

### In bad weather

- ✓ Check the Council or school website for up to date information on school closures or phone the school
- ✓ If you find that a route is unsafe contact your manager

### What to do if there is no one at the child's home

- ✓ Try to contact the parent. Phone the school and/or your office for help
- ✓ If the parent suggests leaving the child alone, with a sibling, with a neighbour or another adult *and* takes full responsibility (by text or email to the school or taxi office) the child can be left
- ✓ If the parent cannot be contacted finish your route and return to the child's home and phone the school and your office again to see if there is an update
- ✓ If the parent cannot be contacted at all the driver and guide must wait outside the home until the parent arrives home.
- ✓ Report the incident to your office, but do not discuss the matter with the family

### School Transport Team:

☎ 0121 704 6610

[educationschooltransport@solihull.gov.uk](mailto:educationschooltransport@solihull.gov.uk)

## Code of conduct for drivers and guides



You have a contract to take children to and from school on behalf of Solihull Council. To ensure the welfare and safety of the children you must follow this guidance:

- ✓ Keep your vehicle roadworthy and clean
- ✓ Keep your vehicle at a comfortable temperature for your passengers
- ✓ Drive by the rules in the Highway Code and follow your own company's policies
- ✓ Drive at a speed appropriate to the conditions
- ✓ Drive in a way that is comfortable for your passengers
- ✓ Keep to 5mph on school or Council premises
- ✓ Take care when reversing especially on school premises and use audible reversing warning device if available
- ✓ Follow the school rules for parking using designated drop-off zones if available
- ✓ Use child locks. Only you can open vehicle doors, when the vehicle has stopped
- ✓ Park so that children can get out of your vehicle on the pavement side and so that they do not need to cross the road
- ✓ Allow children and parents to move away from your vehicle before you drive off
- ✓ Only drop children off to their agreed destination
- ✓ Always carry school and family contact details in your vehicle
- ✓ Work as a team - make sure you have an guide if the one is required on your route
- ✓ Always carry your ID badge

- ✓ Wear clothing and footwear appropriate for the job and for being around children
- ✓ Talk to parents and children in a way you would like to be spoken to
- ✓ Be on time, but if you are running late contact school and, if possible, the parents
- ✓ Only allow authorised children in your vehicle
- ✓ Help children on and off the vehicle, including helping with their belongings
- ✓ Before you drive off make sure children are safely secured; sitting in a seat or their wheelchair, using a booster seat if necessary and wearing a seat belt or harness
- ✓ The guide should sit in the back or the best place to supervise and talk to the children, for example in the middle of the back seat
- ✓ Talk to the children
- ✓ Report any medical problem during the journey to the school or the family straight away
- ✓ Report inappropriate behaviour to the school immediately (not in front of the child), and your manager
- ✓ On arrival at the school follow the rules about taking children into school. Pass on messages, envelopes and medicines to a member of school staff. Do not take responsibility for high value items or money
- ✓ Avoid unnecessary physical contact with the children
- ✓ Do your best to meet an exceptional, one-off reasonable request for a change to normal arrangement
- ✓ If you are concerned about the wellbeing of a child only talk to the Head Teacher or member of school staff
- ✓ Find out the medical needs of your children and what to do in an emergency. Ask school if you need special training

### **Do not:**

- ✗ Work when tired or under the influence of drugs or alcohol
- ✗ Make inappropriate gestures to other road users
- ✗ Talk about topics inappropriate for children
- ✗ Give medication to a child
- ✗ Don't report to parents on the child's day at school, eg "he's had a really bad day!"
- ✗ Talk to anyone else about children's and families' personal information or comment on social media such as Facebook
- ✗ Leave your engine running once you have parked
- ✗ Allow children under 1.5 metres tall to travel in the front of your vehicle
- ✗ Smoke anything, including e-cigarettes or vapour cigarettes at any time during your shift
- ✗ Photograph or film children using any device eg. CCTV, phone, dash-cam
- ✗ Do not show any pictures, video or online content to children using your phone or a mobile device

### **In case of a breakdown or accident**

- ✓ Phone your manager and the school
- ✓ Phone the emergency services, if necessary
- ✓ Only allow your passengers to get off the vehicle if staying on would put them in danger
- ✓ Send a report to your manager
- ✓ Try to get details of witnesses

### **In case of a medical emergency**

- ✓ Use your judgement. Either stop and dial 999 or go straight to school or the child's home, whichever is easier