

Code of Conduct

When working with Vulnerable Passengers

This guidance aims to promote good safeguarding practice for drivers and staff working with vulnerable passengers in the taxi or private hire trade. It is recommended that the following safeguarding principles should be embedded into staff/driver training and practice:

- All drivers should register in and out of shifts. A shift register should be maintained and at the point of registration the driver should confirm his/her identity and the registration number of the vehicle in use.
- Drivers should carry photo ID at all times.
- The booking process should include a check for vulnerability issues so that provision can be arranged.
- When making a journey with vulnerable passengers, photo-identification should be produced to the carer responsible for the vulnerable person. If necessary, the driver/staff should obtain a record of the carer's contact details if there is no chaperone.
- Never double up passengers unless formal consent and authorisation has been obtained.
- If a vulnerable passenger is refused service a responsible person should be informed so that alternative arrangements can be made.
- Always ask if a vulnerable passenger needs help, do not assume.
- Drivers/staff should remain professional at all times and should not:
 - Touch a vulnerable person inappropriately
 - Make offensive or inappropriate comments (such as the use of swearing or sexualised or discriminatory language)
 - Behave in a way that may make a vulnerable passenger feel intimidated or threatened
 - Attempt to misuse personal details obtained via the business about a child (for example communicating with a child at their postal address, or by social network, internet or mobile telephone or by using any other information disclosed as part of placing a booking, or obtained by any other aspect of the business).
- A log should be maintained by drivers when a service has been provided to a vulnerable passenger including the details of any incidents occurring/actions taken or refusals of service.

- If a driver or member of staff is concerned about the safety, welfare or behaviour of a vulnerable person, s/he should report this to the police or other relevant service and to the business manager.
- As with all professions if you are concerned about someone's conduct report your concerns to your manager or the relevant agency.
- Drivers/staff should familiarise themselves with any whistle blowing policy that may be in place for their business