

## APPENDIX 8

### STANDARDS OF BEHAVIOUR

1. The Service Provider will be required to comply with the Code whilst carrying out duties for the Authority and should make copies available to all Drivers and/or Personnel.
2. The Service Provider will make every reasonable effort to provide the same Driver for the same routes and passengers on a regular basis.
3. The Service Provider shall report to the Authority any complaints or allegations relating to any person employed by the Service Provider which would bring into question that person's suitability to be engaged in the provision of the Services.
4. The Service Provider shall question any person proposed to be employed or seeking to be employed by the Service Provider in and about the provision of the Services and who may reasonably be expected in the course of such employment to have access to children, concerning his previous convictions for offences of any description and shall provide such information to the Authority. The Authority will reserve the right to refuse permission for such persons to be used on their Contracts for Route Instructions and the Service Provider shall not employ any such person in and about the provision of the Services without the prior written consent of the Authority.
5. The Service Provider shall not employ in the provision of the Services any ex-employee of the Authority who has been dismissed on disciplinary grounds without the express written consent of the Authority.
6. The Service Provider shall make suitable administrative arrangements so that matters concerning the Services can be discussed by the Authorised Officer of the Authority at any time during normal office hours. For avoidance of doubt this shall be between 0730hrs to 1730hrs Monday to Friday.
7. The Service Provider and his employees shall give all reasonable assistance to the Authority in the investigation of complaints, contract monitoring, disciplinary matters involving Personnel and/or Authority staff, claims for damages and similar matters.
8. Neither the Service Provider, nor their Personnel, shall solicit gifts or gratuities from Authority staff, parents, carers and passengers.
9. Other than as expressly provided in a Contract for Route Instruction, the Service Provider shall be entirely responsible for the employment and conditions of service of the Personnel. The Service Provider shall ensure that:
  - 9.1 all Personnel are in possession of valid work permits if they are non-EU nationals; and
  - 9.2 so far as reasonably practicable, no Personnel illegally claims any employment or other benefit while working for the Service Provider in connection with the Services.
10. If requested the Service Provider shall within fifteen (15) Working Days after the date of award of any Contract for Route Instruction by the Authority to the Service Provider provide the Authority with a written list of the names and addresses and any other information reasonably requested by the Authority of all Personnel and/or volunteers in connection with such Contract for Route Instruction. The Service Provider shall update this information as required.

11. The Service Provider shall be responsible for any loss of revenue arising out of Personnel dishonesty or negligence.
12. Personnel shall report to the Service Provider any complaint or allegation made against them which is of a nature which would bring into question their suitability to be engaged in the transport of Clients.
13. Where Passenger Assistants are employed they are responsible for the safety, welfare and behavioural control of passengers. Where Passenger Assistants are not employed, those responsibilities fall on Drivers.
14. The Service Provider shall ensure that all Personnel are familiar with the guidelines on the use of physical restraint as stated in Appendix 7 (Guidelines on Physical Restraints) to Schedule 1 (General Specification) of this agreement. The law allows any person to use such force as is reasonable in the circumstances to prevent a crime, such as physical assault, being committed. You should be aware that legal action could possibly be taken against you if unreasonable force is used.
15. The Service Provider shall ensure that their Drivers engaged in the delivery of the Services are responsible for maintaining overall control of the operation of Vehicles, but must seek and follow the advice of Passenger Assistants, where employed, on medical and behavioural matters concerning passengers. Where Passenger Assistants are not employed, Drivers should be aware of the special needs of particular passengers.
16. The Service Provider shall inform all their Drivers engaged in the delivery of the Services are required to give assistance as necessary in the boarding and alighting of passengers together with their equipment and luggage, particularly those with physical difficulties and including lifting where necessary.
17. Every care must be taken by the Service Provider and their Personnel to maintain the dignity of passengers.
18. Drivers must regard as confidential any information concerning passengers and their families gained in connection with the operation of any Contract for Route Instruction.
19. Verbal communication between Drivers and passengers, Passenger Assistants, parents/carers and Establishment staff must be appropriate to the circumstances and polite. Drivers should never use foul, abusive or offensive language.
20. Drivers must not drive if they are under the influence of alcohol or drugs. The Service Provider should ensure Drivers are aware that alcohol may remain in the body's system for around twenty-four (24) hours and drugs for up to seventy-two (72) hours.
21. Drivers must ensure that all passengers are picked up and set down in suitable and safe places paying special attention to traffic conditions and to any hazards or obstructions and giving due regard to road markings.
22. Drivers must ensure that when passengers are boarding or alighting from Vehicles with side doors, Vehicles are parked alongside the pavement facing the direction of travel and only the door on the pavement side is used. The Vehicle should be parked so that the passengers do not have to cross the road in doing this and the Driver should ensure that the Vehicle is parked in a safe place with regard to the safety of passengers remaining on the Vehicle.
23. Drivers must ensure that passengers are directly supervised when boarding or alighting from Vehicles with rear doors.

24. Drivers must ensure that, when passengers in wheelchairs are boarding or alighting from Vehicles with rear doors, the Vehicles are parked facing downhill if on a slope.
25. Drivers must ensure that, when passengers in wheelchairs are boarding or alighting from Vehicles by tail lift, the wheelchair brakes are applied.
26. Drivers must ensure that, before Vehicles move off, all doors are securely fastened, passengers are properly seated and restraints (e.g. seat belts, harnesses) are properly fitted. Child proof locks must be used where fitted.
27. Drivers must ensure that, after setting down passengers, all passengers are well clear of Vehicles before moving off and that no items of clothing, bags etc. are caught in doors.
28. Drivers must ensure that all doors and emergency exits are kept clear of obstruction and that any equipment transported with passengers is properly secured.
29. Drivers must ensure that passengers do not operate the doors of Vehicles, except in an emergency.
30. Drivers must ensure that passengers are not positioned in any sideways facing seat.
31. Drivers must ensure that there are no standing passengers.
32. Drivers are responsible for the security of special equipment (e.g. harnesses, special seats) provided by the Authority.
33. Drivers must not in any circumstances eject passengers from Vehicles.
34. Engines should be turned off during all layover periods over two (2) minutes, unless the lights have to be left on for safety reasons.
35. Drivers must not leave the Vehicle with the engine running.
36. Drivers must be aware that Passenger Assistants (where applicable) should have unrestricted access to, and a clear vision of, all passengers during the journeys.
37. Drivers shall report to the Service Provider any complaint or allegation made against them which is of a nature which would bring into question their suitability to be engaged in the transport of children.
38. Only passengers authorised by the Authority are to be transported.
39. Drivers are required to co-operate with Vehicle and licensing checks conducted by the Authority or its agent.
40. Drivers are to be licensed in accordance with all legal requirements.
41. Drivers are to be of neat and tidy appearance and must carry means of identification whilst carrying out any Contract for Route Instruction.
42. Drivers must at all times be aware of their responsibilities under Regulation 100 of the 1986 Regulations (as amended).
43. The load carried by a Vehicle or trailer shall at all times be so secured, if necessary by physical restraint other than its own weight, and be in such a position that neither danger nor nuisance is likely to be caused to any person or property by reason of the load or any part

thereof falling or being blown from the Vehicle or by of any other movement of the load or any part thereof in relation to the Vehicle.

44. Drivers must wear high visibility safety vests or jackets over their outer clothing at all times when loading or unloading passengers via a rear door or deploying the passenger lift.
45. In any event (a breakdown or road traffic accident) the Driver shall put on the Vehicle's hazard warning lights and keep calm, give priority attention to the safety and wellbeing of the passengers 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 passengers to a safe place to wait.
46. Drivers must not move an injured person unless they are absolutely confident that it is safe to do. If the emergency services are needed the Driver should call them.
47. Where additional assistance is required, the Passenger Assistant shall remain in charge of the passenger(s) whilst the Driver summons assistance as necessary. If no Passenger Assistant is employed, the Driver may have to leave passenger(s) unsupervised, but for as short a period as possible. The Service Provider shall be informed immediately and kept up to date as information becomes available. If there is a serious delay to the Services the Authorised Officer must be informed. Parents/guardians/carers will be notified by the Establishment or by the Authorised Officer.
48. If on arrival at either the start or end point of a Route, the parent/guardian/carer or passenger (as appropriate) does not attend the Vehicle, the Driver will, if requested by the Passenger Assistant (or in the event that there is no Passenger Assistant then the Driver) must get out of the Vehicle and knock on the door to alert the parent/guardian/carer/passenger of the Vehicle's arrival. At no time should the Driver use the Vehicle's horn to announce the arrival of the Vehicle. If no passenger assistant is employed, the Driver may leave passenger(s) unsupervised, for a reasonable period of time necessary to alert the parent/carer/passenger of the Vehicle's arrival but should at all times maintain line of sight with the Vehicle.
49. The Authority recognises there may be brief periods where the passenger assistant leaves the Vehicle to talk to staff/carers regarding the welfare of a passenger. In these circumstances the Driver must remain with the Vehicle and the other passengers.
50. Drivers must take every care not to arrive at an Establishment too early as this could result in a Client being left unsupervised which poses a significant safeguarding risk. In such a case:
  - 50.1 Drivers should keep the Clients in the Vehicle until the Establishment staff are available to receive them;
  - 50.2 if the Clients refuse to remain in the Driver should report this to the Establishment, the Authority's Integrated Transport Services team or his/her office immediately; and
  - 50.3 If the Driver has informed his/her office then they should contact the Authority's Integrated Transport Services team immediately.
51. Drivers should report any incidents of Clients getting out of their own accord at the wrong destination to either the Authority's Integrated Transport Services team, Establishment or their office immediately (and if the Driver has informed his/her office then they should contact the Authority's Integrated Transport Services team immediately).

52. Drivers should not take any instructions relating to alternative drop off/collection points from the Clients or parents/guardians/carers.
53. Only drop off/collection points authorised by the Authority's Integrated Transport Services team may be used.
54. If alternative instructions are given by Clients, parents/guardians/carers or Establishments this must be authorised by the Authority's Integrated Transport Services team first.
55. As a final check before leaving the Vehicle at the conclusion of the route journey, the Driver must ensure that no passengers, any of their equipment or possessions are present on the Vehicle.