

Home to School Transport

Managing the school run



Poor behaviour on school transport affects your ability to do your job safely and makes the journey to school unpleasant for the majority of well-behaved pupils.

Primary/SEN pupils

Make sure accompanied children are placed on the vehicle in the morning by their parent/carer, securing seat belts where provided. On the return journey it is the parent/carers responsibility to meet and collect their child at the vehicle. You should not drop any child if their appropriate adult is not present at the agreed drop off location – you will be liable for anything that happens to them. Should this happen please complete the remainder of the route and return where possible and attempt drop off again, before returning the child to the school. Please call the ITU for further instructions/guidance if this situation occurs.

Secondary/Post-16 pupils only

Unaccompanied children have been shown the safest route between home and the official stop by their parent/carer and the safest crossing points on their route. These pupils have been advised not to attempt to cross the road before the vehicle has moved off.

Home to school transport contact information

Tel: 01934 634 715
schooltransport@n-somerset.gov.uk
Out of Hours Emergency Contact:
07917 265 641

Other useful contact numbers

Emergency: **999** • Non-Emergency: **101**

Incident reporting

Incident reporting is integral to the process of handling challenging situations, emergencies and any other circumstances that may affect the safety or efficiency of passenger transport services.

The formal process requires incidents to be reported in writing to the School Transport team within 24 hours of an incident occurring. If this is not possible incidents should be reported by phone and then followed up in writing as soon as possible.

Drivers/ Passenger Assistants are required to record details of any incident(s) that occur during the journey and to report the incident without delay.

All available information should be recorded including the names of the Driver, Passenger Assistant, Route number etc.

The following list gives some idea of the circumstances that would warrant being recorded as an incident and reporting:

- Accident or injury occurring during the journey.
- Any injury or illness to staff or passengers whilst on transport.
- Regular or ongoing challenging behaviour.
- Physical assault by passengers, either on other passengers or transport staff.
- Threatening behaviour, either towards other passengers or transport staff.
- Potential or actual bullying, both physical and mental.
- Damage caused to vehicles.

Managing bad behaviour:

Remember, you are in charge, not the pupils.

1. If you behave reasonably, school transport staff and Headteachers will support you.
2. Maintain a professional relationship with pupils and staff at all times.
3. When talking to young people, be polite, clear, firm and consistent.
4. Remain calm and don't over-react to trivial incidents or you will lose respect.
5. In the event of bad behaviour, take names and always report incidents to your manager.
6. If bad behaviour reaches unacceptable levels, stop your vehicle and tell the pupils that you will not move again until behaviour improves.
7. If you still cannot regain order, consider returning to the school, if this is closer than the normal destination.
8. If criminal behaviour is suspected or witnessed, call the police.
9. Do not remove pupils from your vehicle, especially not in remote or dangerous locations; you will be liable for anything that happens to them.
10. Ensure that all pupils have left the vehicle on arrival at the school and after reaching your final stop on the return journey.

Emergency procedure

Stop – don't panic – take charge

Give clear instructions

Keep the children under control.

Do not allow them to wander off.

Do not accept kind offers of help from passers-by to take children home.

Check the children

- Are there any injuries?
- Are they safe?

In the event of a fire

Always evacuate the children to a safe place.

Your priority is to get the passengers out.

Don't put yourself at risk and protect your passengers.

In the event of any injury

or after a significant impact to the vehicle, call the emergency services on 999 (112 from a mobile phone). Only trained persons should administer First Aid. Write down the names of injured children.

If you don't have a mobile phone

or a radio, ask a passer-by to summon help.

Call your base

or another emergency contact. If that fails, call the School Transport team.

Missing Child

if a child is reported missing on arrival at a return stop phone your base or the school immediately.

Unsupervised Child

if there is no responsible adult to meet a child at the return stop please phone the School Transport team.