

PAS Best Practice Reminders

These reminders are in place to ensure a smooth, safe and comfortable journey for all passengers including our valued PA's. Please conform to the following so that we can provide a consistent service.

1. Passengers are not allowed to eat in the vehicle. This supports the care of the vehicle and also any allergies that some children may live with, together with risks of choking.
2. Seat Belts – All passengers need to be secured in the vehicle with the appropriate equipment. The seat belt needs to be worn at all times and only released when the child is collected from the vehicle.
3. If you believe your passenger/s require additional equipment to ensure safety, including harnesses, seat belt guards or car seats, you must request this from the PAS team.
4. Do not use your mobile phones for any reason in the vehicle when you are transporting your passengers. This means that when the passengers are with you, even when stationary, mobile phones cannot be used.
5. Report any changes to passenger names or those leaving the service to the PAS team. This includes any additional information provided by the Parent/Carer/Guardian.
6. Report any changes or request for medical requirements/administering.
7. Never allow passengers out of their seats at any time until collection. This includes allowing the child to sit on your knee.
8. Do not allow the child to bang on the windows of the vehicle or misuse the interior of the vehicle.
9. Always remember 'Hand on Hand' – never allow a child to walk to or away from the vehicle without their nominated collector.
10. Raise any incident, no matter how small, using an Incident Report. Please keep a check on updates once raised.