

SRC Passenger Assistant Code of Conduct



SRC Passenger Assistant Code of Conduct and Terms of Engagement

As a Passenger Assistant with SRC, you play a vital role in ensuring that pupils with special educational needs and disabilities are transported safely, comfortably, and with the highest level of care. By accepting work with SRC, you agree to adhere to the following standards and conditions at all times.

1. Safety & Care

- Ensure all passengers are wearing seatbelts correctly for the entire journey.
- Safely escort pupils between the vehicle and their home/school as required.
- Take all reasonable steps to prevent harm to passengers during the journey.
- Recognise that pupils have diverse needs and provide additional support and patience where necessary.
- Remain seated in the rear of the vehicle with the pupil(s) under your care at all times, unless explicitly advised otherwise in writing by SRC.

2. Professional Behaviour

- Treat pupils, parents/carers, drivers, school staff, and members of the public with courtesy, respect, and professionalism at all times.
- Support the driver in maintaining a calm, safe, and positive environment inside the vehicle.

3. Safeguarding & Confidentiality

- Never take photographs or videos of pupils.
- Never discuss or disclose any information about pupils on social media or with any person not authorised by SRC.
- Comply fully with safeguarding policies, procedures, and all applicable GDPR requirements.

4. Communication & Reporting

- Immediately report any concerns, incidents, or issues arising during a journey to the SRC office.
- Liaise professionally with parents/carers when necessary and only share information that is appropriate and relevant.

5. Child Protection & Reporting

If you see a child or young person with physical injuries

- Someone screaming or shouting at a child or young person in a way that seems more than just a person telling a child off. This can involve calling the child nasty names and speaking in a way that would be very distressing to the child or young person, and would be likely to make them feel worthless and unloved
- A child or young person who looks very poorly dressed, perhaps, for example, a child who is wearing clothes that don't seem warm enough in the cold winter weather
- An adult bullying a child or young person
- A child or young person who seems hungry
- A child or young person who seems scared and cowed
- A child or young person who looks dirty and neglected, or is smelly and unkempt
- A young child in the care of someone who seems to be so drunk or drugged that they are not in a fit state to look after them properly
- A child or young person who seems to be going somewhere they shouldn't, such as places where there are known dangers

If a Passenger Assistant should see anything similar to the above, or anything that gives them a sense of real unease about a child, then they should ring the Multi Agency Safeguarding Hub, (the MASH) and report their concerns. The number for the MASH is **0345 140 0845**. **If, of course, you feel a child or young person is in serious danger of immediate harm, you should call the emergency Police telephone number 999.**

6. Child Sexual Exploitation

Child sexual exploitation is another area of child protection where Passenger Assistants may help to protect our children and young people.

Child sexual exploitation is widespread across all communities and presents a very real risk of harm to our children and young people. Children and young people of any class, race, age, religion or culture are equally vulnerable to Child Sexual Exploitation, and both boys and girls are at risk. Similarly, those who sexually exploit children and young people can be from any class, culture, race, religion or background, and both men and women might be involved in the exploitation of children and young people.

The following is a list of things that might indicate that a child or young person is being sexually exploited:

- Drug or alcohol use
- Physical injuries
- The child or young person has run away from home or care
- Involvement in offending and criminal activities
- Repeated sexually transmitted infections
- Pregnancy and termination, especially a pattern of this
- School truancy
- Change in physical appearance
- Evidence of sexual bullying and/or vulnerability through the internet and/or social networking sites
- Receiving gifts from unknown sources
- Having money from unknown sources
- Poor mental or emotional health
- Self harm
- Thoughts of suicide or attempts to commit suicide
- Children or young people who may seem to be getting others involved in situations that are exploitative

If you pick up a child or young person who seems to be involved in these kinds of activity or situations, you can do a lot to help us to help them. It is very useful to Police and Children's Services if you make a note of anything worrying that you see or hear that makes you suspicious that a child or young person may be involved in sexual exploitation. The sort of information that would be very helpful would include things like

- Anything that is said that makes you suspicious
- Any names that are mentioned
- Descriptions of the children, young people and adults involved in the suspicious activity or conversations
- Dates and times of when you have seen and heard suspicious things happening or being discussed.

If you have any information that makes you concerned that a child or young person is being sexually exploited, there is a special phone line to use, so **please ring 101 to pass on any concerns regarding possible sexual exploitation of children.**

Alternatively, ring the MASH on 0345 140 0845.

PLEASE REMEMBER THAT YOU ARE IN A GOOD POSITION TO NOTICE THINGS THAT COULD BE STOPPED IF REPORTED AND HELP KEEP CHILDREN AND YOUNG PEOPLE SAFE.

7. Availability & Reliability

- Be ready and waiting at the agreed pickup point (normally your home address) at the scheduled time for every journey.
- Failure to be available causes significant disruption to vulnerable pupils and the service.
- Any Passenger Assistant who is unavailable for pickup on two separate occasions (without prior agreement) will be permanently removed from the SRC system.

8. Policy: Pupil Illness or Non-Attendance

- You will be paid for your scheduled run if the pupil is absent due to illness or any other reason (except on Bank Holidays or during official school closure periods – half-term, summer, Christmas, etc.).
- If your regular route does not operate due to pupil absence, you must remain available to cover alternative routes/shifts on that day.
- Completing an alternative route/shift will result in additional payment on top of your regular run payment.
- If you are contacted for cover and declare yourself unavailable, payment for your regular (non-operational) run may be withheld for that day.

7. Removal from the SRC System

Passenger Assistants may be permanently removed from the SRC scheduling system, with no further work offered, for any of the following reasons:

- Repeated failure to be available and ready at the designated start time
- Failure to meet required safety, care, or professional standards
- Any breach of safeguarding policies or procedures
- Becoming unavailable for pickup on two separate occasions (as outlined in section 5)

Such action is taken to protect the safety and wellbeing of pupils and to maintain the reliability of the service.

Acknowledgement

I have read, understood, and agree to abide by the SRC Passenger Assistant Code of Conduct and Terms of Engagement at all times.

Passenger Assistant Name: _____

Signature: _____

Date: _____

Company Contact Details:

Whatsapp Message: 07899602780 (this is monitored by multiple staff)

Office Landline: 0151 928 7000 (office hours for ASAP issues otherwise please use Whatsapp Message Number)

Email: accounts@srctaxis.co.uk

Address: 105 Bridge Road, Litherland, L212PB