

# Hertfordshire County Council

## Code of conduct for home to school transport

So that journeys to school can take place as safely as possible, this Code of Conduct aims to help all those involved.

### **What are the arrangements for picking me up?**

You should be ready to be picked up in good time before the vehicle is due to depart. Wait sensibly at the stop, away from the road. Remember the dangers of passing traffic and do not inconvenience other pedestrians.

When the vehicle arrives do not push or rush. Wait until the vehicle is stationary and the doors are fully open before getting on.

Misbehaviour is damaging to the school's reputation and can be unsafe for you and others.

### **What can I do to make sure that I'm safe on the journey?**

Find a seat quickly without pushing and remain seated throughout the journey. Wear a seat belt, if one is provided and adjust it to fit you properly. Do not put your belongings in the gangway or on a seat. Help the driver to concentrate by avoiding unnecessary distractions. Do not open or operate the doors except in an emergency. Smoking, eating or drinking are **not** allowed on the vehicle. Please take any litter away with you and try to keep the vehicle tidy. If you listen to music on headphones keep the volume low.

### **What is the safe procedure to follow once the transport arrives?**

Wait until the vehicle has stopped before getting up from your seat, and remember to take your belongings with you. If you forget something do not try and stop the vehicle as it moves away - the bus operator will keep any lost property for you to collect. If you have to cross the road after leaving the vehicle, wait until it has moved away so that you can see clearly both ways.

### **What happens if I lose my pass?**

On services where passes are issued, you do not have a right to travel if you do not have a pass. Always have your pass ready to show to the driver. If you have lost your pass contact Herts County Council immediately for a replacement, and please note that there will be a charge.

### **What do I do if the transport is late?**

If the vehicle fails to arrive on time, please wait for 30 minutes at the pick-up point before returning home or making other arrangements. Please inform the school of the reasons for your late or non-arrival. If you miss the afternoon transport, return to school and report to a member of staff.

### **What do I do in an emergency?**

In the event of a breakdown or an accident follow the instructions of the driver. If you feel that you are being bullied on your journey or you have a complaint against the driver or escort, report this to your teacher and tell your parents.

**And remember:** Always behave sensibly and show consideration for other students and members of the public. If you do not follow these guidelines, your behaviour will be reported to your Headteacher, and it may result in your transport being withdrawn. If you cause damage to the vehicle or other property, you or your parents will be liable for any costs incurred and may be liable to prosecution. Therefore, please show consideration for others, help keep the vehicle safe and in good condition and enjoy your travel.

**E78, E79, E80 and E81 buses:** These buses have strictly allocated places therefore only those given a pass via the County Council may travel on them. We have had situations where students have assumed that their friends can travel home with them after school. This is **not** the case. Only those students who have applied for, and are in possession of, a pass specifically to use on these buses may travel on them.

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## Parents and Carers

### **What are the arrangements for picking up my child?**

It is your responsibility to make sure that your child gets safely between home and the pick-up/set-down point. We do not expect the driver to leave the vehicle whilst students are on board. You should make sure that your child knows the safest route between home and the pick-up/set-down point and has been taught how to cross roads safely. It may be helpful if you could provide the driver with a contact telephone number for use in an emergency on primary and special needs routes.

If you normally meet your child from the transport, please be at the set-down point in good time. If you cannot get to the set-down point, you should make alternative arrangements and make sure that your child knows what these are.

### **What will happen if we are late or the transport does not arrive?**

It is your responsibility to make sure that your child is at the pick-up point in good time before the scheduled departure. The vehicle will not be able to wait if your child is late. If the vehicle is running late, you should be prepared to wait for up to 30 minutes before contacting the operator. Please make sure that your child knows what to do if the transport has not arrived after this time.

### **How will I know my child is safe?**

Many vehicles are now fitted with seat belts. You should make sure that your child knows that they should wear a seat belt, and know how to adjust it to fit properly. Drivers need your support to make sure that seat belts are worn. Make sure that your child understands and follows the guidelines for students. You may be held responsible for any damage caused by your child to a vehicle.

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We may withdraw transport from students who persistently break these guidelines, or follow other disciplinary action.

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