

## **Rutland County Council Information on Passenger Assistants During Transport**

### **When and why is a Passenger Assistant used?**

Although all transport provided by Rutland County Council is planned on an individual case-by-case basis, with input from all appropriate parties, there are some standard considerations applied across the board. An example of this is the use of a Passenger Assistant.




### **Why do some passengers have them and others not?**

Having a Passenger Assistant is not a standard entitlement. They are not simply provided because of a passenger's age, status or journey type. There are various different reasons why a Passenger Assistant may be required onboard and this is fully considered before a decision is made. For SEND cases, this would generally form part of the annual review discussions.





### **What does a Passenger Assistant do?**

The role of a Passenger Assistant is to ensure that passengers are safe in-transit, over and above the use of safety restraints, where the driver would be unable to assist with known requirements.







### **Examples of this are:**

-  if a child has a severe physical condition requiring intervention and/or monitoring in-transit
-  if a child has a medical condition requiring immediate intervention
-  if a child has a or severe behavioural difficulties meaning that the health and safety of the child, driver, or anyone else travelling in the vehicle would be at risk

### **When there is a PA onboard there things that we expect the PA to do. We expect a PA to:**

-  supervise students on a vehicle that have been identified as requiring this
-  help passengers board and alight the vehicle where necessary
-  undertake any training identified as appropriate throughout their employment to ensure that passengers receive the best care during the journey
-  complete daily reporting of any issues on-board transport

### **There are things we wouldn't expect a PA to do:**

-  take a child into school or collect from home if that means leaving other vulnerable children alone in the vehicle
-  act as a personal carer to a passenger. Transport Passenger Assistants are responsible for standard support only to ensure safe transit.
-  lift children or heavy bags in and out of the vehicle
-  administer any agreed medication (unless full training is given)
-  change nappies, soiled clothing or toilet children
-  change pick up or drop off points or timings without prior agreement from the Transport Team

### **Will our Passengers Assistant change/be removed?**

If a route has a Passenger Assistant, generally this will be the same member of staff during the academic year to provide consistency for passengers. There could be occasions when the usual Passenger Assistant may be unavailable, if this happens, the transport team will attempt to source a temporary replacement. In the rare event of no temporary resource being available, transport may be cancelled at very short notice (morning only). The transport team will liaise with families in these circumstances. If a decision is taken with SEND to remove a child's PA we work with the family and case officers and discuss a gradual plan for removal and monitor the situation.

### **How can families help a Passenger Assistant new to a transport route?**

Talking to your Passenger Assistant to give them information on your child is the best help you can give. We also ask that parents communicate regarding timing issues and absence.