

20. Do not take any photographs of passengers even when a passenger may request this.
21. At no time, even on special occasions should you provide a passenger with any form of gift, no matter how small or invaluable.
22. Please be aware that your passengers are children, young people or vulnerable adults. Oxfordshire County Council expect that your behaviour around these passengers will be of the highest standard at all times.

If we have evidence that any of the above have been breached your company runs the risk of having the driver's badge cancelled or the contract / route terminated.

Driver and Passenger Assistant Guidelines on Oxfordshire County Council Contracts



The following general guidelines must be handed to and understood by all drivers and passenger assistants (escort's) working on Oxfordshire County Council contracts

1. Driver and passenger assistants must at all times wear both valid identification badges, i.e. taxi licensing badge and OCC badge
2. The instructions that you receive from your Controller must be adhered to, and treat all addresses as confidential
3. Arrive at the pick up point at the correct time
4. If you are running late, please inform your Controller
5. Please do not beep your horn. Go to the front door and knock, if you already have a passenger in the vehicle, please ensure that you turn off your engine, remove your keys and money bag/valuables and take them with you. Explain to the passenger what you are doing
6. You are not allowed to convey any un-authorized passengers
7. If you are transporting 2 or less passengers they must sit in the rear of the vehicle, escorts must be sat amongst the passengers, not separately
8. Do not ask the client where they are going, your Controller should tell you this
9. Do not accept any travel amendments directly from passengers. They must be approved by Oxfordshire County Council Integrated Transport Unit first
10. Keep conversation to general topics do not ask personal questions

11. Do not look after / keep safe a passenger's personal belongings e.g. mobile phone, iPod or money
12. Do not keep written details / notes on the passenger's that you convey. If asked by school staff to keep notes please consult with our office immediately
13. Do not ask for or accept personal telephone numbers of passengers, unless you have gained prior approval through Oxfordshire County Council Integrated Transport Unit office
14. Do not have contact with a passenger via any of the social networking sites i.e. facebook / twitter
15. Under no circumstances should there be any physical contact with a passenger, other than assisting the passenger in or out of a vehicle
16. On reaching the correct destination please ensure that the passenger is handed over to a responsible adult or seen safely inside the drop off point
17. If there are any problems on the transport, i.e. client's behaviour or inappropriate comments, this must be reported to the staff at the drop off point and your employers or controller's office. Please report your concerns to Oxfordshire County Council, Integrated Transport Unit Tel; 01865 323993 or by email; gmcc@oxfordshire.gov.uk; do not let a situation escalate. We can hold a record of issues and act on these appropriately
18. Do not use foul or inappropriate language in front of any passenger or parent

You should not make any unauthorised stops on your journey unless there is an emergency