

No Physical Contact Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Designated Safeguarding Lead
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This policy protects passengers and workers by setting clear boundaries on physical contact during transport.

Scope

Applies to staff, drivers, escorts and contractors working with children, young people, adults at risk and other passengers.

General rule

There must be no unnecessary physical contact with passengers. Any contact must be for a clear transport safety purpose, proportionate, respectful and, where possible, with the passenger's consent.

Respect and consent

Explain what help is being offered before touching a passenger where possible. Ask for consent unless immediate safety prevents this. Respect passengers who decline assistance and contact the operator if refusal creates a safety issue.

Children and vulnerable passengers

Extra care is required with children, SEND passengers and adults at risk. Do not hug, tickle, lift, restrain, carry, hold hands unnecessarily, sit passengers on laps, adjust clothing unnecessarily or make contact that could be misunderstood.

Seatbelt assistance

Seatbelt or restraint assistance may be given where authorised or needed for safe travel. Assistance should be minimal and explained. If a passenger regularly needs physical assistance, the route risk assessment must say who is authorised and what support is allowed.

Any regular physical assistance, such as seatbelt support, wheelchair assistance, mobility support or boarding support, must be recorded in the passenger/route risk assessment and only provided where authorised.

Emergency safety exception

Physical intervention may only be used where there is an immediate risk of serious harm and no safer alternative is available, for example stopping a passenger running into traffic or preventing immediate injury. It must be the minimum necessary and reported immediately.

Personal care

The company does not provide personal care as normal transport practice. Personal care must not be provided unless contractually agreed, risk assessed, authorised and trained. Toileting, feeding, clinical care and medication support are outside normal driver/escort duties.

Incident recording

Any physical intervention, disputed contact, injury, restraint allegation or emergency contact must be recorded as an incident and reviewed by the Operations Manager/DSL.

Reporting concerns

Concerns about inappropriate contact by any staff member, driver, escort, contractor, parent/carer or third party must be reported under safeguarding and incident procedures.

Responsibilities

All workers maintain boundaries. Managers ensure route plans do not require untrained physical support. The DSL reviews safeguarding concerns.

Procedure

Avoid contact, explain necessary assistance, use minimum support, report exceptions and update risk assessments.

Records kept

Route risk assessments, authorised assistance notes, incident forms, safeguarding records and training records.

Review

Reviewed annually and after any physical intervention or allegation.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026