

WILTSHIRE COUNCIL Passenger Transport Unit Health and Safety Policy

Introduction

Everyone has a responsibility to ensure they behave in a safe and appropriate manner for the activity they are carrying out. Wiltshire Council ensures staff, contractors and service users can provide and access services safely. This is achieved through implementation of the council's corporate Health and Safety Policy. The Passenger Transport Unit offers specific services to the public and all associated activities are conducted with appropriate guidance to ensure that, for those involved and others in the vicinity, any risk of harm or accident is managed accordingly. The main business areas of passenger transport are as follows:

- Contracting of public transport services for local bus services and school and college transport
- Contracting of small vehicles for social care and special needs transport
- Provision of Passenger Assistants for vulnerable clients on transport
- Assessing entitlement to school transport including assessment of safe walking routes to school
- Management of school crossing patrols across Wiltshire
- Over-arching responsibility to ensure safeguarding of all service users who engage in passenger transport services
- Updating public transport information on the highway, sometimes working alone

Big Bus - Public Transport

The Council has a responsibility to contract safe and effective transport services to ensure the public can travel locally. To manage this activity it is important that all aspects meet appropriate standards, including vehicle suitability (safety and size), driver suitability, passenger safety, bus stop suitability.

The following documents are used to ensure health and safety is addressed for this business area:

- Bus contract T&Cs - <http://www.wiltshire.gov.uk/transport-operators>
- Bus stop risk assessment – [on request](#)
- Incident management records – regarding vehicles or passengers – [confidential](#)

Big Bus – Mainstream School and College Transport

The Council has a responsibility to contract safe and effective transport services to ensure children can attend school and the public can travel locally. To manage this activity it is important that all aspects meet appropriate standards, including vehicle suitability (safety and size), driver suitability, passenger safety, school bus park suitability, bus stop suitability, instruction to parents / students about appropriate use/behaviour on transport.

The following documents are used to ensure health and safety is addressed for this business area:

- Bus contract T&Cs - <http://www.wiltshire.gov.uk/transport-operators>
- Driver safeguarding training – [online training](#)
- Behaviour code for passengers – <http://www.wiltshire.gov.uk/transport-operators>

- Bus park risk assessment – [on request](#)
- Bus stop risk assessment – [on request](#)
- Incident management records – regarding vehicles or passengers – [confidential](#)
- Lone working guidance – [on request](#)

Small vehicles – SEND and Social Care

The council has a responsibility to provide appropriate transport for passengers who attend education or social care centres when standard transport is not appropriate. The type of vehicle used and any additional support required needs to be determined and agreed. Individual transport may sometimes be necessary, while other clients may travel together but require specific adaptations to enable access and egress. Passenger assistants may be required to assist with medication or monitor the passenger while travelling.

The following documents are used to ensure health and safety is addressed for this business area:

- Small vehicle driver terms and conditions - <http://www.wiltshire.gov.uk/transport-operators>
- Education / social care centre car park risk assessment – [on request](#)
- SEND care plans – [confidential](#)
- Client support programs – [confidential](#)
- Harness / restraint instructions – [on request](#)
- Wheelchair training – [training session](#)
- Medication plans – [confidential](#)
- Travel plans [confidential](#)
- Client risk assessments – [confidential](#)

Small Vehicles – Mainstream School Transport

The council has a responsibility to provide appropriate transport for passengers who attend schools when the use of a standard bus is not possible owing to distance from bus stop or the bus being too large to use on smaller roads. Individual transport may sometimes be necessary, while other clients may travel together depending on locality.

The following documents are used to ensure health and safety is addressed for this business area:

- Small vehicle driver terms and conditions - <http://www.wiltshire.gov.uk/transport-operators>
- Driver safeguarding training – [online training](#)
- Behaviour code for passengers – [on request](#)
- Incident management records – regarding vehicles or passengers – [confidential](#)

Supplier Compliance

The council has a responsibility to ensure all contracted transport suppliers comply with the requirements specified in transport contracts and are able to demonstrate adherence to the council's safeguarding policies and processes

The following documents/methods are used to ensure health and safety is addressed for this business area:

- Bus contract T&Cs - <http://www.wiltshire.gov.uk/transport-operators>
- Small vehicle driver T&Cs- <http://www.wiltshire.gov.uk/transport-operators>
- Driver safeguarding training – [online training](#)
- Driver DBS record monitoring – [confidential](#)

- Bus park risk assessment – [on request](#)
- Bus stop risk assessment – [on request](#)
- Incident management records – regarding vehicles or passengers – [confidential](#)
- Harness / restraint instructions – [on request](#)
- Wheelchair training – [training session](#)

Passenger Assistants

Passenger Assistants help children and vulnerable adults on their journeys to and from schools and social care centres. These passengers have specific needs which must be catered for on their journey. PAs may have to administer medication or offer physical support for the infirm, or ensure passengers are occupied to manage their behaviour.

The following documents/methods are used to ensure health and safety is addressed for this business area:

Training:

- Manual handling – [training session](#)
- Wheelchair fixing – [training session](#)
- Safeguarding training – [online training](#)
- PA handbook – [on request](#)

Route Safety

The council is responsible for determining whether a walking route to school is safe or not and to provide free transport where a route is declared unsafe. Local and national guidelines are used to determine this with staff making assessments on site as required.

The following documents are used to ensure health and safety is addressed for this business area:

- Route Safety assessment records – [on request](#)
- Lone working guidance – [on request](#)
- Wiltshire Route Safety Assessment Guidelines - <http://www.wiltshire.gov.uk/schools-learning-transport-eligible>
- National Route Safety Assessment Guidelines – [on request](#)

Safeguarding

The safeguarding of children and vulnerable adults is a corporate responsibility and over-arches all aspects of work undertaken by the Passenger Transport Unit mentioned above. It is important that employees and contracted staff understand their individual and corporate responsibilities when conducting their work to ensure their behaviour cannot be misunderstood and that any concerns regarding the welfare of a child or vulnerable adult, are reported.

The following documents/methods are used to ensure health and safety is addressed for this business area:

- PTU Safeguarding Policy – [on request](#)
- Driver safeguarding training – [online training](#)
- Driver DBS clearance process - <http://www.wiltshire.gov.uk/transport-operators>
- PA safeguarding training – [training session](#)
- School Crossing Patrol safeguarding training – [training session](#)
- Managing and resolving concerns raised about children, PTU staff and contracted staff
- Supplier management — [confidential](#)

School Crossing Patrols

School Crossing Patrols (SCPs) are employed by the council to assist children and parents in crossing the road when walking to and from school. The health and safety of all concerned has a bearing on this activity, including motorists, pedestrians and the patroller as well as the patrol supervisor when visiting the patroller on site.

The following documentation is used to ensure this activity is managed appropriately from a H&S perspective:

- SCP supervisor site visit risk assessment – [on request](#)
- SCP handbook – [on request](#)
- SCP Safe System of Work (SSOW) – [on request](#)
- SCP site assessment – [on request](#)
- Safeguarding training for patrollers and supervisors – [online training](#)

PT/TT/H&S 05.12.18