

CODE OF CONDUCT FOR MAINSTREAM STUDENTS

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This code of conduct is for mainstream students who travel to their education setting on transport arranged by Hampshire County Council's School Transport Service.

It has been written to ensure that students and their parents/carers understand passenger expectations to ensure a safe and comfortable journey.

1. GENERAL EXPECTATIONS FOR PASSENGERS

- 1.1 All students are required to behave responsibly and safely on-board School Transport. Failure to behave to acceptable standards may lead to school sanctions or other action including written warnings, short or fixed term suspensions from transport and in some cases, complete removal from transport.
- 1.2 Transport may be withdrawn as a result of disruptive, violent, distracting, or dangerous behaviour, including bullying, fights, use of foul, abusive sexist, racist, homophobic, or other offensive language.
- 1.3 During any suspension, travel on the usual route will not be available. Families may instead be offered tickets for public transport or offered an allowance towards mileage costs during this period.
- 1.4 Please be aware that if a student is behaving in a very challenging or aggressive manner at the point of boarding transport, the driver is advised to refuse entry to the vehicle.
- 1.5 If damage to vehicles is caused, it may be parental responsibility to reimburse the operator for repairs. This will be subject to investigation and liaison with the school.
- 1.6 The School Transport Service is not responsible for loss or damage to personal belongings including any electronic devices that students bring onto transport. If the student thinks they have left property on the vehicle, please contact the transport operator directly.
- 1.7 If a student is found to be in possession of anything that could be used as a weapon or cause damage to the vehicle, this will lead to permanent exclusion from school transport.

2 SAFETY

2.1 In the interest of safety, the student must:

- a. Follow all instructions from the driver.
- b. Always give name/show bus pass when asked by the driver or school.
- c. Keep noise to a reasonable level and be mindful of any other passengers. This includes no use of offensive or abusive language.
- d. Not eat, drink, smoke or vape on board.
- e. Not deface or damage the vehicle in any way.
- f. Not leave litter in the vehicle.
- g. Not play music or games on electronic devices unless personal earphones are used.
- h. Queue and board transport in a sensible manner and not push or jostle whilst entering/leaving the vehicle.
- i. Wear their seatbelt (if provided) in accordance with the Law.
- j. Remain seated unless otherwise instructed by the driver.
- k. Only travel on the transport which they have been allocated to or issued a bus pass for.
- l. Be ready for transport or at their bus stop 5 minutes before their estimated pick-up time.
- m. Ensure school bags are stored under the seat, in the luggage rack/boot, or on the student's lap.

3 PARENT/CARER RESPONSIBILITIES

3.1 Parents/carers are responsible for the behaviour of the student whilst they use School Transport. You must ensure that you explain to the student what is expected of them whilst on the vehicle.

3.2 Transport may be withdrawn as a result of the following behaviour (this list provides examples only and is not exhaustive):

- a. Disruptive, violent, distracting, or dangerous behaviour including bullying, fights, use of foul, abusive, sexist, racist and homophobic language.
- 3.3 Endangering themselves, fellow students, the driver or other road users.
- b. Distracting the driver or refusing to wear a seat belt or other safety equipment.
 - c. Behaving in a sexually inappropriate way including viewing or sharing sexually explicit material on a device.
 - d. Threatening violence during the journey.

- 3.4 Please complete the [online form](#) immediately if there are any changes to the following:
- Your personal contact details.
 - If your child leaves school during the academic year
- 3.5 If your child's address or education setting changes, you will need to re-apply for school transport through the online portal.

4 TRANSPORT PASSES/TICKETS

- 4.1 For any children allocated a pass to access their transport, the following applies:
- The pass issued for the transport route must **always** be carried. Failure to produce a valid pass may result in travel being refused or the student may be required to pay the fare (public transport only).
 - Passes are only valid on the transport to which the student is allocated. It is not transferrable and may be confiscated if misused e.g. allows another student to use it or travels on a vehicle they have not been allocated to.
 - Bus passes remain the property of Hampshire County Council and must be returned on request.
 - Issued bus passes must be intact, legible, not defaced, broken or damaged in any way or it may be confiscated by the driver.
- 4.2 If you require a replacement bus pass, please contact the School Transport Service by completing the [online form](#) to make your request. There will be a charge for a replacement bus passes and charges vary subject to operator. Should your child use public transport, you will need to contact the operator directly for a replacement pass, the School Transport Service is unable to issue these.

5 TRANSPORT ARRANGEMENTS

- 5.1 Parents/carers must inform the School Transport Service if the student has a medical condition e.g. epilepsy or severe allergies which can affect them on transport and must NOT assume we are already aware. We will pass information regarding the student's medical condition to their driver where necessary.
- 5.2 Parents/carers must not board the transport and are not able to travel with the student on contracted transport.

- 5.3 Parents/carers should not act in a threatening or abusive way towards the driver, or other students either on or around the bus. You should report any concerns to the school or School Transport Service.
- 5.4 If the student misses either the inwards or return pick-up, no alternative transport will be provided, and the parent/carer will be responsible for transporting the student. If your vehicle is continually early or late, please contact the School Transport team so that the problem can be rectified.
- 5.5 You must ensure the student is ready for transport. Vehicles will only wait 3 minutes past the arranged pick-up time before continuing the route. Vehicles will not wait for late students at bus stop pick-up points.
- 5.6 Home pick up points will be at the nearest public road to your property. Drivers will not drive onto private land or driveways.
- 5.7 **Late transport.** If your transport doesn't arrive within a reasonable time (around 20 minutes) and you haven't received a message from your driver or School Transport, please contact your transport operator directly, you will get a quicker response this way. If this is a regular occurrence, please make School Transport aware by completing the [online form](#).
- 5.8 **Adverse weather.** There is usually a period within most academic years where schools consider closing due to the threat of snow and ice. Be 'weather aware' and check weather reports, local radio, school websites etc. and bear in mind that transport may be cancelled for safety reasons by the operator even if the school remains open. You may need to collect the student from their school in the event of sudden adverse weather.
- 5.9 **Communication.** All forms of transport are prone to unforeseen issues, including staff illness, vehicle breakdowns, roadworks, severe traffic jams, severe weather, accidents, or school closures. In these situations, we will endeavour to communicate with you by phone call or text message (the mobile number you gave to School Transport will be used and **you must notify School Transport if any of your contact details change**). If anything does go wrong, you should have a Plan B of your own. You may need to take the student to school yourselves, or ask a friend or relative, or keep them home for the day. Bear in mind, if you do take to school yourselves, transport may also not be available for the return journey.
- 5.10 **Behavioural difficulties.** Please do not put the student onto transport if they are behaving in a very challenging or aggressive manner. The driver has the right to refuse to transport the student if they feel that there is any risk to themselves, the vehicle, or other students on board. This also applies for the return journey. Please be aware that in such cases the parent/carer is responsible for arranging transport to or from school for the day.
- 5.11 **Change of pick-up time.** The parent/carer is responsible for any transport required outside normal school hours; no provision is made for exam timetables, work experience or after school activities or if the student becomes unwell whilst at school and needs to go home early.
- 5.12 **One off cancellation.** Parent/carer should contact the operator directly if the student doesn't require transport e.g. appointments, timetabling, sickness, or any other absence. If a student is poorly whilst at school, the parent/carer will need to collect them.

- 5.13 **Equipment.** All equipment provided by School transport remains the property of Hampshire County Council and should be returned when the student no longer requires its use.

6 FURTHER INFORMATION

- 6.1 Please note there are further details at [Travel to school | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/travel-to-school)