



**Specialists in Home to School Transport**

**HOME TO SCHOOL POLICY**  
**DRIVERS AND PERSONAL ASSISTANTS**

**1. INTRODUCTION**

1.1 It is our policy to build a positive relationship with our clients, whether that be the local authority we work on behalf of, parents, students, or educational institutions. Good communication, safety and comfort of our clients is at the heart of our business' core values.

1.2 It is important for the safety and comfort of all our clients and our employees that the following guidelines are always adhered to, any breach of these guidelines could lead to disciplinary action being taken up to and including summary dismissal.

1.3 A2B Contract Cars Limited are only required to provide transport within the details of the contract the individual local authority has issued. No deviation from the instructions below can take place.

**2. THE POLICY**

2.1 Below is a list of guidelines that as an employee or subcontractor of A2B Contract Cars Limited must always be adhered to. These are the minimum requirements we expect from our employees and subcontractors when undertaking work on behalf of our business.

- No stopping enroute for fuel or any other reason. For very unusual or a unique situation regarding this matter please call A2B Contract Cars Limited for permission and guidance. Ensure you have adequate fuel for your journey.
- No diversion from the route except to avoid heavy traffic is permitted or road closures.
- No smoking or vaping whilst in the company of a student, on school premises or in your vehicle or within visibility of the school or students addresses. No smoking or vaping at least thirty minutes before the students board.
- No providing confectionery, food, or drink to students.
- No food or drink should be consumed within the vehicle whatsoever when students are onboard with the exception of water. For very unusual or a unique situation regarding this matter please call A2B Contract Cars Limited for permission and guidance.
- No other persons should travel in the vehicle other than those specified within the contract.
- No other address should be used as a collection/drop off unless instructed by A2B Contract Cars Limited. Instructions regarding destination/drop off are not to be taken from any student. If clarification is required, please contact a member of the contracts team in the first instance.
- Any delays to the regular transport times should be notified to the parent /carer as well as to A2B Contract Cars Limited.
- No communication with the student is to take place outside of the work environment.

- Students should not be discussed with anyone other than
  - The Office
  - The school
  - The care centre (social care)
  - The parent or carer
  - You should not discuss students confidential information in front of other students. The confidentiality of our students is paramount and should not be breached.
  
- In the event of a break down or accident during transport, please notify A2B Contract Cars Limited so that another form of transport can be arranged for the students. All students to remain in the vehicle unless it is unsafe to do so, in this instance you must always guide them to a safe place and remain with them. If this happens phone the police first, then A2B Contract Cars Ltd (office).
  
- If a parent/carer is not present at the point of drop off, you are to contact A2B Contract Cars Limited office and wait for 15 minutes. If there are other students still in the vehicle, they should be dropped off, and then return to the original destination. If the parent/carer is still not available, the student should be taken to the local police station as the very last resort once all other avenues have been exhausted.
  
- Maximum waiting time when collecting students is five minutes per household. This is to avoid being late for school and in line with local authority guidelines. Please ensure you inform the office if you have waited 5 minutes, and they will contact the parent/carer before you leave, ensuring we have exhausted every possibility.
  
- On the return journey you are required to wait 15 minutes at the educational establishment in line with local authority guidelines. If you have already waited 15 minutes, contact A2B Contract Cars Ltd and they will contact the school. Only once you have had authorisation from our office/school may you leave the premises.
  
- No student is to enter another student's home.
  
- Students must not be left unattended at any time.
  
- All primary school children are to be collected/dropped at the school reception.
  
- Note-book and pen onboard the vehicle always. For example, for precise documenting of any incidents.
  
- Acknowledgement from the parent/carer that the student is under adult supervision is required before driving away from the property.
  
- If the driver is given medication for any student, it is to be kept away from students during transport in a sealed bag or envelope and only given to the teacher/parent/carer. Medication should be kept in the glove box or boot only. The only exception is Epi Pens which must be always kept on the person of the service user.
  
- Students' possessions must be kept to a minimum within the seating area and instead kept within the boot of the vehicle.
  
- Do not allow the student to drop litter or throw anything around the vehicle. Do not allow them to stand, climb, or kneel on the seats. Do not allow the student to throw any item out of the window.
  
- Seat belts must be worn during every journey. Child locks must be activated.

- Ensure the student has the appropriate car seat for the journey if necessary. (Please see appendix one attached explaining the law and car seats)
- Please ensure there is no excessive noise in the vehicle during travelling. Excessive noise can distract the driver and could lead to an accident.
- Ensure the student has all their belongings when leaving the vehicle.
- When transporting students, you must dress within the Uttlesford District Council terms and conditions (Page 26)
- Ensure your ID badge is always on your person and visible. It must not be left in the vehicle at any time. Also driving licences must be on your person when driving for A2B Contract Cars Ltd. Any member of staff driving a licenced A2B Contract Cars Limited vehicle must be wearing their drivers badge.
- Ensure vehicle horn is used for its appropriate use, i.e. to warn other road users of your presence.
- Client Care Plans should never be left in the vehicle overnight. Any envelopes given to you from the parent/carer or school must be sealed.
- Your mobile phone must only be used for work related purposes. Refer to the business' use of mobile phone policy for further guidance. If required to make a call to the office the vehicle must be stationary with the engine off and the key removed. No person is to make audio recordings or video nor take photographs inside the vehicle.
- Vehicles must be kept clean inside and out, be free from litter and unnecessary personal belongings.
- Drivers should report unmanageable behaviour of students to the Contracts Office Team as soon as possible. The Contracts Team will then talk to parents, the school, and the relevant local authority department to remedy the poor behaviour.
- PPE is required to be worn during transportation.
- Vehicle is to be adequately ventilated, but not to the detriment of the service user's comfort.
- All touch points in the vehicle must be cleaned before and after each journey.
- Inform the office immediately if you have to use premium fuel, giving the reason for doing so. Unnecessary use of premium fuel will result in chargebacks to drivers.
- Only use allocated petrol garages to fill up company vehicles.
- Do not leave fuel cards in the vehicles when not in use.

### **3 ALWAYS CONSIDER OUR CLIENTS**

3.1 It is paramount that you put the safety and comfort of our students first. It is vital they are transported in a safe, comfortable, and dignified way. By following the guidelines above we acknowledge that your job is a responsible one. The guidelines above are not exhaustive, but necessary for the safety and comfort of our students and yourselves as our employees. It is for the individual to ensure they understand their responsibilities.

#### **4 YOUR RESPONSIBILITIES AS A REPRESENTATIVE OF OUR BUSINESS – EMPLOYED DRIVERS.**

- It is the driver's responsibility to carry out weekly vehicle checks (see separate documentation provided by the business) Any defects /damage to be reported to the transport manager immediately.
- If upon arrival to collect the student, it is discovered they are not travelling that day for any reason you must inform the office immediately, failure to do so will be considered a breach of your responsibilities.
- Drivers must notify A2B Contact Cars Limited if they have any pending prosecutions for driving and/or other matters.
- Drivers must carry a copy of the UDC terms and conditions at all times when driving a licensed vehicle, and produce them for inspection upon request by hirer, police officer or an officer of UDC.
- **Drivers must not wear Flip Flops or driver bare feet. Highway Code now says £5000 fine & 9 Penalty Points.**

#### **Appendix One – THE LAW REGARDING CHILD CAR SEATS WITHIN HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLES**

- All children aged 3 years and above travelling in the front seat of a Hackney Carriage or Private Hire vehicle must use the correct child seat/restraint until they are either 12 years old or 135cm tall.
- The above rule also applies to the rear of a vehicle under normal circumstances, but, if a child seat is not available, children aged 3 years or older can travel in the rear of a Hackney carriage or Private Hire vehicle wearing only the seat belt.