



BEDFORD
BOROUGH COUNCIL



Passenger Transport Services

Driver and Passenger Assistant Code of Practice

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1. Introduction

The purpose of this document is to make drivers and passenger assistants aware of their responsibilities and to enable them to carry out their duties in a safe, professional and appropriate manner to transport clients safely and with dignity.

This document supplements:

- The Passenger Transport Contract; contractors own policies;
- Conditions for Private Hire, Hackney Carriage and Taxi;
- PSV 'O' Licence Conditions as and when appropriate and;
- The guidance, policies and procedures of the Council as appropriate, all of which should be adhered to.

All staff are required to read and retain a copy of this document and comply with the requirements herein, referring to it as often as is necessary.

If you do not understand or have any queries in relation to any of the content of this document or any duties assigned to you, contact your manager at the earliest opportunity, who may wish to seek clarification from the Transport Team.

2. Driver and Passenger Assistant Code of Conduct

2.1 Drivers

You Must:

- Hold a valid licence(s), signage and plates (where applicable) to drive the class of vehicle you are operating.
- Ensure that you have all the necessary equipment to complete the required tasks.
- Advise your manager if you are issued with any penalty points or suspension of your licence(s).
- Hold a valid MiDAS (Minibus Driver Awareness Scheme) certificate (where relevant).
- Take overall responsibility for the safety of any passengers and the appropriate and safe use of the vehicle.
- **NOT** drive under the influence of drink or drugs.
- **NOT** attempt to use a mobile phone, tablet or other handheld electronic device for any purpose whilst driving.
- If a driver develops a medical condition or is required to use medication, which could affect his/her driving ability, they must inform their manager/Specialist Transport Team. The DVLA must be notified of certain medical conditions. Please see: <https://www.gov.uk/driving-medical-conditions>
- All Drivers are advised to have their eyes regularly tested specifically for driving duties in line with DVLA requirements. Any visual impairment required to be notified to the DVSA must also be notified to your manager.

2.2 Passenger Assistants

You must:

- Hold a valid PATS (Passenger Assistant Training Scheme) certificate.

2.3 Drivers and Passenger Assistants

Drivers and Passenger Assistants must also:

- Hold a valid Bedford Borough Council DBS Client Transport Approval Badge (badges from other local authorities are not acceptable).
- Carry all badges/licences with you whilst working on Council business.
- Wear a high visibility vest/jacket to BS EN 1150 whenever outside the vehicle, at an establishment or on the public highway.
- Wear appropriate safety footwear when instructed by your manager.
- Be smart and tidy in appearance.
- Be physically and medically fit to carry out their duties.
- Never be under the influence of alcohol or drugs whilst working.
- Be responsible for the safe boarding and alighting of passengers to and from the vehicle.
- Follow the guidance and instruction laid out in any issued risk assessments, safe working

instructions and individual Travel care Plans.

- Carry a working mobile phone, which will normally be in the possession of the Passenger Assistant (or, in the case of a taxi, a two-way radio).
- For all SEN and ASC routes, contact the Specialist Transport Team to inform them if a client is unable to be transported.
- Ensure that all special needs passengers receive a door-to-door service and are collected from and returned to their parent/carer or authorised responsible adult.
- Ensure that all special needs passengers are escorted to the reception area of the establishment and hand them over to an appropriate member of staff.
- Treat passengers with respect and dignity and not discriminate against anyone by reason of their race, colour, ethnic or national origin, religion, gender, sexual orientation, age or disability.
- Ensure that no one smokes in or around the vehicle at any time during the operation of the route. This includes the use of imitation and electronic cigarettes.
- Be polite and considerate at all times and be able to communicate effectively with passengers. Do not use inappropriate language or comments (including swearing, sexual or discriminatory references or shouting).
- Immediately report any concerns with or changes to an SEN or Adult Services passengers ability to access or travel on transport, i.e. mobility level, so that a risk assessment can be carried out/ reviewed.
- Ensure that all personal information relating to your passengers is treated and held in the strictest confidence and NEVER disclosed to third parties without the prior written consent of the Council.
- Be aware that Bedford Borough Council operates a Safeguarding policy for vulnerable persons and their conduct must reflect this policy at all times (See Section 7 & Appendix 1).
- Record and report any incidents relating to the journey according to published procedures (see Section 4).
- Ensure (when required) the safe transportation of medicines.
- **NOT** enter a client's home (cross the threshold) except with permission from Bedford Borough Council Transport Operations Group or in the case of imminent risk to life.
- **NOT** allow any staff member or client to eat or drink whilst on the vehicle unless instructed by your manager.
- **NOT** leave clients on board the vehicle unattended at any time.
- **NOT** use any personal music equipment whilst engaged on Council business, although use of the vehicle's audio equipment is permitted.
- **NOT** permit unauthorised passengers, luggage or goods on the vehicle.
- **NOT** Permit unsecured objects to be carried. If driving with a loaded boot (taxi), secure the rear seatbelts to prevent the seatbacks collapsing if a collision occurs or heavy braking is required.
- If you develop a medical condition or are required to use medication which could affect your ability to conduct any duties, you must inform your line manager immediately.

3. Vehicles

3.1 General

- The correct destination/route number must be displayed in the vehicle outside of the swept area of the windscreen.
- The vehicle/route must not be sub contracted unless written consent is obtained from Bedford Borough Council.
- The vehicle must be suitable for its intended task.
- The vehicle must be kept in a clean and tidy condition both inside and out.
- All auxiliary equipment must be kept in working order and maintained to a safe standard.
- GPS/Satellite Navigation units should not be located on the windscreen within the sweep of the windscreen wipers or anywhere else where it could cause an obstruction to the clear vision of the driver. It should not be located anywhere an airbag could be deployed. The unit must be programmed before you commence driving.

3.2 The Vehicle Assigned to a Driver

3.2.1 Before starting a journey, the driver must:

- Carry out a Vehicle First Use check on any vehicle you are required to drive.
- Ensure the vehicle has sufficient fuel for the journey.
- Ensure that no vehicle is used with side or rear facing seats (excluding mainstream closed school services). N.B. Flip seats in Hackney Carriages are not to be used for passengers.
- Ensure that all seatbelts are present and operational.
- Ensure that all staff and passengers are wearing a seatbelt or appropriate restraint/harness. Note: It is the driver's legal responsibility to ensure that passengers under the age of 14 are wearing seatbelts. A valid medical exemption certificate is the only exception.

N.B. On mainstream closed school services, the driver must inform passengers at each stop to fasten seatbelts and seatbelt signs should be displayed in the vehicle.

3.2.2 During a journey the driver must:

- Ensure all emergency exits remain unlocked at all times when the vehicle is in use and ensure all gangways and emergency exits are kept clear.
- Ensure that safety equipment can be fitted or fixed in accordance with manufacturers guidelines.
- Ensure that the vehicle is correctly loaded.
- Keep the dashboard and passenger foot well clear of loose items.
- Exercise proper control over the vehicle at all times.
- **NOT** exceed the speed limit for the road, establishment or class of vehicle.
- **NOT** carry more than the permitted number of passengers.
- **NOT** overload the vehicle.
- **NOT** load anything above the height of the rear seats unless correctly secured (taxis).

3.2.3 At the end of a journey, the driver must:

- At the last drop off point, check the vehicle to ensure that all passengers have alighted.
- Check the vehicle for lost property. (See Section 5.10).

3.3 Vehicle Safety and Roadworthiness

It is the **Driver's** responsibility to ensure his/her vehicle is roadworthy.

At the **drivers first use**, the vehicle should be checked. BBC staff should complete the Passenger Vehicle Check & Defect / Journey Record Book. Contracted staff will have their own procedure. (see 3.5).

If a driver is required to drive another vehicle during the day he/she must carry out a full Vehicle First Use Check on the second vehicle.

If the Driver feels the vehicle is un-roadworthy or illegal to use for passenger transport he/she must seek immediate advice from his/her line manager. Drivers have a duty of care not to drive a vehicle they consider to be un-roadworthy or illegal.

If the vehicle has a fault not affecting roadworthiness, the Driver must take it to their workshop at the earliest opportunity. Un-roadworthy vehicles must be repaired before use.

All faults must be recorded in the defect/journey record book.

3.4 Emergency Equipment:

All vehicles should have the following emergency equipment which should be ready for use:

- Fire Extinguisher
- First Aid kit
- Body fluid spills kit – (SEN & Adult Social Services routes only).
- Warning triangle
- High visibility jacket or vest (BS EN 1150)

Minibuses and cars should also have:

- Escape hammer
- Seat belt cutter

It is the responsibility of the driver to ensure that the emergency equipment is present and where applicable, in date (or has been replaced after use) prior to the commencement of each journey.

3.5 Vehicle ‘Daily First Use Check’

The Driver must carry out a daily ‘first use’ check prior to starting a journey:

- Walk around the vehicle visually checking for any damage to the bodywork.
- Check tyre tread depth (including the spare) regularly. The limit is stated in the table below:

Vehicles up to 8 passenger seats	PSV's with 9 or more passenger seats
2.5mm (Council Taxi Policy)	1.00mm (legal Limit)
Tread should be across $\frac{3}{4}$ of the width of the tyre and around the entire outer circumference (including the spare).	Tread should be over a continuous band covering any $\frac{3}{4}$ of the breadth of the tread and around the entire circumference.

- Check for tyre wall damage (cuts/bulges) & that wheel nut indicators (where fitted) are in alignment.
- Check the windscreen for chips or cracks.
- Check all appropriate fluid levels, e.g. Fuel, Coolant, Windscreen Washer Fluid, Engine Oil, Brake Fluid, Power Steering fluid and Ad Blue.
- Check that the following are clean and in working order: lights, indicators, hazard lights, windscreen wipers, washers, glass, mirrors, step lights and interior lights.
- Check the horn works.
- Check that the passenger lift or ramp (where applicable) is operating correctly.
- Check that all seatbelts, harnesses and clamps are in working order.
- Check that seats are secure and in a clean and useable condition.
- Ensure that all restraint equipment, when not in use, is securely stored in the appropriate storage box/facility.
- Ensure that where applicable the permit, plate or ‘O’ Licence is clearly displayed, in date and applicable to that vehicle.
- Ensure that all emergency exits are clear of obstructions, unlocked and operating correctly.
- Ensure there are no loose objects lying on the seats or floor of the vehicle.
- Ensure that the drivers view is unobstructed and that there are no objects hanging from the interior mirror.
- Ensure that the vehicle CCTV is active and recording where fitted.
- Ensure that any load carried is secure.
- Ensure that the vehicle is fitted with all the necessary emergency equipment (see 5.2) and it is within its use by date.
- As soon as is reasonably practical and always before carrying passengers, conduct a moving brake test.
- Remember, if the vehicle has a mechanical defect, rendering it un-roadworthy, it should not be used in service. If in doubt, obtain advice from your line manager/ transport manager.
- Any faults found should be reported in accordance with company policy.

At the end of each journey the Driver/Passenger Assistant should perform a check of the vehicle to ensure that all clients have alighted, no belongings have been left behind and there is no external body damage. Seat belts and restraint equipment should also be checked for damage.

3.6 Vehicle Breakdown

In the event of a breakdown, the safety and well-being of the passengers must be the first consideration.

Should your vehicle break down, follow the procedure below:

1. If possible move the vehicle to a safe place.
2. Warn other traffic of the situation by using hazard lights and warning triangle (If safe to do so – should be placed 45 metres away from the rear of the vehicle). Do not use the warning triangle on a motorway.
3. If possible keep side lights on in darkness or poor visibility.
4. Ensure the safety and comfort of all passengers.
5. If the vehicle is immobile, causing an obstruction and cannot be moved, or there is a risk of fire or further collision call the police via 999 (or 112 from a mobile device). Consider evacuating the vehicle if safe to do so – when arriving at a decision, bear in mind the nature of the passengers you are carrying and whether or not evacuation is the safest option.

6. BBC Staff	Contractors
Notify the Specialist Transport Team at Bedford Borough Council, who will advise VRD and arrange recovery of the vehicle.	Notify the relevant company representative to arrange for a mechanic or breakdown vehicle to be sent to the scene.
Notify the Specialist Transport Team at Bedford Borough Council.	

7. Having mitigated any risks, the Driver/PA must work with their line manager to minimise delay to passengers and operate the remainder of that vehicle's schedule, adhering as closely as possible to the timetable. This may include the use of a replacement vehicle.
8. In the event of a vehicle being delayed by over 10 minutes, affected parents/ guardians, and school and centre/establishment staff should be advised of the delay.
9. If it is necessary to use a replacement vehicle to complete the current or subsequent scheduled runs, the driver and passenger assistant will be required to ensure that the replacement is properly configured and is suitable for the task.
10. An Operational Incident Report Form should be completed.

3.7 Road Traffic Incidents

In the event of a road traffic incident the safety of the staff and passengers must be the first consideration. Do **NOT** admit liability.

Drivers' responsibilities in the event of a road traffic incident are as follows:

1. Stop when safe to do so.
2. Assess if there are any injuries inside or outside the vehicle.
3. Notify the Transport Team at the earliest opportunity but always within a maximum of one hour.
4. Comply with your legal responsibilities under the Road Traffic Act.
5. Follow your company's collision/accident procedure.

If Injuries confirmed or suspected:

2a. i) Contact emergency services and ensure that help is on its way.

2a. ii) All injury incidents must be reported to the police by the driver as soon as possible and always within 24 hours.

If NO Injuries confirmed or suspected:

2b.i) The staff of the destination establishment/parents/ guardians/carers should be advised upon arrival.

2b.ii) All passengers should be advised to seek medical attention following departure from the vehicle.

3.8 Vehicle Security

Only staff and authorised persons with appropriate and proper cause shall be in charge of a Council vehicle (whether that vehicle is owned, rented, on hire or lent to the Council). Whilst in charge of a vehicle, appropriate measures shall be taken to protect the security of the vehicle and its contents.

Whilst in charge of a vehicle, do not leave it in a situation where an unauthorised person can gain control of the vehicle or drive it away, irrespective of the location of the vehicle.

3.9 Vehicle Idling / Vehicles Unattended with engines running

Do not leave a vehicle unattended with the engine running.

Do not allow the engine to idle un-necessarily.

4. Incident Reporting Procedure

Incident reporting is integral to the process of handling challenging situations, emergencies and any other circumstances that may affect the safety or efficiency of passenger transport services.

The formal process requires staff (Council employees or contracted staff) to raise Operational Incident Reports and submit them to the Specialist Transport Team within 24 hours of an incident occurring.

An Operational Incident Report Form must be used whenever an incident takes place on the vehicle, or that affects the normal or planned operation of the route.

Reports that include confidential information should be handed directly to a member of the Specialist Transport Team in a sealed envelope marked CONFIDENTIAL.

Feedback will be given to staff regarding the action taken.

4.1 Personal Injury

Any physical injury or assault should be reported by telephone to the Specialist Transport Team so that immediate assistance/advice can be given.

Bedford Borough staff must also complete An Incident/Accident Report Form. Contracted staff should follow their own company policy.

5. Routes and Schedules

5.1 Designated Routes

All routes are designed to provide efficient, cost effective transport.

Bedford Borough Council staff should not deviate from designated routes without approval from the Specialist Transport Team at Bedford Borough Council. except in an emergency.

- Waiting time for passengers is limited to five minutes.
 - Contractors: For a door to door pick up, if there is no reply at the address, a business card from the company should be left, showing the time and date of the attempted pick up.
- Bedford Borough Council Staff: Telephone the Specialist Transport Team.
 - Any delay of over 10 minutes duration must be reported as soon as possible to the Specialist Transport Team. The parent(s)/carer(s) and establishment affected must also be notified directly where possible.

Pick up timings are geared to meet the principles of efficient transport and establishment opening times. They will also be designed to keep the amount of time any passenger spends on transport to an absolute minimum. Therefore established pick up sequence, or timings, should not be altered to accommodate parent, guardians or carers changed domestic requirements except where these do not compromise the principles described above and have been approved by your line manager.

The maximum journey time for any passenger should not exceed 75 minutes (except out of county routes).

5.2 Bus Pass Checks

- Bus passes prove a student's identity and entitlement to travel.
- Drivers must ensure that bus passes are checked before every journey (photographs, expiry date and route number), including those on registered public services.
- Passengers without valid bus passes must be allowed to travel on the first occasion and a report made to the Transport Team. Guidance will then be provided as to their entitlement to travel.
- Use of temporary passes should be monitored.

5.3 Pick Up Points/Bus Stops

- Keep all doors closed until you have brought the vehicle to a complete standstill. The doors should be operated only by the Driver or Passenger Assistant.
- When dropping off passengers, ensure that the stopping point used allows passengers to alight safely from the vehicle. Where you have safety concerns over a scheduled stop please notify the Transport Team at Bedford Borough Council as soon as possible so that a risk assessment can be carried out.
- Take extra care before pulling away to check that the passengers do not cross the road in front of the vehicle.

5.4 Door to Door Transport

For passengers that require a door to door service, it is the responsibility of the Driver and Passenger Assistant to ensure that each individual is collected from and returned to the care of a parent/carer.

Staff are advised not to cross the threshold of their client's homes. The parent/carer, or the passenger themselves (where they live alone), should meet the Passenger Assistant at the door from which they can then be escorted to the vehicle. It will also protect staff from allegations such as theft of personal property.

When operating a contracted transport route, the passenger must be collected from and returned to a parent/carer or authorised responsible adult. In the event that nobody is available to accept responsibility for the individual, report this to the Specialist Transport Team by telephone. If you have other passengers on board, then continue with your route and return later. This will enable Specialist Transport to make any necessary arrangements.

If the situation occurs outside normal office hours, please contact the emergency out of hours number on 0300 300 8123 for guidance.

Vehicles should load/unload on the nearside of the road and on the same side as the premises, using the nearest safest access point. Where a passenger needs to cross the road from the vehicle they must be accompanied. Should this cause a problem please contact the Specialist Transport Team.

5.5 Wheelchairs

Staff must have the appropriate MiDAS/PATS training and should adhere to this. See the Safe System of Work for Wheelchair Users.

- Bedford Borough Council reserves the right to decline transport should the wheelchair be deemed unsafe. If you have concerns, advise the Specialist Transport team at Bedford Borough Council immediately.
- Where a wheelchair is transported as luggage, appropriate restraining straps must be used to secure the chair safely whilst in transit.

5.5.1 Wheelchair Passports

All wheelchairs to be transported should have a 'Wheelchair Passport' attached to them. Wheelchair passports contain information and instructions for safe carriage specific to the individual wheelchair.

If the wheelchair does not have a passport, or the passport is inconsistent with the wheelchair presented, you should immediately report the matter to your manager by telephone who will contact the Specialist Transport Team for further instruction. An Operational Incident Report should also be submitted.

5.6 Safety at Establishments / Schools / Centres

Within the grounds of any Council establishment, the terms of the Traffic Management Plan should be known and observed. In the absence of this, a maximum speed limit of 10 mph must be observed, unless the establishment has its own limit.

The member(s) of staff on duty within an establishment has a responsibility to ensure transport is operating safely and drivers should co-operate with their instructions regarding parking, loading, unloading and departing.

5.7 Arrival at School/Centre or Establishment

The vehicle should be at the school or establishment at least five minutes before the beginning/end of the school/establishment day, but no earlier than 15 minutes before the establishment's open/closure time. This will ensure that all vehicles are parked and stationary before there are passengers in the boarding area. If a route picks up at more than one school/establishment, then this requirement may be altered in respect of the second pick up point.

5.8 Secure Carriage of Items (i.e. Medication and Cash)

Any passengers who are required to take medication or money with them to their establishment must give this to the Driver or Passenger Assistant for safe and secure storage during the journey.

The medication/cash should be in a sealed container/envelope. The medication and/or cash should be stored in the lockable box on the vehicle until arrival at the destination where it is handed over to the Establishment staff or carer receiving the passenger.

5.9 Unauthorised Stops

No unauthorised stops are permitted on any journey without the prior consent of the Specialist Transport Team Management. This includes dropping passengers at unauthorised locations and refuelling.

Requests by parents / carers to pick up or drop off at unauthorised addresses are not permitted (only those shown on the route schedule are authorised) unless formally approved by the Specialist Transport Team.

All requests for alternative arrangements must be made in writing to the Specialist Transport Team.

5.10 Lost Property

If, upon inspection of the vehicle at the end of a journey, property is found to be on the vehicle this should be securely stored until arrangements can be made to return it to the relevant owner. Contractor staff should follow their own procedures.

All reasonable steps should be taken to return lost property to its owner.

In the event that lost property cannot be located upon enquiry an incident report should be completed and your line manager advised.

5.11 Adverse Weather Conditions

Staff should always assume that transport will be operating unless they are specifically advised to the contrary.

Management decisions regarding transport in bad weather will be relayed via text messages or email.

It may be necessary to start earlier than normal in order to prepare vehicles and allow a contingency for traffic conditions.

Contractors should observe the 'NIMBUS' procedure.

In adverse conditions, drivers should proceed with extreme caution. If you are in any doubt as to whether you should progress given the specific conditions you encounter at the time, stop and contact your manager for advice before taking any further action.

If, in the drivers view, a particular pick up is too hazardous they should inform their manager and the passenger's parent/guardian or carer, and then proceed to the next pick up. an Operational Incident Report Form should be completed.

Staff should ensure that they are prepared with adequate clothing and have water with them in case of vehicle break down or delay.

5.12 Lone Working

Where 'Lone Working' arrangements are in place for the transporting of clients, managers and contractors should have appropriate 'Lone Working' controls and/or protocols in place for the protection of their employees.

6. Passengers

6.1 Contact with Passengers

Prior to commencing a new route Drivers and Passenger Assistants must arrange to visit the home of each passenger to introduce themselves to the parents/carers (and passengers where possible and practicable). This also applies to new passengers added to the route during term time. Check that a client risk assessment has been completed prior to making the introductory visits.

- If a Driver or Passenger Assistant is known, or related, to any passengers allocated to their route they must advise their line manager.
- Drivers and Passenger Assistants may be provided with a route schedule containing personal information relating to passengers. All details must be treated and held in the strictest confidence.
- No personal details should be discussed where any other passenger or member of staff could overhear the conversation.
- Confidential information should not be kept in the vehicle except during the performance of the route or contract. Once the route is completed any paperwork should be taken out of the vehicle and stored securely ready for the following journey.
- Contact with or the communication of material to Passengers outside that which is strictly necessary to the delivery of the contract is prohibited.

DO NOT offer gifts, food, drink, money, medicines, cigarettes or any other substances to any passenger unless expressly authorised to do so within the contract terms.

DO NOT take photographic or video images of passengers (with the exception of ICO registered Closed Circuit Television equipment).

6.2 Supervision of Passengers

All passengers should be properly supervised.

The Driver/Passenger Assistant should open, close and properly secure the door(s) of the vehicle before and after passengers board or alight the vehicle.

The security of the doors when the vehicle is in motion is the responsibility of the Driver.

On SEN and Adult Social Care routes, no passengers are to be seated in the front passenger seat without prior written consent from a member of the Specialist Transport team.

No unauthorised passengers, luggage or goods are to be carried. Authorised equipment must be secured safely and must not block an aisle or emergency exits.

All vehicles are non-smoking (including the use of imitation and electronic cigarettes).

Alcohol, hot or cold drinks or food (including sweets) must not be consumed or be allowed to be consumed on the vehicle at any time.

6.3 Behaviour of Passengers

Challenging or poor behaviour should initially be managed by the Driver/Passenger Assistant with a view to improving the behaviour on the vehicle. All incidents must be reported on an Operational Incident Report form to the Specialist Transport Team. Staff should adhere to the instructions provided in the Travel Care Plan.

If staff are presented with a situation that puts the safety of themselves, passengers or the operation of the route at risk and they are unable to resolve the situation through the stated controls in the Travel Care Plan, then they should stop the vehicle in a safe place, distance other passengers from harm and call the Specialist Transport team for advice.

Staff must avoid the use of any form of physical contact as a means of issue resolution unless the health and safety of the client, other passengers or staff is at risk. Physical contact should always be kept to an absolute minimum and proportionate to the situation.

The Driver must ensure that a passenger is never removed from a vehicle whilst the journey is operational without the specific authority of the Specialist Transport Team. All passengers must remain seated whilst the vehicle is in motion and any cases of disorderly or unruly conduct should be reported by completion of an Operational Incident Report Form.

6.4 Passenger Absences

Passenger absences should be recorded on the passenger tick list (where provided) and your manager should be notified by phone so that an appropriate central record can be maintained.

6.5 Changed Passenger Requirements

All changes that may affect the way we transport a passenger must be reported to your manager. When you become aware of a change, complete an Operational Incident Report Form. If Wheelchair Passports do not match the wheelchair they are attached to, or are missing, complete an Operational Incident Report Form and pass to the Specialist Transport Team.

6.6 Travel Care Plan

A Travel Care Plan will usually have been produced for each SEN / Adult Social Care high dependency client. Staff should ensure they are fully aware of its contents and adhere to the instructions and guidance within. Travel Care Plan documentation should be stored securely. Files should not be left on the vehicle where they can be found or picked up by other passengers etc.

6.7 Complaints

Complaints made to the Driver or Passenger Assistant concerning any element of the service should be reported using an Operational Incident Report Form. These include complaints from centre or school staff, parents or members of the public.

If a complaint is made against you, your line manager will be required to investigate. You should fully co-operate with your line manager so they can resolve the matter as quickly as possible.

7. Safeguarding of Children and Vulnerable Adults

7.1 Reporting Concerns

It is the responsibility of everyone working with children and vulnerable adults to ensure that they safeguard and promote the wellbeing of those they come into contact with.

This includes the responsibility to report any action by an employee or volunteer in any service / place of work which indicates that they may be unsuitable to continue to work with children or vulnerable adults in any capacity. Abuse can take many forms; physical, sexual, emotional or neglect. You may witness an incident, notice signs or the passenger may tell you something in conversation.

Children may be abused in a family, institutional or community setting, by those known to them or by a stranger. They may be abused by an adult or adults, or another child or children. It is therefore essential that all possible steps are taken to safeguard children and vulnerable people.

If you believe that another person who works with children and/or vulnerable adults has;

- Harmed or may have harmed a child or vulnerable adult;
- Possibly committed a criminal offence against, or related to a child or vulnerable adult; or
- Behaved towards a child, children or a vulnerable adult in a way that indicates he / she may pose a risk of harm to children or vulnerable adults then this must be reported using the process outlined in 7.2.

7.2 Reporting Procedure

If you have concerns about a child or vulnerable adult, you are responsible for reporting this immediately. Allegations are treated confidentially by the relevant Council Department and agencies.

An allegation of child abuse or neglect may lead to a criminal investigation, so;

- **DO NOT** offer the passenger confidentiality as you have a duty to refer this information,
- **DO NOT** ask the passenger probing questions, and
- **DO NOT** do anything that may jeopardise a police investigation, such as asking the child leading questions or attempting to investigate the allegations of abuse.

At the earliest opportunity after the incident you should call your line manager to advise them that you have witnessed an incident which has caused you concern.

You should then write down what you have witnessed in as much detail as possible. This information should include the date and time of the incident, a description of the incident, a description (and where possible a name) of the alleged perpetrator and details of any other witnesses. You should sign and date this witness statement, mark it 'confidential' and give it directly to your line manager at the earliest available opportunity.

Please note: It is vital that there is no unnecessary delay in this information being submitted. If your line manager is unavailable, you should deliver the statement directly to another line manager at the earliest available opportunity.

Do not discuss any details regarding the matter with anyone other than your line manager or (if appointed), the investigating officer.

8. Infection Control

All available measures must be taken to prevent the spread of infection. Staff should take appropriate care and use the materials and guidance provided to them.

Staff should be also mindful of illnesses such as Norovirus which is very contagious. Strict handwashing and regular cleaning of the vehicle must be maintained to prevent the spread of infection.

Clean-up and disinfection guidance can be found in Appendix 6 and, whilst this specifies Norovirus, it is the recommended clean-up procedure to be used after any biological incident.

Infected passengers or staff should not be permitted back onto the vehicle prior to 72 hours after the last bout of illness in the event of a confirmed case of Norovirus.

Sometimes, passengers and staff can be at risk of infection from other passengers via a scratch or a bite.

If staff are bitten or scratched and the skin is broken it may be appropriate for them to obtain tetanus or hepatitis B immunisation from their GP. An Operational Incident Report form must be completed and the line manager advised as soon as possible.

9. Health & Safety

Health and safety at work means reducing accidents, injuries and ill health in the workplace. It is part of your job to take safety precautions and help prevent accidents happening to yourself, your colleagues, your passengers and others. Learning to recognise hazards helps reduce accidents at work. A hazard is any dangerous situation or action that could cause an accident/incident.

It might be:

- An unsafe action (something you do or forget to do)
- Unsafe equipment or machinery
- Unsafe conditions, or
- Unsafe working practices.

All staff operating transport routes must be able to communicate with passengers, parents and school staff to a satisfactory level.

You must:

- Work safely and efficiently at all times
- Cooperate with Bedford Borough Council
- Work within all relevant laws and regulations
- Promptly report any incidents and near-misses to your line manager

If you have any concerns with regards to any of your duties, including the safe collection, transport or delivery of clients you have a responsibility to report this to your line manager. Your manager and the Client Transport Compliance Team will work in conjunction to assess the risk and implement any appropriate measures. Risk assessments and safer working instructions are there to help you perform your duties safely and to protect you, your colleagues and those to whom you provide services. These documents are subject to regular review and if you have any concerns or queries you should raise these with your line manager so that additional measures may be considered to further reduce the risk of harm or injury.

9.1 Pregnant Workers

A full risk assessment of pregnant workers should be carried out to determine if the employee can safely continue to carry out their job role. This should take into account the medical conditions and needs of the clients being transported, the likelihood of infections/diseases that the employee might be vulnerable to and the level of physical demand on the employee.

9.2 Manual Handling

So long as 'MiDAS and PATS techniques are followed by staff and contractors involved in the transporting of clients, managers, contractors or staff should not have the need for manual handling, or manual handling controls and/or protocols. All necessary techniques for the boarding and disembarkation of clients (and their wheelchairs if appropriate) have been included in the training provided under MiDAS and PATS. In the unlikely circumstance where manual handling is required, then managers and contractors should ensure that appropriate controls and/or protocols are in place for the protection of their employees.

10. High Visibility Clothing and PPE

All staff must wear high visibility clothing. These must be worn at all times whilst working. Staff working on vehicles with passenger lifts must also wear safety shoes or boots (to EN ISO 20345:2011. (Bedford Borough Council provides all Council employees with these items).

If you are supplied with a BBC uniform i.e. Fleece, Polo Shirt, Safety Shoes, you are required to wear this when working.

PPE issue is subject to regular review. If you lose any PPE issued to you or it becomes damaged and/or unusable, speak to your line manager.

Section 2 – Bedford Borough Staff Only

11.0 Vehicle Defect Reporting

- Each vehicle has a **Passenger Vehicle Check & Defect / Journey Record book**.
- It must be completed as part of the daily 'First Use' check.
- If there are no defects found on the vehicle, at the end of the journey, the white copy should be removed from the book and handed into the office at the end of the shift.
- If the driver finds a defect, this should be noted on the defect section of the sheet.
- The vehicle must then be sent for repair.
- On no account must a vehicle with a fault affecting roadworthiness or safety, be used operationally.

The following process must be followed when taking a vehicle for repair or scheduled maintenance:

- Complete the defect report.
- Describe the fault or expected maintenance type accurately.
- Hand the book over to the workshop reception with the vehicle keys.
- Do not detach or remove any pages.
- On receiving the vehicle back from repair or maintenance; ensure that the defect report has been signed off as resolved by the workshop.
- Before leaving the workshop, ensure that there is no new damage
- If the vehicle was in for a repair, check that the repair has been satisfactorily completed.
- If the vehicle is not in a roadworthy condition, it must remain at the workshop for further attention.

11.1 Vehicle Cleanliness

- Drivers are required to clean their vehicles, internally and externally, at least once a week.
- Hand rails and seatbelts should be wiped down with antibacterial wipes after every journey.
- If your vehicle requires intense cleaning, particularly after a biological incident, speak to your line manager.

11.2 Scheduled Inspections and Services

All inspections and services are carried out at the Vehicle Repair Depot in Brunel Road.

For Inspections:

- The Driver will normally deliver the vehicle to VRD. Collection arrangements and replacements vehicles will be arranged with the Specialist Transport Team

11.3 Vehicle Tracking Systems & CCTV

A vehicle tracking system is fitted across all Bedford Borough Council vehicles.

Data from the system may be used by the management team to identify the position and activity of any fleet vehicle, including its speed where necessary.

Vehicle data will be monitored in order to identify fleet driving style and used in the pursuit of efficiency and safety standards for the benefit of the staff, the public and the organisation.

No audio recording is obtained.

The Council will co-operate with and fulfil its legal obligations to statutory enforcement authorities.

11.4 Bus Lanes

Bus lanes are provided for the benefit of Public Service Buses and some taxis.

When you are driving a **Council minibus**, you are permitted to use bus lanes for your journey unless there is a sign stating 'local buses only'. In this circumstance, only public service buses can use that bus lane.

Citroen Berlingo's and 4 x 4's are NOT PERMITTED to use any bus lanes.

Please note: Bus Lane contraventions are currently punishable by a £60 fine. Any driver committing a bus lane contravention will be liable for the resulting fine.

11.4.1 Gated Bus Lanes

In order to gain access to these bus lanes, each bus has a 'swipe card' which can be used to open or unlock the bus lane. These bus lanes should only be used where they are part of your scheduled route.

To de-activate the rising bollard, stop the vehicle, allow the passenger assistant to alight the vehicle and swipe the card to lower the bollard. The bus should then drive onto the bus lane and the passenger assistant should re-board the bus and the journey can then continue.

UNDER NO CIRCUMSTANCES ATTEMPT TO 'TAILGATE' ANOTHER VEHICLE THROUGH A GATED BUS LANE.

11.5 Timesheet Completion

Start and End Times

The following principles should always apply:

The 'Start' time is the time that you start work – for Drivers this will include daily 'First Use Checks' and administration.

For both AM and PM runs the timesheet should be signed off once the vehicle returns to its normal base, is parked up, the relevant paperwork has been completed and the keys returned to the office.

Normal Runs

Show the actual start and finish times in the appropriate columns. Calculate the total time worked and enter this in the 'Total' column. Any hours entered in 'Additional Runs' should be included in the total hours.

Additional Runs

If you are asked to do an extra run outside the normal school run then show the start and finish times in the 'Additional Run' columns.

In the comments field, enter a meaningful description so that if the work is rechargeable, Specialist Transport staff can interpret the information accurately.

Bank Holidays and School Training Days

In the Start and Finish columns write 'Bank Holiday' or 'School Training Day' as appropriate.

Absence due to Illness and Unpaid Leave

In the Start and Finish columns write 'Sick' or 'Leave' as appropriate.

Claiming for Vehicle Cleaning

Enter the date in the 'Vehicle Cleaned' box. Ensure the start and finish total values are not entered against a particular day, but in the boxes provided on the same line as the 'Vehicle Cleaned' date.

11.6 Holiday Requests

11.6.1 Education Transport Staff holidays

Staff on term time only contracts are required to take their holidays during official school breaks (this excludes school training days refer to 11.5).

Requests for holidays outside official school breaks will be considered only in exceptional circumstances at the discretion of the Specialist Transport Team Leader.

Requests must be made in writing clearly showing the reasons for the request. It must be remembered that requests of this nature may be refused so please do not confirm/make holiday bookings until the request has been approved.

11.6.2 Adult Services transport staff holidays

Holiday requests should be made on MyView at least two weeks in advance to allow appropriate cover arrangements to be put in place.

Please do not confirm/make holiday bookings until your annual leave request has been approved.

Holiday requests with less notice may be granted at the Specialist Transport Team Leader's discretion.

Normally, only one member of a transport team (i.e. Driver/Passenger Assistant allocated to the same run) will be allowed off at the same time.

It is also prudent to plan your leave through the year to avoid peaks in leave requests towards the end of the holiday year on 31st March.

11.7 School Holidays

Transport staff are required to make themselves available for training and staff meetings on Training Days.

11.8 Other closures not part of half and full term holidays.

Please note that whilst transport may not be required to affected schools on these days, they are still normal working days for transport staff and you should ensure you are available for other duties or training as required. Training will be routinely booked to coincide with these days.

11.9 Staff Sickness and Absence Procedure

Staff have an obligation to advise their line manager by telephone call (**text is not acceptable**) as soon as they are aware that they will not be available for work.

This is to provide the line manager with as much time as possible to obtain appropriate cover.

If your line manager is unavailable you should contact a supervisor in the Specialist Transport Team.

- Up to the first seven days, sick leave may be covered by a Self-Certificate.
- Whilst covered by a Self-Certificate, staff are required to contact their line manager, by phone, before each working shift advising of their availability.
- A doctors' certificate is required for any absences over 7 days.
- Once a Doctors certificate has been issued daily contact is not necessary, but occasional contact may be instigated for support purposes.
- Confirmation of return to work should be made when a Doctor's certificate is due to run out – at least twenty four hours before the scheduled return to work.
- Messages should not be passed on via other staff members.

11.10 Bedford Borough Transport ID Badges

This badge identifies that the bearer has been approved through the Enhanced Disclosure and Barring Service process.

The badge must always be carried and be visible at all times whilst working. If your ID badge is lost or misplaced you must advise your line manager immediately.

11.11 Council Issued Mobile Phones

Under no circumstances should mobile phones be used whilst driving. To do so could result in prosecution and/or Bedford Borough Council's disciplinary process being invoked.

Where a Passenger Assistant is on the vehicle they should retain the phone. Where there is not a Passenger Assistant the Driver must ignore the phone whilst driving and only check for missed calls, messages or texts when the vehicle is legally parked, handbrake applied and the engine switched off.

It is recommended that drivers alight from the vehicle when making calls. Where inclement weather makes this difficult, then move away from the driving seat.

The use of hands free equipment or headsets is not permissible.

- Council issued phones should:
- Only be used for valid Council business
- Remain switched on during normal working hours and outside working hours where there may be a need for contact.
- They should not be used for personal calls

Appendix 1

Safe Working Instruction

Refuelling at the Brunel Road Depot

When entering the depot, approach the entry barrier ensuring that you are positioned close enough to the 'card swipe' access panel. Swipe your card on the access panel to gain entrance to the site. As you enter the site, the fuel and Ad-Blue tanks are located to your right side.

YOU MUST follow the arrows that are painted on the roadway and drive 'clockwise' around the one-way system inside the depot. Proceed round the depot and come back to the fuel tank so that the fuel tank is on your left hand side.

IT IS NOT PERMITTED to pull up with the fuel tank on your right.

PPE must be worn at all times when on site. There is a yellow painted hatched box on the floor around the fuel and Ad-Blue tanks. When working in this area, **YOU MUST**, as a minimum, wear hi viz coat/jacket at all times.

If you need to go to the main depot building, **YOU MUST** follow the marked walkways.

Access to all other areas within the depot have additional PPE requirements which **MUST** be observed.

- Park your vehicle near enough to the 'bunker' to enable easy refuelling. Once parked safely, make a note of your current Odometer reading and then turn off the ignition.
- Ensure that the area is safe from moving vehicles before alighting from the vehicle.
- If you are refuelling a hire vehicle without a data tag, go into the main depot building (using the marked walkways) and obtain the data tag from authorised depot staff. (Note: If you are leaving your vehicle unattended, remove the ignition key and lock your vehicle).
- Open the filler cap of the vehicle.
- Returning to the fuel pump, insert the Data Tag into the fuel pump panel and select which pump you want to use, diesel or ad blue.
- The on screen display will ask for the odometer reading. Punch it in using the key pad. Remove the Data Tag.
- Protective gloves should be available at the pump if required. (If there are none, report this to staff in the main depot building).
- You are now able to fill your vehicle with either diesel or ad blue.

When refuelling take care not to over fill the vehicle or spill any fuel on the floor as this can be a safety hazard. Spills must be reported to the front office. Spill kits are on hand for containing and cleaning up spilt fuel. Once the vehicle has been refuelled ensure that the filler cap is refitted securely. When manoeuvring back to the vehicles driving seat, again be mindful of moving vehicles. When reversing, a 'Reversing Assistant' must be employed to ensure the safety of all parties.

On exiting the depot, the exit barrier will open automatically on approach. Please Note: **THIS IS A VERY BUSY OPERATIONAL SITE. CARE MUST BE TAKEN AT ALL TIMES.**

Brunel Road Yard Plan



Appendix 2

Collision Report Form



Vehicle Repair Depot
Bedford Borough Council
30 Brunel Road
Bedford MK41 9TG
01234 718048

Use the additional space below for your account of the collision. Please include all vehicles, road markings/lines in your diagram and obtain mobile phone photos if possible.



In Case of a Collision.

What should you do in the event of a collision?

Instructions to driver:

1. Contact your supervisor/line manager and report the collision.
2. DO NOT accept liability.
3. Complete Part A of this form and retain.
4. Complete Part B of this form, tear it off and give it to the other driver/party involved.
5. Report the incident as soon as you return to where you are based and complete a Collision report form.

Call the police if:

1. The collision results in injuries to any person, dog, horse or farm animal.
2. The Third Party will not give you their name and address.
3. Your vehicle is severely damaged and you consider it to be the Third Party's fault.

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Appendix 3

Passenger Vehicle Check & Defect / Journey Record Book



Fleet No: _____



Serial No. _____

Transport Operations Group

Passenger Vehicle Check & Defect / Journey Record Book

EVERY DRIVER MUST COMPLETE ON TAKEOVER

If Defected – Book, Vehicle and Keys to be
presented to Workshop

Service Area Contact Number: _____

NOTE: No defect repairs will be undertaken by the workshop unless
a properly completed Defect Note is presented with the vehicle.

Driver's Check & Defect / Journey Record

Fleet Number: _____ Registration Number: _____

Driver's Name: _____ Date: _____ Time: _____

Journey Detail: _____

Daily or shift check (tick or cross)			
Fuel / oil leaks	Wipers	Mirrors	
Battery (if easily accessible)	Washers	Steering	
Tyres and wheel fixing	Horn	Heating / ventilation	
Brakes	Glass	Lights	
Doors and exits	Reflectors	Body interior	
Indicators / Side repeaters	Body exterior	Excessive smoke	
Fire extinguisher	First-aid kit	Emergency exit hammer	
Seats / seat belts	Accessibility requirements	Registration plates	
Aux Equipment eg. Passenger Lift	S-19 Permit	CCTV	

Write NIL here if no defects found: Driver's Signature: _____

Odometer START: _____ Odometer END: _____

Report defects here: _____ Rectified: _____ Job No. _____

Defects report to: _____ End of shift passenger check (client transport): _____

Write NIL here if no defects found (Shift end): Driver's Signature: _____ hr: _____

Defects rectified by: _____ Date: _____
Signature: _____

Appendix 4

Operational Incident Report Form

Operational Incident Report

Date and time of incident	Name of client	Route number	Vehicle registration	Location (i.e. school, centre) / On Route
OIR Ref:No.		AssessNet Y or N Ref Number.....	Incident Priority (White Green, Red).....	
First line of clients address:				
Incident details Document all factual, relevant information (Please use reverse to continue if necessary)				
Raised by: Date: Time:				
Received in Specialist Transport by: Date: Time:				
Action taken (Use reverse of form if necessary):		Action taken (Use reverse of form if necessary):		
Name..... Date.....		Name..... Date.....		

Incident Details Continued...	
Client Transport Actions (Continued).....	Transport Co-Ordination Actions (Continued).....

Appendix 5

Safeguarding

It is the responsibility of everyone working with children and vulnerable adults to ensure that they safeguard and promote the wellbeing of those they come into contact with. This includes the responsibility to report any action by an employee or volunteer in any service / place of work which indicates that they may be unsuitable to continue to work with children or vulnerable adults in their present position, or in any capacity.

Contractors must promote this by, as a minimum requirement, having robust Safer Recruitment Practices, abuse reporting procedures and appropriate staff training in place. It is the Contractor's responsibility to ensure that all of their staff employed on Borough Council contracts are aware of these reporting procedures.

Safer Recruitment

"For those agencies whose job it is to protect children and vulnerable people, the harsh reality is that if a sufficiently devious person is determined to seek out opportunities to work their evil, no one can guarantee that they will be stopped. Our task is to make it as difficult as possible for them to succeed..." *Richard Inquiry Report 2004, P12 Para 79*

It is the responsibility of every Contractor to ensure that they conduct thorough interviews and reference checks to satisfy themselves that the prospective employee does not present a risk to the clients that they will be coming into contact with.

It is a contractual requirement that all drivers and passenger assistants have had an enhanced DBS clearance assessed and approved by Bedford Borough Council. Under no circumstances should anyone be permitted to work on Borough Council contracted routes where they have not been issued with a Transport ID Badge.

Abuse

Abuse can take many forms; it may be physical, sexual, emotional or be in the form of neglect. You may witness an incident, notice signs or the passenger may tell you something in conversation. Children may be abused in a family or in an institutional or community setting, by those known to them or by a stranger. They may be abused by an adult or adults, or another child or children.

The vast majority of adults who work with children act professionally and aim to provide a safe and supportive environment which secures the well being and very best outcomes for children and young people in their care. However it must be recognised that there are some adults who will deliberately seek out, create or exploit opportunities to abuse children. It is therefore essential that all possible steps are taken to safeguard children and young people and ensure that the adults working with them are safe to do so.

If you believe that an adult who works with children has behaved in a way that:
Has harmed or may harm a child or vulnerable adult, Possibly committed a criminal offence against

or related to a child or vulnerable adult, Or behaved towards a child/children or vulnerable adult in a way that indicates they may pose a risk of harm to children or vulnerable adults, then this must be reported using the process outlined below in relation to employee/volunteer.

Reporting Procedure

If you have any reason to believe that a passenger is suffering abuse, you are responsible for reporting this immediately. Allegations are treated confidentially by the relevant Council Department and agencies.

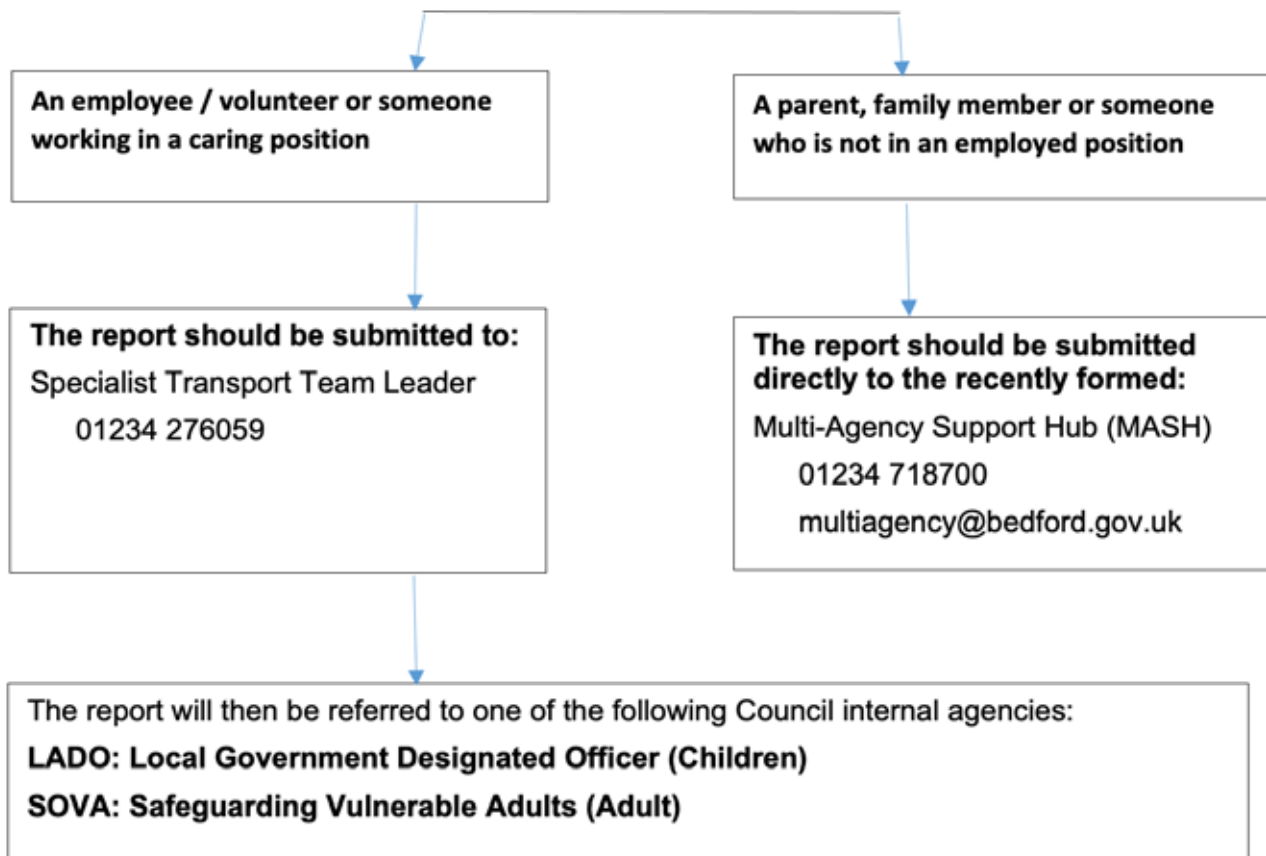
Remember that an allegation of child abuse or neglect may lead to a criminal investigation, so:

- **DO NOT** offer the passenger confidentiality as you have a duty to refer this information,
- **DO NOT** ask the passenger probing questions,
- **DO NOT** do anything that may jeopardise a police investigation, such as asking the child leading questions or attempting to investigate the allegations of abuse.

At the earliest opportunity, upon witnessing an incident, you should call the Council to advise them that you have witnessed an incident which has caused you concern.

You should then write down what you have witnessed in as much detail as possible. This information should include the date and time of the incident, a description of the incident, a description (and where possible a name) of the alleged perpetrator and details of any other witnesses. You should sign and date this witness statement. You should ensure that your witness statement is marked confidential and given directly to the relevant Council Officer as detailed below at the earliest opportunity.

Witnessed or suspected abuse by:



Reference: HM Government Guidance; What to do if you're worried a child is being abused (ref. 04319-2006BKT-EN) This can be downloaded from www.everychildmatters.gov.uk

Appendix 6

Clean up and Disinfection for Norovirus.

Clean-up and Disinfection for Norovirus ("Stomach Bug")

THESE DIRECTIONS SHOULD BE USED TO RESPOND TO ANY VOMITING OR DIARRHEA ACCIDENT

Note: Anything that has been in contact with vomit and diarrhea should be discarded or disinfected.



1 Clean up

- Remove vomit or diarrhea right away!**
 - Wearing protective clothing, such as disposable gloves, apron and/or mask, wipe up vomit or diarrhea with paper towels
 - Use kitty litter, baking soda or other absorbent material on carpets and upholstery to absorb liquid; do not vacuum material: pick up using paper towels
 - Dispose of paper towel/waste in a plastic trash bag or biohazard bag
- Use soapy water to wash surfaces that contacted vomit or diarrhea and all nearby high-touch surfaces, such as door knobs and toilet handles**
- Rinse thoroughly with plain water**
- Wipe dry with paper towels**

DON'T STOP HERE: GERMS CAN REMAIN ON SURFACES EVEN AFTER CLEANING!

2 Disinfect surfaces by applying a chlorine bleach solution

Steam cleaning may be preferable for carpets and upholstery. Chlorine bleach could permanently stain these. Mixing directions are based on EPA-registered bleach product directions to be effective against norovirus. For best results, consult label directions on the bleach product you are using.

a. Prepare a chlorine bleach solution

Make bleach solutions fresh daily; keep out of reach of children; never mix bleach solution with other cleaners.

IF HARD SURFACES ARE AFFECTED...
e.g., non-porous surfaces, vinyl, ceramic tile, sealed counter-tops, sinks, toilets

 **3/4 CUP OF CONCENTRATED BLEACH** + **1 GALLON WATER** 

CONCENTRATION ~3500 ppm

IF USING REGULAR STRENGTH BLEACH (5.25%), INCREASE THE AMOUNT OF BLEACH TO 1 CUP.

- Leave surface wet for at least 5 minutes**
- Rinse all surfaces intended for food or mouth contact with plain water before use**

3 Wash your hands thoroughly with soap and water

Hand sanitizers may not be effective against norovirus.

Facts about Norovirus

Norovirus is the leading cause of outbreaks of diarrhea and vomiting in the US, and it spreads quickly.

Norovirus spreads by contact with an infected person or by touching a contaminated surface or eating contaminated food or drinking contaminated water. Norovirus particles can even float through the air and then settle on surfaces, spreading contamination.

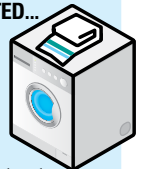
Norovirus particles are extremely small and billions of them are in the stool and vomit of infected people.

Any vomit or diarrhea may contain norovirus and should be treated as though it does.

People can transfer norovirus to others for at least three days after being sick.

IF CLOTHING OR OTHER FABRICS ARE AFFECTED...

- Remove and wash all clothing or fabric that may have touched vomit or diarrhea
- Machine wash these items with detergent, hot water and **bleach** if recommended, choosing the longest wash cycle
- Machine dry



Appendix 7

Specialist Transport Staff Details and other Contacts

Specialist Transport Team (Adults Services and SEN Education)

01234 228443

Darrell Whitworth - 01234 276116

Specialist Transport Team Leader

Sarah Lilley - 01234 276059

Postal Address:

Specialist Transport Team,
Bedford Borough Council, Barkers Lane Depot,
119 Barkers Lane, Bedford, MK41 9RR

Mainstream Transport,
Bedford Borough Council, Barkers Lane Depot,
119 Barkers Lane, Bedford, MK41 9RR

Email:

mainstream.transport@bedford.gov.uk

client.transport@bedford.gov.uk

Licensing (Client Transport Approval/DBS Badge Applications)

01234 276943

Emergency Telephone Numbers

Out of Hours Social Services Duty Team (Emergencies ONLY): 0300 300 8123

Bedford Police (Non Emergency): 101

Emergency Services: 999

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

معلومات کے لئے

للمعلومات

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Informacja

برای اطلاع

Za Informacje

Per Informazione

তথ্যের জন্য



01234 228618



Peter Essex

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www.bedford.gov.uk