

HOME TO SCHOOL TRANSPORT  
CODE OF CONDUCT

**INFORMATION FOR  
PARENTS AND CARERS**

THIS DOCUMENT HAS BEEN DEVELOPED IN  
CONJUNCTION WITH AND WITH THE HELP OF:

SURREY POLICE

Arriva Surrey & West Sussex

Sunray Travel

Countryliner

Hardings Coaches

P & R Coaches

Carlone

Millenium Coaches

W & H Motors

SURREY COUNTY COUNCIL PASSENGER TRANSPORT GROUP

The Ashcombe School Dorking

## INTRODUCTION

A large number of students in Surrey are entitled to free home to school transport and travel everyday to and from school or college by public transport. Most students behave responsibly whilst travelling but the bad behaviour of some students is a source of concern to those involved in providing this transport.

The purpose of this document is to provide a framework to help manage student's behaviour on transport thereby creating a comfortable and safe environment on home to school transport for all concerned.

This code of conduct outlines the role that students, parents or carers, transport providers and schools can play in ensuring that home to school transport is safe and welcoming for all passengers. The Code of Conduct also identifies categories of misbehaviour and establishes action to be taken in the event of a breach of good conduct.

Whilst this code of conduct applies to all students it is accepted that due to the specific requirements of students with disabilities, the code may not be appropriate. This does not mean that misbehaviour is acceptable but that individual circumstances are taken into account. The duties owed to disabled children under the Disability Discrimination Act 1995 will always be adhered to.

## PARENTS/CARERS

Parents and carers are responsible for ensuring that their children are at the train station or bus stop in time to catch their transport and that their children have their travel pass with them. A student may be refused travel if they do not have a valid travel pass with them. This is highlighted in the leaflet that is sent out with all scholars passes, also in the Home to School Transport – Behavioural Policy which all are requested to sign and return.

If a student does misbehave and causes damage to either property or the vehicle the parent or carers will be responsible for any cost in repairing the damage.

In reported cases of misbehaviour, parents and carers may be advised to attend a meeting to discuss the action needed to ensure a positive resolution.

## STUDENTS

All young people from the age of 10 are criminally responsible and therefore could be arrested for certain criminal acts that they may commit, including vandalism, disorderly behaviour and bullying. It is therefore their responsibility to ensure that they do not misbehave or cause any disruption to the smooth running of the transport.

For further information please contact:

Passenger Transport  
Room 308a  
County Hall  
Penrhyn Road  
Kingston-upon-Thames  
Surrey County Council KT1 2DY  
Tel 0208 541 9618 or 9449 or 8960 (Mainstream Students)

## CODE OF BEHAVIOUR FOR STUDENTS

BEHAVIOUR	EXAMPLES OF HOW TO MEET THE CODE
<p>Wait for the bus or train in an orderly manner</p>	<p>Wait well back until it stops and allow other passengers to leave first</p> <p>Stand quietly without calling out or shouting</p> <p>Do not push other people in the line</p>
<p>Whilst on the transport conduct yourself in an orderly manner.</p>	<p>Treat other people and their possessions with respect</p> <p>Follow the driver/conductor's directions or safety instructions without argument</p> <p>Do not interfere with transport property, equipment shelters and signs by marking or damaging them in any way</p> <p>Show travel passes, tickets or ID upon request.</p> <p>Sit properly on a seat if one is available (in an allocated seat if directed by the driver or conductor).</p> <p>Seat belts, where fitted, must be worn</p> <p>If standing, remain in the designated area.</p>
<p>When leaving the transport. Do so in an orderly manner.</p>	<p>Do not shout or create unnecessary noise.</p> <p>Leave at the correct stop.</p> <p>Wait until the vehicle stops before standing to get off.</p> <p>Leave the transport in a quiet and orderly fashion.</p> <p>Never cross the road in front of the bus, wait until the bus has moved away and it is safe to do so.</p> <p>Use crossings or traffic lights if available</p> <p>Follow the driver or conductors directions.</p>
<p>In case of emergency or a breakdown</p>	<p>Follow the driver or conductor's directions.</p>

**As part of the process following a breach of the Code of Conduct, students may be refused travel for a temporary period or in some cases permanently. Remember : Smoking or taking of illegal substances whilst travelling on Home to School transport is not permitted.**

## TRANSPORT OPERATORS

A transport operator is a person who provides transport. Operators are responsible for providing their staff with suitable knowledge in managing the behaviour of students on transport and, for making sure that they know the policies and procedures to be followed when a student breaks the Code of Conduct. Where a member of staff reports an incident, the operator should advise the Passenger Transport Group. A student may be refused travel if the Code of Conduct is broken. This decision to refuse travel is made by The Headteacher with prior notification to student's parents.

Serious cases of failure by operators to comply with the guidelines in this Code of Conduct may lead to contracts being suspended or cancelled by The Passenger Transport Group.

## TRANSPORT STAFF

Staff have the important role of driving in a safe manner as well as ensuring the safety and security of all passengers. Drivers are also required to issue directions to ensure the safety of all passengers. Consequently, it is important that all passengers respect the authority of drivers while they are in control of a vehicle.

Transport drivers are responsible for the day-to-day management of students travelling to and from school. In cases where a student breaches the Code of Conduct the staff should follow the procedures outlined in this document. This may involve simply cautioning the student or reporting to the operator for follow-up.

In addition, transport staff must:

- Hold appropriate driving qualifications;
- Be in receipt of CRB clearance;
- Check passes and implement SCC guidelines for students without passes;
- Not use abusive or offensive language;
- Not leave the vehicle while pupils are being carried except in cases of emergency or when the vehicle is stopped (engine off with key removed and hand brake on);
- Maintain a written record of student misconduct and report to the operator as required on accordance with the operator's quality assurance system;
- Generally maintain personal standards of behaviour in keeping with other professionals who responsible for the care of children;
- Advise dangerous occurrences to appropriate agencies, e.g. Police. Etc;
- Serious cases of failure by drivers to comply with the guidelines in this Code of Conduct may lead to the driver being banned from SCC work.

## SCHOOLS

Schools play a key role in advising their students of the Code of Conduct and the consequences of breaking the code. Schools may provide valuable assistance in obtaining statements and information and suggesting approaches to manage behaviour in consultation with the operator, parents/carers and the Passenger Transport Group.

## THE PASSENGER TRANSPORT GROUP

The Passenger Transport Group has responsibility for organising home to school transport for entitled scholars in Surrey. It has developed in consultation with schools, transport operators and the police, both the Code of Conduct for students travelling on transport and the broad framework for managing instances of misbehaviour.

Passenger Transport Group is also responsible for:

- The investigation of complaints concerning operators and/or drivers who have not acted in accordance with the Code of Conduct;
- Monitoring and reviewing bus operator's compliance with the Code of Conduct as part of the regular quality and contract review processes.

## RESPONDING TO BREACHES OF THE CODE OF CONDUCT

These procedures provide a framework within which operators should act to manage cases of misbehaviour. In all recorded cases, consultation with the Passenger Transport Group must take place. The school will also be consulted in determining the approach to be taken in managing breaches of the Code of Conduct.

The response in each case must include consideration of circumstances surrounding the event, and in particular the extent to which the safety, security and well being of other passengers and transport staff are threatened.

When the Code of Conduct has been breached, action may range from a caution to suspension of travel. The Passenger Transport Group in conjunction with the Local Education Authority will determine an appropriate course of action.

**When determining an appropriate response Surrey County Council will consider:**

- The safety of passengers on the transport and the nature of the incident;
- The age of the student;
- Whether the breach was a first or one of a series of incidents;
- The extent to which the breach distracted the driver.

Operators should ensure that they retain a written record of actions taken when a breach of the Code of Conduct is referred by staff for further action.

The Passenger Transport Group will make the recommendation as to the final decision to refuse travel to a student in consultation with the School. It is likely that this will be also be discussed with the transport operator. It may be considered, following such discussion, that some form of action other than refusal of travel is appropriate.

A student may be refused travel from:

- (a) the individual service on which the student was a passenger at the time of the misbehaviour; or
- (b) all services operated by the same operator.

In that case, the parents will be responsible for ensuring that their children attend school.

Refusal of transport is normally limited to home to school transport (and public services). A student cannot be refused travel on journeys directly involving school excursions.

If a student uses more than one transport service to travel to school, he/she maybe refused travel on the services of one of the companies. In these situations the student is not automatically refused travel from other companies. However it is the parent/carer's responsibility to make alternative transport arrangements including their associated costs for the student over the portion of the trip provided by the operator who has refused the student travel.

## CATEGORIES OF BREACHES OF THE CODE OF CONDUCT

To promote consistency in responding to breaches of the Code of Conduct, behaviour problems have been divided into four categories.

- 1) Nuisance and offensive behaviour – this includes behaviours which may be irritating, unpleasant but not physically dangerous behaviours, such as:
  - Failing to show a bus pass where required
  - Eating on the bus
  - Spitting
  - Using offensive language
- 2) Dangerous behaviour – this category includes behaviours where there may be some physical danger to individuals, such as:
  - Distracting the driver by persistent noise
  - Harassing and bullying other passengers
  - Stopping others from disembarking at their stop
  - Verbally threatening the driver
  - Standing on the steps or on the top deck
  - Pressing the stop button continually
  - Swinging on the hand rails
  - Smoking
- 3) Very destructive and dangerous behaviour – this category includes behaviours which are very dangerous to individuals, or very destructive.
  - Throwing objects inside the bus or out of the window that have the potential to cause harm or damage
  - Fighting
  - Marking or damaging bus property (breaking windows, slashing seats, etc)
  - Repeated occurrences of dangerous behaviour
- 4) Highly dangerous life threatening behaviour – this includes highly dangerous behaviour.
  - Physically attacking the driver or other passengers
  - Pushing students out through the doors or windows
  - Lighting a fire on the bus
  - Threatening physical harm with a dangerous weapon
  - Taking of illegal substances

**Should a parent/carer have any question about decisions taken about breaches of the Code of Conduct, they should take the matter to the Passenger Transport Group.**

Operators should note that Passenger Transport Group may issue an instruction that an operator's decision to refuse travel to a student be delayed while the matter is being investigated. The transport operator must follow this instruction.

**PROCEDURES FOR DEALING WITH BREACHES OF THE  
CODE OF CONDUCT**

# CATEGORY 1                      NUISANCE AND OFFENSIVE BEHAVIOUR

## IRRITATING, UNPLEASANT OR OFFENSIVE BUT NOT DANGEROUS

Examples: spitting, offensive language, eating on the vehicle.

<p>First incident ⇒ Driver</p>	<ul style="list-style-type: none"> <li>• Notes student name, details of incident and action taken (e.g. in diary) to be retained for operator’s records;</li> <li>• Advises student which behaviour was inappropriate;</li> <li>• Reminds student of consequences of repeated offences</li> </ul>
<p>No further Incidents ↓ No action Required</p> <p>Repeated incident within 10 school week period ↓ Driver ↓ Operator</p>	<p style="text-align: center;"><b>Driver</b></p> <ul style="list-style-type: none"> <li>• Issues another caution</li> <li>• Uses remedial action on student, e.g. change seat, “Hot Seat” near driver (the period of time a student occupies the “Hot Seat” is at the discretion of the driver);</li> <li>• Advises student of consequences of repeated offences;</li> <li>• Notes students name, details of incident and action taken (e.g. in diary) to be retained for operator’s records;</li> <li>• Advises operator of students name/details</li> </ul> <p style="text-align: center;"><b>Operator</b></p> <ul style="list-style-type: none"> <li>• Liases with Head teacher, PTG, parent/carer of action taken, and the consequences of repeated misbehaviour. Verbal advice must be followed by written confirmation.</li> </ul>
<p>No further Incidents ↓ No action Required</p> <p>Repeated incident within 4 school week period ↓ Driver ↓ Operator</p>	<p style="text-align: center;"><b>Driver</b></p> <ul style="list-style-type: none"> <li>• Notes students name, details of incident and action taken (e.g. in diary) to be retained for operator’s records;</li> <li>• Advises student that the matter is to be reported to operator, Head teachers, Passenger Transport Group and parents/carers</li> </ul> <p style="text-align: center;"><b>OPERATOR WITHIN 2 SCHOOL DAYS</b></p> <ul style="list-style-type: none"> <li>• Consults with Head teacher, PTG and parents/carers on students behaviour and seeks any information relevant to the issue. Head teacher may be requested to counsel student on the issue.</li> <li>• PTG/School makes a suitable arrangement with the parent/carers to address the issue or refuses student travel for up to 5 school days;</li> <li>• Liases Head teacher, PTG, parent/carer of action to be taken. Verbal advice must be followed by written confirmation.</li> <li>• All requests for a refusal of travel for eligible students must be promptly advised to the Passenger Transport Group and the School using the Refusal from Travel Advice Form</li> </ul>

## CATEGORY 2 DANGEROUS BEHAVIOUR

WHERE THERE MAY BE SOME PHYSICAL DANGER TO INDIVIDUALS

Examples: placing parts of the body outside of the vehicle, harassing and bullying other passengers, verbally threatening the driver.

<p>First incident ⇒ Driver</p>	<ul style="list-style-type: none"> <li>Notes student name, details of incident and action taken (e.g. in diary) to be retained for operator's records;</li> <li>Advises student which behaviour was inappropriate;</li> <li>Reminds student of consequences of repeated offences</li> </ul> <p style="text-align: center;"><b>OPERATOR WITHIN 2 SCHOOL DAYS</b></p> <ul style="list-style-type: none"> <li>Consults with Head teacher, PTG and parents/carers on students behaviour and seeks any information relevant to the issue. Head teacher may be requested to counsel student on the issue.</li> <li>PTG/School makes a suitable arrangement with the parent/carers to address the issue or refuses student travel for up to 10 school days;</li> </ul>
<p>No further Incidents ↓ No action Required</p> <p>Repeated incident within 10 school week period ↓ Driver ↓ Operator</p>	<p style="text-align: center;"><b>Driver</b></p> <ul style="list-style-type: none"> <li>Issues another caution</li> <li>Uses remedial action on student, e.g. change seat, "Hot Seat" near driver (the period of time a student occupies the "Hot Seat" is at the discretion of the driver);</li> <li>Advises student of consequences of repeated offences;</li> <li>Notes students name, details of incident and action taken (e.g. in diary) to be retained for operator's records;</li> <li>Advises operator of students name/details</li> </ul> <p style="text-align: center;"><b>Operator</b></p> <ul style="list-style-type: none"> <li>Advises Head teacher, PTG, parent/carer of action taken, and the consequences of repeated misbehaviour. Verbal advice must be followed by written confirmation.</li> </ul>
<p>No further Incidents ↓ No action Required</p> <p>Repeated incident within 4 school week period ↓ Driver ↓ Operator</p>	<p style="text-align: center;"><b>Driver</b></p> <ul style="list-style-type: none"> <li>Notes students name, details of incident and action taken (e.g. in diary) to be retained for operator's records;</li> <li>Advises student that the matter is to be reported to operator, Head teachers, Passenger Transport Group and parents/carers</li> </ul> <p style="text-align: center;"><b>OPERATOR WITHIN 2 SCHOOL DAYS</b></p> <ul style="list-style-type: none"> <li>Consults with Head teacher, PTG and parents/carers on students behaviour and seeks any information relevant to the issue. Head teacher may be requested to counsel student on the issue.</li> <li>PTG/School makes a suitable arrangement with the parent/carers to address the issue or refuses student travel for up to 10 school days;</li> <li>Liases with Head teacher, PTG, parent/carer of action to be taken. Verbal advice must be followed by written confirmation.</li> <li>All requests for a refusal of travel for eligible students must be promptly advised to the Passenger Transport Group and the School using the Refusal from Travel Advice Form</li> </ul>

CATEGORY 3

VERY DESTRUCTIVE AND DANGEROUS  
BEHAVIOUR

VERY DANGEROUS TO INDIVIDUALS OR VERY DESTRUCTIVE.

Examples: Fighting, slashing seats, removing equipment, breaking windows, throwing objects out of the vehicle.

<p>First incident ⇒ Driver</p>	<ul style="list-style-type: none"> <li>• Notes student name, details of incident and action taken (e.g. in diary) to be retained for operator's records;</li> <li>• Advises student that the matter is to be reported to operator, Head teachers, Passenger Transport Group and parents/carers.</li> </ul>
<p>Operator</p>	<p style="text-align: center;"><b>OPERATOR</b></p> <ul style="list-style-type: none"> <li>• Advises PTG and Head teacher that parents/carers must make alternative arrangements for student travel if a ban is upheld with prior notification</li> <li>• All requests for a refusal of travel for eligible students must be promptly advised to the Passenger Transport Group and the School using the Refusal from Travel Advice Form.</li> </ul>
<p>Operator</p>	<p style="text-align: center;"><b>OPERATOR WITHIN 2 SCHOOL DAYS</b></p> <ul style="list-style-type: none"> <li>• Consults with Head teacher, PTG and parents/carers on students behaviour and seeks any information relevant to the issue. Head teacher may be requested to counsel student on the issue.</li> <li>• PTG/School determines period of refused travel for up to 10 school weeks;</li> <li>• Liases with Head teacher, PTG, parent/carer of action to be taken. Verbal advice must be followed by written confirmation.</li> <li>• All requests for a refusal of travel for eligible students must be promptly advised to the Passenger Transport Group and the School using the Refusal from Travel Advice Form</li> <li>• Immediately considers formal complaint to the Police.</li> </ul>

## CATEGORY 4    HIGHLY DANGEROUS, LIFE THREATENING BEHAVIOUR

### HIGHLY DANGEROUS OR LIFE THREATENING TO INDIVIDUALS

Examples: Physically attacking a member of the transport staff or other passengers, threatening physical harm with a dangerous weapon, lighting fire on the vehicle.

Driver	<ul style="list-style-type: none"> <li>• Takes all reasonable measures to ensure the safety of passengers;</li> <li>• Notes student name, details of incident and action taken (e.g. in diary) to be retained for operator's records;</li> <li>• Reports details to bus operator immediately</li> <li>• In an extreme emergency contact the Police by telephone and follow police instructions</li> </ul>
Operator	<ul style="list-style-type: none"> <li>• Immediately advises Head teacher, PTG of the incident and requests an immediate refusal of transport.</li> <li>• All requests for a refusal of travel for eligible students must be promptly advised to the Passenger Transport Group and the School using the Refusal from Travel Advice Form.</li> <li>• Will have to transport the student from school to home if the incident occurred on the AM journey. Cannot refuse transport until parents/carers have been informed.</li> </ul>
Operator	<p style="text-align: center;"><b>WITHIN 2 SCHOOL DAYS</b></p> <ul style="list-style-type: none"> <li>• Consults with Head teacher, PTG and parents/carers on students behaviour and seeks any information relevant to the issue. Head teacher may be requested to counsel student on the issue.</li> <li>• PTG/School makes a suitable arrangement with the parents/carers to address the issue or refuses student from transport for a specified period or permanently*</li> <li>• Liases with Head teacher, PTG, parent/carer of action to be taken. Verbal advice must be followed by written confirmation.</li> <li>• All requests for a refusal of travel for eligible students must be promptly advised to the Passenger Transport Group and the School using the Refusal from Travel Advice Form.</li> </ul>

\* Where a student has been permanently refused travel and there is a subsequent change in behaviour the parent/carer may request a review of the ban.

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The Ashcombe School Dorking

## WHAT IS THE CODE OF CONDUCT?

The Code of Conduct is a set of behavioural guidelines for students to follow when travelling on school transport. This will form the basis for the specific rules that operators develop to manage behaviour on their transport.

It also includes procedures for operators/drivers to follow when managing student behaviour associated with school travel.

## TO WHOM WILL THIS BE APPLIED?

The Code of Conduct initially applies to all students attending the Ashcombe School in Surrey who use transport either travel to and from school.

## HOW WILL THE CODE OF CONDUCT BENEFIT YOU?

The Code of Conduct is of benefit to you and your child. It provides a clear process so that any disruption to your child's journey caused by the actions of another passenger will be dealt with fairly and quickly.

## WHEN DOES IT START?

The Code of Conduct comes into effect from July 2004

## WHAT'S IN THE CODE?

Parents and carers are responsible for ensuring that their children are at the train station or bus stop in time to catch their transport and that their children have their travel pass with them. A student may be refused travel if they do not have a valid pass with them.

If a student does misbehave and causes damage to either property or the vehicle, the parents or carers will be responsible for any cost in repairing the damage.

In reported cases of misbehaviour parents and carers may be advised to attend a meeting to discuss the action needed to ensure a positive resolution.

All young people from the age of 10 are criminally responsible, and therefore could be arrested for certain criminal acts that they might commit, including vandalism, disorderly behaviour and bullying. It is therefore their responsibility to ensure that they do not misbehave or cause any disruption to the smooth running of the transport, we would therefore request that all parents/carers make sure that their children are aware of the standard of behaviour expected of them as outlined in the leaflet "My child is entitled to free Home to School Transport" and in this document.

For most students, the Code will be easy to follow and will not require any change to their current behaviour. By following it your child will be helping to ensure a comfortable, pleasant and safe journey for all passengers.

Please discuss this with your child so they fully understand what they should and should not do.

## CODE OF BEHAVIOUR FOR STUDENTS

BEHAVIOUR	EXAMPLES OF HOW TO MEET THE CODE
<p>Wait for the bus or train in an orderly manner</p> <p>Whilst on the transport conduct yourself in an orderly manner.</p>	<p>Wait well back until it stops and allow other passengers to leave first</p> <p>Stand quietly without calling out or shouting</p> <p>Do not push other people in the line</p> <p>Treat other people and their possessions with respect</p> <p>Follow the driver/conductor's directions or safety instructions without argument</p> <p>Do not interfere with transport property, equipment shelters and signs by marking or damaging them in any way</p> <p>Show travel passes, tickets or ID upon request.</p> <p>Sit properly on a seat if one is available (in an allocated seat if directed by the driver or conductor).</p> <p>Seat belts, where fitted, must be worn</p> <p>If standing, remain in the designated area.</p>
<p>When leaving the transport. Do so in an orderly manner.</p>	<p>Do not shout or create unnecessary noise.</p> <p>Leave at the correct stop.</p> <p>Wait until the vehicle stops before standing to get off.</p> <p>Leave the transport in a quiet and orderly fashion.</p> <p>Never cross the road in front of the bus, wait until the bus has moved away and it is safe to do so.</p> <p>Use crossings or traffic lights if available</p> <p>Follow the driver or conductors directions.</p>
<p>In case of emergency or a breakdown</p>	<p>Follow the driver or conductor's directions.</p>

**As part of the process following a breach of the Code of Conduct, students may be refused travel for a temporary period or in some cases permanently. Remember : Smoking or taking of illegal substances whilst travelling on Home to School transport is not permitted.**

## WHAT ARE THE CONSEQUENCES OF NOT FOLLOWING THE CODE?

If a student does not abide by the Code, action may be taken. This may range from a caution or prosecution by the police any of which might include refusal of travel dependent on a number of factors including:

- The seriousness of the breach;
- Whether the student has previously been cautioned or
- Reprimanded for the breach; and
- The students age

To promote consistency and fairness in responding to students who do not abide by the Code, student misbehaviour has been divided into four categories ranging from minor misdemeanours to extremely serious behaviour.

### THESE CATEGORIES ARE AS FOLLOWS:

#### **CATEGORY 1**

##### BEHAVIOUR

Nuisance and Offensive behaviour – irritating, unpleasant but not physically dangerous behaviour e.g. offensive language or spitting

##### RESULT

Initially a warning will be given. Repeated offences may lead to the refusal of pupil travel for up to 5 days.

#### **CATEGORY 2**

##### BEHAVIOUR

Dangerous behaviour where there may be some physical danger to individuals e.g. standing on the steps, verbally threatening the driver, or bullying other passengers.

##### RESULT

May lead to the refusal of pupil travel for up to 10 school days.

#### **CATEGORY 3**

##### BEHAVIOUR

Very destructive dangerous behaviour – behaviour which is very dangerous to individuals or very destructive e.g. throwing objects that have the potential to cause harm, breaking windows, or fighting.

##### RESULT

May lead to the refusal of pupil travel for up to 10 school weeks.

## **CATEGORY 4**

### **BEHAVIOUR**

Highly dangerous life threatening behaviour – e.g. physically attacking the driver or another passenger, lighting a fire, or threatening physical harm with a dangerous weapon

### **RESULT**

May lead to the permanent refusal of travel privileges, civil court action and/or Police prosecution.

**It is important to note that a pupil will only be refused travel after consultation has occurred between the operator, Head teacher, and the PTG and in certain circumstances the Local Education Authority.**

## **WHAT IF THE DRIVER OR OPERATOR DOES NOT FOLLOW THE PROCEDURES SET OUT IN THE CODE?**

If you consider action taken against your child is not in keeping with the Code, it is your right as parent/carer to refer the matter to the Passenger Transport Group for investigation. If you require further information on this process please call the Passenger Transport Group on the number given below.

## **WHAT OTHER RESPONSIBILITIES DO DRIVERS AND OPERATORS HAVE?**

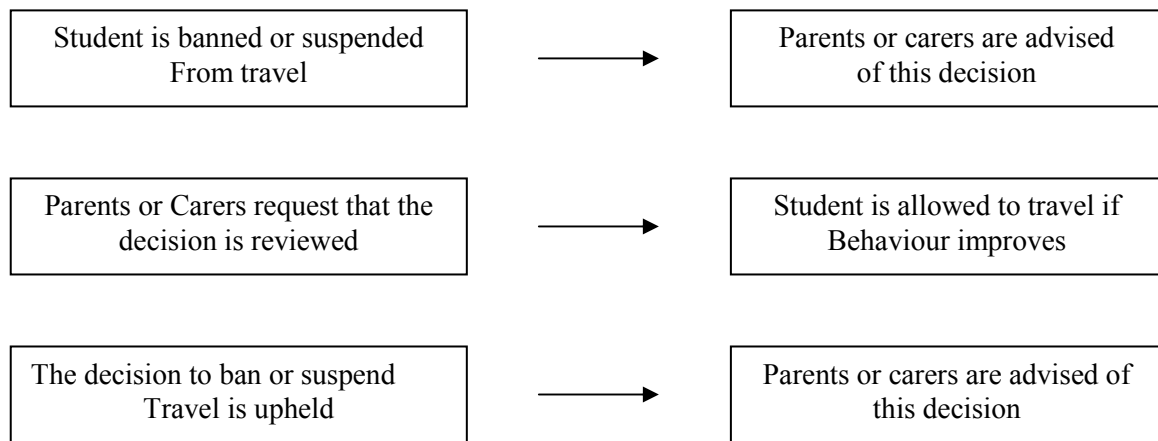
In addition to following the procedures set out in the Code of Conduct, drivers and operators have a responsibility to provide a professional and courteous service.

All drivers must treat students with respect. This includes not using abusive or offensive language, not leaving the bus while students are on board, and generally maintaining personal standards of behaviour in keeping with other professionals who are responsible for the care of children.

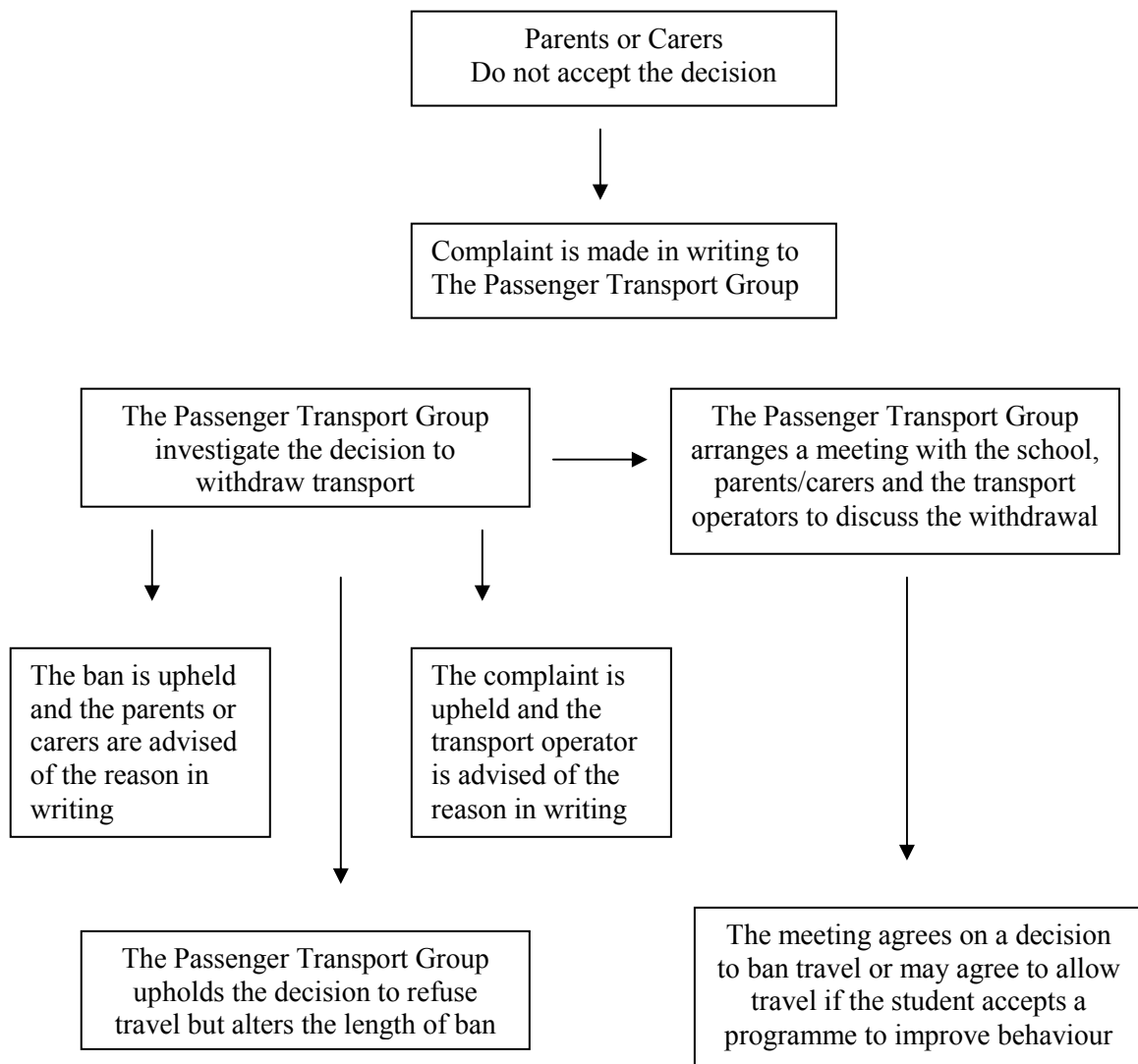
For further information please contact:

Passenger Transport  
Room 308a  
County Hall  
Penrhyn Road  
Kingston-upon-Thames  
Surrey County Council KT1 2DY  
Tel 0208 541 9618 or 9449 or 8960 (Mainstream Students)

## COMPLAINT PROCESS FOR STUDENTS WHO HAVE HAD TRANSPORT WITHDRAWN



**Where a withdrawal of travel is for more than five days Parents or Carers may write to The Passenger Transport Group for a review of the decision.**



## IMPORTANT NOTICE TO PARENTS OR CARERS

**It is vital that all children, parents and carers are aware of these procedures and that parents support our attempts to promote good behaviour.**

Whenever a driver observes inappropriate behaviour, the child's name and the nature of the behaviour will be advised to the operator. Each time this happens parents will be informed detailing the inappropriate behaviour which was exhibited.

The consequences for repeated poor behaviour are outlined on the attached sheet.

Please note that children may have had many chances before reaching the "banning from the bus" stage but it should also be noted that any poor behaviour can be reported.

This procedure is aimed at **children assuming responsibility for their own behaviour.**

Because the driver must concentrate primarily on driving safely, it is impossible for him/her to note all offenders...but whenever poor behaviour is observed, it will be reported.

Therefore reasoning such as:-

*"I wasn't the only one doing it" or "I only hit him because he hit me"*

will not be accepted as justification for poor behaviour and will not result in the incident being disregarded.

If a child behaves inappropriately then he/she must be prepared to accept the consequences regardless of what others were doing.

It is often possible for a driver to spot a wrongdoer but almost impossible to nominate all offenders in a particular incident.

Our aim is to improve behaviour by consistently dealing with children who are nominated by the drivers as behaving inappropriately.

We ask that the support of parents extend to include the following:-

- (a) Be aware when a warning note is issued, the circumstances as described by your child will be so as to cast him/her in the best possible light. After all this is only human nature.
- (b) Be aware that there is most likely another side to the story.
- (c) Be aware that, if your child had done absolutely nothing wrong, he/she would not have the warning slip.

The above procedures have the full support and have been endorsed by the school.

Please do not hesitate to contact the School/Passenger Transport Group if you have concerns about any of the procedures outlined above.

Parents,

This note is to advise that your child has been reported to me by the driver for inappropriate behaviour on school transport.

You are advised that the consequences of inappropriate behaviour are as follows:-

- 1<sup>st</sup> slip - Warning from transport operator
- 2<sup>nd</sup> slip - second warning from transport operator
- 3<sup>rd</sup> slip - official warning from Passenger Transport Group of intention to implement bans if inappropriate behaviour continues.
- 4<sup>th</sup> slip - banned from bus for period of time
- 5<sup>th</sup> slip - extended bans

You are further advised that this is the third yellow slip that your child has received and a transport ban will be implemented if the inappropriate behaviour continues.

Please sign below and return this note to The Passenger Transport Group as verification that you have received it.

Parents Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## TRAVEL BEHAVIOUR SLIP

SCHOOL NAME .....

NAME: .....

DATE: .....

DRIVER: .....

### INAPPROPRIATE BEHAVIOUR NOTED

- Not following instructions
- Disobeying safety rules
- Swearing
- Bullying/fighting
- Yelling/shouting/screaming
- Other .....