



Cambridgeshire  
County Council

# Code of Conduct for Home to School/College Travel



# Contents

Responsibilities of Cambridgeshire County Council .....	2
Advice to and responsibilities of parents and carers .....	3
My responsibilities as a cyclist.....	4
My responsibilities as a pedestrian .....	5
My responsibilities as a bus user .....	6
My responsibilities as a taxi user .....	7
Advice to and responsibilities of the school .....	8
Advice to and responsibilities of transport supervisors .....	9
Advice to and responsibilities of operators .....	10
Advice to and responsibilities of drivers.....	11

## Responsibilities of Cambridgeshire County Council

- ◆ The County Council will provide free transport for pupils of statutory school age living in Cambridgeshire, registered at their designated school if this is more than 2 miles for primary aged pupils or more than 3 miles for 11-16 year olds from their home. (Please refer to the Home to School/College Transport Policy for further information).
- ◆ Operators working under contract to the County Council's Education Transport Service, must provide the safe conveyance of pupils between their designated collection point and the school site, and vice versa.
- ◆ The County Council's Education Transport Service will:
  - agree all routes and schedules with the Operator;
  - ensure that the Operator provides a suitable vehicle and that all drivers and vehicles are suitably licensed and insured for the conveyance of school children;
- ensure that all drivers and escorts receive a CRB check.
- ◆ The County Council will ensure that adequate provision is made for the number of buses, taxis, coaches and minibuses serving the school and that manoeuvring of vehicles can be undertaken safely.

# Advice to and responsibilities of parents and carers

- ◆ Ensure your child has read and understood the pupil Code of Conduct (see separate document) and you have both signed and returned the appropriate slip to your child's school.
- ◆ Ensure that your child arrives at the bus stop safely in the morning and reaches home safely from the bus stop in the afternoon.
- ◆ Ensure your child arrives at the bus stop at least 5 minutes before the bus is due at that stop.
- ◆ Ensure unaccompanied children know the safest route between home and the bus stop and the safest crossing points on their route.
- ◆ Ensure your child always has their bus pass and/or correct fare to travel to and from school. *(Transport Drivers/Operators will make necessary checks that your child is permitted to travel and have the right to refuse to carry a pupil without a pass.)*
- ◆ Teach your child to think about their own and others' safety on the way to the bus stop, at the bus stop and on the bus.
- ◆ Teach your child the importance of waiting for the bus in an orderly, courteous and calm manner.
- ◆ Ensure your child knows what to do if the bus does not arrive within 30 minutes of the scheduled time, or if access onto the bus is refused.
- ◆ Encourage your child to use a seatbelt where provided on transport.
- ◆ Ensure your child is aware that in the event that the bus has to make an unscheduled stop, he/she must follow the driver's instructions and not leave the vehicle. If your child leaves the vehicle, they do so at their own risk and neither the Driver/Operator, nor Cambridgeshire County Council's Education Transport Service is responsible for that child.
- ◆ Under exceptional circumstances, you may be asked to assist in the transportation of your child.
- ◆ If your child behaves anti-socially or causes damage at the bus stop or on school transport, he/she risks being banned from using the transport in line with Cambridgeshire County Council's transport policy.
- ◆ 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.
- ◆ If your child is either temporarily or permanently banned from school transport, it is your responsibility to ensure your child continues to attend school.

For lost or damaged bus passes, if your circumstances change and you no longer require a bus pass, or if you have any concerns or queries about school transport, please telephone: 0845 045 5208

# My responsibilities as a cyclist

I understand that because I live in a community, I have a responsibility to behave well. I will never act in a manner that may compromise the safety of others.

- ◆ I will always follow the Highway Code.
- ◆ I will cycle along designated cycle routes or on the road if it is safe to do so.
- ◆ I will use safe crossing points and dismount my bicycle to cross the road.
- ◆ I understand that for my safety it is sensible to wear a cycle helmet.
- ◆ I will not spit or drop litter.
- ◆ I will not ride my bicycle under the influence of alcohol or illegal drugs.
- ◆ I will be courteous to other road users.
- ◆ I will give clear signals to indicate that I wish to turn, change lane and so on.
- ◆ I will not swear, or be verbally abusive to those I am travelling with or any one else in the community.
- ◆ I will not cycle in a large group, behave in a threatening manner or be physically abusive to those I am travelling with or anyone else in the community.
- ◆ I will not bully anyone.
- ◆ I will not trespass on other people's property.
- ◆ I will ensure that I can be seen by other road users, by using bicycle lights and wearing high-visibility clothing, as appropriate.



# My responsibilities as a pedestrian

I understand that because I live in a community, I have a responsibility to behave well. I will never act in a manner that may compromise the safety of others.

- ◆ I will always follow the Highway Code.
- ◆ I will walk on the pavement, away from the kerb.
- ◆ I will always use safe crossing points and not run across the road.
- ◆ I will not spit or drop litter.
- ◆ I will not walk to and from school under the influence of alcohol or illegal drugs.
- ◆ I will not swear, or be verbally abusive to those I am travelling with or any one else in the community.
- ◆ I will not walk in a large group, behave in a threatening manner or be physically abusive to those I am travelling with or anyone else in the community.
- ◆ I will not bully anyone.
- ◆ I will not trespass on other people's property.
- ◆ I will ensure that I can be seen by road users, by wearing high-visibility clothing, as appropriate.



# My responsibilities as a bus user

I understand that because I have a right to travel on home to school transport, I have a responsibility to behave well. I will never act in a manner that may compromise the safety of others.

## Before the school journey

- ◆ I will be at the bus stop at least 5 minutes before the bus is due at that stop.
- ◆ I will wait at the bus stop for 30 minutes before leaving the bus stop to find an alternative means of getting to school. I will notify the school that I may be late, or ask someone to do this for me.
- ◆ I will wait in an orderly, courteous and calm manner.
- ◆ I will keep away from the kerb and well clear of other traffic.
- ◆ I will keep well clear of moving school buses.
- ◆ I will only board the school bus when it is stationary.
- ◆ I will wait patiently for my turn to board the bus.
- ◆ I will always show my bus pass to the driver as I board the bus.

## During the school journey

- ◆ I will find a seat quickly and remain seated and facing forward until the bus has stopped at school on the morning journey and at my designated bus stop in the afternoon.
- ◆ I will always wear a seatbelt where provided.
- ◆ I will never distract the driver or be discourteous.
- ◆ I will not be abusive to the driver, Transport Supervisor or other passengers.
- ◆ I will follow any instructions given to me by a Transport Supervisor.
- ◆ I will treat other passengers with care and respect and not bully other pupils.
- ◆ I will not vandalise the vehicle or other people's property.
- ◆ I will not smoke, drink alcohol or consume illegal substances.
- ◆ I will not carry an offensive weapon, real or replica.
- ◆ I will not throw objects from or within the bus.

- ◆ I will not leave litter.
- ◆ I will keep my possessions out of the aisles.
- ◆ I will not open the emergency doors (unless in an emergency).
- ◆ I will follow the driver's instructions if there is an emergency or breakdown.
- ◆ I will report any concerns I have about the school journey to my school's Transport Liaison Officer.

## At the end of the school journey

- ◆ I will not operate any exits (unless in an emergency).
- ◆ I will wait patiently for my turn to leave the bus.
- ◆ I will keep my belongings with me and ensure they are not snagged in the door mechanism.
- ◆ I will stand back from the road as the bus moves off.
- ◆ If I need to cross a road, I will only do so once the bus has moved off and the road is clear in both directions.



# My responsibilities as a taxi user

I understand that because I have a right to travel on home to school transport, I have a responsibility to behave well. I will never act in a manner that may compromise the safety of others.

## Before the school journey

- ◆ I will be ready and waiting for the taxi at least 5 minutes before it is due to arrive.
- ◆ I will telephone the taxi company, or ask someone to do this for me, after waiting for 15 minutes for the taxi to arrive.
- ◆ If the taxi is delayed, I will notify the school that I may be late, or ask someone to do this for me.
- ◆ I will wait in a courteous and calm manner.
- ◆ I will keep well clear of any traffic.
- ◆ I will only board the taxi when it is stationary.

## During the school journey

- ◆ I will remain seated and facing forward until the taxi has stopped at school on the morning journey and at my designated drop off point in the afternoon.
- ◆ I will always wear a seatbelt.
- ◆ I will never distract the driver or be discourteous.
- ◆ I will not be abusive or shout at the driver or other passengers.
- ◆ I will treat other passengers with care and respect and not bully other pupils.
- ◆ I will not vandalise the vehicle or other people's property.
- ◆ I will not smoke, drink alcohol or consume illegal substances.
- ◆ I will not carry an offensive weapon, real or replica.
- ◆ I will not throw objects from or within the taxi.

- ◆ I will not leave litter.
- ◆ I will follow the driver's instructions if there is an emergency or breakdown.
- ◆ I will report any concerns I have about the school journey to my school's Transport Liaison Officer.

## At the end of the school journey


- ◆ I will keep my belongings with me and ensure they are not snagged in the door.
- ◆ I will stand back from the road as the taxi moves off.
- ◆ If I need to cross a road, I will only do so once the taxi has moved off and the road is clear in both directions.



# Advice to and responsibilities of the school

- ◆ The School is responsible for the safety of pupils from the point of disembarking from contracted School Transport vehicles, to the point of re-embarkation.
- ◆ The School together with the County Council, will make every effort to ensure set down and pick up points are within or adjacent to school grounds.
- ◆ Each school should promote appropriate standards of behaviour by pupils on their journey to and from school.\*
- ◆ The Headteacher should take action to address unacceptable behaviour on school buses, or otherwise on the route to and from school.\*
- ◆ The School should appoint a member of staff to have responsibility for home to school transport. This person (to be known as the School Transport Liaison Officer) will act as the main point of contact for reporting incidents of misconduct and will be responsible for notifying the County Council's Education Transport Service of such incidents.
- ◆ The School should provide the County Council's Education Transport Service with contact details for their School Transport Liaison Officer, and should inform the County Council of changes.
- ◆ The School is expected to be the initial point of contact for complaints about pupil misconduct or anti-social behaviour on all school transport and to notify the County Council's Education Transport Service so that a warning or banning letter (or any other cause of action deemed necessary) may be issued.
- ◆ The School must keep an up to date record of incidents of misconduct or anti-social behaviour.

\*Reference paragraphs 67 to 73 of the Home to School Travel and Transport Guidance published by the DfES in May 2007.



A copy of this Code of Conduct should be displayed within school and made available upon request to parents and pupils.

# Advice to and responsibilities of transport supervisors

- ◆ The Transport Supervisor is responsible for the care and supervision of children whilst they are travelling to and from school.
- ◆ All Transport Supervisors must carry a valid identification badge at all times whilst on duty and must hold a valid County Council CRB Disclosure Certificate for the duration of their contract.
- ◆ Transport Supervisors should dress appropriately for the work involved, including lifting, if required to do so.
- ◆ Advice should be sought from the parents or the school, as appropriate, over any concerns that may arise relating to any of the children.
- ◆ The Transport Supervisor must ensure that all children are using appropriate restraints (e.g. booster seats or seatbelts) before the bus begins any journey. Physical contact with children should be kept to a minimum.
- ◆ A Transport Supervisor's duties do not end until the last child has been discharged. On no account must this duty be delegated to any other person.
- ◆ Serious incidents or accidents involving the safety of children, the vehicle or other road users, must be reported immediately to the Operator, who will be responsible for notifying Education Transport and the school.
- ◆ If a vehicle breaks down on a journey, the Transport Supervisor should not allow children to leave the vehicle until a replacement arrives, unless it is dangerous to remain in it and if the driver issues instructions to this effect.
- ◆ Transport Supervisors should not provide food, sweets or drinks to children in their care.
- ◆ Transport Supervisors should be notified by Education Transport of any emergency procedures relating to specific children with special needs. In cases where this information is provided, Transport Supervisors must be ready to respond to these needs should an emergency arise.



# Advice to and responsibilities of operators

The safety and welfare of pupils is of paramount importance.

- ◆ The School Transport Operator will be contracted by Cambridgeshire County Council's Education Transport Service, to provide the safe conveyance of pupils between their designated collection point and the school site, and vice versa.
- ◆ The Operator will be responsible for providing Transport Supervisors with appropriate training and support.
- ◆ All Taxi Drivers will be Criminal Records Bureau checked. This will be undertaken by Cambridgeshire County Council.
- ◆ The Operator will follow the route and schedule as agreed with Cambridgeshire County Council's Education Transport Service.
- ◆ The Operator will ensure that a suitable vehicle is provided and that all drivers and vehicles are suitably licensed and insured for the conveyance of school children.
- ◆ The Operator will ensure that all drivers are aware of their obligations (see overleaf).
- ◆ The Operator and driver will be held responsible, in the event of any breach of this Code or of any aspect of the legislation governing home to school transport.
- ◆ The Operator will ensure that all school buses display the correct service number.
- ◆ The Operator is asked to provide all vehicles with the means to directly communicate with the depot at all times.



# Advice to and responsibilities of drivers

The safety and welfare of pupils is of paramount importance.

- ◆ The driver should be presentable and courteous at all times.
- ◆ He/she should be in possession of an appropriate licence to drive the vehicle being used to convey school children and be able to produce it on demand.
- ◆ The driver should ensure that he/she adheres to the scheduled route and timings, as approved by Cambridgeshire County Council's Education Transport Service, unless exceptional circumstances (e.g. road closure) make a deviation necessary. Under such circumstances, the driver must notify the Operator so that the school and/or parents may be notified of any delay.
- ◆ The driver must never leave a designated collection point earlier than the published time.
- ◆ In the event of a vehicle breakdown, the driver should not permit any pupil to disembark and must inform them of the situation and any likely delay. If a Transport Supervisor is present, this will be their responsibility. No transport staff may legally hold a pupil on board if they insist on disembarking. In this situation the driver must report the name of the pupil to the Transport Operator, who will inform the school immediately.
- ◆ The driver must not sell or supply pupils with goods of any kind or stop en route for pupils to obtain goods of any kind.
- ◆ The driver must not have any physical contact with any pupil except to provide help in emergency or exceptional circumstances (e.g. where a child trips leaving or entering the bus); nor enter into discussions of an inappropriate nature. A breach of these conditions will result in immediate & permanent removal of a driver from school transport.
- ◆ Only where a pupil's safety is at risk should a driver pick-up or drop-off a pupil at any point other than a designated stop.
- ◆ The driver is discouraged from stopping the vehicle en route unless he/she has genuine concerns for the safety of the passengers. If the driver does stop, it must be in a safe place and for as short a period of time as possible. The driver must notify the school and the operator of such a break to the journey.
- ◆ The driver is responsible for pupils' safety for the entire duration of their journey. The driver should never try to resolve any acts of misconduct (unless a pupil's behaviour presents a danger to the vehicle or passengers), but should report the names of the miscreants to the school at the earliest opportunity. If a Transport Supervisor is present, it will be their responsibility to try and resolve any behaviour issues that might arise. The driver has the right to refuse to transport such a pupil until the matter has been fully resolved, but only after contacting the school or Education Transport Service for authorisation.

**Get a  
black  
belt  
in self-  
defence.**

**Always  
wear a  
seatbelt.**

**THINK**

