

Code of Conduct for Working with Vulnerable Persons

Who is vulnerable?

A vulnerable person is one whose age, disability or health, both physical and mental, means that they are more susceptible to harm than a typical passenger. Passengers may also be vulnerable if their condition renders them more susceptible to harm than would normally be the case, for example through the consumption of alcohol and /or drugs.

Taking a booking

At the point of booking the needs of the vulnerable person must be risk assessed and a record kept whether the booking is to be accepted or refused. If appropriate measures are not in place that would allow the vulnerable person to use the services of a licensed vehicle/driver without risk to themselves or the driver, the booking should not be taken.

As a licensed driver you must –

- Treat the vulnerable person with respect and courtesy and ask if they need help rather than making this assumption.
- Carry your identification badge and when collecting the vulnerable person produce it to the carer or, where appropriate, to the individual concerned.
- If there is no chaperone, obtain the contact details of the carer.
- If service is refused, inform a carer/responsible person so that alternative arrangements can be made.
- Be aware that your interaction with a vulnerable person may be interpreted by them in a different way to that which you intended.
- Report to the Council any unacceptable behaviour from a vulnerable person or any approaches, verbal or physical, made by the vulnerable person to you, as soon as is reasonably practicable after it occurs.
- Report any safeguarding concerns to the relevant authority.

You must not -

- Double up on bookings without the prior consent of all parties involved.
- Touch the vulnerable person unnecessarily or in an inappropriate way.
- Make inappropriate or offensive comments, this includes swearing.
- Behave in a way that could be construed to be threatening.
- Use personal details obtained in the course of carrying out your business for any other reason whatsoever.
- Promise to keep any information disclosed to you confidential, when by doing so the wellbeing of the vulnerable person would be compromised.
- Respond to any approach made by the vulnerable person that is outside of your normal working relationship with the passenger.
- Accept any abuse, verbal or physical, from any vulnerable person, such abuse must be reported to the Council.
- Give any personal information to the vulnerable person.

The Council

Will take robust action under its Policy to deal with any issues that arise from contraventions of this code of conduct.