

APPENDIX 5

CONTINGENCY ARRANGEMENTS

Drivers (and Passenger Assistants where employed) must comply with these contingency arrangements when the following difficulties arise:

1. Disruption

If a Client is excessively disruptive during a journey, the Driver and Passenger Assistant will take him or her to the nearest appropriate point of assistance or advice, for example:

- the Client's home;
- the Client's journey destination Establishment, for example school; or
- a police station.

The incident must be reported to the school and the Authority's Integrated Transport Services team (please see paragraph 9 below for contact details) as quickly as possible.

2. Sickness

If a Client falls ill during a journey, the Driver and Passenger Assistant will take him or her to the nearest point of assistance, for example:

- a health centre;
- a hospital;
- the Client's home; or
- the Client's journey destination Establishment, for example school.

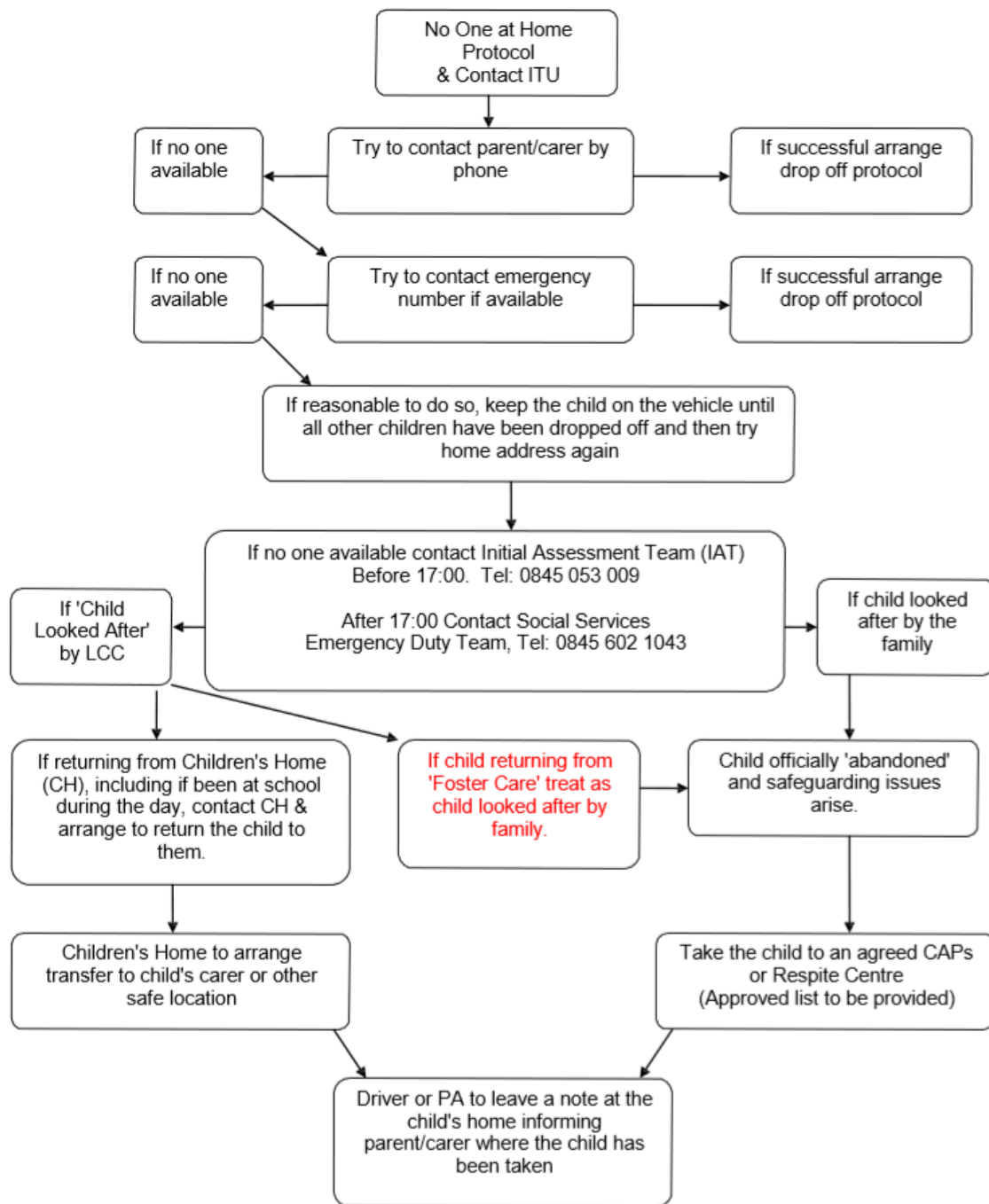
The incident must be reported to the Establishment and the Authority's Integrated Transport Services team (please see paragraph 9 below for contact details) as quickly as possible.

3. Passenger Assistant not available

The Service Provider or Driver should contact the Passenger Assistant's manager at the appropriate Authority office from the list in paragraph 9. No Clients should be collected from home or Establishment until a Passenger Assistant is available.

4. Parent not available

If a parent fails to meet a Client, the Passenger Assistant (or Driver where no Passenger Assistant is employed) must inform the Authority's Integrated Transport Services team relevant Area Office and follow any instructions given by the Contract Manager. Please see paragraph 9 for contact details. The standard protocol is as below:



5. Road traffic accident

It is impossible to give precise advice on how to deal with a road traffic accident involving a Vehicle being used on a Contract for Route Instruction with the Authority for the transport of Clients as no two (2) accidents will be the same and Clients' needs vary widely. Much must, therefore, be left to the good sense of those directly involved, but the following general instructions must be followed. The Driver should:

- put on the Vehicle's hazard warning lights and try to keep calm;
- give priority attention to the safety and well-being of passengers;
- quickly assess if it is safe for passengers to stay on the Vehicle. If it is not, he/she (together with the Passenger Assistant, if provided) should supervise the evacuation of the Vehicle and lead Clients to a safe place to wait;
- contact the emergency services, if needed;
- contact the Service Provider's base and make a verbal report; and
- provide updates to the Service Provider as information becomes available.

Immediately upon receipt of a verbal report from the Driver, the Service Provider must notify the appropriate Contract Manager in the Authority's Integrated Transport Services team by telephone. Please see paragraph 9 below for contact details.

The Contract Manager will notify the Establishment. Parents will be notified, as appropriate, by the Establishment or by the Contract Manager.

If it is necessary for someone to leave the scene of the accident to seek help, this should, if possible, be done by the Driver. The Passenger Assistant, if provided, should remain in charge of the Clients.

After an accident, the Service Provider must:

- submit a full written report to the Authority's Integrated Transport Services team within five (5) Working Days; and
- co-operate fully with the Authority's Integrated Transport Services Team or other relevant Authority officer in any subsequent investigation.

6. Vehicle breakdown

In the event of a breakdown, the Driver should put on the Vehicles hazard warning lights and quickly assess if it is safe for passengers to stay on the Vehicle. If it is not, the Driver (together with the Passenger Assistant, if provided) should supervise the evacuation of the Vehicle and lead Clients to a safe place to wait.

The Driver should then make contact with the Service Provider's base. The Service Provider should obtain from the Driver whatever details are available about the severity of the breakdown and details about the location of the broken down Vehicle and its passengers.

When notified of a breakdown by the Driver, the Service Provider should immediately notify the appropriate Contract Manager in the Authority's Integrated Transport Services team, by telephone (please see telephone numbers in paragraph 9 below).

The Contract Manager will notify the school and the parents if the breakdown occurs on the home journey and could result in the Clients arriving home later than the usual time.

7. Bad weather

It is impossible to give comprehensive advice on how to respond to bad weather conditions and much must be left to the good sense of those directly involved. The safety and wellbeing of Clients, however, must be the first consideration. The Service Provider, Drivers and Passenger Assistants must take into account the needs of Clients who have medical or other difficulties and for whom extended journeys may create problems.

(a) Journeys to school

If bad weather occurs over night or in the early morning, and it is not possible for schools to open, Headteachers will often arrange announcements on local radio. In the absence of such information the Service Provider or Drivers should use their judgement, in the light of local conditions, as to whether or not to operate morning journeys. If it is decided not to operate a morning journey, the Service Provider or Driver should notify the Passenger Assistant, the school and the Contract Manager in the Authority's Integrated Transport Services team (please see paragraph 9 below for contact details) as quickly as possible.

If a morning journey is operated and on arrival the school is closed, the Driver and Passenger Assistant should consult the headteacher or other members of the school staff who are present. If it is decided to take the Clients home again, parents should be telephoned from the school wherever possible. If Clients are returned and parents are not at home, the procedure in paragraph 4 should be followed.

(b) Journeys from school

If bad weather occurs during the day, after Clients have been taken to school, it may be necessary to request earlier journeys home than usual. The Contract Manager in the Authority's Integrated Transport Services team will contact the Service Provider and Passenger Assistants to make these arrangements and although other commitments may mean that it is not always possible to provide transport at an earlier time, the co-operation of all concerned is invited in the interests of Clients' wellbeing. Parents will be contacted by the Contract Manager or the school wherever possible. If Clients are returned and parents are not at home, the procedure in paragraph 4 should be followed.

8. Absconders

If a Client absconds when being transported to or from an Establishment, the Passenger Assistant or the Driver must inform the Contract Manager at the Authority's Integrated Transport Services team (please see paragraph 9 below for contact details) and the police immediately.

9. Contact details for Integrated Transport Services Area Offices

As at May 2019, for contracts to Establishments e.g. schools/centres in:

Area	Contact
Rossendale, Burnley, Pendle, Ribble Valley & Hyndburn	Tel: 01282 831 858 Email: itseast@lancashire.gov.uk
Chorley & West Lancashire:	Tel: 01695 587 420

Area	Contact
	Email: itschorleywestlancs@lancashire.gov.uk
Preston & South Ribble:	Tel: 01772 705 055 Email: itsprestonsouthribble@lancashire.gov.uk
Fylde & Wyre:	Tel: 01772 685 504 Email: itsfyldewyre@lancashire.gov.uk
Lancaster & Morecambe:	Tel: 01524 425 902 Email: itslancastermorecambe@lancashire.gov.uk