



Home to School Drivers Course Handbook

Updated 02/07/2024



Home to School Drivers Course

For some local authorities, the Home to School Drivers Course is compulsory.

To complete the course and receive your attendance certificate, you must attend the full course.

Home to School Drivers Course

Green Penny and your local authority expect:

- A professional attitude and behaviour from all.
- Delegates and tutors to demonstrate respect for others.
- Group discussions will take place at appropriate times when invited.
- Please note that your licence application or renewal can be refused until the course is attended.

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Poor attitude and behaviour may lead to:

- A negative report on specific candidates being made to the council.
- Offending candidates being removed from the course.
- Tutors have the full authority to remove offending candidates and make reports to the council.

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We can answer all relevant questions in relation to the course content.

Any other queries should be directed to the licensing team at the council.

Email:

licensing@uttlesford.gov.uk

licensing@rushcliffe.gov.uk

Home to School Drivers Course

Course objectives

By the end of this course you will:

- Understand current legislation, rules and regulations applicable to drivers.
- Understand expectation for professional customer service.
- Be able to demonstrate increased awareness to ensure your safety and that of your passenger and other road users.
- Know how to report a crime and dealing with complaints.

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Course objectives

By the end of this course you will:

- Understand relevant sections of the Highway Code.
- Have an introduction to disability and equality legislation.
- Have an introduction to your safeguarding responsibilities.
- Understand how to communicate effectively within your work environment.

Unit 1 – Current legislation, rules and regulations applicable to drivers

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Legislation and regulations that apply to drivers and operators

What is a Restricted PHD Licence?

- A restricted PHD licence issued to drivers undertaking Home-to-School transportation journeys **only**, whilst contracted to a Local Education Authority (LEA)
- Drivers who have a restricted licence are **not** permitted to undertake any other form of Private Hire work. If a driver wishes to do this, they must apply for a separate full/standard Private Hire driver licence and complete the correct training course for that licence.

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Legislation and regulations that apply to drivers and operators

- Statutory Taxi & Private Hire Vehicle Standards (July 2020)
- The Policing and Crime Act 2017
- Safeguarding Vulnerable Groups Act 2006
- The Equality Act 2010
- Local Government (Miscellaneous Provisions) Act 1976
- Health and Safety at Work Act 1974
- Road Traffic Act 1988
- Control of Substances Hazardous to Health Regulations (COSHH) 2002
- Local Licensing Authority Regulations

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These laws and regulations are enforced by various professional bodies including:

- Your local Authority
- The HSE (Health and Safety Executive)
- The Police
- The DVSA for inspecting Taxis and Private Hire vehicles

It is part of your job and your duty to be aware of all Regulations and Laws, and ensure you keep up to date with any changes

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Why drivers, vehicles and operators need to be licenced within the industry

- It is essential for Service Users to trust operators and drivers and to ensure drivers and operators are 'fit and proper' to operate the service.
- Service Users need to know that the driver can drive to a good standard and that the vehicle is safe, reliable and comfortable and is able and competent at dealing with passengers with varying levels of need and assistance.
- It is therefore essential that all drivers and operators are regularly checked and that vehicles are regularly tested and licenced.

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Licences required to work within the industry

DVLA Drivers Licence

- Ensure your licence has the correct address- you can be fined up to £1,000 if the address is incorrect.
- Ensure that you notify the DVLA of any change in your eyesight for example, if you now need to wear glasses for driving.
- Notify DVLA **and the licensing team** of any reportable medical condition. Refer to the DVLA website for a list of notifiable conditions.

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Licences required to work as a Restricted Private Hire driver

- Driving licence.
- Private Hire Vehicle licence.
- Restricted Private Hire Driver licence.

Authorised personnel who can request to see your driver or operator licence

- Police.
- Licensing Authority enforcement officers.
- DVSA enforcement officers.

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Statutory Taxi and Private hire vehicles standards 2020

Government produced document to help licensing authorities and its drivers- updated from 2010

- **Guidelines** include the need for councils to carry out checks on all drivers as to whether they are a 'fit and proper person' to be licenced.
- This includes a criminal records check (Enhanced DBS) and licence check.
- Consideration that all drivers attend Safeguarding of children and vulnerable adults awareness training.
- Language proficiency.
- All operators keep records of all journeys.
- Guidelines for enforcing the above and processes for the acceptance/removal of licenced drivers.

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Statutory Taxi and Private Hire vehicles standards 2020

Obtaining a licence

- Full UK driver's licence for minimum of 12 months and no more than specified number of points on their DVLA licence.
- Undertake a Group 2 medical examination.
- Enhanced DBS criminal record check/Certificate of good character.
- Applicant must meet immigration/residency requirements and status.
- Appropriate vehicle and public liability insurances.
- Local Authorities invariably will have additional requirements.

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Statutory Taxi and Private Hire vehicles standards 2020

Fit and Proper Person

- As part of your application process, checks will be made to ensure you are a fit and proper person to carry out duties within the Taxi and Private Hire industry.
- This is a generally accepted statement:

“Would you allow your son, daughter, mother, spouse or other person you care about get into this vehicle with this person alone?”

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Statutory Taxi and Private Hire vehicles standards 2020

Full disclosure

- As part of your application process, checks will be made on any criminal convictions and cautions recorded against you using the Enhanced Disclosure and Barring System (DBS).
- Further checks on licencees may also be appropriate on the individual if further risk is identified.
- This profession is exempt from the Rehabilitation of Offenders Act meaning no conviction is ever 'spent'.
- Certificate of Good Conduct; If you have not lived in the UK for at least 5 years, or have lived overseas for longer than three months within the past 5 years, you need to provide a Certificate of Good Conduct. The certificate can be obtained from the embassy of the country where you lived abroad.

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Statutory Taxi and Private Hire vehicles standards 2020

The DBS Update Service

- In addition to an enhanced DBS Criminal Record check, it is a requirement to subscribe to the update service.
- This will allow the Licensing department to check your record status at any time.
- The service must be funded by the driver, and it is the driver's responsibility to ensure payments are kept up to date including ensuring payment card details are up to date.

Failure to do so could result in a cancellation of the service and the driver's or operator's licences to be suspended or revoked.

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Statutory Taxi and Private Hire vehicles standards 2020

NR3S National Register of Taxi Licence Revocations and Refusals and Suspensions

- As part of the fit and proper assessment of a driver, the Local Authority is able to check information from other councils by using this register.
- The register will hold information on any licence that has been revoked or refused and stores 25 years' worth of data.

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Statutory Taxi and Private Hire vehicles standards 2020

Right to Work and other documentation

- After 30th June 2021, the new immigration rules for recruiting people from outside the UK will apply including those from the EU.
- You will be asked to supply various proofs of identity, such as well immigration and residency status.
- These will need to be ORIGINAL documents which will be checked IN PERSON by a Licensing Officer.

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Statutory Taxi and Private Hire vehicles standards 2020

HMRC tax check

- Drivers and anyone renewing their combined or Private Hire licence on or after 4 April 2022 will need to meet new government rules to provide a 9-character tax check code. This also applies to Private Hire operators. Please see the [guidance on completing a tax check for a Taxi, Private Hire or scrap metal licence](#) on GOV.UK.

If you're an individual, company or any type of partnership you must complete a tax check if you're:

- Renewing a licence.
- Applying for the same type of licence you previously held, that ceased to be valid less than a year ago.

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Statutory Taxi and Private Hire vehicles standards 2020

HMRC tax check

Continued; If you're an individual, company or any type of partnership you must complete a tax check if you're:

- Applying for the same type of licence you already hold with another licensing authority.
- Please note: This is not required for new drivers unless the above applies.
- You must carry out the tax check yourself and an agent cannot do this for you. After you have completed the tax check you will be given a 9-character tax check code, which you will need to provide to the licensing department with your application to renew your licence, this is to confirm that you have carried out a tax check.

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Statutory Taxi and Private Hire vehicles standards 2020

Licencee self-reporting

Licence holders should be required to notify the Authority within 48-hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.

Accidents must be reported to the Operator immediately

Please note Local Authority guidelines may differ to the above 48-hour guideline, please refer to the council you are applying to.

Failure to do so may be seen that the licence holder is not suitable or honest enough to hold that licence regardless of the initial allegation.

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Statutory Taxi and Private Hire vehicles standards 2020

Group 2 medical

- For further information on what to expect with your medical please visit:

<https://www.gov.uk/guidance/general-information-assessing-fitness-to-drive>

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Vehicle licencing

Plate details - local authorities may differ

- Vehicle registration number
- Type of licence e.g. Private Hire
- Colour and make of vehicle
- Licensing Authority identification and hologram
- Licensing Authority plate number
- Expiry date
- Number of passengers licenced to be carried

If a licence has been suspended, surrendered or revoked, plates and badges must be returned to the Licensing Authority within 7 days.

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No smoking signage

You are required by law (The Health Act 2006) to clearly display 'No Smoking' signs in each compartment of the vehicle.

Please note smoking AND vaping are prohibited by the Local Authority.



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Practice questions

- What is licensee self-reporting?
- The Statutory Taxi & Private Hire Vehicle Standards (July 2020) is one piece of legislation that applies to drivers, name 2 others.
- Why is it important that you, the vehicle and your operator are all licensed?

Unit 2 - Professional passenger service

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Professional passenger service

Answers: 16 Ways we can offer good customer service.

Clean vehicle inside and out	Nice smelling vehicle	Properly maintained vehicles	Be punctual, honest and truthful
Smile, be friendly and welcoming	Being polite, treating children with courtesy and respect	Do not be offended if a child doesn't want to talk with you.	Be knowledgeable on routes, your car, and your profession
Driver and PA well presented	Open Doors	Help with Luggage	Safe driving with care and consideration
Gain knowledge on any specific needs of the children	Offer a meet and greet service (start of school term)	Get to know your regulars and cultivate/nurture relationships	Knowledgeable on using a wheelchair accessible vehicle

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Professional passenger service

Why is the school run contract service so important for its users:

- It may be the only way the child can get to or from school
- Drivers are licenced and tested ('fit and proper')
- Specially adapted vehicles for wheelchairs and easier access
- Passenger assistance in addition to the driver (the 'PA')
- Confidence and assurance for parents/guardians and carers
- Consistent service

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Professional passenger service

Service User case study

You are picking up one of the children on your school run on the first day of term

Think about how the child/parents or guardians are feeling.

- Nervous or scared about the day
- Excited about seeing their friends
- Anxious about what to expect
- How could you help if the child is non verbal or special needs
- How can you help make the child, parent or guardian feel at ease?

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Practice questions

- Why is the school run service so important?
- How can drivers offer good passenger service?
- Why should drivers offer good a passenger service?

**Unit 3 -
Increasing drivers' own
awareness and how to ensure
their own safety**

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Driver awareness and safety

Throughout your working day, you will be faced with hazards and risks to deal with which could impact the health and safety of you, your Service User or others.

What is a hazard?



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Driver awareness and safety

Throughout your working day, you will be faced with hazards and risks to deal with which could impact the health and safety of you, your Service User or others.

What is a hazard?

....anything that can cause harm, damage or adverse health to people in your workplace.

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Driver awareness and safety

Examples of hazards in your work environment that could cause physical harm:

- Other road users' behaviour.
- Your passengers
- Dangerous or busy roads.
- Weather.
- Manual handling.
- Wheelchairs.
- Breakdowns or accidents.

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Driver awareness and safety

Throughout your working day, you will be faced with hazards and risks to deal with which could impact the health and safety of you, your Service User or others.

What is a risk?



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Driver awareness and safety

Throughout your working day, you will be faced with hazards and risks to deal with which could impact the health and safety of you, your Service User or others.

What is a risk?

....the likelihood of a person being injured or receiving an adverse health effect due to a hazard

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Driver awareness and safety



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Practice questions

- What is a risk?
- What is a hazard?
- Name three potential hazards in your role as a home to school driver?

**Unit 4 -
How to report a crime and
advising drivers how to deal
with passenger issues**

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Passenger issues

Responding to passengers in more difficult situations

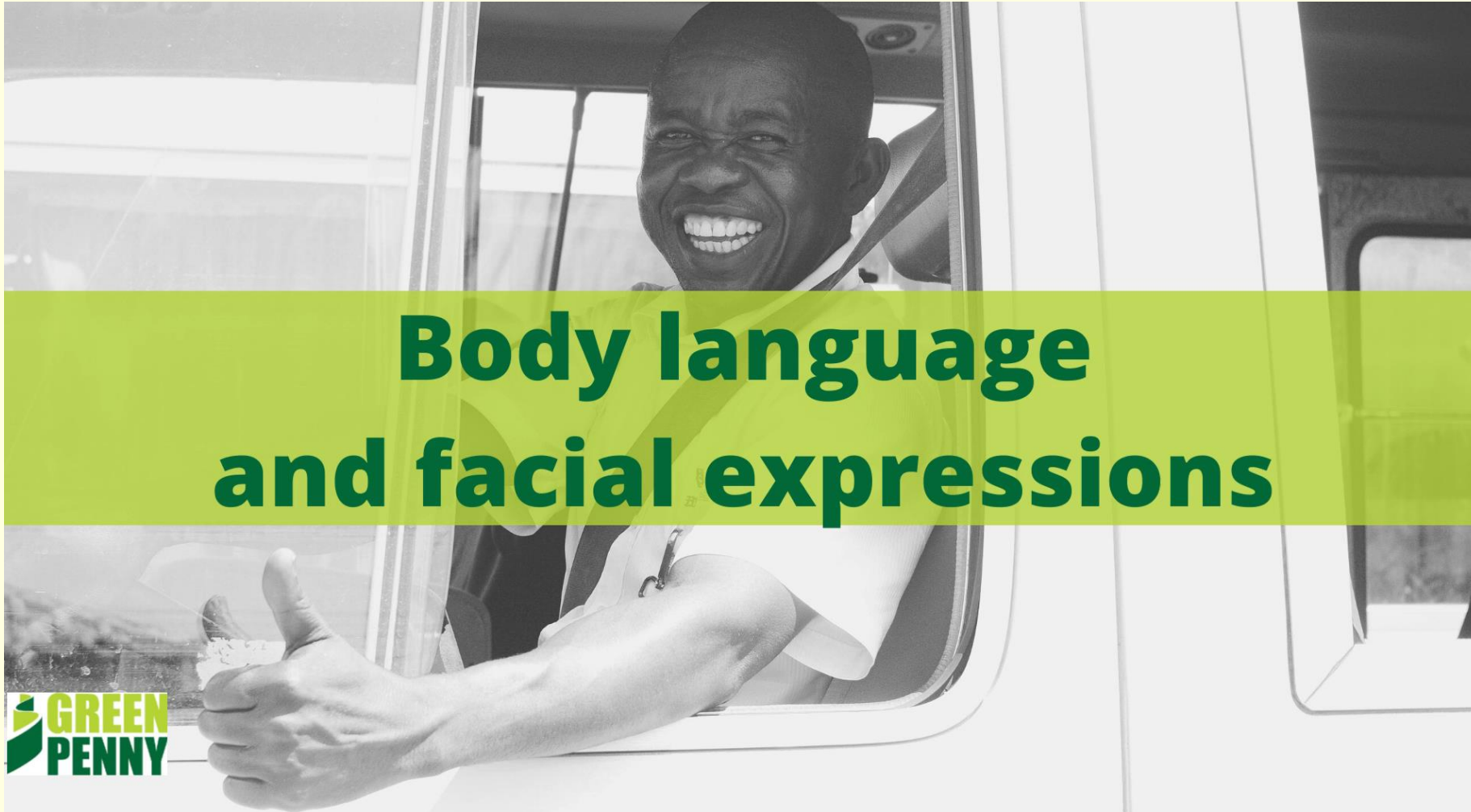
How you react to a difficult, confused or misunderstood passenger can be the difference between lost or gained business, reputation and revenue.

How would you deal with these types of Service User?

- Stay composed and speak calmly and clearly.
- Be accurate and knowledgeable.
- Allow them to answer and don't interrupt.
- Eye contact where appropriate.
- Summarise to ensure there is no misunderstanding.
- Leave on friendly terms.
- Positive body language.
- Behaviour breeds behaviour!

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Body language and facial expressions



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Customer complaints local legislation

- The public can make a complaint about a driver, operator or vehicle through the council website.
- The operator must report any complaints with the driver or operator to the Licensing Team within 48 hours of the receipt of the complaint. This includes complaints received from third parties that relates to any journey whether hiring by the public or contract work.

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Reporting a crime

- If a crime is in progress, someone suspected of a crime is nearby, there is a danger to life, or violence is being used or threatened then police advice is to **call 999**.
- A non-emergency response crime can be reported by calling **101** or by contacting **Crimestoppers 0800 555 111 crimestoppers-uk.org** if you are reporting anonymously.
- Always contact your operator at your earliest opportunity after a crime has occurred.
- When, after an event a criminal offence is suspected or identified through a complaint or allegation made by a passenger or third party, the operator should ask whether they have reported it to the police, and if not urge them to do so.
- If the passenger or third party ask the operator to report the crime, then they should do this immediately.

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Practice questions

- How should drivers deal with an anxious or upset child on board the vehicle?
- What is the Police non-emergency number?
- Give two examples of positive body language

Unit 5 - The Highway Code

<https://www.gov.uk/browse/driving/highway-code-road-safety>

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The Highway Code

A regularly updated document that gives information, guides and mandatory rules for all road users including:

- Road signs and markings
- Road safety
- Vehicle markings
- Vehicle maintenance
- Licence requirements
- Documentation
- Penalties

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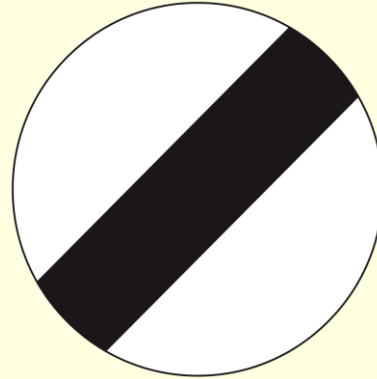
40 mph speed limit



Crossroads



National speed limit applies



No Footway



20 mph speed limit



40 mph minimum speed limit



Clearway/no stopping



End of motorway



No motor vehicles allowed



Mini roundabout

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Definitions

➤ **Safe driving - following distance**

Drivers will give themselves enough time and distance to stop safely should the vehicle ahead suddenly stop.

➤ **Safe driving - thinking distance**

The distance your vehicle travels after you have spotted a danger or hazard and before you react.

➤ **Safe driving - braking distance**

The distance a driver needs in order to bring the vehicle to a complete stop.

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What is a safe following distance?







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Control is key to a safe journey!

The speed limit is the maximum allowed speed on the road not a target!

- Allow greater stopping distances in wet conditions and snow/ice, refer to the Highway Code for specific distances at different speeds.
- Keep a 2 second gap in dry conditions and a 4 second gap in wet conditions.
- Be able to stop in the distance you can see to be clear.
- Be visible to other road users- consider dipped headlights in reduced visibility. Fog lights in visibility under 100m.
- Gentle car control using gas and brakes to avoid skidding and wheel spinning.
- Look well ahead for hazards such as debris, standing water and slow-moving traffic.

Speed limits

	Built-up areas*	Single carriage-ways	Dual carriage-ways	Motorways
Type of vehicle	mph (km/h)	mph (km/h)	mph (km/h)	mph (km/h)
 Cars & motorcycles (including car-derived vans up to 2 tonnes maximum laden weight)	30 (48)	60 (96)	70 (112)	70 (112)
 Cars towing caravans or trailers (including car-derived vans and motorcycles)	30 (48)	50 (80)	60 (96)	60 (96)
 Buses, coaches and minibuses (not exceeding 12 metres in overall length)	30 (48)	50 (80)	60 (96)	70 (112)
 Goods vehicles (not exceeding 7.5 tonnes maximum laden weight)	30 (48)	50 (80)	60 (96)	70[†] (112)
 Goods vehicles (exceeding 7.5 tonnes maximum laden weight) in England and Wales	30 (48)	50 (80)	60 (96)	60 (96)
 Goods vehicles (exceeding 7.5 tonnes maximum laden weight) in Scotland	30 (48)	40 (64)	50 (80)	60 (96)

*The 30 mph limit usually applies to all traffic on all roads with street lighting unless signs show otherwise.

† 60 mph (96 km/h) if articulated or towing a trailer.

Source:
<https://www.gov.uk/browse/driving/highway-code-road-safety>



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Setting down and picking up Service Users

You are not allowed to pick up or drop off passengers in the following areas:

- Areas marked with wide red lines.
- Zigzag lines (for example, by the school or pedestrian crossings).
- Taxi ranks (ONLY hackney carriages may use Taxi ranks).
- Where there is a *No Stopping* sign.
- Bus stop clearways marked with a wide yellow or red line by the kerb.

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Setting down and picking up Service Users

Restrictions and safety at schools

- Co-operate with staff and security measures.
- Keep up to date with specific rules and regulations.
- Abide by the parking enforcer or marshal's requests.
- Do not obstruct emergency or security vehicles, zig zag lines and no parking areas.

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How to safely deal with vulnerable road users

- At a junction you **should** give way to pedestrians crossing or waiting to cross a road into which or from which you are turning.
- You **MUST** give way to pedestrians on a zebra crossing, and to pedestrians and cyclists on a parallel crossing.
- Pedestrians have priority when on a zebra crossing, on a parallel crossing or at light controlled crossings when they have a green signal on the control box for them.



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Legislation on seat belt use

The Motor Vehicles (Wearing of Seat Belts) Regulations 1993

- Drivers of a licensed Private Hire vehicle are exempt from wearing a seatbelt while it is being used to carry a passenger for hire.
- **The exemption is exclusive to these circumstances only. It is always best practice to wear a seatbelt for your own safety.**
- This exemption does **not** apply to passengers who are required to wear seatbelts.
- It is the responsibility of **the licenced driver** to ensure children up to their 14th birthday wear the appropriate restraint for their age and height.

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Use of harnesses and buckle guards

- Harnesses do not replace the need for a seatbelt and fitted as per the instructions. These will only be supplied based upon council requirements.
- The use of buckle guards cannot be used as this is illegal.

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Tyre checks - The Construction and Use Regulations (1986)

& Legal requirements

- These regulations detail tyre loads, speed ratings, tyre mixing, condition and maintenance.
- Tyres must comply with manufacturers specifications, so the tyre matches the cars speed, load and carrying capabilities.
- The driver then has a responsibility to monitor tyre condition, tread depth and pressures.
- Legal minimum tread depth is 1.6mm across three quarters of the central breadth of the tyre.
- No cuts or damage to the exterior of the tyre greater than 25mm or 10% of the section width.
- No exposed cords or ply of the tyre.
- No external lumps, bulges or tears that cause a separation partial failure of the tyre structure.
- Tyres must be in overall good condition and at recommended tyre pressures.

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Use of horn - The Road Vehicles (Construction and Use) Regulations 1986

- You must not use your horn when stationary on the road, other than at times of danger e.g. another moving vehicle on or near to the road (for example emerging from a driveway).
- You must not use your horn in motion between the hours of 2330 (11.30pm) and 0700 (7.00am) the following morning.

Flashing of headlights

You should only flash your lights to warn other drivers of your presence for example if another vehicle was reversing from a driveway onto the road you are using.

You shouldn't use your main beam lights to:

- Signal to other road users to proceed.
- To say thank you.
- To intimidate other road users.

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Use of mobile phone and other devices

- Unless you need to call 999 in an emergency, and it is unsafe or impractical to stop and make that call...
- It is illegal to touch the screen of your mobile phone & PDA:

To answer or decline
calls

To programme a satnav
app

Whilst stationary at
traffic lights or in traffic

To unlock your screen

To select music

When the engine is
running

- You may use your phone in the driver's seat if you are parked safely with the engine switched off and keys removed.
- Use of a hands-free device such as Bluetooth is legal providing it doesn't distract you.

Never feel pressured into using a mobile phone or other device whilst driving: You may be fined £200 and 6 points added to your licence if found guilty of using your device whilst driving.

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Vehicle checks

F.L.O.W.E.R.Y

F- Fuel

L- Lights

O- Oil

W- Water

E- Electrics

R- Rubber

Y- You

**Remember to also
park safely and
legally and lock the
vehicle when not in
use.**



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Dashboard warning lights (examples)



1. Airbag warning
2. Battery check
3. Low tyre pressure warning
4. Oil warning
5. Engine management
6. Glow plug (Diesel)
7. Temperature warning
8. Low fuel
9. Brake warning
10. Anti-lock brake system
11. Seat belt
12. Electronic stability control (ESP)



Basic Life Support

Further information about first aid on the road, including dealing with danger, getting help, helping those involved, and providing emergency care, can be found at:

<https://www.gov.uk/guidance/the-highway-code/annex-7-first-aid-on-the-road>

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Practice questions

- How would you describe 'The highway code'?
- What are the benefits of 'defensive driving'?
- What is the 'two second rule' reminding drivers to do?
- How does that change in a) wet conditions, b) icy conditions?
- What vehicle checks should be incorporated into your daily routine?

Unit 6 - Disability and Equality Awareness

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Disability awareness for Home to School Drivers

What is disability?

Disability is defined* as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day to day activities.

- Substantial means more than minor or trivial.
- Impairment means for example a long-term medical condition such as asthma and diabetes, and progressive conditions such as arthritis or motor neurone disease.
- A mental impairment includes mental health conditions such as bipolar disorder or depression, learning difficulties such as autism and Down's syndrome.
- Some people including those with cancer, multiple sclerosis and HIV/AIDS are automatically classed as disabled people.

*Definitions from the Government Equalities Office Disability Quick start guide JN401727 July 2010

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Disability awareness for Home to School Drivers

The Equality Act 2010

Covers everyone in Britain.

Protects people from:

- **Discrimination**
- **Harassment**
- **Victimisation**



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Disability awareness for Home to School Drivers

The Equality Act 2010 - 9 protected characteristics:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

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Disability awareness for Home to School Drivers

The Equality Act 2010

Situations in which everyone is protected from discrimination:

- In the workplace.
- When you use public services such as healthcare or education such as school or college.
- When you use businesses that provide services and goods.
- When you use transport.
- When you join a club or organisation.
- When you have contact with public bodies such as local council or government.

Taxi Driver Course

Disability awareness for taxi drivers

Direct Discrimination

- This means treating one person worse than another because of a protected characteristic. An example of direct discrimination would be a taxi driver refusing to take someone who has epilepsy but does take their friend who does not have epilepsy.

Indirect Discrimination

- This can happen when an organisation puts a rule or policy, or a way of doing things in place which has a worse impact on someone with a protected characteristic. For example, Sunday is a day of worship for Christians, therefore a workplace enforcing a rule to work on Sundays would put Christians at a particular disadvantage.

Taxi Driver Course

Disability awareness for taxi drivers

Harassment

- This is when someone's behaviour is offensive or intimidating with the intention of causing humiliation or injury to the targeted person or persons.

For example, racist language, sexism, name-calling or unwanted physical contact.

Victimisation

- This occurs when an individual is singled out for exceptional negative treatment.
- This means people cannot treat you unfairly if you are taking action under The Equality Act or if you are supporting someone else who is doing so.

For example, an employee is picked on because they complained to the manager that someone was unfairly overlooked for promotion despite having the relevant experience and qualifications because of their age.

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Disability awareness for Home to School Drivers

The Equality Act 2010

- The Equality Act protects a disabled person against discrimination because of their disability.
- It's against the law for employers to discriminate against you because of a disability.
- It's against the law for a school or education provider to treat disabled people unfavourably.
- The Act applies to **ALL SERVICE PROVIDERS** of those providing goods, services and facilities in the UK.

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Disability awareness for Home to School Drivers

Your responsibilities

Taxis are a vital means of transport for many people including those with disabilities. In many cases you are their only means of transport.

Some vehicles are adapted or designed to make access and travel easier for disabled people to include wheelchairs users, however this does not consider everyone and there are other aspects of your role to consider.

Remember- you can only transport once you are fully trained

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Disability awareness for Home to School Drivers

Your responsibilities, behaviour and attitude

- A person's disability may not be obvious, **so always ask what help**, if any, a passenger requires from you every time.
- A disabled person may have had a previous bad experience so try to put them at ease.
- Be patient as your passenger may need to take time to communicate or access the vehicle.
- Everyone has the right to be treated equally, with courtesy, and to enjoy a safe, comfortable journey.

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Disability awareness for Home to School Drivers

Your responsibilities with wheelchair users

- You and your PA (if you have one) should have a good practical knowledge of how to use and access ramps, restraint and seatbelts. You must receive training either through your operator or the Licensing Authority for the type of vehicle you will be driving.
- You should assist a wheelchair user up the ramp as far forward into the vehicle as is possible.
- You should ask an electric wheelchair user if they require assistance up the ramp.

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Disability awareness for Home to School Drivers

Your responsibilities with wheelchair users

- Fold up or remove the ramp before putting the wheelchair in place where possible as some vehicles won't allow the driver to fully secure belts and restraints without this being done.
- Help the passenger into place and ensure all restraint and belts are fitted properly and securely and ensure the brakes on the wheelchair are applied.
- Drive smoothly and gently to minimise the wheelchair movement.
- Ensure the wheelchair user comes backwards down the ramp when disembarking.

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Disability awareness for Home to School Drivers

Your responsibilities with Wheelchair Users



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Disability awareness for Home to School Drivers

Your responsibilities with passengers with limited mobility

- Always ask every passenger if they require any help from you.
- These could be passengers with breathing difficulties, limited muscle strength or chronic pain disorders.
- Drive smoothly and gently especially over speed bumps and when starting/stopping.
- Assist with the luggage or seat belt if required.

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Disability awareness for Home to School Drivers

Your responsibilities with passengers with a hearing impairment

- Look at them when you are speaking and never shout.
- Have a pen and paper to hand as it can be easier to communicate that way.
- Make them aware you understand their instructions and you know where they want to go.
- If the passenger is lip reading speak clearly and avoid direct sunlight and shadows as this makes it difficult for them to understand.
- Consider learning some basic sign language for common phrases and words in your role.

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Disability awareness for Home to School Drivers

Basic Sign Language



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Disability awareness for Home to School Drivers

Your responsibilities with blind or partially sighted passengers

- Ask what assistance the passenger requires.
- If you are collecting from a pre-booked location don't wait and sound the horn, walk up to the location.
- Tell your passenger the type of vehicle they are entering and assist them with door handles and opening the door if required.
- Ensure the seat belt is fitted and secured properly.

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Disability awareness for Home to School Drivers

Neurodiversity



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Disability awareness for Home to School Drivers

Your responsibilities with neurodiverse passengers

- Get to know your passengers and understand what triggers they may have that could cause a negative effect e.g. change of route or hold ups.
- Understand how best to communicate with the child- verbal or non-verbally.
- Talk to the school or parents about how they help the child and what strategies they use.
- Be aware of your body language and in particular eye contact.
- Be Patient, Positive and Planned (see below).
- Help them have a plan for sensory issues (the way the child responds to senses of sight, sound, taste, smell, touch, pain and balance). For example, children may wear headphones to help reduce noise. Or they may need to have a sensory-stimulating toy, like a fidget, to help them stay calm and reduce stress.

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What is Autism?



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Challenging behaviour

If you are having difficulties with passenger behaviors, then contact your operator who can seek support, training, and guidance from the families, schools and councils.

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Practice questions

- What 9 characteristics are protected from Discrimination, Harassment & Victimisation by the Equality Act?
- A person who may think and reacts differently to situations is known as neuro_____
- How could you help passengers with the following disabilities?
 - Hearing impairment
 - Visual impairment
 - Limited mobility
 - Autism

Unit 7 - Safeguarding Responsibilities

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Please be aware

**This presentation and course
contains content that some may
find distressing**

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Safeguarding for Home to School Drivers

Safeguarding is a term we use to describe how we protect **EVERYONE** from abuse or neglect, especially children and vulnerable adults

➤ ***Definition of a child:**

Anyone who has not reached their 18th birthday. Therefore, 'children' means 'children and young people'.

*source FAA Safeguarding of children and vulnerable adults 2019

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Safeguarding for Home to School Drivers

Legislation - The Human Rights Act 1998

Provides all of us with basic rights as humans. These rights include:

- Right to life
- Right to not be tortured or treated in an inhuman way
- Right to family life

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Safeguarding for Home to School Drivers

Legislation - The Safeguarding Vulnerable Groups Act 2006

This act was passed to help avoid harm or risk of harm by preventing people who are deemed unsuitable to work with children and vulnerable adults from gaining access to them through their work.

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Safeguarding for Home to School Drivers

Legislation – The Childrens Act 2004

This act provided clear accountability and integration within children's services, to enable better joint working and a better focus on safeguarding children. This is in addition to the **Children Act 1989** which allocated duties to all parties involved including local authorities, the police, parents and other agencies.

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Safeguarding for Home to School Drivers

Case study: Victoria Climbié

- Highlighted **safeguarding failures**.
- Enquiry found that **agencies** involved in her care **failed to protect her**.
- On at least 12 occasions the workers involved in her case could have prevented her death.
- Her story highlights a lot of failings, however a **Taxi driver** did the right thing:
- February 24th 2000: Victoria was taken back to The universal church of the Kingdom of god by her aunt/abuser. The pastor said Victoria was dying and needed to be taken to the hospital.
- A cab was called, and once arrived, the cab driver knew they wouldn't make it to the hospital on time. Instead he took her to a nearby ambulance station, unfortunately she later died in hospital.
- The tragedy and subsequent inquiry led to an important change in the law such as the **Children Act 2004**.

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Watch the video ↘ note the 10 forms of abuse mentioned.

Definitions of abuse

ann craft trust
acting against abuse

Different forms of abuse

- | | | |
|-----------------------|------------------------|------------------------|
| ➤ Physical abuse | ➤ Domestic abuse | ➤ Financial abuse |
| ➤ Sexual abuse | ➤ Modern slavery | ➤ Discriminatory abuse |
| ➤ Psychological abuse | ➤ Organisational abuse | ➤ Neglect/self-neglect |

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Safeguarding for Home to School Drivers

Potential indicators of concern in children

Appearance:

- Physical injuries that seem non accidental.
- Clothing: long sleeves in the summer, no coat in the winter, poorly fitting or unclean.
- Poor hygiene or unkempt appearance.

Behaviour:

- Start acting out, unusual aggression, become introvert or secretive.
- Emulating adult behaviour or language.
- Hungry or struggling to concentrate.

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Safeguarding for Home to School Drivers

Sexual Abuse

- Sexual abuse can involve forcing or enticing a child or adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the individual is aware of what is happening.

Sexual Exploitation

- Children or vulnerable adults receive something in return for engaging in sexual activities.
- Offenders have power over victims due to age, gender, intellect, physical strength and financial or social status.
- Violence and intimidation are common signs.
- All age groups and gender are affected.

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Criminal Exploitation

- A form of modern slavery that sees victims being forced to work under the control of criminals and criminal gangs.
- Traffickers are known to exploit individuals by approaching them in homeless shelters, food banks and other areas where vulnerable adults may seek warmth, comfort and a roof over their head, with the promise of cash in hand work.
- The work can involve theft, carrying weapons, drugs and illegal goods.
- Victims have been known to be persuaded and controlled by drugs and alcohol.

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Safeguarding for Home to School Drivers

What are 'County Lines Gangs' ?

County Lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of “deal line, drug phone or burner”.

- Gangs are likely to exploit children to move and store the drugs and money.
- Often using coercion, intimidation, violence (including sexual violence) and weapons.

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Safeguarding for Home to School Drivers

County Lines Gangs



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Safeguarding for Home to School Drivers

County Lines Gangs

Indicators and Signs of possible County Lines Gangs

- Concerns over what is being talked about in the car or multiple mobile phones.
- Has the child got new clothing/jewellery/footwear or cash that cannot be explained?
- Change in behaviour of the child.

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Safeguarding for Home to School Drivers

County Lines Gangs

Indicators and Signs of possible County Lines Gangs



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Safeguarding for Home to School Drivers

Deciding to share your concerns

- The data protection act is not a barrier to sharing concerns.
- If there is a safeguarding concern, consent isn't needed, but it is good practice to gain the persons consent if appropriate.
- Be open and honest.
- Seek advice.
- Consider safety and well-being.
- Keep a record: Necessary, proportionate, relevant, accurate, timely and secure.

Source: HM Government Information Sharing Advice for Safeguarding Practitioners (2015)

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Safeguarding for Home to School Drivers

Be Aware!

- Look for signs of abuse or neglect.
- Listen to conversations in the vehicle.
- If a child discloses to you listen to them, never agree to keep anything a secret and tell them you are going to get the help they need.
- You don't need to investigate it yourself- report it and let the experts risk assess the situation and get any help the child needs.
- If you have a concern, you **MUST** report it.

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Safeguarding for Home to School Drivers

Your responsibilities as a driver

- Make sure children and vulnerable people are safe.
- You have a duty to pass on any safeguarding concerns.
- Whistle blowing other drivers and services if you have a safeguarding concern.
- You must wear a high-viz jacket when outside of the vehicle.
- You must, whilst on duty, wear your badge in a prominent manner/position such that it can be clearly seen.
- DO NOT carry anyone in the vehicle other than an approved Passenger Assistant or Passenger stipulated in the contract. Failure to comply will be treated as serious misconduct.
- DO NOT stop on any occasion to allow a passenger to visit a shop or any other unauthorised premises or address.

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Safeguarding for Home to School Drivers

Your responsibilities as a driver

- If no one is at home, contact your operator for instructions. Do not take them anywhere else without instructions from your Operator who would contact the Council.
- DO NOT Take them anywhere other than home unless directed by the office (NOT PARENTS).
- Only carry passengers that are named on the booking details.
- DO NOT Talk about any passenger to any other parent or passenger.
- DO NOT collect or deliver any passenger to or from any address / destination other than that stipulated in the contract, unless you have been specifically advised to use a different address by the relevant contract Manager.
- Complete the route in the order provided to them.
- Collect the passengers based upon times provided.
- See the child into the property when dropping home, do not leave them on a doorstep.

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Safeguarding for Home to School Drivers

Your responsibilities as a driver

From 31 May 2022, if any licensing authority in England has certain safeguarding or road safety concerns about a driver licensed by another authority, they must provide relevant information to the authority that issued the licence. Any English licensing authority provided with such information must consider whether to suspend or revoke the driver's licence as a result of that information.

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Safeguarding for Home to School Drivers

Your own behaviour – protecting yourself ‘Self-guarding’

- Do not make physical contact or use inappropriate touching.
- Do not use inappropriate or oppressive language.
- Don't put yourself in a situation where you are alone and away from others (where possible).
- Do not wear clothing that is likely to be viewed as offensive, revealing or sexually provocative.
- Do not give or receive any gifts, sweets, food, drink or any other substances even on birthdays, Christmas, and other festivals.
- Maintain professional boundaries- do not accept or send social media friend requests, do not request personal details such as phone numbers, and do not mix private life with professional.

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Safeguarding for Home to School Drivers

Care plans

- If a care plan is provided it must be carried with the passenger it relates too.
- Care plans are confidential and must be kept secure and in the glove box when not in use.
- Staff must understand a care plan.

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Safeguarding for Home to School Drivers

Who should concerns be reported to?

- If you believe a child or adult at risk is in immediate danger you should call 999 or contact Social Care Services as soon as possible.
- If you believe a crime has been committed, you should call the police non-emergency number 101.
- The Safeguarding Lead at your Operator base.
- Concerns can also be reported to the Local Safeguarding Hub (MASH) or Safeguarding Board. Your Local Authority will have specific contact guidelines:
- Uttlesford Council: **go to the Essex Safeguarding board at www.escb.co.uk or call 0345 603 7627**
- Rushcliffe Council: **Nottinghamshire MASH on 0300 500 8090**

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Practice questions

- What is safeguarding?
- Who would you contact to report a safeguarding concern?
- What can professional drivers do to protect themselves from safeguarding complaints?
- What are possible indicators for the following types of safeguarding concern?
 - Physical abuse.
 - County lines gangs.
 - Neglect / self-neglect.

End of course

