

- If you are not at home to receive your child and have not made an alternative arrangement, and cannot be contacted the driver will finish his route and return to your home to wait for you. We may charge you £10 for every 15 minutes past the normal drop off time.
- Let the travel team know if you no longer need transport or if your child's transport needs change, or if you change address.
- If you have concerns regarding any aspect of transport or you think others are breaking the Code you should tell your child's school in the first instance then contact us.

Solihull Council

School Transport Team

E: educationschooltransport@solihull.gov.uk

☎ 0121 704 6610

Write your transport provider's contact details here:

Code of conduct for pupils on school transport



We have a code of conduct because we want everyone to travel in comfort and stay safe. To make sure this happens, all young people must follow this code of conduct. We know that most of you behave well on the journey to and from school, but sometimes the behaviour of a few can make the journey unpleasant or dangerous for others. If you cannot behave properly we may not be able to let you use the school transport and your parents will be responsible for getting you to and from school.

While travelling to and from school you are still subject to your school's rules and behaviour policy. This code of conduct is an extension of your school's policy.

How to be a good passenger

Do ...

- ✓ Be ready on time. If you are late the vehicle won't be able to wait for you
- ✓ Be polite to the driver, the escort and the other passengers
- ✓ Follow any instruction from the driver or escort
- ✓ Stay in your seat and keep your seat belt on
- ✓ Look after your own belongings and keep them in a safe place
- ✓ Take your litter home with you
- ✓ Tell your school and parents if you see someone behaving badly or bullying someone
- ✓ Make sure you take any necessary medication before you leave home or school

Do not ...

- * Shout, use bad language or make signs out of the window
- * Start arguments or verbal bullying
- * Engage in fighting or 'play fighting'
- * Hurt anyone on the vehicle
- * Distract the driver except in an emergency
- * Eat or drink
- * Spit
- * Smoke any form of cigarette, including e-cigarettes or vapour cigarettes
- * Access the internet on a mobile device
- * Ask to be dropped off anywhere else - the driver can only take you to your normal destination.

If you do not behave properly

- o You will be reported to the Head Teacher of your school and reminded how to behave.
- o If you continue to misbehave we will write to your parents telling them what you are doing wrong and warning them that if you carry on you will not be allowed to travel on the vehicle
- o If you still do not behave we will write to your parents and tell them you cannot travel on the vehicle and that they will be responsible for getting you to and from school every day.
- o If you damage the vehicle you will have to pay for the repairs.

Information for parents

The Code of Conduct is written for children with a broad range of abilities and behaviours. Talk to your child about the elements of the code that are relevant to him or her

As parents you can support us in providing a good transport service by following this guide:

- o Ensure that your child follows the Code of Conduct
- o Make sure your child is ready in time for their pick up
- o If your child needs help, take them to the vehicle and collect them from the vehicle
- o Speak to the driver and escort in a way you would like to be spoken to
- o If, on an odd occasion, you are not at home to receive your child at the drop off time you must phone the school and/or taxi company immediately telling them your estimated arrival time and/or alternative instructions.
- o If you want to make a permanent arrangement, to be used all the time or occasionally, for example, leave your child alone, with a sibling or another adult you must send your instructions to school and the School Transport Team by email or letter. In doing so, you will be accepting full responsibility for your child.
- o Exceptional, one-off, emergency requests for a change will be met, if possible.

In bad weather

- ✓ Check the Council or school website for up to date information on school closures or phone the school
- ✓ If you find that a route is unsafe contact your manager

What to do if there is no one at the child's home

- Phone the school, your office and the School Transport Team and ask for one of them to contact the parent or give you a contact phone number
- If the parent suggests leaving the child alone, with a sibling, with a neighbour or another adult *and* takes full responsibility (by text or email to the school or taxi office) the child can be left
- If the parent cannot be contacted finish your route and return to the child's home and phone the school and your office again to see if there is an update
- If the parent cannot be contacted at all the driver and escort must wait outside the home until the parent arrives home.
- Report the incident to your office, but do not discuss the matter with the family

Solihull Council

School Transport Team

☎ 0121 704 6610

✉ educationschooltransport@solihull.gov.uk

Code of conduct for drivers and escorts



You have a contract to take children to and from school on behalf of Solihull Council. To ensure the welfare and safety of the children you must follow this guidance:

- ✓ Keep your vehicle roadworthy and clean
- ✓ Drive by the rules in the Highway Code and follow your own company's policies
- ✓ Drive at a speed appropriate to the conditions
- ✓ Drive in a way that is comfortable for your passengers
- ✓ Keep to 5mph on school or Council premises
- ✓ Follow the school rules for parking, using designated drop-off zones, if available
- ✓ Use child locks. Only you can open vehicle doors, when the vehicle has stopped, and allow children out of the vehicle on the pavement side
- ✓ Take care when reversing especially on school premises and use audible reversing warning device if available
- ✓ Where possible park so that children can get out of your vehicle on the pavement side and so that they do not need to cross the road
- ✓ Allow children and parents to move away from your vehicle before you drive off
- ✓ Only drop children off to their agreed destination
- ✓ Work as a team - make sure you have an escort if the one is required on your route
- ✓ Always carry your ID badge
- ✓ Wear clothing and footwear appropriate for the job and for being around children

- ✓ Talk to parents and children in a way you would like to be spoken to
- ✓ Be on time, but if you are running late contact school and the parents, if possible
- ✓ Only allow authorised children in your vehicle
- ✓ Help children on and off the vehicle, including helping with their belongings
- ✓ Before you drive off make sure children are sitting in a seat or their wheelchair, using a booster seat if necessary and wearing a seat belt or harness
- ✓ The escort should sit in the back or the best place to access all the children
- ✓ Talk to the children
- ✓ Report any medical problem during the journey to the school or the family straight away
- ✓ Report inappropriate behaviour to the school immediately (not in front of the child), and to your manager
- ✓ Take the children into school and hand them over to a member of school staff who is responsible and pass on messages, envelopes and medicines. Do not take responsibility for high value items or money
- ✓ Avoid unnecessary physical contact with the children
- ✓ Do your best to meet an exceptional, one-off reasonable request for a change to normal arrangement
- ✓ If you are concerned about the wellbeing of a child only talk to the Head Teacher or member of school staff
- ✓ Find out the medical needs of the children on your vehicle and what to do in an emergency. Ask school if you need special training

Do not:

- * Work when tired or under the influence of drugs or alcohol
- * Make inappropriate gestures to other road users
- * Talk about topics inappropriate for children
- * Give medication to a child
- * Don't report to parents on the child's day at school, eg "he's had a really bad day!"
- * Talk to anyone else about children's and families' personal information or comment on social media such as Facebook
- * Leave your engine running once you have parked
- * Allow children under 1.5 metres tall to travel in the front of your vehicle
- * Smoke anything, including e-cigarettes or vapour cigarettes at any time during your shift

In case of a breakdown or accident

- ✓ Phone your manager and the school
- ✓ Phone the emergency services, if necessary
- ✓ Only allow your passengers off the vehicle if staying on would put them in danger
- ✓ Send a report to your manager
- ✓ Try to get details of witnesses

In case of a medical emergency

- ✓ Use your judgement. Either stop and dial 999 or go straight to school or the child's home, whichever is easier