

Guideline leaflets in this series

This leaflet aims to give advice and information to students, parents, schools, colleges and bus operators who use and deliver transport services provided by Leicestershire County Council.

Other leaflets in this series, available on request, include:

- Guidelines for School Staff
- Guidelines for Parents and Students
- Bus Passes - Frequently Asked Questions
- Guidelines for Drivers
- Anti-Social Behaviour on School Buses
- Guidelines for Parents: Special Educational Needs Transport
- Guidelines for Parents of Primary School Children

If you have any comments about this leaflet or the services it relates to or if you require information contained in this leaflet in an alternative version, e.g. large print, Braille, tape or an alternative language please telephone:

0116 305 0002

or write to:

Customer Service Centre (E&T),
Leicestershire County Council,
County Hall, Glenfield, Leicestershire LE3 8SR

Email: customerservices@leics.gov.uk

or visit our website:

www.leics.gov.uk/school_college_transport

Leicestershire School and College Transport

Guidance of Safe Working Practice for the Protection of Children and Staff in the home to school transport environment



Staff - Includes drivers and escorts whether paid or working in a voluntary capacity.

Children - Includes children and young people under the age of 18.

Underpinning Principles

Staff should:

- Be aware that the welfare of the child is paramount (Children Act 1989)
- Understand their responsibilities to safeguard and protect children and young people
- Be responsible for their own actions and behaviour, and avoid any conduct which would lead any reasonable person to question their motivation and intentions
- Work and be seen to work in an open and transparent way
- Be aware that breaches of the law and guidelines could result in criminal, contractual or disciplinary action being taken against them
- Report concerns or take advice immediately from their line manager or other senior manager over any incident which may give rise to concern not just to themselves but also to others. Some incidents that staff consider either unimportant or that they have dealt with will need to be reported – see the examples given later in this guidance
- For SEN passenger transport keep a written log of any such concerns that have been raised together with any decisions made and agreed actions (the log will also record any special procedures for that contract and must be kept away from public view) - For mainstream home to school transport complete an incident report form for your manager.

Safe Working Practices:

- Staff must report concerns they have about other people's behaviour to their line manager
- Staff must avoid discussing any incidents with third parties - but must explain with sensitivity that they have to follow proper procedure
- Staff should be careful not to misuse their power and influence over children
- Staff should be professional at all times including their dress, use of language and tone

- Staff should not give gifts to children except where this is agreed with and administered through schools or parents
- Physical intervention should never be used inappropriately and should always be recorded and reported
- Physical contact should be minimal and appropriate to the health and safety of the child
- Intimate care and first aid should only be administered according to approved procedures
- Staff should not engage in personal e-mail, telephone or text contact with children
- There should be no photography of children - any CCTV systems on vehicles are subject to strict monitoring arrangements
- Staff should guard against any child forming an infatuation with them and report any such concerns to their manager
- Communication with pupils should never be sexually suggestive. Staff should never engage in any sexual relationship with children in or out of a school transport environment.

Examples of incidents that should be reported

- A child mentions as she gets off the bus that a boy has made suggestive remarks to her and made her feel uncomfortable. This should be reported to your manager with the name of the girl and the boy - if known. If the girl does not wish to give her name the incident should still be reported
- A child asks if the driver will drop her off last as the regular driver does - even though this means altering the route
- You overhear a conversation relating to sexual acts. You advise children that this is inappropriate and advise them to change the topic.

You are not on your own

There are a set of procedures that managers use for dealing with the reports you make. These are designed to deal appropriately with each report and may involve other agencies who will make decisions based on child protection principles. You must never feel that you have to solve issues on your own - and as you can see from the example above a resolved concern still needs to be reported.