

**By accepting travelling assistance you are agreeing that your child will comply with this Code of Conduct.**

### **Public Transport**

Public transport is a local service operated by a bus, rail or ferry company to convey members of the public from one place to another.

### **Contract Transport**

Contract transport is the term used for vehicles hired by Passenger Transport on behalf of Children's Services Department specifically to transport children to and from school.

### **Pick-up/drop-off points and times**

**You are entirely responsible for the safety of your child between home and the pick-up point specified by the Passenger Transport Group. Children can be expected to walk up to a mile between a pick-up or drop-off point and the home or school.**

Although we will always try to be accommodating, pick-up points and times are determined by Passenger Transport using the most efficient running order for the journey.

Please be aware that throughout the year we may need to review and make alterations to transport which could result in a change of operator, vehicle, timings, pick-up point etc. We will always give as much notice as possible.

**Home collections are the exception rather than the rule, and pick-up**

**times cannot be tailored to suit individual needs.**

### **Timings**

We will advise you of an initial estimated pick-up time when arrangements are finalised. Pick-up times are for guidance only and your child needs to be ready at the pick-up point at least 5 minutes before the scheduled time, the transport will not wait. Passenger Transport advises that it is reasonable for a child to wait up to 20 minutes after the scheduled pick-up time, before making alternative arrangements, or returning home.

If your child misses their pick-up, no alternative transport will be provided. If your vehicle is repeatedly early or late please contact the Passenger Transport Group so that the problem can be investigated. Changes to pick-up point or times can only be arranged by Passenger Transport. If you have a query about your pick-up point or time please contact us.

### **Passes**

Where a pass has been issued it **must be carried at all times. Failure to produce a pass may result in travel being refused.**

The pass issued is only valid on the transport to which your child is allocated. The pass is not transferable and may be confiscated if your child misuses it, i.e. allows another child to use it.

Parents must make alternative travel arrangements if their child wishes to take a friend home.

If you need a replacement pass please contact the Passenger Transport Group on the telephone number overleaf, for advice. You are advised that there may be a charge for a replacement pass. Charges vary subject to supplier

Passes issued, or ordered for your child by Passenger Transport remain the property of the County Council and must be returned on request.

### **Behaviour**

**Parents are reminded that they are responsible for the behaviour of their children whilst travelling.**

You should ensure that your child is aware of the appropriate behaviour whilst travelling to school. In the interests of safety children must behave sensibly, **wear their seatbelt** where provided, and must **always remain seated** unless otherwise instructed by the driver.

Unacceptable behaviour, e.g. any disruptive, violent, distracting or dangerous incidents including bullying, bad language, vandalism, spitting, kicking or throwing objects, may lead to transport for your child being withdrawn.

**Please be aware also if your child is misbehaving before boarding any vehicle, the driver may refuse to carry them. Serious cases of unacceptable behaviour may also result in police involvement and/or civil claims for damages.**

Some modes of transport are fitted with close-circuit television equipment. Parents are advised that CCTV images may be used to identify culprits.

### **Moving Home**

Should your child change home address or their circumstances change, you must complete a new application form immediately and return any passes to us. Failure to do so may result in a charge being made.

Normally Passenger Transport require up to 10 working days to make changes. Where insufficient notice is given it will be your responsibility to take your child to school until entitlement is determined, and new arrangements can be made.

**Drivers are instructed not to transport children to or from any alternative addresses.**

Please ensure that you advise us of any changes in contact details as they arise.

### **Exams/After School Activities**

No provision is made for exam timetables, work experience or after school activities. Parents are responsible for any transport outside of normal school times.

## Pupils are responsible for:

- Ensuring that they only travel on the bus they have been allocated to, and issued a pass for.
- Being at their stop 5 minutes before the bus is due to arrive.
- Queuing and boarding the bus in a sensible manner.
- Carrying their pass at all times. It must be shown on request from the driver, school or Passenger Transport Group staff.
- **Bus passes must be intact, legible and not defaced, broken or damaged in any way.** Pupils may be refused travel, or have to pay a fare (public transport only) if they cannot produce a valid pass for the transport they are attempting to board. If the pass is damaged, broken or defaced in any way the driver may confiscate or refuse to accept it.
- Giving their name if it is asked for by the driver, school or Passenger Transport Group staff.
- Finding a seat quickly and being seated before the vehicle moves off, and remaining seated until they reach their stop.
- Ensuring that where a vehicle has seat belts they are worn. This is now a legal requirement on all coaches; it is not necessarily the driver's responsibility.
- Ensuring that their school bag(s) is not put on the seats. These are to be stored under their seat, in the luggage rack, or on their lap.

- Not damaging the vehicle in any way. Pupils, or parents, could be asked to pay for any damage.
- Sitting quietly on the vehicle. Distracting the driver may cause an accident.
- Not eating, drinking, or smoking on the vehicle.
- Taking care if they have to cross the road. Never cross in front of, or close behind the vehicle.
- Following their parents' instructions about where to go and what to do if the transport does not arrive, or if travel is refused.

## Parents are responsible for ensuring:

- Their child is fully aware of, and understands their responsibilities above.
- Their child fully understands what is expected of them whilst on the vehicle, particularly not displaying unacceptable behaviour as described overleaf.
- Their child knows they must wear a seat belt (where fitted) throughout the journey to and from school, and how to put on, fasten and undo a seat belt.
- The safety of their child between their home and the transport pick-up/drop-off point, for both morning and afternoon journeys.
- Their child is familiar with the route, and knows which pick-up point they leave from, and return to, and what to do if the transport is late, fails to arrive, or travel is refused.

- Their child carries a valid pass at all times. (Passes are not normally issued for contract vehicles of less than 8 seats). Transport may be refused in the morning or afternoon if a child cannot show their pass, and parents should ensure that their child knows what to do in this event.

## Driver's responsibilities:

- Ensuring they know and follow the correct route.
- Taking all reasonable steps to ensure the safety of children when boarding and getting off the vehicle, and whilst in transit.
- Checking passes on a regular basis and transporting only those pupils who can produce a valid, undamaged pass for the vehicle they are attempting to board.
- Drivers are not responsible for ensuring that a child gets off at the correct stop, or for disciplining children.
- Drivers are entitled to take action to ensure the safety and well being of all persons transported, which includes recommending to the Passenger Transport Group that a child should be withdrawn from the transport.

All correspondence regarding mainstream school transport should be sent to:

Operations Team, Passenger Transport Group, Environment Department, Hampshire County Council, The Castle, Winchester, Hampshire SO23 8UD  
Tel: 01962 846924/845332

## **Email:**

[passenger.transport.operations@hants.gov.uk](mailto:passenger.transport.operations@hants.gov.uk)

## **Website:**

[www.hants.gov.uk/environment/transport](http://www.hants.gov.uk/environment/transport)



## **CODE OF CONDUCT**

### **Information and guidelines for parents and children**



**Please keep this leaflet for reference**