



Special Needs Transportation

1) An Outline of the employer's responsibilities

People with special needs have seen a major societal change towards meeting their various needs. This means that ever increasing numbers of people are requiring specialist transport to access facilities. Whether it is by road, rail or air at Solutions we have been involved in the development of standards and training to ensure such passengers are transported in a dignified, safe and appropriate manner based on risk assessment. As with all other areas of risk employer need to have appropriate policies in place and to be able to demonstrate that the staff that are supervising, or caring for people in transit are trained and competent to meet the reasonably foreseeable needs of vulnerable people. If you are not sure how you are doing call us for a free consultation.

2) Self -assess your application of good practice and compliance

A simple 10 point check list:

- 1) Does your organisation have an up to date Health & Safety policy as required by the Health & Safety at Work Act 1974 that reflects the requirements of this highly specialist sector?
- 2) Has your organisation conducted all of its risk assessments as required by the Management of Health & Safety at Work Regulations 1999 and considered how your organisations activities affect this group?
- 3) Are you meeting your common law duty of care towards vulnerable passengers in a safe and dignified manner?
- 4) Does your staff have adequate training to meet all "reasonably foreseeable needs" of vulnerable passengers?
- 5) Do your staff know how to manage challenging behaviour, move and handle people in line with best practices and render emergency first aid in the setting relevant to their jobs
- 6) Are your insurers satisfied that you are operating safe systems of work in line with best practice and if you had an accident could you defend a claim or prosecution by the Health & Safety Executive?
- 7) Have you clearly identified what knowledge, skills and behaviours your staff should have at all levels to work safely and meet passengers needs?
- 8) Have you provided competency based training for staff and have you adequate records that demonstrate that competence
- 9) If there was an accident could you defend a claim or prosecution by the Health and Safety executive
- 10) Do you want to improve moral and status of staff by offering them high quality training that will increase job satisfaction



SIMPLE TIPS TO SELF-ASSESS YOUR HEALTH & SAFETY RESPONSIBILITIES & COMPLIANCE

How Solutions Training can help

1. Are you looking for a company with credibility that works with customers including the 999 services as well as local authority special needs transport, bus, coach and rail companies?
2. Do you want a company that recognised vulnerable airline passengers and staff assisting them were at risk and therefore assisted in the design of equipment for handling passengers in a safer and more dignified manner?
3. Do you want your training provider to have real credibility including being the only UK training provider to offer the EDEXCEL/BTEC short course award "Transporting People with Special Needs"
4. Do you want a team that have all had first hand experience of working with vulnerable people and who can apply the theories to your workplace for the benefit of your team and passenger?