



Extract from Policy Document and Driver Handbook

School bus contracts

Please be aware that on school contracts arrangements may have been made to pick passengers up at locations other than regular bus stops (e.g. public house car parks).

Should you have an overloading problem along the route, you should tell your Line Manager immediately. He or she will then endeavour to resolve the situation.

If working within the UK, ensure you carry your cash bag, if applicable together with the route description and timetable.

School bus signs

School contract vehicles are issued with a front and rear school bus sign, which can be located on your vehicle. When carrying groups that are made up of a majority of children under the age of 15, a driver is required to display these school bus signs at the front and rear of the vehicle.

Drivers must ensure that such signs are removed when transporting all other groups.

Disclosure and Barring Service (DBS) checks

All drivers who will carry school children will have to be subject to a Disclosure and Barring Service check to receive clearance to work with and carry school children.

Employment with The Company is conditional upon the undertaking of such check and your ability to maintain the satisfactory standards and requirements laid down by the DBS.

General information

Driving school and college contracts and dealing with school children and college students can be difficult.

The following points may help you:

- ▶ Be consistent and fair in the way you treat people.
- ▶ Avoid getting into confrontational situations.
- ▶ Be willing to listen and be reasonable.
- ▶ Be calm but firm.
- ▶ Be understanding and apologise when someone has a genuine grievance.
- ▶ Remain courteous and treat everyone with respect.
- ▶ Never refuse a child travel or make them leave the bus
- ▶ Do not smoke. If you notice that your passengers are smoking report it.
- ▶ Please report every incident no matter how small to your line manager

Be aware that from time to time allegations are made by pupils, students, parents, carers and school staff regarding the conduct of drivers.

Once an allegation has been made the Company has a duty of care to investigate the claims fully. Depending on the nature of the allegation the driver may be suspended from Company contracts whilst the complaint is investigated.

Following the guidelines below will minimise any risk of allegations being made against you.

- ▶ Maintain a polite and professional relationship; never become friends with the pupils or students. You can be friendly but not their friend.
- ▶ Do not give children or young people any personal details or take any personal details from them e.g. mobile phone numbers or addresses.
- ▶ Do not meet with any of the children or young people outside your working environment.
- ▶ Do not swear or use inappropriate language. Do not make humiliating comments.
- ▶ Never touch a child or young person, unless in a safety critical situation.
- ▶ Do not photograph or video pupils or students.
- ▶ Do not show pupils or students pictures or videos.
- ▶ Do not give children or young people gifts or accept gifts.
- ▶ If a child or young person becomes over familiar with you please advise your line manager

School bus parking

In the course of your duties you will, at times be expected to enter school premises and use school bus parks where you must use the utmost care and caution.

- ▶ Always drive at a walking pace
- ▶ Do your best to position your vehicle so that you do not have to reverse. If there is no alternative utilise the services of a responsible adult as a banks man.
- ▶ All schools enforce a no smoking policy; you must not smoke when you are within school confines, including bus parks.
- ▶ Whenever you are stationary for longer than the time it takes for your passengers to alight, you must switch off your engine, this is both for savings in fuel and for the health of persons using the area.
- ▶ For afternoon journeys please ensure that you arrive at least ten minutes before the end of the school day in order that you can be in place before the children are in the car park.
- ▶ Never drive into or out of a school area with your passenger doors open even if your vehicle is empty, a child may try to board whilst the vehicle is in motion.

Authority to travel

The Company operates a variety school bus contracts, but all require sight of a pass, ID or payment of a fare.

As a driver you can refuse travel without a pass, fare or ID, but are recommended to seek names and report incidents initially rather than refuse travel.

Take great care in dealing with problem school children

- ▶ NEVER evict a school child from a vehicle – you might place them in grave danger and NEVER touch or manhandle a school child, no matter how much you are provoked. Any physical contact must be avoided
- ▶ If conduct of school children is so bad, seek assistance from the company, the school or if things are really serious involve the police.
- ▶ Assess the whole situation. If there are escorts for the children, get them to sit amongst the children, (not all together at the front) and, if possible, near to an emergency exit
- ▶ With coach parties, do not participate in any group activities unless specifically invited.
- ▶ Children may present problems sometimes, but remember that they are customers too and potential customers in the future.



S. D. Viney, Director, Mullanys Coaches Ltd

Date: 01.01.16