria Welsh- Deputy DSL for Care

Office Telephone: 01454 423 891

Work Mobile: 07594 398 212

(Working Hours: Mon, Tues, Thurs, Fri= 09:00- 15:00; Wed = 09:00- 17:30)

Syl Edgeley- Deputy DSL

Office Telephone: 01454 422 722

Work Mobile: 07783 339 919

(Working Hours: Mon- Thurs = 08:00- 17:00)

For non- emergencies only **Safeguarding Team e-mail:**

safeguarding@sheilingschool.org.uk