

**Using school transport: guidance for students, parents and guardians**

**Getting to and from the pick-up or drop-off point**

Where transport is allocated on a minibus, students are expected to make their own way to and from the pick-up and drop-off point.

For the majority of students, a ‘door to door’ service is not provided, students may be expected to walk a reasonable distance to and from pick-up and drop-off points, at the beginning and end of their journey.

Parents or guardians are responsible for arranging accompaniment to and from the pick-up and drop-off point where they deem this necessary on safety grounds.

Where entitlement to transport has been awarded on the grounds of the non-availability of a walking route to school, this does not necessarily apply to the walking route to and from a pick-up and drop-off point.

**At the pick-up and drop-off point**

Parents or guardians are responsible for the safety and behaviour of their children when travelling to, from and at the pick-up and drop-off point.

Students should arrive at the pick-up and drop-off point 5 minutes before the advised scheduled departure time.

Students should wait for the vehicle sensibly. Reports of inappropriate behaviour at the pick-up and drop-off point will be referred to the school and dealt with accordingly.

When on board, students should immediately find a seat. Seat belts must be worn where provided.

**Students picked-up or dropped-off at home**

Drivers are not required to collect children from or drop children at the door.

It is important that a responsible person is at home in the morning and afternoon when the vehicle arrives. If due to unforeseen circumstances an appropriate person is not at home, you must contact the school to make alternative arrangements.

Students should be ready to board the vehicle at the specified time. If they are not, the driver will leave and continue the journey without them to ensure a timely arrival at school for the other passengers.

Parents or guardians are responsible for providing transport to ensure their child or children attend school.

**Pick-up and drop-off times**

Routes to and from school and pick-up and drop-off times are planned by the transport team to be as efficient as possible for all students travelling on the vehicle.

Because of this, it is not possible to accommodate the individual circumstances of each family, such as work commitments or taking other children to and from school.

Parents or guardians cannot choose their own pick-up and drop-off times and there is a need to be flexible to suit the transport arrangements provided.

Unavoidable changes to pick-up and drop-off times can be unsettling, however these are likely to be an ongoing factor for students travelling on school transport throughout their education.

**Journey length**

Students living furthest away from the school are likely to have a longer journey time if picked-up first and dropped-off last.

In order to manage passenger numbers on each vehicle, students may be allocated to a route that does not have the shortest journey time, or the closest pick-up and drop-off location to the home address.

**If the vehicle is late**

Wait at least 30 minutes before making alternative travel arrangements.

Parents or guardians and students should ensure they have the telephone number of the school (0121 502 2645) in case of an incident.

In the event of an incident such as a vehicle breakdown, the driver will determine if passengers should remain on board or leave the vehicle.

Students should follow driver instructions and must not leave the vehicle without permission. Any student leaving the vehicle against the driver's advice does so at their own risk.

**Changes to transport arrangements**

Throughout a child’s education, travel arrangements are likely to change multiple times. This includes changes to pick-up and drop-off times and locations, changes to journey length, changes of driver, along with other passengers joining and leaving the vehicle.

Transport variations are often unavoidable and are made in response to a change of requirements.

It is recognised that changes of arrangements can be unsettling, however transport providers work with families and schools to minimise disruption.

Parents or guardians must contact school if their child or children are moving home address; a reassessment of eligibility to transport will be required.

Journeys provided are based on the home address only, and transport providers are not required to accommodate alternative addresses such as childminders, another parent or grandparents.

**Part time attendance at school**

Transport is provided for eligible students at the normal start and end times of the school.

Where children are starting school and initially attending on a part time basis parents or guardians are required to make their own arrangements; lunch time journeys are not provided.

Eligible students may use the normal morning or afternoon transport if they wish.

**Driver and passenger assistant safeguarding checks**

Impact must ensure that all employees carrying out regulated activity on transport services have been through safeguarding checks.

The checks carried out include an enhanced Disclosure & Barring Service (DBS) check.

All passenger assistants are required to have an enhanced Disclosure & Barring Service check.

**Adverse weather conditions**

During snow or severe weather conditions, school will communicate with parents or guardians and schools if they are unable to operate a service.

We support decisions to suspend services where travel would be considered unsafe for passengers, staff or other road users.

Transport providers take into account multiple factors when making a decision:

* availability of staff; can they travel safely between their home and the vehicle depot
* road conditions along the whole route, including at the vehicle depot, at all boarding or alighting points and at the school
* pavement conditions for passengers between the boarding/alighting point and their home or school; including those with mobility issues
* weather forecast for the rest of the day; if passengers are transported in the morning, is the afternoon return journey likely to be possible
* minibuses are often rear wheel drive, and do not handle snow as well as front or all-wheel drive vehicles

**If transport is no longer required**

Students may move to a different home address, and school transport is no longer necessary.

Parents and guardians are under no obligation to use the transport offered and may wish to make alternative travel arrangements at their own cost.

Contact school to inform them transport is no longer required.

Telephone: 0121 502 2645

**Behaviour on school transport**

Impact transport team want to ensure that all students are safe and happy when travelling to school.

**Behaviour expectations**

Examples of how we expect students to behave when using school transport include:

**Travelling on the bus**

* Students are always seated
* Seatbelts are always used (where available)
* Noise is kept to a level that is not distracting
* No objects are thrown
* Safety equipment is not interfered with
* Rubbish is not left on the vehicle

**Unacceptable behaviours**

Examples of unacceptable behaviours when using school transport include:

* Bullying, harassment or intimidation (physical and/or verbal)
* Fighting or distracting the driver
* Failure to adhere to the safety rules onboard
* Using the emergency exit
* Carrying a blade or any sharp instrument
* Smoking, e-cigarette or drug use
* Moving around the vehicle
* Throwing objects around the vehicle
* Taking photos or videos with mobile phones or other devices
* Tampering with any health and safety equipment
* Verbal abuse or spitting
* Assaulting any staff
* Vandalism or damage to the vehicle

In cases of physical assault and vandalism, criminal law is applicable and the police will be involved.

In cases of vandalism, parents and guardians will be financially responsible for any damage caused as a result of the student’s behaviour.

**Travel exclusions**

Cases of frequent low-level behaviour and more serious incidents may lead to immediate travel exclusions.

**Immediate travel exclusion**

These are issued following a serious cause for concern regarding a student’s behaviour. During this time, transport will be immediately withdrawn while an investigation takes place, during which any transport arrangements will be reviewed.

**1-2 Week travel exclusion**

Transport will remain in place while any report received is investigated. Following an investigation, if a student has been found to have broken our behaviour expectations, then a subsequent travel exclusion will apply for a set length of time.

**Permanent exclusion**

A student may be permanently excluded from transport if their behaviour continues to be so dangerous that health and safety is compromised.

During any exclusion from transport, parents and guardians are responsible for ensuring their child attends school.

**Please date and sign below if you agree to the conditions stated above:**

**Signed (student)**

**Date**

**Signed (parent)**

**Date**

**Signed (Impact representative)**

**Date**