



Home to School Transport Code of Conduct

By boarding School Transport (including public transport), both the student and parent/carer are agreeing to comply with this Code of Conduct. More information and frequently asked questions can be accessed via the Home to School Transport website under [Travel Arrangements](#).

Student Behaviour

- We expect all students to behave responsibly and safely on-board School Transport. Failure to behave to acceptable standards may lead to disciplinary action including written warnings, short or fixed term suspensions and in some cases, complete removal from transport
- For SEN students with an Education Health Care Plan (EHCP), although challenging behaviour may not always be willful, it is still unacceptable. A review of transport arrangements may be necessary and may still result in any of the above sanctions
- During any suspension, it will immediately become the parent/carer responsibility to make appropriate arrangements to transport the student to school
- Please be aware if the student is misbehaving before boarding any vehicle, the driver or escort may refuse to transport them
- Home to School transport are 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

In the interests of safety, the student must

- ✓ Follow all instructions from the driver or escort
- ✓ Keep noise to a reasonable level
- ✓ Not eat, drink, smoke or vape on board
- ✓ Not play music or games on electronic devices, unless personal earphones are used
- ✓ Queue and board transport in a sensible manner and not push or jostle whilst entering/leaving the vehicle
- ✓ Wear their seatbelt where provided and in accordance with the Law
- ✓ Remain seated unless otherwise instructed by the driver or escort
- ✓ Only travel on the transport they have been allocated to or issued a bus pass for
- ✓ Be ready for transport or at their bus stop 5 minutes before their estimated pick up time
- ✓ Always give their name if asked by the driver, school or Home to School Transport
- ✓ Ensure school bags are stored under the seat, in the luggage rack, or on the student's lap

Bus Passes

- 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)
- 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
- Remain the property of Hampshire County Council and must be returned on request
- Must be intact, legible, not defaced, broken or damaged in any way or it may be confiscated by the driver
- **Replacements.** If you require a replacement bus pass, please email school.transport@hants.gov.uk to make your request. There will be a charge for a replacement bus passes, charges vary subject to operator

Parent/Carer responsibilities

- Parent/carer is responsible for the behaviour of the student whilst they use School Transport. They must ensure the student fully understands what is expected of them whilst on the vehicle and adheres to the Behaviour Code of Conduct
- Understand that any disruptive, violent, distracting or dangerous behaviour including bullying, fights, use of foul, abusive, sexist, racist and homophobic language, endangers themselves, fellow students or other road users, distracts the driver, refuses to wear a seat belt, behaves in a sexually inappropriate way, views or shares sexually explicit material on a device, or threatens violence during the journey, may lead to transport being withdrawn. (This list provides examples only and is not exhaustive)

Advise Home to School Transport immediately if there are any changes to;

- Your personal contact details – please complete a new [Contact card](#)
 - The student's medical condition
 - The student's primary address
 - The student's wheelchair (make or model). **Not all wheelchairs are transportable**, please check this with your provider before changing wheelchairs
- Please let us know if the student has a medical condition e.g. epilepsy or severe allergies which can affect them on transport. Do NOT assume we are already aware. We may pass information regarding the student's medical condition to their driver or escort where necessary
 - Parent/carer must not board the transport and are not typically able to travel with the student on contract transport
 - Parent/carer should not act in a threatening or abusive way towards the driver, escort, or other students either on or around the bus and report any concerns to the school or Home to School Transport
 - If the student misses either the inwards or return pick-up, no alternative transport will be provided and parent/carer will be responsible for transporting the student. If your vehicle is continually early or late, please contact the HTST team so that the problem can be rectified

- Must ensure the student is ready for transport. The vehicle will only wait 3 minutes past the arranged pick up time at home pick-ups before continuing the route and will not wait for late students at bus stop pick-up points
- A parent/carer must be present at the pick-up and drop off point at the correct time. If the student has a home pick-up the driver will get as close to the home as possible, access permitting, but will **not** normally come onto your drive. If no parent/carer is present at the drop off point, we may instruct the driver or escort to take the student to the nearest Social Services office or Police Station. Repeated reports of this may lead to a withdrawal of contract transport
- If you are happy for the student to travel unaccompanied you must sign a waiver to confirm they can travel unaccompanied. A form can be requested from school.transport@hants.gov.uk. **This applies to all students with any special educational needs and Primary aged students**

- **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, escort or Home to School Transport, please contact your transport operator directly

- **Adverse weather.** There is usually a period within most winters where schools consider closing due to the threat of snow and ice. Be 'weather aware' yourselves 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 even need to collect the student from their school in the event of sudden adverse weather

- **Communication.** All forms of transport are prone to unforeseen issues, anything could go wrong, from staff illness, to vehicle breakdowns, severe traffic jams, severe weather, accidents or school closures. In these situations, we will endeavor to communicate with you by phone call or text message (the primary mobile number only will be used). 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
- **Behavioural difficulties.** Please do not put the student onto transport if they are behaving in a very challenging or aggressive manner. The driver or escort 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
- **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
- **One off cancellations.** Parent/carer to contact the operator or escort 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
- **Equipment.** All equipment provided by Home to School Transport remains the property of Hampshire County Council and should be returned when the student no longer requires its use.