



TRAFFORD COUNCIL

TRAFFORD TRAVEL CO-ORDINATION UNIT (TTCU)

Passenger Assistant Handbook

The TTCU contact number is 0161 912 5055. The Duty Social Worker & out of hours number is 0161 912 2020

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INTRODUCTION

Welcome to Trafford Travel Co-Ordination Unit (TTCU). We are part of the Children, Families and Wellbeing Directorate with the responsibility of providing travel assistance to children and young people and vulnerable adults with special educational needs and disability. We transport some of the most vulnerable people in Trafford to schools, day centres and colleges and as such we face many operational challenges on a daily basis in delivering a safe and reliable service.

The aim of this handbook is to help you as passenger assistants and drivers to deliver a high quality home to school transport service on behalf of Trafford Borough Council.

This handbook has been produced by TTCU to support staff in conducting their duties and will also act as an induction document for new employees and as a refresher for existing employees. This Handbook defines how Trafford Council policies relate to the Travel Co-Ordination Unit and acts as guidance to everyone involved in the service, including the TTCU Management Team, Drivers, Passenger Assistants (PAs), Passengers, Day Centres, Schools and other teams within the Council. This Handbook is updated periodically and all PA's will need to sign a yearly disclaimer form to say you have re-read and understand the contents and all new information added.

This is a working document for everyone involved in the service and we welcome any observations you may have as you conduct your duties. Please feed these back to the Trafford Travel Co-Ordination Unit either by emailing us at ttcu@trafford.gov.uk, in writing to TTCU, 2nd Floor Waterside House, Sale, M33 7ZF and we can update the handbook accordingly. This Handbook has been compiled in consultation with TTCU employees, Health and Safety, Human Resources and appropriate Trade Unions.

Good luck in your new job and we look forward to working with you in the future, and thank you to our existing passenger assistants who are already providing a valuable service for our children young people and adults.

Sarah Russ
Trafford Travel Co-ordination Unit Manager
Trafford Travel Co-Ordination Unit

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RESPONSIBILITIES

The TTCU Management Team will:

- Manage all aspects of the Travel Co-Ordination Operations.
- Ensure that employees employed to work in the service are appropriately qualified and trained.
- Ensure that TTCU employees have the necessary information to enable them to act appropriately should an emergency situation arise.
- Procure vehicles which are appropriate to meet the needs of the service.
- Undertake risk assessments for the transport service and ensure control measures are in place.
- Ensure that local and national agreements regarding personnel issues and staff hours are adhered to.
- Investigate accidents and incidents regarding employees, passengers and vehicles and take appropriate action in accordance with Council Policies.
- Ensure an appropriate risk assessment is completed for each passenger.
- Ensure a Passenger Care Plan is completed and provided to escorts for each passenger they are responsible for.
- Will act as a point of contact in the event of dispute.

Risk Assessments/ Passenger Care Plans:

Trafford Council recognises that a provision of a safe and healthy working environment and safe systems of work, are important in ensuring the well-being of its employees and other persons affected by its operations.

In exercising its responsibility and commitment Trafford Council will ensure so far as is reasonably practicable, the effective implementation of Trafford's Health and Safety Policy and guidance and will provide the necessary resources for the purpose of:

- Securing the health, safety and welfare of persons at work
- Protecting persons other than those at work from risks arising out of, or in connection with, Trafford's activities
- Providing arrangements for effective employee consultation on Health and Safety matters

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In ensuring the above is achieved TTCU Management will ensure that a risk assessment is completed for each passenger that TTCU are responsible for. Full details of this assessment will be held by TTCU and the appropriate Day Centre or School that the passenger attends. However, a summary card will be provided to the PA, which will be known as the Passenger Care Plan, and will detail the following:

- Name and Address of passenger
- Summary of medical condition
- Summary of individual needs
- Transportation requirements i.e. safety equipment
- Name and telephone number of contractor (if applicable)
- Run number

Passengers Assistants / Drivers must:

- Be aware that they have a responsibility for their own health and safety as well as that of colleagues, passengers and members of the public with whom they have any contact.
- Be aware that while working they are representing Trafford Council and ensure that behaviour and conduct is appropriate, treating everyone with whom they have contact with respect and as an individual. You must maintain a courteous, professional relationship with passengers, parents, carers, staff and drivers.
- Adhere to control measures highlighted in risk assessments and wear and use the protective equipment provided where necessary, and as instructed by TTCU Management.
- Seek guidance and advice on any issue or task where there is any concern or uncertainty in relation to the work to be undertaken.
- Respect all personal passenger information and ensure all verbal and written information is treated confidentially. Ensuring that any messages relating to the passenger are passed between home/ carers and the Day Centre/ Schools.
- Ensure that their performance at work will not be impaired by alcohol, substance abuse, prescribed medication or any medical condition. Where necessary employees must advise the TTCU Management Team or Occupational Health of any condition or medication that may affect their ability to carry out their role.
- Ensure no alcohol is consumed. Due to the nature of driving and PA work, it is not acceptable to consume any alcohol during the working day, as stated in the Social Services Policy on Alcohol Consumption. This policy operates alongside the Trafford Policy. It is also the individual's responsibility that all necessary steps have been taken to ensure they are free from the effects of alcohol before commencing duties.
- No smoking or vaping on board the vehicles in line with Trafford Council's Policy on Smoking at Work. With regards to contracted vehicles there should be no smoking allowed for a period of 20 minutes before its use by the service users or Passenger Assistants to prevent discomfort.

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- Report any accident or incident involving the vehicle or passengers by completing the necessary documentation and advising the TTCU Office. Refer to the Accident Procedures and Dangerous Occurrences.
- Carry identification as provided to demonstrate that they are working on behalf of Trafford Council.
- Ensure they are on the vehicle before the first passenger is collected and be seated in the back of the vehicle with the passengers to aid with the safety of passengers during the journey and respond to their individual needs. Unless instructed otherwise via TTCU office staff. (PA Specific)
- Adhere to appropriate policies and guidelines as directed to by TTCU Management. Refer to Trafford Council Policy.
- Ensure Parents/ Guardians/ Carers are aware that the vehicle has arrived at the property by knocking at the property and returning straight back to the vehicle, and not by tooting the horn on the vehicle.
- Be responsible for the safety and comfort of passengers during the journey and respond to their individual needs. Passenger management in the vehicle is the PA's responsibility. The driver must be allowed to concentrate solely on driving.
- Ensure all passengers wear seat belts and that the restraints of passengers in wheelchairs are fastened and that all wheelchairs are securely restrained. Notify your employer if the belts do not function properly. Ensure that all doors are unlocked whilst on duty (unless directed otherwise by an Officer of Trafford Council).
When transporting passengers in wheelchairs only the approved restraint and safety belts may be used. If you have any concerns regarding the upkeep or safety and reliability of the vehicle, including harnesses, seats and seat belts you should inform TTCU
- If you are allocated to a route, which involves the carriage of wheelchair passengers, it is important that you are aware of the safety precautions that must be taken. It is the driver's responsibility to ensure that the wheelchair is secured to the vehicle by means of the approved four point restraint system, and that the passenger is securely fastened in a separate lap and diagonal seat belt; however you have a duty of care to ensure that the restraint and seat belts are secure.
- In the case of Special Needs Education and transportation of adults, you should ensure that passengers are handed over to the appropriate responsible adult both ends of the journey. Do not take any risks, as the consequences could be very serious. If in doubt, contact TTCU for further guidance. In instances where TTCU has provided written permission to leave passengers without adult supervision you must ensure the passenger enters the relevant building safely before you leave.
- Be aware that their duty does not end until the last passenger has arrived at their destination.
- Monitor the service being provided by the Taxi/ Contractors to ensure they fulfil their responsibilities reporting to the TTCU Office any failure to do so.

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- Whenever it is felt necessary to report an incident to the School/ Day Centre, the TTCU Office must also be informed. Where emergency action is required, the TTCU Office should be contacted immediately.

Passengers must:

- Be ready at the time specified for pick up.
- Wear seat-belts during transit.
- Not ask the Driver to take them to an address other than the one specified by TTCU
- Not ask the Driver or PA to carry out any tasks in their home other than assisting them into the house.
- Not carry any luggage or belongings other than a handbag/ school bag or similar sized item that can be held during the journey, when travelling in a vehicle that does not have designated luggage space.

Parents/ Guardians/ Carers must:

- Bring the passenger out to the vehicle and remain with the child until the child is ready to travel. **Child Specific**
- Collect the passenger from the vehicle on arrival at the property. **Child Specific**

Day Centres must (Adult Specific):

- Assist in the risk assessment and subsequent completion of the Passenger Care Plan, in close liaison with TTCU and Health and Safety advisers.
- Ensure that any information which may affect the transport of individual passengers is communicated to the TTCU Office, in order that the Passenger Care Plan can be updated accordingly, this will include changes to pick up points etc.

Schools must (Child Specific):

- Assist in the risk assessment and subsequent completion of the Passenger Care Plan.
- Ensure that any information which may affect the transport of individual passengers is communicated to the TTCU Office, in order that the Passenger Care Plan can be updated accordingly.

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Contractors must:

- Provide clean and adequately heated and ventilated vehicles.
- Ensure that no smoking within the vehicle takes place 20 minutes prior to the collection of the PA.
- Be punctual and reliable.
- Be polite and courteous.
- Make available a charged mobile or radio in the event of an emergency.
- Not merge contracts without prior permission from the TTCU Office.
- Not undertake any other contractual work whilst undertaking a Trafford Council contract.
- Not use hand held mobile phones whilst in transit

The Safe use of the Tail Lift (or Side Access Lift)

- Passengers being loaded through the rear door on an access lift must face forward
 - Passengers being loaded through the side access doors on an access lift must face across the vehicle during the lifting process only.
 - Once positioned on the lifting platform, the brakes of the wheelchair must be fully applied
 - Remove and store all bags travelling with the passenger, they must not be hung on the wheelchair.
 - Wherever possible the passenger should be accompanied on the lift by either the Passenger Assistant or the Driver
 - Ensure that the lift mechanism is not accessible to the passenger, and that their clothing cannot become entangled in the mechanism.
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- Ensure that only passengers whose mobility restricts them from using the normal vehicle entrance use the tail lifts. If the tail lift is to be used, passengers must be accompanied.

BEFORE THE JOURNEY

All vehicles should be equipped with:

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- Fire Extinguisher
- Mobile Phone charged and ready to use or two way radio
- Relevant seats and harnesses
- Emergency Exits, check for relevant stickers
- A displayed licence plate or operator's licence (contractor specific)
- A route schedule

The PA should be equipped with:

- A care plan for each passenger
- A Register (where applicable)

DURING THE JOURNEY

Passenger Assistant Pick up/Drop off Procedures

Adult Specific

The PA must assist the passenger into and out of the vehicle, up and down any steps or paths and to the front door of their destination. When the assessment for day care is carried out an environmental risk assessment of the passenger's home for the purposes of access will be done. This will highlight any risks in the home and identify whether or not the escort can enter the home to further assist the passenger. However this assistance should only be to ensure that the passenger has entered into their home safely. **The PA must not carry out any other tasks while inside the house.** Should a situation arise where the PA feels that the passenger requires urgent further assistance, the PA should contact the TTCU Office immediately.

When a situation arises and a passenger cannot safely be left at their own home (for example door keys lost), contact should be made with the emergency telephone numbers detailed on the Passenger Care Plan. If contact cannot be made, in working hours contact the TTCU Office (0161 912 5055) or out of office hours contact the Duty Social Worker via the control room on 0161 912 2020.

If there is a need for a permanent carer to be at home before a passenger is dropped off and they are not at home when you arrive, it may be appropriate to continue the journey (leaving a note at the home address), to take any remaining passengers home and then return. If there are no other passengers on the transport you should wait at least five minutes beyond the normal drop off time. If nobody returns take the passenger to their alternative address, or contact the emergency phone numbers both detailed on the Passenger Care Plan. If contact cannot be made follow the instructions as detailed above.

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Child Specific

A “**Passenger Register**” will be supplied by TTCU to be completed on the outward journeys and the top copy handed to staff at the destination. Before leaving the agreed destination on the homeward journey, please make sure that you have accounted for all the passengers you are responsible for that were taken to that destination in the morning and any part-time passengers who may only travel on the return journey. The duplicate copy of the outward journeys Passenger Register will assist.

Parents/ Guardians are responsible for bringing their child out to the vehicle and must present on time for their journey and remain with the vehicle until the child is ready to travel. Where passengers persistently fail to meet the vehicle on time, this should be reported to TTCU.

For education routes the vehicle must wait five minutes only beyond the scheduled pick-up time. After this waiting period, you must contact your employer who will in turn seek directions from TTCU. You must not allow the vehicle to draw away unless cleared to do so by an Officer of TTCU.

Passengers Assistants must keep passengers already seated in the vehicle under constant supervision and not leave them unattended for any length of time, other than to let parents know they have arrived at the property. You will be expected to help passengers into and out of the vehicle and take all reasonable precautions to ensure their safety before and after they have alighted from the vehicle. Passenger Assistants must not lift passengers.

Passengers must be handed over to the appropriate responsible adult both at the drop off points on both the outward and return journeys; unless a prior arrangement has been made with the TTCU Office. Where responsible adults do not meet the passenger you must immediately notify TTCU who will give you specific instructions. It may be appropriate to continue the journey (leaving a note at the home address) to take any remaining pupils home and then return. If there are no other pupils on the transport you should wait at least five minutes beyond the normal drop off time. If nobody returns contact the TTCU Office for guidance. Passengers are to leave the vehicle only at the agreed dropping-off point

If there is no response from the emergency contact numbers the TTCU Office will make arrangements for the child to be taken to an appropriate place of safety. In the event of this situation a note must be left at the home address providing details of where the child has been taken. Out of office hours the Social Services Emergency Officer should be contacted on 0161 912 2020.

Please note that Environmental Risk Assessments that cover the child’s home will not have been undertaken; therefore passenger assistants should not under any circumstances enter a child’s home.

Passengers travelling in mini buses or Accessible buses must be instructed not to stand or walk along the aisle while the vehicle is moving. They must not distract the driver’s attention in any way. Position yourself so that you have access to and sight of all the passengers. All passengers, including you, must be seated and seat belts secured when the vehicle is in motion.

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Passengers must only use the front seats where specific permission has been given by TTCU.

If the vehicle arrives at the agreed destination before the official starting time, please keep the passengers on the vehicle until a member of staff is ready to receive them.

Any passenger whose behaviour on the vehicle becomes unreasonable should be reported to the School/ Day Centre and the TTCU Office by telephone as soon as possible where a statement or completed report form will be requested if needed. Noisy or extremely boisterous behaviour is not acceptable as this may distract the driver.

The PA should be alerted to the possibility of inappropriate behaviour. This may take many forms, including bullying or inappropriate sexual behaviour. Any incidents must be reported to the School/ Day Centre and the TTCU Office or by tele phone as soon as possible, where a statement or completed report form will be requested if needed.

Passengers in your Care

You must not use physical force or offensive language to control a situation. If you have threatened to report misbehaviour, do not fail to do so: in all cases you must inform your line manager of behavioural problems which you experience.

You must treat all information about the passengers you escort and their family circumstances in the strictest confidence. Under no circumstances should such information be passed to a person who is not a member of the school or centre staff or an appropriate officer of TTCU.

You must ensure that no unauthorised passengers travel on your vehicle, if you are in any doubt, please contact TTCU who will confirm the passenger manifest to you.

Do not give any passenger any food or drinks, as this may result in problematic behaviour in the future, and lead to emergency situations at the time, e.g. choking, adverse reactions etc. Passengers may not bring or consume their own food or drink on your vehicle for the same reason.

Drivers and Passenger Assistants are asked to refrain from making relationships with passengers beyond the boundaries of professionalism. Any unnecessary physical contact with passengers will be considered inappropriate. In emergency situations you may of course need closer contact, and this is entirely acceptable for the administration of assistance. It is perfectly natural to take an interest in your passengers and empathise with them, it is important for passengers to understand that their driver/passenger assistant is there to provide a safe and secure environment to and from destinations, and you are asked to avoid fostering relationships that go beyond this. This will help your passengers to determine and develop their own skills in forming relationships.

If any passenger shows signs of trying to establish a closer relationship with you, and particularly one where you feel your professionalism is likely to be compromised, you are required to advise your employer, it is the best interests of the child and yourself that you do so. It is essential that Trafford Council are advised of any such concerns immediately, in order that professional assistance can be sought.

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Giving gifts to passengers is strongly discouraged. Any gifts or hospitality offered to you must be reported to your employer and recorded for further action.

It is important that Passenger Assistants and Drivers act in a professional manner at all times even after all passengers have been dropped of. Both the Passenger Assistant and the Driver should show appropriate levels of respect to each other. Any instances of inappropriate behaviour should be reported to your employer or Trafford Council.

In all cases if any perceived risks present themselves PAs should conduct a dynamic risk assessment and refer back to the TTCU Office for guidance as soon as possible. If in doubt always contact the TTCU Management team on 0161 912 5055.

Securing Passengers

The PA / Driver are responsible for ensuring that passengers are secured into their seats on the vehicle. Where special seats and harnesses are supplied the PA / Driver should ensure that they are fitted into the vehicle on every journey and used all the time the passenger is travelling. PAs and drivers should be familiar with the details of the securing requirements for each passenger.

Communication

Adult Specific

The PA will be required to pass messages between the centre and the carers or family of the passengers. It is important to remember that you have an essential role to play in passing communications between home, parents or carers and staff at the destination. This will involve confidentiality, tact, diplomacy and respect. No information should be passed onto any other person other than an authorised member of the school staff, or an officer within TTCU.

Child Specific

As above although messages between parents/ guardians and school should be in a written form and placed in a sealed envelope. Similarly any monies must be placed in a sealed envelope.

Dignity

Passengers must be treated with dignity at all times. Always treat a child in an age appropriate way, for example, it is not acceptable to use a babyish way of speaking to a teenager simply because they may have learning difficulties, this causes embarrassment and may make it harder for the child to grow up and develop new skills. Passengers must always be spoken to in a sensitive and constructive manner. Be aware if discussing a passenger's behaviour or disability, to ensure that this conversation does not take place with the passenger present, and is not overheard by any other passengers, or and parents or carers.

Passengers, parents and carers must be greeted by name in the morning and afternoon. Passengers who show challenging behaviour should sit apart from each other where deemed necessary. Additional guidance can be obtained from TTCU

Respect

The mutual respect between Passengers, Drivers & Passenger Assistants is earned (on both sides) by an understanding for one another. It is all too easy for conversations, meanings and

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actions to be misunderstood by passengers. Similarly, it is difficult for Drivers and Passenger Assistants to recognise that words, actions and gestures made in good faith to comfort and reassure can be misconstrued by other people who may not appreciate the circumstances. It is important to remember that the actions of Drivers and Passenger Assistants may from time to time be the subject of peer review

Medication

Medicines must only be accepted if in a sealed envelope or container marked with the passenger's name and the prescribed dosage. Medicines must be given to the P/A and kept by them during the journey, to be handed over to a member of the School or a Day Centre employee on arrival, and to a parent/ guardian/ carer on returning the passenger's home. The PA will need to sign the medicines book at school when dropping off and collecting medicine from school. Medication must not be administered by a P/A or Driver.

HEALTH AND SAFETY

Uniform

When issued with any items of uniform these must be worn while working. Failure to do so may result in disciplinary action as some items of uniform are required for Health and Safety reasons. In all instances staff should wear smart casual clothing suitable for the nature of the task.

ID Cards

ID cards must be worn or carried on person at all times. If worn around the neck, this should be on a lanyard with snap fasteners.

Seat Belts

All passengers must wear a seat belt at all times when the vehicle is moving. Any passenger who refuses to do so must not be allowed to travel. Where a passenger refuses to wear the seat belt the School/ Day Centre must be notified immediately. If a passenger unfastens their seatbelt during the journey the vehicle must be stopped when safe to do so and the seatbelt refastened before the journey commences. Persistent unfastening of seatbelts must be reported to the School/ Day Centre and the TTCU Office by telephone where a statement will be taken if needed, this may then result in the suspension of transport.

Carrying of Luggage

For Health and Safety reasons no luggage or large items can be carried on any vehicle that does not have designated boot space; this includes suitcases and shopping bags. Handbags/ schoolbags and other small personal items must be held by the passenger or placed under the seat. Anyone trying to carry items must be referred immediately to the TTCU Office by telephone.

Lifting Passengers

TTCU employees must not move or lift any person who has fallen, except in extreme accident situations where failure to move a person may result in further danger, for example if they have fallen into the path of traffic and the traffic cannot be stopped. If a passenger is not in immediate danger but is on the ground the emergency services should be called and the

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passenger made comfortable and reassured while waiting. The TTCU Office must be contacted by telephone to inform them of this situation immediately.

Infection Control Procedures and Spillage Procedure

Infection control procedures should aim to prevent the transmission of micro-organisms by direct or indirect contact. Body fluids such as blood, vomit, faeces and sputum can carry infection which can affect other passengers and staff. In most cases TTCU staff will not be exposed to these fluids directly. Where staff perceives there is a risk they should contact the TTCU Office for further guidance. All staff should adopt an effective and regular hand washing/ cleaning routine and equipment will be provided by TTCU to ensure this is possible.

All Trafford Council Passenger Transport Vehicles should be equipped with a spillage kit. The kit includes the equipment necessary to deal with the safe removal and disinfection of blood, vomit or urine. Further cleaning equipment is available from TTCU. If any spills need to be cleaned up this should be recorded and the TTCU Office informed. The vehicle should be cleaned as soon as possible after the spill. Any kits that are used should be disposed of in a proper and safe manner.

Accident Procedures and Dangerous Occurrences

Reporting Incidents involving passengers

In the event of problems during the journey, do not leave the passengers. The driver must deal with any traffic or vehicle problems.

Drivers and PAs are responsible for reporting any incidents involving passenger's welfare, safety and behaviour to the Day Centre/ School and the TTCU Office by telephone where a statement/ report will be taken. If emergency action is required the TTCU Office should be telephoned as soon as possible after the journey.

If a major accident occurs:

- a. If a passenger is seriously injured (and you are not injured and able to provide care) he/she should NOT be moved unless there is further risk from fire or accident. If possible, cover the passenger with something warm.
- b. Get a bystander to telephone for an ambulance and the police if either you the PA or the driver is unable to do so.
- a. Inform your employers and Trafford Council that an accident has occurred; they will make arrangements to contact the passenger's parents / carers and school if applicable. Ensure that your employer is informed as quickly as possible. Emergency telephone numbers are provided at the back of this document.

Accident and Dangerous Occurrence Reporting

All situations in which a passenger, member of staff or member of the public is involved in an accident or dangerous occurrence involving the transport service must be reported. This

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should be done by either completing the Incident Report form or if emergency action is required, by contacting the TTCU Office. The TTCU Office will then request completion of an HS01 form if appropriate.

Reporting Incidents Involving Vehicles (Contracted Vehicles)

If a contracted vehicle is involved in an accident the PA must report this to the TTCU Office as soon as possible.

EMERGENCIES

Vehicle Breakdown

In the event of a breakdown of a contracted vehicle, request the driver to telephone for a replacement vehicle immediately and telephone TTCU to report this.

If a vehicle breaks down en route do not allow passengers to alight until a relief vehicle arrives, except if it is considered dangerous for passengers to remain in the vehicle. In this instance passengers should be escorted to a secure place well away from the road.

Emergency Evacuation

Where possible, passengers must be made aware of the procedure for evacuating the vehicle speedily and in an orderly manner in the event of an emergency as follows:

- a) Move to the centre aisle (where appropriate) and leave the vehicle as quickly as possible – without running – by either the entrance/exit or emergency doors as directed by the driver or escort.
- b) Leave all belongings on the vehicle
- c) Assemble as quickly as possible at a point a safe distance from the vehicle where there is no danger from traffic or other hazards. Account for all passengers.
- d) Remain at the assembly point until directed otherwise by an authorised person.

If you have any queries on safety issues or are unable to carry out your duties in the normal way, contact Trafford Council where a Transport Officer will be able to supply you with further advice or tell you what course of action to take.

Illness

In the event of the driver being taken ill at the wheel. Enlist the help of a passer-by to summon assistance.

In the event of a medical emergency to a passenger the vehicle should be parked at the earliest opportunity in a safe position and one of the below care pathways must be followed.

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Emergency Care Pathway

The Emergency Care Pathway will be followed if there is a medical emergency. In accordance with NHS guidelines Medical emergencies can include:

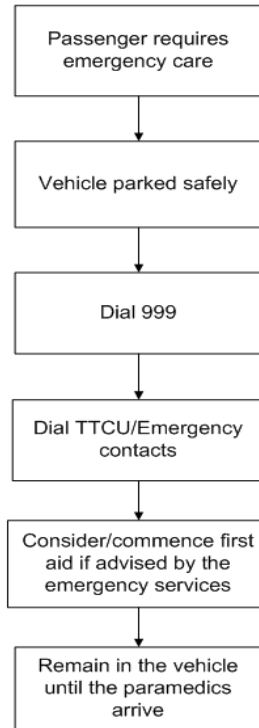
- loss of consciousness
- an acute confused state
- fits that aren't stopping
- chest pain
- breathing difficulties
- severe bleeding that can't be stopped
- severe allergic reactions
- severe burns or scalds
- trauma due to a road traffic accident

Epilepsy Care Pathway

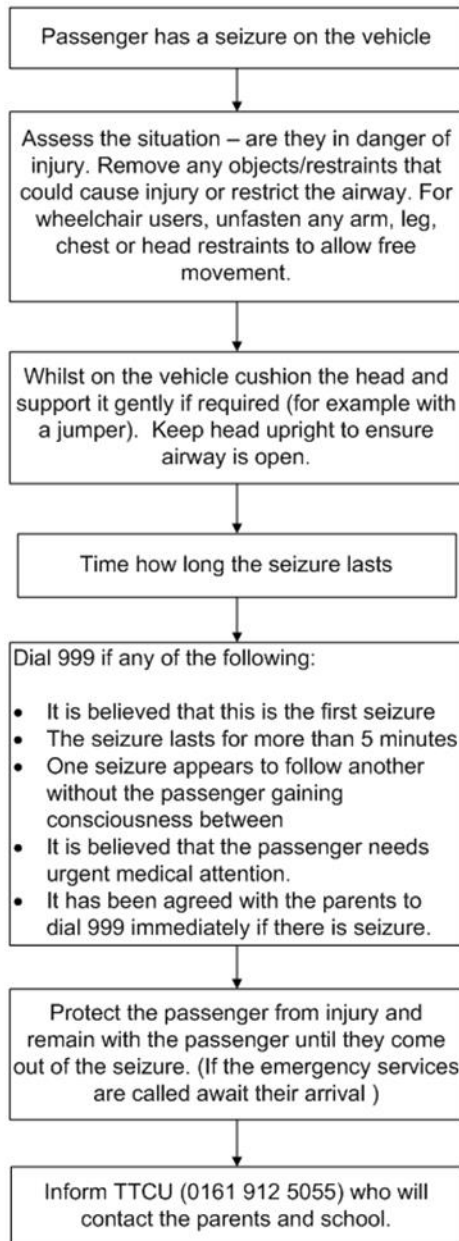
For those children, young people and adults known to have epilepsy the person's individual emergency epilepsy plan should be followed.

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Emergency Care Pathway



Epilepsy Care Pathway



The TTCU contact number is 0161 912 5055. The Duty Social Worker & out of hours number is 0161 912 2020

Awareness of the Children/Young people and Adult Medical needs

Below is an awareness of the Children/Young people and Adult Medical needs, however as above In the event of a medical emergency to a passenger the vehicle should be parked at the earliest opportunity in a safe position and one of the above care pathways must be followed.

Autism

Autism is a language/communication disorder, which is often accompanied by obsessional behaviour. Passengers with autism tend to have little involvement with other passengers. Changes in any form may be distressing to the passenger and it is always important to tell them what is happening, if possible beforehand, as this will often avoid unnecessary stress. Individuals with autism are easily upset if their routine is changed, for example the vehicle arriving at a different time with an unfamiliar Driver or Passenger Assistant, and even a change in the route itself may cause anxiety to an autistic pupil.

Passenger Assistants must be constantly aware that these passengers may run away at any time. Signs and symbol cards are often used with these passengers, and it would be of great benefit if you obtain the assistance of the staff at the school or centre to give you basic signing skills or symbol cards to enable you to communicate with the passenger.

Autistic individuals are extremely sensitive, and will pick up any facial expressions or body language that you exhibit whilst on transport. They may not understand the emotions behind facial expressions and as a result become anxious and confused, always maintain a quiet, calm and firm approach. Ask TTCU about your passenger's likes and dislikes, and whether there is any additional information that they may share with you, in order to maintain a happy and pleasant journey to and from their destination.

Asthma

Asthma is one of the most common diseases and affects up to one in ten people. With the correct treatment, it is manageable and sufferers lead almost unaffected lives. Common treatments include aerosol puffers or dry powder inhalers. Ensure you are aware which of the passengers you carry on transport might require medication, as passengers are often able to take their medication themselves without assistance.

For very young pupils, medication may have to be carried by the Passenger Assistant and handed to the school, clearly marked with the child's name and dosage to be taken. **You can assist the child by ensuring the inhaler is taken quickly and inhaled correctly.** Always stay calm and reassure the child, make sure to ask what help they need.

Report both the attack and the medication taken to the school or home immediately on arrival.

Epilepsy

Epilepsy is the most common serious neurological condition that affects people of all ages.

A seizure (sometimes referred to as fits or turns) is the outward symptom of underlying abnormal brain activity. There are many different causes for this brain activity, and it is not always possible to give a reason why seizures begin, or why they continue to occur.

Seizures

Epilepsy is the tendency to have repeated seizures that originate in the brain. Having one single seizure does not mean a patient has epilepsy. Seizures must be recurrent to consider a diagnosis of epilepsy, together with a detailed medical history and medical investigation. Seizures take many different forms but some people will appear to have similar seizure types and this will depend on the underlying cause. Several different types of seizures may be experienced. Patients may experience seizures at any time of the day or night and these are divided into:

- Awake seizures, where the patient is fully awake prior to the seizure
- Sleep or nocturnal seizures, these are seizures that occur during sleep. This may be during normal night sleep or snoozing during the day.

Classification of Seizures

The current method of classifying seizures is based on the nature of the seizure instead of the underlying cause. This method divides seizures into two groups depending on how much of the brain is involved.

1. Partial seizures
2. Generalised seizures

There are three types of partial seizure:

- Simple partial seizures
- Complex partial seizures
- Secondary generalised seizures

Simple partial seizures

In simple partial seizures the epileptic discharges are confined to a small area of the brain. Consciousness is not impaired in these seizures and normal awareness is maintained. Reactions may include jerking of a limb, posturing, or numbness and tingling of a part of the body. Sensations such as fear, a rising feeling in the stomach, recall of past memories, or taste, smell and auditory and visual hallucinations may occur. These manifestations can sometimes act as an aura or warning and may occasionally be the first phase of a complex partial seizure.

Complex partial seizures

These most commonly occur in the temporal lobe. In these there is an alteration of normal alertness and awareness. Complex partial seizures may, but not always, start with a simple partial seizure and then develop. During complex partial seizures there may be an automatism. These usually consist of repeated semi-purposeful motor actions, such as chewing, lip smacking, grimacing or other facial expressions or making brushing movements with the hands or rubbing them together, and fiddling with objects. Some patients may chatter a lot but are clearly confused, whilst others make lots of mumbling incoherent sounds. It is not uncommon for the patient to wander or run off. This can be potentially dangerous, as the patient has not usually fully regained consciousness enough to maintain his or her own safety. The patient may appear to be confused which can be mistaken for drunkenness or being under the influence of drugs.

Secondary generalised seizures

Consciousness is lost with these seizures and these can manifest from a simple partial seizure or complex partial seizure and will usually take the form of a tonic clonic seizure. Secondary generalised seizures rarely present as tonic or atonic seizures. (see below)

Generalised seizures

In these seizures the whole of the brain is involved and consciousness is lost.

- Absences
- Myoclonic
- Atonic
- Tonic
- Clonic
- Tonic clonic

Absences

Previously called petit mal, these occur almost exclusively in childhood and adolescence. The patient suddenly stops what they are doing, stops talking, and appears blank and stares. Eyelids may flutter or nodding of the head may occur. The seizure lasts only a few seconds and often goes unrecognised. Even the child having these attacks may not notice them. Teachers may report a child is daydreaming or having difficulty concentrating.

Myoclonic seizures

These are very brief, abrupt and involuntary movements, which may involve a part or whole of the body. The patient may appear to drop something, flinch, stumble or fall for no apparent reason. These usually happen shortly after waking, especially within the first hour. Injuries such as scalds are not uncommon.

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Atonic seizures

Sometimes referred to as drop attacks, these involve the sudden loss of muscle tone causing the patient to crumple to the floor. There are no other movements and the patient is usually able to get up very quickly. No impairment of consciousness is evident and the seizure is quickly over before the patient hits the floor. Unfortunately this results in the patient feeling the whole impact of the fall. In these types of seizures injuries often occur to the knees and ankles and occasionally to the head.

Tonic seizures

With these seizures, there is a sudden increase in muscle tone of the body and the arms and legs become rigid. There is no rhythmical jerking. The patient will usually fall heavily backwards or forwards, if standing. Injury is very common and these tend to be to the front or back of the head.

Tonic clonic seizures

This is the most dramatic form of seizure and is most people's perception of epilepsy. Convulsive seizures were in the past called grand mal fits. There is usually no warning. The patient may cry out as the air from the lungs is expelled through the voice box. The body stiffens and the patient will fall to the floor, if standing. Breathing may cease and the patient becomes pale or cyanosed (skin turns bluish). Incontinence of urine, faeces, or both as well as tongue biting may also occur during this phase. This is the first phase of the seizure, called the tonic phase, which then progresses quickly onto the second phase, which is the clonic phase.

Breathing becomes laboured and salivation occurs in conjunction with the muscles rhythmically contracting and relaxing, which is the jerking (clonic) movement of the limbs.

This phase is usually followed by a period of stertorous breathing (snorting noise) when the patient may progress into a deep sleep. This sleep may sometimes be misinterpreted as an unconscious state. Drowsiness, confusion and a headache are also common after the seizure. Full recovery can take a few minutes to several hours. Patients feel no pain during the seizure and will have little or no memory of what happened but may feel very tired and ache following the seizure.

Unclassified seizures

These are seizures that do not fit into any of the above categories even after extensive investigation, because of incomplete data being available.

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PERSONNEL PROCEDURES

Annual Leave

If you have an entitlement to annual leave this entitlement must be taken within the holiday year and only in exceptional circumstances will days be carried over into the following year. The holiday year runs from the 1st of April to the 31st of March.

The timing of your absence from work on annual leave is required to have regard to the operation of the service. You are advised to submit leave requests to the TTCU Office on the designated form available giving as much notice as possible. This will allow a decision as to whether or not the request has been approved to be communicated to you well in advance of the date of the proposed leave. The submission of a leave request does not automatically authorise you to take the leave, it is only once you have received authorisation that leave can be taken.

Sickness

If an employee is unable to attend their place of work due to illness or injury they must notify their Line Manager or TTCU by telephone as soon as possible on the first day of sickness. The TTCU Office is staffed from 07:00 AM and notification should be made no later than half an hour before the time you normally commence work. As a last resort messages may be left on the office answer machine, BUT must not be reported via our text messaging service.

A self-certification form must be provided from your first day of absence. Self-certification forms are available from the TTCU Office. A doctor's statement is necessary from the eighth calendar day of absence.

Return to work interviews will be conducted by line Managers on return from sickness absence, no matter how long or short the period of absence, in line with Council policy.

Short Term Sickness – Absence Threshold

- i) 3 occasions of absence in a rolling 12 month period, or;
- ii) A total of 9 working days absence in a rolling 12 month period, or;
- iii) Where the employee falls outside these trigger points but their levels of absence is a cause for concern.

Long Term Sickness – Absence Threshold

- i) A continuous period of absence lasting 21 calendar days and above.

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Hospital Appointments

All employees will be expected to arrange routine doctors or dental appointments outside of working hours, and will be classed as unpaid leave otherwise. Time off with pay may be granted to employees who have to attend hospital appointments on the production of a letter or card verifying the appointment.

Time Sheets

It is imperative that timesheets are completed accurately and signed, you are responsible for the accuracy of the information that you enter onto your timesheet.

Completed timesheets (electronic) should be emailed to ttcu@trafford.gov.uk by the 21st of each month, as this is the deadline for time sheets to be submitted to enable TTCU staff to process them and pass onto payroll for processing and payment.

Training

Passenger Assistants will be required to undertake training as deemed necessary to meet the requirements of their role. The Me-Learning training is mandatory training and must be completed, and refreshed on a regular basis. Training may occasionally be required outside normal working hours but advance notice of this will be given and negotiations made to accommodate personal circumstances.

PRDPs

In accordance with Council policy, personal review and development plans (PRDPs), will be held with all staff every 12 months.

The benefits of undertaking PRDPs are that they aid communication, enable staff to understand what is expected of them, conduct their duties effectively and provides an opportunity for discussions, particularly in relation to personal development, training etc.

These will be sent to all staff individually for comment and there will be the option to discuss the PRDP with the relevant Line Manager if required.

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Dos and Don'ts

This section of the handbook is designed to provide you with some guidelines to assist you in your role.

Do:

- Keep greetings and farewells appropriate to the passenger's age and level of understanding
- Use their correct names
- Respect the dignity of individuals at all times
- Alert those who are physically dependent to what is about to happen (e.g. moving wheelchairs, putting straps on)
- Appreciate that arriving and departing is a very important time for everyone and that some passengers may become agitated or anxious
- Be patient with the time it takes for passengers to be brought to or collected from the vehicle
- Secure wheelchair brakes and ensure electric chairs are disengaged when tail lifts are in use while providing close supervision at all times
- Inform TTCU if you know that confidential or damaging (e.g. slanderous) comments are being made about a passenger, a parent, carer or member of staff by those you come into contact with
- Respect the School's/ Day Centre's approach to difficult behaviour asking for guidance and following where appropriate
- If you are worried about a passenger's welfare or safety seek advice from the Day Centre/ or School's Child Protection Officer informing the TTCU Office. Passenger's comments should always be reported in their words only
- Cover must always be arranged through the TTCU Office and must not be arranged by individuals

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Don'ts

- Do not encourage physical contact
- Do not use nick/ pet names
- Do not make comments about a passengers hygiene, state of dress or invade their privacy
- Do not arrive at the Day Centre/ School early, as it is not fair to expect passengers to wait long periods of time
- Do not take passengers off the transport until the Day Centre/ School is ready to receive them unless it is agreed that they can be independent
- Do not leave passengers in wheelchairs outside the vehicle particularly in cold and or wet weather
- Do not discuss concerns or negative aspects about a passenger, their home or their family in front of other passengers
- Do not volunteer or exchange opinions about a passenger's parents, carer or guardians with parents, carers or guardians of other passengers
- Do not remind passengers of previous negative behaviour
- Do not threaten sanctions that you cannot or should not deliver
- Do not discuss a passenger's difficult behaviour in front of them or other passengers
- For Health and Safety reasons do not allow consumption of food or drink during journeys
- Do not allow those who are not in a wheelchair to go up and down on tail lifts unaccompanied

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FAQ

What if the driver does not arrive at the usual time?

You should allow 10 minutes before telephoning the TTCU Office and the Management Staff will find out where the driver is.

What should you do if the passenger is not ready?

If you arrive at the passenger's home before the agreed pick up time you must wait. If the passenger is not ready when you arrive, you must wait 2 minutes then call the TTCU Office for further guidance. You should not move off from the property without the passenger unless you have been instructed to do so by the TTCU Office. Persistent lateness should be reported to the TTCU Office via the Incident Report form.

What do I do if a pupil is in detention?

If there are other pupils on your transport your transport must run at the normal time. You do not wait for a pupil in detention. If this is the only pupil on your transport the transport may be delayed only with prior agreement from the TTCU Office.

What should I do if a passenger is violent or challenging before he or she gets on the transport?

If passenger is violent or demonstrating challenging behaviour prior to getting on the transport the passenger assistant (SEN) or the driver and passenger assistant should make an initial assessment as to whether that passenger can safely travel. If the decision is to not let the passenger on the transport then the TTCU Office should be informed immediately for the authority to leave that passenger behind.

What if I am taken ill in the night?

You should contact the TTCU Office as quickly as possible on 0161 912 5055. If this is out of hours please leave a message on the answer machine with the details. Please ensure that you follow this up with a call to the relevant line manager and keep in regular contact.

What do I do if the vehicle is dirty or unsafe?

Please report this to the TTCU Office immediately. If there is any safety issue whatsoever this should be reported to the TTCU Office immediately.

What should I do if a parent or carer asks me to make changes to the run?

In every instance remain courteous and refer them to the TTCU Office for further guidance or advice.

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ACKNOWLEDGEMENT FORM

By signing below, I hereby acknowledge that I have completely read and fully understand the Staff Hand Book 2019

Signature

Date