In many Local authorities, Social Services and Education Departments have for a long time felt that there should be a reference guide for deciding many operational procedures and policies. Although this document deals with minor issues and address major ones, it is also a guide to best practice or accepted code of practice. Generally it should be viewed as a “Highway Code” for the council passenger transport sector.

During a training session in Cumbria, Margaret McIntrye commented on the lack of national guidelines and suggested we write them. Many local authorities in England, Scotland, Wales and Northern Ireland were contacted and a meeting was set up in a central location. This first meeting took place in January 2001 and was the beginning of this guide.

A wealth of knowledge and experience was obvious from the representatives of local authorities, government bodies, operators, manufacturers, suppliers, charities, drivers, parents, escorts and associations. All wanted to be involved either by contributing material or ideas, advising or adding their approval to the contents in the document. A full list of individuals who gave up their time or assisted is among the appendices at the end of this guide. I will mention here some of the groups who were involved and to whom our thanks should go out to. The DLTR, DfES, DSA, many Local Councils, the NSPCC, the British Epilepsy Association, National Council of Parent Teachers Associations, National Association of Head Teachers and National Governors Council. Along with Unwins Safety Systems, Ricon, Phoenix Training, First Group, Mellor and Optare. In fact so many that the list is too long for such a chapter as this.

It is not designed to be nor should it be taken that anything in this document is legally binding or forms part of law. However because people with a wealth of knowledge in their field conceived it, it could be argued that it forms a code of what should happen to operate a safe transport operation. So it should be looked at rather like the “Highway Code” that is to say that a court might well refer to it as the way we should conduct ourselves. It is still however only a code of good practice!

Each paragraph has in the left hand margin a brief description of its contents. The contents menu lists each chapter and its sub-headings.

The word “Escort” is a generic term and is used throughout this document. However, the word “attendant” or “carer” may be substituted as appropriate to your service.
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Operational Procedures

Procedures that should be carried out before, during and after the operation of the journeys.

**Vehicle & Equipment Checks**

Apart from the driver doing the daily walk around checks, the driver and escort must also check that the vehicle is suitable and clean to safely carry the type of passengers over the proposed route. Stringent checks should be made on the safety and emergency equipment used on the vehicle each and every journey they make. They should also be fully conversant with the location and use of such equipment. This is especially important if the vehicle has been out of their control for a period. Proper training should be given to allow them to do so.

- The emergency equipment to be checked includes:
  - Emergency Exits, Fire extinguishers, First Aid Kits and any other equipment or instructions necessary for the use of the equipment.

- The safety equipment to be checked includes:
  - Wheelchair and scooter restraint, Passenger and equipment or luggage restraints.

Care must be taken when using ramps and tail lifts to ensure that safe working loads and incline angles are not exceeded. Escorts must make themselves aware of the methods of operations of the equipment and any policies for their safe use. Proper training in their use should be given. Refer to PUWER & LOLER regs at appendix 2.

**Routes**

Routes should be assessed for safety. Hazards such as gates that require the driver to vacate the vehicle to open and close; also private cattle grids that have not been certified as safe should, where at all possible be avoided. A risk assessment of the route should be undertaken including such areas as boarding and alighting locations (see Risk Assessments chapter 3, page 9.)
Securing Passengers

All passengers should be properly restrained in their seats whether that seat is a wheelchair or conventional seat. The equipment used must be suitable for the needs of the passenger regarding their size and adjusted to fit each passenger, the type of seat they are using and the posture support that they need. All equipment used must have been tested and passed the relevant test required for that equipment in the way it is being used. Professional training must be given to all staff involved in transporting or monitoring the transport to ensure that they have the necessary knowledge to fulfil this obligation. All luggage should be kept to a minimum and securely stored in accordance with procedures.

Conduct of Drivers and Escorts

Drivers and Escorts have a duty of care for their passengers and each other. This is clearly set out under various pieces of legislation. They should both be made aware of their separate and conjoined obligations under this legislation. They should ensure that the vehicle is at all times being driven safely giving due allowance for driving conditions. They must also ensure that their style of dress is suitable for any Manual Handling that may need to be undertaken. The safety of their passengers must at all times be paramount and override all other factors.

To care for their passengers drivers and escorts must make themselves aware of the passenger’s individual needs. Transport units should ensure that this information is available to them either directly or indirectly. Passengers must be treated with respect and in a dignified manner at all times and due regard given to any special needs. Passengers with special needs may have very little independence and it is the responsibility of drivers/escorts to encourage and promote that independence wherever possible within the constraints of operating the journey safely and punctually.

Reporting

Any accident causing harm or any accident that could have caused harm should be reported. Any person who feels they have been threatened by physical, verbal sexual or racial abuse should also follow this procedure. Other minor incidents should be recorded and brought to the attention of the Responsible Officer. This procedure protects the interest of all concerned should any future allegations be made against an individual or authority.
Contractual Procedures

Procedures that should be considered before operating and while monitoring contracts

**Type of equipment used**

When a route is being planned consideration should be given to the type of vehicle being used. Factors such as seating capacity are obvious but consideration should also be given to the type of use and operating environment of the vehicle. Legislation regarding PCV, PSV, Vocational licences, Seating capacity with and without wheelchairs and operating permits are all often complicated and confusing. Another area for consideration is construction and use regulations regarding M2 vehicles being de-seated down to M1 category without being re-certified (EEC 76/115 [as amended] for category M1, M2, M3).

Fire extinguishers without gauges to show their condition of charge are not recommended. Legislation exists regarding Fire extinguishers and First aid kits on PCV vehicles and should be adhered to. Extinguishers and First aid kits on Private Hire and Taxis along with other equipment may be subject to local regulations under the Local Government Miscellaneous Provisions act 1976. This may of course vary from Authority to Authority.

If the vehicle is being used to carry wheelchair passengers sufficient room must be allowed for each chair (see appendix 5).

Consideration must be given to the types of passenger and wheelchair restraint systems used (see chapter 3 page 10 and Chapter 6 page 22)

**Length of Journey**

When allocating routes consideration should be given to the length of time any person will be travelling. Thought should be given to their age, needs and condition of comfort they will be in regarding any special needs. A maximum time should be set and this time should not be exceeded except for safety or emergency reasons.
Transfer of passengers

Only planned transfers are recommended. The procedure of transferring passengers from one vehicle to another to suit the convenience of operators or drivers is not recognized as good practice and should be discouraged. It is acceptable should a risk assessment (see risk assessments chapter 3) prove safe to transfer passengers from a feeder route to another main route or local service. In these circumstances consideration must be given to the age and ability of the passengers and unless safe shelter from the elements and some form of communication is available at the location i.e. public telephone, the feeder vehicle should wait with the passengers until the other vehicle arrives. Special consideration should be given to isolated stopping locations and if they are at all suitable.

Training

It was recommended by STAG (School Travel Advisory Group which was set up by the Government in 1998), in their first report in January 2000, that “All bus drivers, professional and voluntary, transporting children to school should receive specific initial and in-service training – including safety issues and dealing with child passengers” The Confederation of Passenger Transport were asked to take this matter forward and have assigned a training programme through their training division and have awarded Phoenix Training accreditation to carry out this task on their behalf.

It is equally important that Social Services as well as Education fulfil their obligations under Health and Safety Requirements regarding their own employees as well as ensuring that the staff of contractors are properly trained to carry out their duties. Many authorities are now making it a contractual obligation to have staff so trained and this is worthy of consideration. Further details are given in chapter 4 on Training.

Health and Safety obligations

There are many regulations affecting the safe carriage of passengers other than health and safety. The Health and Safety ones can generally be found under three pieces of legislation. “The Health and Safety at work act 1974”, “The Management of Health and Safety at Work Regs.1999” and the “Manual Handling Operations Regulations 1992”). These cover such issues as: reg. 3 Risk assessments, reg. 10 Information for employees, reg. 11 Co-operation and co-ordination, reg. 12 Persons working in host employers’ or self employed persons undertakings, reg. 13 Capabilities & Training. See also Manual Handling regs.1–8. Authorities should ensure that they are fulfilling their obligations under any legislation.
Risk Assessments

Assessments that should be made regarding Health and Safety regulations and as recommended good practice

**Aim**

It is the aim of the organisation to ensure the safety and comfort of all passengers and staff whilst being transported.

**Purpose of Risk Assessment**

The purpose of the risk assessment is to help the organisation’s staff or contracted services to determine what measures should be taken to comply with the employer’s or self-employed person’s duties under the “relevant statutory provisions”.

1. Management of Health and Safety at Work Regulations 1999 Regulation 3. ACOP 9 States “This Regulation requires all employers and self-employed people to assess the risks to workers and any others who may be affected by their work or business.” ACOP para. 12 States “The purpose of the risk assessment is to help the employer or self employed person to determine what measures should be taken to comply with the employer’s or self-employed person’s duties under the “relevant statutory provisions”. This phrase covers the general duties in the Health and Safety at Work etc Act 1974 and more specific duties in the various Acts and Regulations (including these Regulations) associated with the HSW Act.”

2. Manual Handling Operations Regulations 1992 Reg. 4(1)(b)(i) states “Each employer shall where it is not reasonably practicable to avoid the need for his employees to undertake any manual handling operations at work which involve a risk of their being injured make a suitable and sufficient assessment of all such manual handling operations to be undertaken by them having regard to the factors which are specified in column one of Schedule one to these regulations etc. etc.”
Areas for Risk Assessment

When planning travel routes the following key factors need to be addressed:

1. Clients need.
2. Mobility/Wheelchair.
3. Timescale length of journey – deadlines for administration of medication.
5. Good communications between all interested parties.

Physical Hazards

The following key factors should be considered:

1. Distance.
2. Weather impact/seasonal differences.
3. Road works.
4. Accessibility.
5. Traffic congestion.
6. Unloading and loading.

Wheelchairs

KEY FACTORS

Bearing in mind the increased risks with customised wheelchairs and add on equipment, suitable provision should be made or advice sought from wheelchair manufacturers and safety restraint suppliers to ensure safe transportation of chairs and clients.

1. Wheelchair numbers on board vehicles: (see appendix 5 reference VSE87/1. Code of Practice)

2. Escorts: There should be an appropriate number of escorts on vehicles, as determined by the Local Authority suitably trained to a nationally accepted level and with the relevant criminal record check being undertaken.

3. Type of passengers (mixes): The risk assessment of vehicle loading should consider the mix of passengers and their needs to ensure that all passengers can travel in safety and comfort.

4. Possible violence: Take steps to anticipate possible violent situations through good communication and information about individual clients and transport accordingly. Consideration should be given to potential impact of length of journey and personality clashes and bearing in mind the vulnerability of passengers with mobility/disability problems in contact with clients with challenging behaviour.
Capabilities to carry certain types of passengers

KEY FACTORS
1. Assessment should be made of client’s individual needs and identify appropriate transport.
2. Assess manual handling requirements.
3. Ensure that all appropriate safety equipment is supplied
4. Competency of driver and escort should be assessed and training needs identified and addressed

CARRYING/STORING MEDICATION
To minimise any risk to clients all medication, adequately labelled, should be placed in a safe and secure location.

PPE AND IMMUNISATION
Risk Assessment should consider the need for transport staff to be issued with appropriate PPE. (Personal Protective Equipment). In assessing the health risk to passengers and staff it is recommended that Department of Health guidelines for immunisation be consulted.
The following is agreed best practice and although not compulsory is something to aspire to.

**Training overview**

All Escorts & Drivers including all relief and voluntary staff should have adequate training. Senior and managerial staff should have similar training to that of the drivers/escorts in order to better understand the role and work involved. Training should cover all likely aspects of their work and contain equal amounts of theory & practical teaching in order to ease the learning process. There is an example of an approved course layout (courtesy of Phoenix Training) in (appendix1).

**Drivers knowledge (minimum)**

Employers should provide adequate training for drivers to identify & report hazards. The training should include:

1. Procedure for identifying hazards & reporting them
2. A standard daily checklist
3. Daily check should include specialist & emergency equipment
4. All training should be kept as generic as possible

Where there is no ‘Escort’, the driver having a dual role must have training in passenger care (Escort training).

**Tail lifts & ramps (minimum)**

Training should include/reflect manufacturers’ best practice and recommendations on use of their equipment.

Training in lifting/moving passengers should be in line with current Manual Handling Regulations and current best practice.

Specialist equipment needs relevant particular training.
**Child Protection**

Managers need to be aware of up-to-date information on current child protection law/regulations & issues and cascade this information to drivers and escorts.

Those Drivers/Escorts working with children should have a basic minimum knowledge on child protection procedures, issues and local policy.

**Escort training**

Drivers who have a dual role, as that of driver and Escort, should also receive Escort training. Escort training should reflect passenger needs/requirements.

1. Procedure for identifying hazards and reporting them.
2. A standard daily checklist. (See appendix 3)
3. Daily check should include specialist and emergency equipment.
4. All training should be kept as generic as possible.
5. Training should include/reflect local protocols and procedures.
6. Training should be approved/accredited by a well-established body or authority, approved by NACT and the NTO leading to a nationally accepted qualification.
7. Where identified that a specialist procedure/protocol is needed i.e. giving rectal diazepam or need for sign language, specialist training should be given/provided and followed. Wherever possible it should be approved/accredited.
8. Training needs should be assessed regularly and before travel of the passenger or contract is undertaken.
9. Training should be updated and refreshed in line with best practice. Ideally no longer than a three year gap.

Giving of medication is a specialist procedure. It should not be undertaken until appropriate training has been given and protocols are in place. This training should be in line with any national best practice. Assistance with protocols is available from some national organisations such as the British Epilepsy Association. For further contact information. (See appendix 7)
**Challenging behaviour**

Escorts should receive training in managing and dealing with challenging behaviour, in line with approved local, national and NSPCC policies and recommendations.

This should include dealing with all age groups and be detailed enough to interact with any age group.

Training should include current best practice in reporting/recording incidents due to challenging behaviour or bullying.

**First aid**

Although there is no legislation for the provision of first aid to non employees, the HSE actively encourage the administration of first aid to them in a number of circumstances e.g. for people visiting the workplace, such as members of the public.

Things to consider:

1. There is no specific requirement for the provision first aid to non-employees under the health and safety legislation. However, you may want to make some provision for the treatment of children and others under your care.
2. Employers risk assessment on the needs of first aid provision.
3. Employers first aid at work policy.
4. Generally, health and safety legislation requires voluntary staff to be treated in the same way as paid staff.
5. Duty of care with regard to Child Protection Laws/Legislation and Regulations.
6. Duty of care with regard to Byelaws or Local Authority policy.

Authorities should consider training Drivers/Escorts in first aid, to allow for treatment should someone become unwell during transportation. With this in mind Driver/Escorts should be trained in the bare minimum of life saving skills and the content of training should reflect the needs of the passengers and the able learning curve of the Drivers/Escorts. The minimum time spent on training should be no less than 2 hrs (4hrs for an appointed person). Should it be decided to increase the time scale, but not the content, the duration of training should be restricted to 7 hrs. The benefit of increasing the time scale but not the content would give the student a better learning curve and would ensure a greater level of competence.
The content of training should include:

1. Protocols, procedures of what to do in an emergency, reporting and recording incidents and accidents.

2. Cardio-pulmonary resuscitation (CPR).

3. First aid for the unconscious casualty.

4. First aid for the wounded or bleeding.

This is the bare minimum and should include teaching on the above with relevance to the trainee’s line of work i.e. with relevance to children, special needs or elderly. The above content is also the minimum knowledge and course content for an Appointed Person and is in line with the Health and Safety (First Aid) at Work Regulations 1981 Approved Code of Practice.

So potentially an employer could train an Escort/Driver for passenger care and also use them as an Appointed Person in line with their first aid risk assessment made under First Aid Regulations.
Caring policies

Operational policies for best practice in caring for the needs of passengers

Confidentiality

The Local Authority should ensure that Escorts and Drivers are aware that they are in a position of trust regarding the passengers in their care, and that all passengers must be treated with respect and dignity at all times.

In the course of their duties Escorts and Drivers may become aware of information of a personal nature relating to their passengers. It is their responsibility to ensure that this information is not divulged to others who are not entitled to receive it. Where Escorts and Drivers are requested to pass information between professional parties, this should only be done when that information is in written form, and placed in a sealed envelope.

The only exception to this is the release of information or concerns, relating to the welfare of the passenger, to the appropriate agency (i.e. Transport Officer, School or Day Centre).

Absence of Parents/Carers

Local Authorities must ensure that there are agreed protocols in place for instances when the Parent/Carer is not present to assume responsibility for any passenger, when he/she is dropped off at his/her place of residence.

The Local Authority should in turn ensure that all Escorts and Drivers are made aware of the procedures to follow when there is not a responsible adult available to receive, and care for, the passenger.

Under no circumstances should a vulnerable passenger be left on their own, or in the care of a minor.
Incident Book

It is recommended that a Daily Record is kept on each vehicle to facilitate the monitoring of a satisfactory level of transport provision, and any relevant incidents that occur. This record should be completed on a daily basis by the Escort/Driver as appropriate.

It is suggested that the following type of information should be recorded:

- Name of Contractor
- Name of Driver
- Name of Escort
- Name of Passenger(s)
- Establishment
- Reason for absence/lateness
- Behavioural problems

(See example at appendix 4)

Gaining Appropriate Passenger Information

Local Authorities must ensure that those responsible for the provision of transport are given all the relevant information regarding the passengers to be carried. This will also include notice of medical conditions where necessary (e.g. epilepsy, continence problems etc.)

It is then incumbent upon the appropriate person to ensure that this information is passed on to Escorts/Drivers as appropriate.

Food

It must be recognised by Escorts and Drivers that it is not permissible to offer sweets etc as a reward for good behaviour on transport. Apart from being inappropriate, there is also the danger of inadvertently causing an allergic reaction to a food substance or additive.

Similarly passengers should not be allowed to consume their own food, or drinks, whilst being transported.

Driver/Escort selection

Local Authorities should ensure that those responsible for the provision of transport are aware of, and comply with, the relevant legislation and guidance, in relation to the protection of children and vulnerable adults.
Monitoring and Reviews

Local Authorities have the obligation to provide a safe transport service for all its passengers.

It is therefore incumbent upon them to ensure that an appropriate level of monitoring takes place to secure compliance with Health and Safety guidelines and Local Authority Policy and Procedures.

The monitoring should cover areas such as:

1. Wheelchair restraints
2. Seat belts/Harnesses
3. Special Equipment
4. Vehicle Awareness
5. Passenger Care
6. Timeliness

Regular reports should then be made to the Responsible Officer.

Management/Care plans

Local authorities should ensure that Transport organisers are aware of management plans and individual care plans and that drivers and escorts work in accordance with them. This should be done at initial risk assessment stage and updated whenever necessary. For schoolchildren transport should be an integral part of the SEN (Special Education Needs) statement process and not an ‘add on’. Liaison between transport organisers, escorts, drivers, guardians/carers, schools and appropriate Local Authority agencies is essential.
The right equipment

Ensuring that transport is being operated using the right equipment regarding passenger care and legislation

**Specialist equipment**

Local Authorities should ensure that specialist equipment requirements should be looked at as part of the overall risk assessment process. This should apply to both new transport arrangements and changes to existing transport arrangements.

Consideration should be given to:

1. **Wheelchairs/ Buggies/Scooters.** Ensure that you are aware of the make and model in order that you can ascertain if they can be safely transported, and that vehicle load weights are not exceeded. Ensure that they have been crashed tested and passed to ISO standard 716 part 17.

2. **Restraints and securing equipment.** Ensure passengers and wheelchairs etc are secured with the appropriate safety equipment. Consideration must also be given to passenger dignity and comfort.

3. **Loose equipment.** Any equipment carried with passengers must be securely stowed to prevent it becoming free in an accident.

4. **Instruction and training.** All drivers and escorts should be given training in the use of any specialist equipment e.g. harnesses, clamps, webbing and tail lifts.

Further advice and information can be obtained from:

- Unwins Wheelchair Guide or Phoenix Training or Ricon UK Ltd
- Contacts with local health authority wheelchair service
- Schools and other appropriate professionals
- Guardians/carers
Communication equipment

A minimum standard should be a two-way radio or mobile phone. The final choice may depend on issues such as reception black spots and distance. A route assessment should highlight these issues. Other alternatives may include built-in phones, which must be considered at the vehicle specification stage and local authority communication networks. Further information can be found in DTLR leaflet “Mobile phones and the Law”.

Vehicle documentation

Where contracts for transport are tendered, to ensure standards are met and kept, appropriate documentation should be sought. Operators should be made aware of the documentation to be submitted at the tender stage. Procedures for obtaining the documentation should be outlined at the contract award stage.

All documentation should be monitored during the life of the contract. Any concerns should be brought to the attention of Vehicle Inspectorate, Traffic Commissioner and the local authority’s Responsible Officer.

Seat belts

The legislation on seat belts is very complicated and could not possibly be dealt with fully here. However when checking belts remember that any seat belt (apart from a disabled person’s belt) should bear an approval mark. This will either be in the form of an European E mark (either an ‘E’ in a circle or an ‘e’ in a rectangle) or a British Standard ‘kitemark’.

Some seat belts will bear a capital ‘N’ marking as part of the approval mark. These have less sensitive retractors and are suitable for large goods vehicles or buses, but not for cars.

For more detailed information contact the DTLR Engineering and Research Branch.
Bits and pieces that you either should or could make use of

Operational policies

Reversing manoeuvres: Requirements for any reversing manoeuvres will be defined during the route assessment. These should normally be executed after passengers have boarded and before passengers alight. This reduces the possibility of passengers being injured during the manoeuvre.

Escorts or attendants location: It is normal practice for the attendant to position himself or herself in the rear passenger compartment. This is for safety and caring reasons, although there may be exceptions to this, which must be decided at the risk assessment stage.

Smoking: Smoking must never occur while passengers are on the vehicle. Many authorities are now insisting that No Smoking takes place 20 minutes prior to any passenger getting on the vehicle and that no one smokes in front of child passengers.

Passengers not ready: It is the recommended practice for the driver and escort to determine the waiting time within the tolerance of local policy. Factors to be considered:

1. Whether they are running early or late and what time they would arrive at their destination should they wait.
2. Weather conditions.
3. If other passengers are waiting in an outdoor environment.
4. Any deadline that must be made

Other factors may influence Social Service passengers, as they may have to assist in helping passengers dress, turn off equipment in the house and secure the building etc. For Education passengers three minutes is often recognised as being the limit subject to the above-mentioned considerations. Any significant delay or decision to leave without passenger(s), must be recorded in the Incident Book.
Appendices

Useful information and further references

Appendix 1

A Nationally Accredited Training Programme

This training programme supplied by courtesy of Phoenix Training fulfils the requirements of C.P.T. for STAG, the N.T.O. TRANSFED, and NACT for drivers and escorts who transport children or adults from home to school or centres on behalf of Education or Social Services Departments. Professional trainers who are qualified in their field of competence and approved by the above organisations should deliver it. It is strongly recommended that all attendees be entered onto the National Register held by NACT. The programme is a basic minimum requirement and is acceptable for underpinning and APL for S/NVQ Level II in Road Passenger Transport which should be the ideal aim for anyone engaged in this vocation.

The Theory day

1. Communication (the need)
2. Epilepsy (The condition, types of attacks, Preparation and handling)
3. Asthma (As epilepsy)
4. Autism (The condition and steps taken prior and during journey)
5. AD/HD (As autism)
6. Manual Handling (Legislation, Personal assessments and good practice)
7. Understanding the needs of Passengers and carers (Comfort, Carrying of medication etc. Responsibility of care, Promotion of dignity-respect-independence, plus other sub units)
8. Challenging behaviour (Prevention and how to respond)
9. Child protection issues (As per the NSPCC. Distance learning scheme)
10. Accident & Emergency procedures (vehicle break-downs, Passengers not ready, Carers not at home, Report forms, Bad weather etc.)

11. Checking and using emergency equipment, (How to use and identify faulty or wrong equipment).

The Practical day

1. First Aid (Basic life saving techniques)

2. Passenger and wheelchair restraint systems (The systems, their applications, how to use and what not to use on)

3. Vehicle evacuations (The assessment and planning drill as approved by NACT)

4. Tail lifts (The three point plan as approved by NACT & RICON)

The Assessment day

The third day assessment (which is only required for the STAG qualification) should be taken approximately one month following the practical day. This is based on an assessment by simulation. Candidates are set situations that they may find in their working day. They are given passengers to carry with various conditions, they have a short period in which to revise and are then assessed by trained assessors on how they performed during their simulated work period. This is followed by a question and answer period based on situations upon which they were not assessed or areas of concern during their practical assessment. Depending on their performance criteria during both phrases of their assessment a pass or fail should be the outcome. In the case of failure counselling of their strengths and weaknesses should take place and an action plan formulated for future assessment.
Appendix 2

LOLER and PUWER Regulations

LOLER (The Lifting Operations and Lifting Equipment Regulations) 1998

Introduce new requirement for the safe provision and use of lifting equipment. Regulation 9 of LOLER requires that all lifts provided for use in work activities are thoroughly examined by a competent person at regular intervals. This applies to lifts and hoist used to lift people or loads.

If you are a lift owner or someone responsible for the safe operation of a lift used at work, you are a ‘dutyholder’ under LOLER. This means that you have a legal responsibility to ensure that the lift is thoroughly examined and that it is safe to use.

This section explains what you need to do to comply with the law.

WHAT IS A THOROUGH EXAMINATION?

A thorough examination is a systematic and detailed examination of the lift and all its associated equipment by a competent person. Its aim is to detect which are, or might become, dangerous, and for the competent person to report them to the dutyholder and, if appropriate, the enforcing authority (the Health and Safety Executive or local Authority) so that appropriate remedial action can be taken.

In order to determine the extent of the thorough examination, the competent person will assess the risks, considering factors such as where the lift will be used, frequency of use, age and conditions, the weight of loads to be lifted, etc.

A thorough examination may include some testing, if the competent person considers it to be necessary. The competent person will normally determine what tests are required.

Thorough examination may also be supplemented by inspection. Inspections should be carried out at suitable intervals between thorough examinations and may be done ‘in-house’ by a competent, trained employee. Inspections would normally include visual and functional checks.

Thorough examination should not be confused with preventive maintenance, although they have some element in common. Preventive maintenance usually involves replacing worn or damaged parts, topping up fluid levels and making routine adjustments to ensure risk are avoided. Thorough examination may act as a check that maintenance is being carried out properly, but is not intended to replace it.

Thorough examination should include the following:

1. Landing and car doors and their interlocks;
2. Worm and other gearing;
3. Main drive system components;
4. Governors;
5. Safety gear;
6. Suspension ropes;
7. Suspension chains;
8. Overload detection devices;
9. Electrical devices (including earthing, safety devices, fuses, etc);
10. Braking systems (including buffers and over speed devices);
11. Hydraulics

This list is not exhaustive. More detailed guidance can be found in the safety assessment federation’s (SAFed) Lift guidelines.

ROLE OF THE DUTYHOLDER
As the dutyholder you are legally responsible for ensuring that the lift is safe to use and that it is thoroughly examined. These responsibilities include:
1. Maintaining the lift so that it is safe to use;
2. Selecting and instructing the competent person;
3. Ensuring that the lift is examined at statutory intervals (every 6 to 12 Months) or in accordance with an examination scheme drawn up by a competent person;
4. Keeping the competent person informed of any changes in the lift operating conditions which may affect the risk assessment;
5. Making relevant documentation available to the competent person, e.g. Manufacturer’s instructions and maintenance records;
6. Acting promptly to remedy any defects;
7. Ensuring that all documentation complies with the regulation; and
8. Record keeping.

SELECTING A COMPETENT PERSON
A competent person is someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are. It is also important that the competent person is sufficiently independent and impartial to allow them to make an objective assessment of the lift. For this reason, it is not advisable for the same person who performs routine maintenance to carry out the thorough examination, as they are then responsible for assessing their own work.

You can use someone from an external company or someone from within your own organisation to act as the competent person as long as they meet the above criteria. However, few owners or lift operators have the necessary competence in-house. If you intend to use an external person, you should ensure that they understand what is meant by a ‘thorough examination’ and
what the law requires. Accreditation by the United Kingdom Accreditation Services to the relevant standard (BS EN 45004) is an indication of the competence of an inspection body. Most insurance companies can recommend accredited inspecting organisation.

THE THOROUGH EXAMINATION
The law requires that all lifts when in use should be thoroughly examined:

1. After substantial and significant changes have been made;

2. At least every 6 months if the lift is used at anytime to carry people, every 12 months if it only carries loads, or in accordance with an examination scheme; and

3. Following ‘exceptional circumstances’ such as damage to, or failure of, the lift, long periods out of use or a major change in operating conditions, which is likely to affect the integrity of the equipment.

EXAMINATION SCHEMES
As an alternative to thorough examinations at statutory intervals, the competent person may draw up an ‘examination scheme’. The scheme may specify periods which are different from the statutory intervals, but this must be based on a rigorous assessment of the risk. An examination scheme may be particularly appropriate if you have a lift which is used infrequently for light loads.

ACTION FOLLOWING NOTIFICATION OF DEFECTS
The competent person is legally required to notify you as soon as possible, following a thorough examination, of any defects which are, or could soon become, dangerous.

If you are notified of a serious and significant defect you should immediately take the lift out of service until the fault has been addressed. If you do not take the lift out of operation you will be in breach of the law.

The competent person may also notify you of defects which need to be made good within a certain timescale. In this case, you should take steps to have the defective equipment repaired or replaced within the specified time, and not use the lift after that time unless the defect has been satisfactorily remedied.

DOCUMENTATION
The competent person is legally required to send you a written and signed report of the thorough examination as soon as practicable. This should normally be within 28 days, but if there is a serious defect which needs to be addressed you should expect to receive the report much sooner.

If the competent person identifies a defect which presents an ‘existing or imminent risk of serious injury’ they are also required to send a copy of the report to the enforcing authority.
By law the report must contain certain information specified in Schedule 1 of LOLER. In summary, it should:

1. Identify the equipment examined (serial number, make etc), the employer and location.
2. Give the date of the last thorough examination and specify when the next one should take place.
3. Specify the safe working load of the lift.
4. Give the reason for the thorough examination (ie following installation, according to an examination scheme, statutory interval, etc.)
5. Identify any defect which is or may become a danger to people.
6. Give the details of any repair or alteration required and by which date it should be undertaken.
7. Give details of any test carried out.
8. Give details of the person carrying out the report and the person validating the report on their behalf.

If the report does not contain all the information above, you should not accept it, as this may place you in breach of the law. Try to resolve the matter with the competent person, but if this is unsuccessful you should contact your local enforcing authority for advice.

RECORD KEEPING
You are legally required to ensure that reports of thorough examination are kept available for consideration by health and safety inspectors for at least two years or until the next report whichever is longer.

If you have chosen to have your lift examined according to an examination scheme, you must ensure that you can produce a written scheme for inspection if necessary. If you cannot, an inspector will assume that the lift is being examined at statutory intervals.

FURTHER INFORMATION
1. The Health and Safety at Work etc Act 1974
3. Specifications for the testing and inspection of electric and hydraulic lifts: BS5655: Part 10 1986
PUWER replaces the Provision and Use of Work Equipment Regulations 1992 and carries forward these existing requirements with a few changes and additions, for example the inspection of work equipment and specific new requirements for mobile work equipment. Many aspects of PUWER should therefore be familiar to most people. The Regulations require the risks to people’s health and safety, from equipment that they use at work, to be prevented or controlled. In addition to the requirements of PUWER, lifting equipment is also subject to the requirements of the Lifting operations and Lifting Equipment Regulations 1998.

WHAT DOES PUWER DO?
In general terms, the Regulations require that equipment provided for work is:

1. Suitable for the intended use,
2. Safe for use, maintained in a safe condition and, in certain circumstances, inspected to ensure this remains the case,
3. Used only by people who have received adequate information, instruction and training,
4. Accompanied by suitable safety measures e.g. protective devices, markings, and warnings.

WHAT EQUIPMENT IS COVERED BY THE REGULATIONS?
Generally, any equipment that is used by an employee at work is covered, for example hammers, knives, ladders, drilling machines, power presses, circular saws, photocopiers, lifting equipment (including lifts), dumpier trucks and motor vehicles. Similarly, if you allow employees to provide their own equipment, it too will be covered by PUWER and you will need to make sure it complies. Work equipment must meet all the requirements of the regulations from December 5 1998. However, requirements relating to certain aspects of mobile work equipment do not apply to such equipment (provided for use in the business before December 5 1998) until 5 December 2002. HSE information sheet MISC156 should be read if you use hired mobile work equipment.

Examples of uses of equipment that are covered by the regulations include starting or stopping the equipment, repairing, modifying, maintaining, servicing, cleaning and transporting.

DO THE REGULATIONS APPLY TO ME?
If you are an employer or self-employed person and you provide equipment for use at work, or if you have control of the use of the equipment, then the regulations will apply to you. They do not apply to equipment used by the public, for example compressed air equipment used in a garage forecourt. However, such circumstances are covered by the Health & Safety At Work etc Act 1974 (HSW Act).

While your employees do not have duties under PUWER, they do have general duties under the HSW Act and the Management of Health and Safety at Work Regulations 1992 (MHSWR), for example to take reasonable care of themselves and others who may be affected by their actions, and to co-operate with others.
The regulations cover places where the HSW Act applies these include factories, offshore installations, offices, shops, hospitals, hotels, places of entertainment etc. PUWER also applies in common parts of shared buildings and temporary places of work such as construction sites. While the Regulations cover equipment used by people working from home, they do not apply to domestic work in a private household.

WHAT DO THE REGULATIONS REQUIRE ME TO DO?
You must ensure that the work equipment you provide meets the requirements of PUWER. In doing so, you should ensure that it is:

1. Suitable for use, and for the purpose and conditions in which it is used;
2. Maintained in a safe condition for use so that people’s health and safety is not at risk;
3. Inspected in certain circumstances to ensure that it is, and continues to be, safe for use. A competent person should carry out any inspection, and a record kept until the next inspection.
4. You should also ensure that risks, created by the use of the equipment, are eliminated where possible or controlled by:
5. Taking appropriate “hardware” measures, e.g. providing suitable guards, protection devices, markings and warning devices, system control devices (such as emergency stop buttons) and personal protective equipment;
6. Taking appropriate “software” measures such as following safe systems of work (e.g. ensuring maintenance is only performed when equipment is shut down etc.), and providing adequate information, instruction and training.

A combination of these measures may be necessary depending on the requirements of your work, your assessments of the risks involved, and the practicability of such measures.

You need to ensure that people using work equipment have received adequate training, instruction and information for the particular equipment.

MOBILE WORK EQUIPMENT
In addition to these general requirements which apply to all work equipment, part III of PUWER contains specific duties regarding mobile work equipment, for example forklift trucks and dumper trucks.

You should ensure that where mobile work equipment that is used for carrying people, it is suitable for this purpose. Measures should be taken to reduce the risks (e.g. from it rolling over) to the safety of the people being carried, the operator and to anyone else.
HOW DO THE REGULATIONS RELATE TO OTHER HEALTH AND SAFETY LEGISLATION?

The requirements of the regulations need to be considered alongside other health and safety law. For example, section 2 of the HSW Act requires all employers to ensure, so far as is reasonably practicable, the health, safety and welfare of all their employees. Similarly, the MHSWR contain important duties relating to the carrying out of a risk assessment to identify measures that you can take to eliminate, or reduce the risks presented by the particular hazards in your workplace.

Guidance on how to do this is set out in 5 steps to risk assessments. Other more specific legislation may also apply, for example:

1. The Workplace (Health Safety and Welfare) Regulations 1992, which cover, for example, workplace risks to pedestrians from vehicles;

2. The Construction (Health, Safety and Welfare) Regulations 1996, which contain, for example, specific requirements relating to certain types of work equipment such as scaffolding.

Generally, if you are meeting the requirements of specific legislation such as those mentioned above, then this should normally be sufficient to meet the more general requirements of PUWER.

HOW ARE THE REGULATIONS ENFORCED?

Health and safety inspectors enforce the regulations. If you have duties under PUWER, you will be given time to assimilate the requirements that are new. However, where there are serious risks, or the requirements are not new, inspectors will be prepared to take firm enforcement action.

LOLER and PUWER information supplied courtesy of RICON UK Ltd.
Appendix 3

Daily Check List (example)

The daily check list that drivers/escorts should carry out are listed below the second section No 8-17 may also be included subject to the local authorities individual need following route risk assessments.

Recommended checks

1. Instructions for emergency equipment
2. Fire extinguishers
3. Emergency exits (including child locks on cars)
4. First aid kits
5. Passenger lift (knowledge of its operation procedures)
6. All equipment and luggage securely stowed
7. Restraint equipment (present and suitable)

Additional optional checks

8. Drivers/escorts identity badge
9. Vehicle Taxi/Private hire plate
10. PCV School bus signs displayed
11. Road fund licence current
12. Vehicle supplied (suitable, clean, temperature of passenger compartment acceptable etc.)
13. Is the No smoking policy being observed
14. Are the restraint systems being secured before the vehicle moves
15. Conduct of driver/escort suitable
16. Was the contract operated punctually and to schedule
17. Was the vehicle being driven safely and with due regards to the passengers
## Incident Book (example)

<table>
<thead>
<tr>
<th>PASSENGER TRANSPORT REGISTER/INCIDENT SHEET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authority..................................Department</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Escorts Name</th>
<th>Drivers Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Contract/Route No.(s)</th>
<th>School/Centre</th>
<th>Contractor</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of Passenger(s)</th>
<th>A.M.</th>
<th>Lunch In</th>
<th>Lunch Out</th>
<th>P.M.</th>
<th>NOTES (Include details of absence/incidents)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Escort/Drivers signature</th>
</tr>
</thead>
</table>

This form was designed to be completed in duplicate top copy handed in to the school/centre on arrival every morning the details of the homeward journey is recorded on the duplicate copy which is retained in the book when all top copies have been completed the book with the duplicates are handed back to the authority. Depending on the number of copies in the book this could be at any interval decided by the authority. This allows a register of travel and any incident to be permanently recorded. Courtesy of Trafford M.B.C.
Appendix 5

VSE 87/1. Code of Practice

There are three parts of the VSE 87/1 Code of Practice, which we refer to regarding the transportation of passengers in wheelchairs. The first part is a paragraph taken from the Road Vehicles (Construction and Use) Regulations 1986. Numbers 2 and 3 are taken directly from the Code of Practice.

1. Every wheelchair should be secured in a vehicle. Regulation 100 of the Road Vehicles (Construction and Use) Act 1986 requires that any equipment or passengers in a vehicle are carried in such a manner that no danger is likely to be caused to those passengers or to anyone else. If a wheelchair is not secured it might be held that an offence has been committed.

2. The recommended space for a wheelchair while in transit is:

<table>
<thead>
<tr>
<th>1200mm long or 4 feet long</th>
</tr>
</thead>
<tbody>
<tr>
<td>700mm wide or 2 feet 3 ins wide</td>
</tr>
<tr>
<td>1400mm high or 4 feet 7 ins wide</td>
</tr>
</tbody>
</table>

(NB the minimum length needed to restrain an electric chair is 1300mm or 51 ins)

3. If a regular system of boarding and alighting is used whereby the first in is the last out it may be possible to reduce the size of gangways. Provided that any able bodied person is able to exit from the front left or right hand doors, or from the back left and right hand or rear doors. A gangway can be as small as 12 to 14 inches.

The full VSE 87/1 Code of Practice is freely available from the DTLR.

*This information has kindly been supplied to us from Unwins Safety Systems.*
Appendix 6

An example of a risk assessment

This is an extract of a risk assessment of some of the Risks/Hazards that may need to be taken into account when assessing the possible dangers to staff or passengers while embarking, travelling in or alighting a vehicle. It is by no means complete and there may be many other factors, which because of the nature of the vehicle or passengers, need to be considered.

**HOME-TO-SCHOOL TRANSPORT RISK ASSESSMENTS**

<table>
<thead>
<tr>
<th>Location: Vehicle</th>
<th>Registration No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route or Contract No.</td>
<td>Assessor:</td>
</tr>
<tr>
<td>Signed:</td>
<td>Date of Assessment:</td>
</tr>
</tbody>
</table>

**Review**

Date: Activity: Escorting special needs pupils to and from school

<table>
<thead>
<tr>
<th>Process or Procedure</th>
<th>Risk/ Hazard</th>
<th>Individual at risk</th>
<th>Risk – Low/ Medium/ High</th>
<th>Control Measures (Current)</th>
<th>Control Measures (Additional – Proposed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General issues</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>■ Smoking on vehicle</td>
<td>Illness as a result of passive smoking, asthma attacks</td>
<td>Pupils and other staff</td>
<td>High</td>
<td>Smoking is not allowed on vehicles whilst pupils are on board or for 20 minutes prior to pupils boarding the vehicle</td>
<td></td>
</tr>
<tr>
<td>■ Food and Drink</td>
<td>Choking Allergic reaction</td>
<td>Pupils</td>
<td>Medium</td>
<td>Under no circumstances will drivers or escorts give pupils food or drinks (including sweets)</td>
<td></td>
</tr>
<tr>
<td>Assisting pupil onto/off the vehicle</td>
<td>Injury as a result of moving and handling pupils</td>
<td>Escort and/or driver</td>
<td>Medium</td>
<td>■ Those pupils who can access the vehicle either independently or with assistance from the escort will be allowed to do so. Pupils should not be lifted onto the vehicle simply to speed up the process of boarding the vehicle. under no circumstances will drivers or escorts give pupils food or drinks (including sweets)</td>
<td>■ Escorts should ensure that all pupils are seated in such a way that the lifting and handling of lightweight pupils is kept to an absolute minimum.</td>
</tr>
</tbody>
</table>

Local Authority Passenger Transport Operational Procedure
<table>
<thead>
<tr>
<th>Process or Procedure</th>
<th>Risk/ Hazard</th>
<th>Individual at risk</th>
<th>Risk – Low/ Medium/ High</th>
<th>Control Measures (Current)</th>
</tr>
</thead>
</table>
| Anchoring child seats, wheelchairs, buggies and other equipment | Injury from unrestrained seats, wheelchairs and buggies and other equipment | Escort/driver/other passengers | High                     | - Child seats, wheelchairs and buggies will always be restrained in the appropriate manner with the correct restraint equipment.  
- Pupils themselves will be restrained with the appropriate harness or seatbelt.  
- Extra equipment will be anchored securely with purpose made equipment |
| Dealing with pupils with behavioural problems             | Personal injury or damage to personal property   | Escort/other passengers | Medium                   | - Such pupils should be seated in a position where they cannot easily interfere/injure other passengers or the escort.  
- Escorts should determine from the class teacher/parent whether or not the pupil is likely to be volatile during each journey.  
- Escorts should investigate trigger factors and calming measures used by the school/home and use this information to diffuse potential difficult situations.  
- Escorts on vehicles with pupils with severe behavioural problems will be given the opportunity for individual training on the needs of those pupils. |

- With prior agreement, pupils who are very lightweight may be lifted into their child seat by the escort/driver. Such children should be transported in their chair/buggy to as close as possible to the seat on the vehicle and then transferred.  
- Pupils (unless previously agreed) will never be lifted unless during circumstances in order to preserve life e.g. vehicle accident or medical emergency.  
- On dark evenings, escorts should wear reflective clothing/armbands when assisting pupils from the vehicle, particularly if via the tail lift.
<table>
<thead>
<tr>
<th>Process or Procedure</th>
<th>Risk/ Hazard</th>
<th>Individual at risk</th>
<th>Risk – Low/ Medium/ High</th>
<th>Control Measures (Current)</th>
<th>Control Measures (Additional – Proposed)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>■ Escorts must liaise with the school/home so that the same sanctions/rewards are practiced on the vehicle.</td>
<td>■ Escorts should keep a log of each incident and report such incidents to the school and home.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>■ Escorts will be fully aware of the location and method of use of any emergency equipment e.g. fire extinguisher, first aid box, emergency exits</td>
<td>■ Escorts will ensure that blankets are carried on the vehicle.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>High</td>
<td>■ Escorts will be aware of the medical needs of their passengers in case emergency treatment has to be given by medical staff.</td>
<td>■ Escorts will carry the names, addresses and emergency contact numbers of all passengers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Escort/ Driver/other passengers</td>
<td></td>
<td>■ Escorts will have access to a mobile phone/radio system.</td>
<td>■ Escorts should familiarise themselves with the location of public telephone booths on the normal route.</td>
</tr>
<tr>
<td>Vehicle accident/breakdown</td>
<td>Injury, cold (possibly freezing conditions)</td>
<td>Escort/ Driver/other passengers</td>
<td>High</td>
<td>■ Escorts will be fully aware of the location and method of use of any emergency equipment e.g. fire extinguisher, first aid box, emergency exits</td>
<td>■ Escorts should keep a log of each incident and report such incidents to the school and home.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>■ Escorts will ensure that blankets are carried on the vehicle.</td>
<td>■ Escorts will be aware of the medical needs of their passengers in case emergency treatment has to be given by medical staff.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>■ Escorts will have access to a mobile phone/radio system.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>■ Escorts should familiarise themselves with the location of public telephone booths on the normal route.</td>
<td>■ Escorts should keep a log of each incident and report such incidents to the school and home.</td>
</tr>
<tr>
<td>Process or Procedure</td>
<td>Risk/ Hazard</td>
<td>Individual at risk</td>
<td>Risk – Low/ Medium/ High</td>
<td>Control Measures (Current)</td>
<td>Control Measures (Additional – Proposed)</td>
</tr>
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<td>-------------------------------------------------------------------------------</td>
<td>--------------------</td>
<td>--------------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Administration of medication         | Incorrect dose of medication given Medication not available Delay in reaching professional medical help | Pupil              | High                     | ■ Professional medical staff will train escorts who may be required to administer medication.  
■ Escorts and drivers should be aware of all passengers who carry medication and the correct dose which may have to be given on the journey or in the case of a serious delay in reaching home/school.  
■ Escorts should have a route plan so that, in an emergency, they are aware of at exactly which point it would be quicker to return home, return to school or proceed to the nearest medical centre.  
■ Escorts should ensure that pupils are seated in such a way that should a child require medication to be administered on the vehicle, they can be easily moved and treated in an emergency. This may require taking other pupils off the vehicle.  
■ Protocols will be in place for all trained staff who administer medication. | ■ Records to be held centrally of all escorts trained in the administration of medication.  
■ Records to be kept of pupils and the dose required (Protocols).  
■ Escorts should contact the Health and Safety Team, Client Services and Property Unit if they have concerns about the seating configuration of pupils on their vehicle. |

*Courtesy of Cumbria County Council Education Health & Safety team Client Services and Property Unit*
## Appendix 7

### Other sources of information

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Address</th>
<th>Tel No./Fax</th>
<th>E-mail address/Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Epilepsy Association</td>
<td>New Anstey Hse Gateway Drive Yeadon Leeds LS19 7XY</td>
<td>01132108800, 01133910300, 08088005050</td>
<td><a href="mailto:epilepsy@bea.org.uk">epilepsy@bea.org.uk</a>, <a href="http://www.epilepsy.org.uk">www.epilepsy.org.uk</a></td>
</tr>
<tr>
<td>Confedration of Passenger Transport</td>
<td>Imperial Hse 15-19 Kingsway London WC2 6UN</td>
<td>02072403131, 0207206565</td>
<td><a href="mailto:information@cpt-uk.org">information@cpt-uk.org</a>, www cpt-uk.org</td>
</tr>
<tr>
<td>DfES</td>
<td>Nowden Hall Staindrop Rd Darlington DL3 9BG</td>
<td>01325391249, 01325392041</td>
<td><a href="mailto:pwtt.well-being@dfes.gsi.gov.uk">pwtt.well-being@dfes.gsi.gov.uk</a></td>
</tr>
<tr>
<td>DTLR</td>
<td>3–15 Great Minster House 76 Marsham St. London SW1P 4DR</td>
<td>02079443333, 02079446589</td>
<td></td>
</tr>
<tr>
<td>NACT</td>
<td>Freepost NACT But a stamp would save our funds!!</td>
<td><a href="mailto:info@NACT-uk.org">info@NACT-uk.org</a>, <a href="http://www.NACT-uk.org">www.NACT-uk.org</a> (to be developed)</td>
<td></td>
</tr>
<tr>
<td>NATPHLEO</td>
<td>David Bl Burton</td>
<td>01978297161</td>
<td><a href="http://www.NATPHLEO.org.uk">www.NATPHLEO.org.uk</a></td>
</tr>
<tr>
<td>NCPTA</td>
<td>18 St Johns Hill Sevenoaks Kent TN13 3NP</td>
<td>01732748850, 01732748851</td>
<td><a href="mailto:info@ncpta.org.uk">info@ncpta.org.uk</a>, <a href="http://www.ncpta.org.uk">www.ncpta.org.uk</a></td>
</tr>
<tr>
<td>NSPCC</td>
<td>NSPCC. Training Centre 3 Gilmour Close Leicester LE1 6EZ</td>
<td>01162347232, 01162340464</td>
<td><a href="mailto:tnarducci@nspcc.org.uk">tnarducci@nspcc.org.uk</a>, <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a></td>
</tr>
<tr>
<td>Phoenix Training</td>
<td>Wern, Llansannan Denbigh North Wales LL16 SNE</td>
<td>01745870456, 01745870400</td>
<td><a href="mailto:info@phoenixtraining.co.uk">info@phoenixtraining.co.uk</a>, <a href="http://www.phoenixtraining.co.uk">www.phoenixtraining.co.uk</a></td>
</tr>
<tr>
<td>Transfed</td>
<td>Regency House 43 High St Rickmansworth Herts WD3 1ET</td>
<td>01923896607, 01923896881</td>
<td><a href="mailto:company@transfed.org">company@transfed.org</a>, <a href="http://www.transfed.org">www.transfed.org</a></td>
</tr>
<tr>
<td>Unwin Safety</td>
<td>Systems Willow Hse Artillery Rd Lufton Trd Est Yeovil Somerset BA22 8RP</td>
<td>01935410920, 01935410921</td>
<td><a href="mailto:sales@unwin-safety.co.uk">sales@unwin-safety.co.uk</a>, <a href="http://www.unwin-safety.com">www.unwin-safety.com</a></td>
</tr>
</tbody>
</table>

1. British Epilepsy Association provide advice, information and support to anyone living with the condition.
2. CPT representing the Road passenger Transport Industry.
5. National Association for Council Contract Community Transport open to anyone connected to the industry.
7. National Confederation of Parent Teachers Associations. Advances education by promoting partnerships between home and school and provides support for Parent Teacher Associations.
8. NSPCC works with organisations to improve child protection practices & develop safeguards to prevent abuse. Provides information, guidance standards etc.
9. Phoenix Training designs and provides training, for Escorts/Drivers and other related staff. Consultation service, Monitoring and advice.
10. Ricon UK Ltd manufacture Passenger and other lifting equipment.
11. TRANSFED are the National Training Organisation for the passenger transport industry.
12. Unwins Safety Systems manufacture Passenger and Wheelchair restraints systems etc.
Appendix 8

Acknowledgements

After many hours of meetings discussion and deliberations the whole working group would like to thank each other for the time and efforts each person has contributed to this guide.

The first steering group/working party

In alphabetical order

ANDY SAW Manager of day services for older people in Peterborough Social Services. With a special interest in transport

BOB STEEL Policy Adviser on School Transport for the DfEE (as it was then)

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