

## **Good Safeguarding Practice for Passenger Transport Operators**

Check at the point of booking if there are any vulnerability or special needs issues. This will allow you to prepare for the journey in the right way

Ask the person booking if a passenger assistant for the vulnerable passenger is required and if they are providing one

Let head office know (or keep a record) of the time you picked up the vulnerable passenger, the time and place you dropped them off and whether there was any incident or anything significant on the journey

If you refuse to take a passenger inform someone that you can't take them so they can deal with the person in another way (e.g. hospital staff; family; security staff if a club/pub). Record all incidents and refusals

Never give out food or gifts

Be professional – try not to be over-friendly or talk about personal or intimate issues, don't exchange personal contact information such as passenger's telephone numbers or Facebook address

Avoid swearing, aggressive or offensive behaviour

Do not hug, kiss or touch a passenger in an inappropriate way

Never accept an offer of a sexual favour instead of payment

Make sure you are wearing ID, either a badge or company uniform

Sit lone passengers in the back unless otherwise agreed

Ask or explain to passengers if using a centralised locking system – don't just put it on without an explanation

**DON'T ASSUME** that your passenger wants help – **ALWAYS ASK**

Never follow a passenger into the house unless previously agreed / properly authorised

**ASK** before making a journey shorter by going off the main roads/using isolated country roads, explain and give the passenger (or person booking) a choice of route

**NEVER** set off with a passenger without a specific destination address

**NEVER** double up on a booking – even if passengers are travelling in a similar direction, they may pose a threat or risk to the other passenger

If you think the passenger is afraid, offer to ring head office to tell them you have a passenger named XXXX with you and give the address and approximate time of arrival; this reassures the person that they are safe and someone is monitoring the trip

As with all professions if you are concerned about another driver's conduct report your concerns to your manager or the relevant agency

Organisations should have a lead member of staff for safeguarding, this person should be able to advise colleagues about how to manage vulnerable passengers and any incidents arising

**ALWAYS KEEP A RECORD** either in your cab or at head office, of ANY incidents or situations you were not happy with – the record should include a description of what happened and what you did to keep yourself and your passenger safe.