

# Passenger services

## parent and carer guidelines



**These guidelines are designed to provide parents and carers with the necessary information regarding our transportation service and covers:**

- Passenger services role
- Transport arrangements
- Escort's role
- Driver's role
- What to do if transport doesn't arrive
- What to do if the passenger is ill
- Notifying changes of address, contact details or transport arrangements
- What happens in an emergency
- Behaviour
- How to make a comment or complaint

## **Passenger services role**

The passenger services section of land and fleet services is responsible for arranging the transportation of passengers referred by education resources or social work resources.

Passenger services have a duty to ensure that the most efficient and effective method of transportation is provided based on individual needs with options including parental expenses, bus passes, use of taxi companies or our own fleet of buses. It is also our responsibility to ensure that all service users and transported timeously, safely and without prejudice.

## **Transport arrangements**

Once the method of transport has been agreed, contact will be made with the parent or carer to confirm arrangements. If using a taxi, the successful company must introduce themselves to the parent/carer to fully discuss specific requirements and to ensure that the interests of the parent/carer and passenger are given paramount consideration. The council are governed by specific tender procedures when procuring taxi services and therefore it may not be possible to award a contract to a specific company of your choice.

Once agreed, the taxi or bus will come to the designated pick up point and wait for you to bring the passenger to the vehicle. This also applies to the return journey when you must be available to collect the passenger from the vehicle. Given that the vehicles often have a number of passengers to transport, waiting time is limited and it is therefore important for you to have the passenger ready at the agreed time and be there to collect them.

## Escort's role

Depending on the transport method and needs of the passenger, an escort may be provided. The escort will be disclosure checked and must wear an identification badge at all times.

### The escort's role includes:

- To assist the passenger in and out of the vehicle
- To fasten seatbelts where provided
- Informing the driver when it is safe to move off
- Securing wheelchairs and harnesses if provided
- Ensuring doors are closed properly before the vehicle moves off
- Making sure that passengers are handed over to a member of school or facility staff on arrival
- Escorting passengers from school/facility once handed over by a member of staff
- On return journeys, ensuring that passengers are only dropped at an agreed location
- Ensuring that all bags are stored securely throughout the journey i.e. under seats
- Ensuring that medication or additional information from parents/carers is handed to a member of staff on arrival
- Ensuring that passengers are not left unattended in the vehicle at any time

## **Driver's role**

As part of our procedures, all drivers will be disclosure checked prior to undertaking work for the council. In addition, they must display their identity badges at all times. If you are unsure of a new driver, please ask to see their badge and contact passenger services immediately if you have any concerns (01698 717709).

### **The driver's role includes:**

- Driving the vehicle in a safe manner
- Ensuring that their vehicle is clean, safe and licensed appropriately
- Ensuring that passengers are picked up /dropped off on time
- Ensuring that passengers do not need to cross roads to board the vehicle
- Ensuring that only authorised passengers are transported
- Ensuring that passengers are picked up /dropped off at pre-agreed locations only (unless otherwise instructed by education or social work resources)
- Loading and unloading including the operation of tail lifts
- Ensuring that wheelchairs are securely clamped before moving off

In the absence of an escort, the driver must also ensure that passengers are presented to a member of staff on arrival and to a parent/carer on return.

## **What to do if transport doesn't arrive**

Given that most vehicles transport a number of passengers and could have been held up elsewhere, it would be reasonable to wait 5 minutes beyond the agreed time.

Thereafter, the first step would be to contact the transport provider direct e.g. taxi company.

If being transported by council bus, please contact the passenger services team leader on 01698 717713 (or Lanark Depot for Clydesdale area on 01555 665763).

If you fail to get a response, contact passenger services administration on 01698 717709.

## **What to do if the passenger is ill**

Please notify the transport provider as soon as possible e.g. taxi company or fleet services (details above). Transport will be suspended until notification is received that the passenger is well again.



## **Notifying changes of address, contact details or transport arrangements**

Please advise your transport organiser in writing giving as much notice as possible:

**South Lanarkshire Council  
Inclusive Education Manager  
Education Resources  
Council Headquarters  
Almada Street  
Hamilton  
ML3 0AA**

**South Lanarkshire Council  
Social Work Resources  
Council Headquarters  
Almada Street  
Hamilton  
ML3 0AA**

It is your transport provider's responsibility to inform passenger services of any changes.

## **What happens in an emergency**

Sometimes parents/carers are not at home to collect a passenger and leave no alternative address. The only solution for us is to take the passenger to a social work facility or the nearest police station. Where viable, the driver may be able to drop off all remaining passengers and try again before resorting to this. If this happens, transport will be suspended until arrangements can be reviewed. For safety reasons, we never leave children with anyone unless we have been instructed to do so in writing.

## **Behaviour**

It is important that the behaviour of one passenger does not jeopardise the safety of the vehicle and other occupants. Passenger services reserves the right to withdraw agreed transport until a satisfactory outcome can be reached with the client and either education or social work resources.

## **How to make a comment or complaint**

If you would like to speak to someone regarding this service, please contact the passenger services section on 01698 717709 or write to the Passenger services coordinator, South Lanarkshire Council, Land and Fleet Services, 18 Forrest Street, Blantyre, G72 0JP

Additionally, passenger services will formally consult with users annually so that we can monitor current performance and identify possible improvements.

**For more information or if you would like this information in a different format or language, please phone 01698 717709 or email [peter.henry@southlanarkshire.gov.uk](mailto:peter.henry@southlanarkshire.gov.uk)**