

Taxi Driver & Escort Guidelines

Morning:

- Wait patiently outside students home, please knock the door (try to avoid using horn whenever possible).
- Try to build relationships with the students during the journey to school. E.g. ask them about what they did over the summer, weekend, and evenings. Tell them about yourself, hobbies, interests, family. But be aware sometimes they might not want to talk.
- Try to arrive at school for 8.30am. If you arrive earlier than this please ensure students remain in taxis until they are called in by a member of the Millgate Staff Team.
- Please ensure all students are handed over to Millgate staff, who will be waiting at the drop off point. Please inform Millgate staff of any Students who are absent and the reasons surrounding this.

Afternoon:

- Try to arrive at school just before 2.50pm.
- On arrival go to the pickup point, where staff will waiting to take names of the students you require for transport.
- Wait patiently, and when students are ready Millgate staff will help escort students to their transport. There will be occasions when students are running late. However please remain patient.
- During the journey home continue to build relationships, ask the students about their day at school, what they learnt. Ask them about what they are doing in the evening, what they are having for dinner.

General Guidance:

- Talk to the students with respect and show an interest in their lives. Our students love to hear about your hobbies, interest and personal life.
- Challenge the students in an appropriate way if using bad language or unacceptable behaviour. (Ask them politely to stop and explain it's not appropriate).
- If there is any issues on transport then please report these immediately to Millgate staff.