

Passenger Assistant / Escort Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This policy defines the role of a passenger assistant/escort on school, SEND, adult, NHS-related and vulnerable passenger transport. The escort's role is safe transport support, communication, supervision and handover, not personal care unless specifically contracted, risk assessed and trained.

Scope

Applies to all employed, self-employed, agency or subcontracted escorts and to drivers where a route includes escort-style duties. It also guides managers when deciding whether an escort is required.

Where a council, school, NHS body or account client has stricter contract requirements, those requirements will be followed in addition to this policy.

The company provides transport operation, dispatch and safe transport support only. It does not provide personal care, clinical care or routine medication administration unless a specific duty is contractually agreed, risk assessed, authorised and trained.

Named safeguarding and operational responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Deputy Safeguarding Lead: To be appointed before contract commencement

Operations Manager: Mohamoud Mohamed, until further appointment

These responsibilities may be updated as the company grows or as a contract requires named contacts. Until further appointment, Mohamoud Mohamed is responsible for receiving safeguarding concerns, deciding escalation and keeping safeguarding records. Drivers, escorts and office staff report concerns; they do not investigate safeguarding matters.

Escort role

- Support safe boarding, seating, seatbelt use and handover.
- Observe passenger wellbeing and behaviour during the journey.
- Communicate calmly with passengers using agreed methods.
- Follow passenger-specific risk plans and route instructions.
- Report safeguarding, behaviour, medical, delay, handover or vehicle concerns to the operator.
- Work with the driver without distracting them from safe driving.

Safeguarding duties

Escorts must maintain professional boundaries, avoid unnecessary physical contact, report concerns, never promise secrecy, and follow the Safeguarding Children and Safeguarding Adults policies. Escorts must not investigate abuse or challenge alleged perpetrators.

Seatbelts and safe boarding

Escorts may assist with doors, bags, visual prompts, seatbelt reminders and agreed support where the passenger needs help. Physical assistance must be the minimum necessary, respectful and based on consent where possible. Wheelchair restraint or specialist equipment must only be used by someone trained and authorised for that equipment.

Behaviour support

Escorts use calm, non-punitive de-escalation: quiet voice, simple choices, reassurance, reduced stimulation where possible, agreed seating, and notifying the operator. Escorts must not shout, threaten, shame, punish, restrain or physically force a passenger except in an immediate emergency safety situation where no safer option is available.

No unnecessary physical contact

Contact must be limited to what is necessary for safe boarding, seatbelts, emergency safety or agreed assistance. Personal care is not provided unless specifically agreed in the contract and supported by training, risk assessment and written instructions.

Communication with passengers

Use the passenger's preferred name and agreed communication method. Keep language respectful and age-appropriate. Do not discuss the passenger's needs with others in the vehicle unless necessary for safety.

Handover duties

- Confirm the correct pickup/drop-off location and authorised receiving person.
- Do not leave a child or adult at risk unless the agreed safe handover has taken place.
- Report failed handovers immediately to the operator.
- Record unusual circumstances, distress, injury, missing equipment or concern at collection or drop-off.

School/home collection

At school, escorts follow site signing-in, parking, safeguarding and handover arrangements. At home, escorts must not enter the property unless the route plan authorises it and it is necessary for safe collection or handover. Any concern about the home environment is reported, not investigated.

When an escort is required

An escort may be required where the contract specifies one, where a passenger cannot safely travel with driver-only support, where behaviour or medical risk requires supervision, where wheelchair/specialist equipment requires a second trained person, where a passenger may abscond, where communication needs require support, or where safe handover cannot otherwise be managed.

Driver not acting as both driver and escort

For high-need passengers, a driver must not act as both driver and escort unless the passenger and route have been assessed, the commissioner/operator has approved the arrangement and the driver can maintain safe control of the vehicle without compromising passenger supervision. If risk increases, the route must be reviewed.

Incident reporting and confidentiality

Escorts must report incidents the same day and keep passenger information confidential. No photographs, social media posts, personal messages or informal sharing are allowed unless authorised for contract or safeguarding evidence.

Responsibilities

Escorts follow this policy and route plans. Drivers support safe operation but must not be distracted from driving. The Operations Manager assesses escort requirements and records decisions. The DSL advises on safeguarding controls.

Procedure

Escort requirements are recorded in the route/passenger risk assessment. Escorts receive route information before starting work and must raise concerns before accepting duties they cannot safely perform.

Records kept

Escort deployment records, route risk assessments, training records, incident reports, handover notes and contract authorisations.

Review

Reviewed annually and after route incidents, safeguarding concerns, contract changes or changes in passenger need.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026