**Home to School Transport Academic Year 2023/24**

**Code of Conduct & Advice to Parents & Students**

**Our school services currently have over 3500 students travelling each day safely to schools and colleges.**

These guidelines have been produced with students, parents, schools and Passenger Travel Solutions Ltd in mind to provide a statement to describe in detail what to expect from Home to School Transport and to help provide safe and reliable school transport for all young people. Parents must ensure that their children are aware of these guidelines.

**Parents; Understanding your responsibilities**

• Your child remains under your care until he or she is accepted for travel on the school bus and when they get off the school bus at the end of the school day.

• If you are concerned about your child’s sense of road safety, you should accompany him or her to the stop and wait with him or her until the bus arrives. Similarly, you should ensure that young children are met when the bus returns from school.

• If your child is unaccompanied, make sure that he or she knows and follows the safest route, uses the safest crossing places and knows how to behave responsibly whilst waiting for their bus.

• Please make sure that you have discussed with your child what to do if the bus does not arrive or if he or she fails to catch the bus for any reason.

• In poor weather conditions, you are advised to take your child to a bus pick up point on a main (treated) road as some points with poor access may not be served. Local radio stations are a good source of information to find out if your child’s school is open and/or the roads to it are passable.

• If you take your child(ren) to their bus pick up point in a vehicle, do not ‘Block in’ school buses by pulling in front of the bus. It is dangerous to do so and your child is not guaranteed to board if the doors have been closed for departure. Instead, take them to the next available pick up point. Waiting in the car prior to the arrival of the bus is not advised, as the driver will not be aware that you are there for the bus and unless you are waiting outside at the stop and visible, the vehicle could drive by and miss you altogether.

**Specific Responsibilities for parents of young pupils**

**In the morning**

• **Please make sure that your child is at the pickup point 5 minutes prior to the advertised time** and is supervised, as necessary.

• Encourage your child to wear the seatbelt if provided. Please note that the driver is not expected to instruct the passengers to wear their belts and are also not permitted to fasten your child’s belt.

• Parents are discouraged from boarding the bus other than to fasten their own child’s seat belt and it is expected that parents will show their children how to fasten the belt for themselves to help promote the child’s involvement in this aspect of safety.

• At school, drivers will get as close as possible to the school (sometimes within the school grounds) and observe as children walk into the school grounds.

• Routes are designed so that the requirement for any public roads to be crossed by pupils going into or coming out of schools is minimised.

**At the end of the day**

• Parents of young students will want to meet their child or make arrangements for their child to be met, others will be happy for their child to make his or her own way home as they get older. Parents will make their own decision based on local circumstances and knowledge of their own child.

• Please make sure you are there to meet your child in plenty of time. Some days it may arrive slightly later depending on a variety of circumstances that may affect the operation on any day, but you should be there at least 5 minutes prior to the earliest time the vehicle is expected.

• When the bus arrives at any drop-off point, it will not wait for parents who are late.

• Please discuss with your child what to do if they are expecting to be met and you are delayed for any reason.

• Remember that the driver will not know whether your child is being met or not. If there are a

number of children getting off and adults waiting to meet children, the driver may reasonably assume that your child is being met by one of these adults.

• If there is no one to meet your child at the stop or no responsible person he or she can go with, the driver will not leave a child who is expecting to be met. In these circumstances the driver will continue his journey but keep the child on the bus and inform Passenger Travel Solutions Ltd that the child is still on the bus, who in turn will try and contact the person nominated on our booking system or if they have a local authority pass, we will contact them.

• If the driver thinks that there is another responsible person, e.g., another parent or neighbour collecting other children, he will permit your child to go with that person. As a last resort if all other options fail, your child may be taken to the nearest police station. Please remember that the bus may have other work to do after the school run and may not therefore be able to return to school or wait until you are able to collect your child.

**Specific Responsibilities of Older Pupils and Students**

**Using School Buses; The Do’s**

• **DO** make sure that you arrive at your stop **5 minutes before the scheduled departure time.** Only get on or off the bus at the pick-up/drop-off points listed on your timetable. If you have to cross the road after getting off, allow the bus to move off before doing so (use a pedestrian crossing where possible).

• **DO** stay alert while waiting for your bus, face the direction from which your bus approaches and be ready to board and show your bus pass.

• **DO** show your bus pass to the driver and present it to the card reader every time you travel. All students are issued with bus passes. If you cannot show it, the driver may refuse to carry you. You should discuss with your parents what to do if this happens. The bus pass is not valid if defaced or damaged and its misuse may lead to the holder being excluded from the transport. You have a responsibility to get a replacement pass as soon as possible (fee payable).

• **DO** have the correct change available on services where a pay-on-the-day is offered.(limited local services) Not only does giving change slow down the loading process, but the drivers may not have sufficient of the type of coins needed to give change. In these circumstances, the driver may take the whole amount offered and give a receipt for change that may have to be repaid at a different time or date.

• **DO** behave responsibly at all times when waiting for, getting on, travelling on or getting off a school bus. If you misbehave you may be excluded from the transport.

• **DO** travel only on the bus you have been allocated to (the number is shown on your timetable and bus pass) - if you travel on any other bus you might be taking the place of another entitled student. Students attempting to travel without authority from Passenger Travel Solutions Ltd may be excluded from the transport.

• **DO** sit down when you board your bus and remain seated until you arrive at your drop-off point.

• **DO** wear a seat-belt if one is fitted to the vehicle. It is a requirement for all pupils to wear a seat belt if they are fitted to the bus. lt is not the bus driver’s responsibility to ensure that pupils wear a seat belt.

• **DO** discuss with your parents what your plans will be if the bus fails to turn up or if you fail to catch it for any reason. Very occasionally the bus may fail to arrive on time. Passenger Travel Services will endeavour to contact you by text message using our school travel app if the service is delayed by 15 minutes or more. lf it is late, you child should wait for 20 minutes after the bus was due to arrive at the pick-up point. lf the bus fails to turn up after this time, options include travelling to school using public transport, travelling to school with a responsible adult e.g., your parent or friend’s parent. Passenger Travel Solutions Ltd will always replace a vehicle that is unexpectedly unavailable to travel the route.

**Using School Buses; The Do Not’s**

• **DO NOT** play about near the road while waiting for the bus and move away from the edge of the kerb as the coach pulls up at the stop.

• **DO NOT** get on or off the bus until it has stopped moving.

• **DO NOT** push or rush for the door when the bus has stopped.

• **DO NOT** take up more than one seat.

• **DO NOT** block gangways and exits, or take up seats, with bags.

• **DO NOT** distract the driver’s attention as this could cause an accident. Only speak to the driver when he or she is not driving, or in an emergency.

• **DO NOT** smoke on school buses. If you do, you will be excluded from using the bus. This also include e-cigarettes and vapes.

**What to do in a breakdown; Advice to Parents and All Students**

**In the event of a breakdown or accident**

• **DO** follow the advice of the driver. He/she will normally seek help by telephone and arrange alternative transport if necessary.

• **DO** stay on the bus unless it is unsafe to do so.

• **DO NOT** make your own arrangements to get to school or home. Experience has shown that if pupils make their own arrangements it may lead to confusion and possible distress.

**Use of CCTV on School Buses**

Parents and pupils should be aware that CCTV or other recording methods are used on many school contract buses to support initiatives against anti-social behaviour and vandalism. Vehicles using CCTV or other means of recording will have notices displayed to this effect. Recorded images may be shown to school staff to identify individual pupils.

**Damage to vehicles**

Where a vehicle is damaged as a result of vandalism, Passenger Travel Solutions Ltd will seek to recover the cost of repairs from the parents of the pupil or the student responsible for the

damage. Failure to pay for the damage will lead to exclusion from the transport.

**Exclusions**

• Regrettably, from time to time it is necessary to exclude pupils from the school bus if they are unable to behave responsibly and follow the reasonable instructions of drivers. Suspensions from transport are notified in writing from Passenger Travel Solutions Ltd. In all cases of suspension and exclusion, no refunds will be made for travel not taken.

• If a pupil is excluded or suspended parents should expect that they will not be carried.

• Pupils may also be excluded if payments for school transport are outstanding.

**Lost, stolen or damaged School Bus passes**

If your pass is lost, stolen or damaged you should immediately contact Passenger Travel Solutions Ltd to obtain a replacement pass. An administration fee of £10 is applicable. When a pass is lost or stolen or damaged, you will be allowed travel on the first morning to school, the return home and the journey back to school the next day. After that point, no further travel without a pass will be allowed.

If you have any comments about this information or the services it relates to or if you require further

information:

**Write to:**

Passenger Travel Solutions Ltd

Part of Roberts Travel Group

The Limes,

Midland Road

Hugglescote

LE67 2FX

**Email:** schools@robertstravelgroup.co.uk

**or visit our website:** [**https://buspass.robertstravelgroup.co.uk/**](https://buspass.robertstravelgroup.co.uk/)