

Code of Conduct

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1 Parent/carers responsibilities

- 1.1** You must ensure your child has read and understood the pupil Code of Conduct.
- 1.2** It is your responsibility as a parent/carer to make sure that your child gets to and from the pick-up and drop-off points safely. You are also responsible for your child while they are waiting for the transport to arrive and after they have left the vehicle at the end of the school day.
- 1.3** Ensure accompanied children (Primary/SEN pupils) are placed on the vehicle in the morning by yourself, securing seat belts where provided. On the return journey it is your responsibility to meet your child at the vehicle. If you are not at the agreed drop off location, the driver will complete the remainder of the route and return where possible before returning your child to the school.
- 1.4** Ensure unaccompanied children (Secondary/Post-16 pupils only) know the safest route between home and the official stop and the safest crossing points on their route.
- 1.5** Teach your child the importance of waiting for the vehicle in an orderly, courteous and calm manner.
- 1.6** Teach your child to think about their own and others' safety on the way to the official stop, at the pick-up point and on the vehicle.
- 1.7** Encourage your child to use a seatbelt where provided on transport.
- 1.8** If a travel pass has been issued for your child's route, you must ensure your child always has their travel pass to travel to and from school.
- 1.9** We ask that all pupils are waiting at the bus stop 5 minutes before the vehicle is due to arrive. We also ask that children wait for 30 minutes after the vehicle is due, in case the vehicle has been delayed due to traffic. We always try to tell parents about any delays we know of.
- 1.10** If your child misses the arranged transport in the morning you must make your own arrangements to get them to school.
- 1.11** If your child attends an after school club or is unable to use the transport at the end of the normal school day, you must make your own arrangements to get your child home. This includes after school detentions. If your child uses a public service vehicle, their travel pass may allow them to travel later than the normal end of the school day.
- 1.12** Ensure your child (Secondary/Post-16 pupils only) is aware that if they miss their stop, they will need to alert the driver after the vehicle has reached and stopped at the next stop.
- 1.13** Ensure your child is aware that in the event that the vehicle has to make an unscheduled stop, they must follow the driver's instructions and not leave the vehicle.
- 1.14** If your child behaves anti-socially or causes damage at the official stop, while walking to the stop or on school transport, they risk being excluded from using our transport services.

- 1.15** It is your financial responsibility to meet the costs for repair or replacement of equipment or property damaged as a result of your child's actions.
- 1.16** If your child is either temporarily or permanently excluded from school transport, it is your responsibility to ensure your child continues to attend school.
- 1.17** Transport is provided to and from your child's home address, town or village. If transport is required to a different address, town or village, you are responsible for making these arrangements.
- 1.18** Your child is entitled to use only their allocated service(s), they are not permitted to travel on alternative service(s) e.g. when going to a friend's house after school.
- 1.19** If your circumstances change or your entitlement is reviewed, transport arrangements could be withdrawn. You will be notified of this and asked to return any bus pass issued.
- 1.20** For lost or damaged travel passes, you can order a replacement. Please request a new pass using the contact details listed on page 1. The charge is listed on our website: [Fees and charges | North Somerset Council \(n-somerset.gov.uk\)](https://www.n-somerset.gov.uk/fees-and-charges)
- 1.21** If transport is unable to run because of adverse weather conditions and you can transport your own child to school, it is your responsibility to collect them from school at the end of the day. We will update our webpage with the latest information about school and public transport during a period of bad weather.
- 1.22** Under exceptional circumstances, you may be asked to assist in the transportation of your child.
- 1.23** If you no longer require the use of your home to school transport service, you must inform the school transport team.

2 Primary pupils – Code of Conduct

2.1 Getting to the pick up point

It is your parent/carers responsibility to ensure you get to the allocated pick up point safely and wait with you until the vehicle arrives.

- You should be at the pick up point 5 minutes prior to pick up time
- You should cross the road (where applicable) in a safe place

2.2 Waiting for your vehicle

When you wait for the vehicle to arrive, please stand on the pavement well back from any traffic. You must wait until the vehicle has stopped before you try to board.

- Be safe when you go to meet the vehicle.
- The vehicle may be delayed, you must wait 30 minutes before returning home with your parent/carer.
- It is dangerous to play around near the road, so please wait patiently.

2.3 Travelling on your route

Your parent/carer will see you onto the vehicle and help you secure your seat belt (where provided).

- On the vehicle, the driver is in charge.
- Place your bag in a safe place, not in the walk way.
- Sit in your sit, using a seat belt where provided. The seat belt must be kept on until you get off the vehicle.
- You must not eat, drink or drop rubbish in the vehicle.
- You can chat to your friends but don't be too noisy.
- You must not play around whilst travelling as this could disrupt the driver.
- Emergency exit doors are only to be used in emergencies.

2.4 Getting off the vehicle

When you arrive to school a teacher will meet you from the vehicle.

- Wait until the vehicle has stopped before leaving your seat.
- Walk well away from the vehicle and wait until it moves off.
- Watch out for traffic in all directions and ensure an adult helps you to cross any roads.

On the return journey, it is your parent/carers responsibility to meet you from the vehicle. You must remain seated until your parent/carer arrives at the vehicle door to collect you.

2.5 In an emergency

The driver (and passenger assistant where applicable) is in charge.

- If asked to leave the vehicle do this calmly and stay together in a safe place away from the road.

- Do not leave the group and wait for further instructions from your driver/passenger assistant.

2.6 What happens to people who don't follow the rules?

We will investigate all incidents reported with your school. For a first offence, a warning will normally be issued, and this will be sent to the home address. This warning will state that transport can be withdrawn in future. If behaviour does not improve, we will withdraw transport for a period of time. If this happens, a student will only be allowed back on transport if they and their parent/carer sign a behaviour improvement contract.

In cases of persistent or serious misbehaviour, we may withdraw transport immediately for a period of time or permanently.

2.7 Getting help

If you witness unacceptable behaviour, please ensure that you tell someone that you trust and who is in a position to help. This might be a driver, passenger assistant, teacher or your parent/carer who can contact the school transport team.

3 Secondary pupils – Code of Conduct

3.1 Getting to the pick up point

Your parent/carer is responsible for your safety and behaviour when travelling to, from and at the pick up and drop off point.

If you are travelling to your pick up/drop off point unaccompanied your parent/carer must advise you of the safest route to this point from your home address and the safest crossing point on the route.

- You should be at the pick up point 5 minutes prior to pick up time
- You should cross the road (where applicable) in a safe place
- Talking or using your mobile phone can be distracting, as can listening to music.

3.2 Waiting for your vehicle

When you wait for the vehicle to arrive, please stand on the pavement well back from any traffic. You must wait until the vehicle has stopped before you try to board.

- Be safe when you go to meet the vehicle.
- The vehicle may be delayed, you must wait 30 minutes before returning home with your parent/carer.
- It is dangerous to play around near the road, so please wait patiently.

3.3 Travelling on your route

If you have been issued a travel pass, you must show this to the driver when you board the vehicle, you may be refused travel without it.

- On the bus, the driver is in charge.
- The driver is responsible for the safety of all passengers – you must respect and co-operate with your driver at all times.
- Place your bag in a safe place, not in the walk way.
- Sit in your sit, using a seat belt where provided. The seat belt must be kept on until you get off the vehicle.
- You must not eat, drink, smoke or drop rubbish in the vehicle.
- Keep noise to a reasonable level.
- You must not play around whilst travelling as this could disrupt the driver.
- Do not damage the bus, remember you have to travel in it everyday.
- Do not use bad language.
- Take your rubbish away with you including any unwanted chewing gum.
- Bullying will not be tolerated, behave with courtesy and consideration to others.
- Failure to comply with these instructions will result in exclusion from school transport services.

- Emergency exit doors are only to be used in emergencies.

A number of our vehicles are fitted with CCTV, should an incident occur on board this footage will be reviewed during the investigation process.

3.4 Getting off the vehicle

Your parent/carer is responsible for your safety and behaviour when travelling to, from and at the pick up and drop off point.

If you are travelling from your pick up/drop off point unaccompanied your parent/carer must advise you of the safest route from this point to your home address and the safest crossing point on the route.

- Wait until the vehicle has stopped before leaving your seat.
- Ensure you take all your belongings with you.
- Walk well away from the vehicle and wait until it moves off.
- Do not attempt to cross the road before the vehicle has moved off.
- Watch out for traffic in all directions.
- Do not cross the road if you cannot see what's coming.

3.5 In an emergency

The driver is in charge.

- If asked to leave the vehicle do this calmly and stay together in a safe place away from the road.
- Do not leave the group and wait for further instructions from your driver.
- Should your vehicle breakdown or is involved in an accident, you must remain seated unless your driver gives you different instructions.

3.6 What happens to people who don't follow the rules?

We will investigate all incidents reported with your school. For a first offence, a warning will normally be issued, and this will be sent to the home address. This warning will state that transport can be withdrawn in future. If behaviour does not improve, we will withdraw transport for a period of time. If this happens, a student will only be allowed back on transport if they and their parent/carer sign a behaviour improvement contract.

In cases of persistent or serious misbehaviour, we may withdraw transport immediately for a period of time or permanently.

3.7 Getting help

If you witness unacceptable behaviour, please ensure that you tell someone that you trust and who is in a position to help. This might be a driver, teacher or your parent/carer who can contact the school transport team.

4 SEN pupils – Code of Conduct

4.1 Getting to the pick up point

It is your parent/carers responsibility to ensure you get to the allocated pick up point safely and wait with you until the vehicle arrives.

- You should be at the pick up point 5 minutes prior to pick up time
- You should cross the road (where applicable) in a safe place

4.2 Waiting for your vehicle

When you wait for the vehicle to arrive, please stand on the pavement well back from any traffic. You must wait until the vehicle has stopped before you try to board.

- Be safe when you go to meet the vehicle.
- The vehicle may be delayed, you must wait 30 minutes before returning home with your parent/carer.
- It is dangerous to play around near the road, so please wait patiently.

4.3 Travelling on your route

Your parent/carer will see you onto the vehicle and help you secure your seat belt (where provided).

- On the vehicle, the driver is in charge.
- Place your bag in a safe place, not in the walk way.
- Sit in your sit, using a seat belt where provided. The seat belt must be kept on until you get off the vehicle.
- You must not eat, drink or drop rubbish in the vehicle.
Exceptions to this can be made due to medical reasons, you must inform the school transport team who can assist further.
- You can chat to your friends but don't be too noisy.
- You must not play around whilst travelling as this could disrupt the driver.
- Emergency exit doors are only to be used in emergencies.

4.4 Getting off the vehicle

When you arrive to school a teacher will meet you from the vehicle.

- Wait until the vehicle has stopped before leaving your seat.
- Walk well away from the vehicle and wait until it moves off.
- Watch out for traffic in all directions and ensure an adult helps you to cross any roads.

On the return journey, it is your parent/carers responsibility to meet you from the vehicle. You must remain seated until your parent/carer arrives at the vehicle door to collect you.

4.5 In an emergency

The driver (and passenger assistant where applicable) is in charge.

- If asked to leave the vehicle do this calmly and stay together in a safe place away from the road.
- Do not leave the group and wait for further instructions from your driver/passenger assistant.

4.6 What happens to people who don't follow the rules?

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5 Post-16 mainstream pupils – Code of Conduct

5.1 Getting to the pick up point

Your parent/carer is responsible for your safety and behaviour when travelling to, from and at the pick up and drop off point.

If you are travelling to your pick up/drop off point unaccompanied your parent/carer must advise you of the safest route to this point from your home address and the safest crossing point on the route.

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5.2 Waiting for your vehicle

When you wait for the vehicle to arrive, please stand on the pavement well back from any traffic. You must wait until the vehicle has stopped before you try to board.

- Be safe when you go to meet the vehicle.
- The vehicle may be delayed, you must wait 30 minutes before returning home with your parent/carer.
- It is dangerous to play around near the road, so please wait patiently.

5.3 Travelling on your route

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- On the bus, the driver is in charge.
- The driver is responsible for the safety of all passengers – you must respect and co-operate with your driver at all times.
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- Do not damage the bus, remember you have to travel in it everyday.
- Do not use bad language.
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5.7 Getting help

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6 Post-16 SEN pupils – Code of Conduct

6.1 Getting to the pick up point

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6.2 Waiting for your vehicle

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