



Llywodraeth Cymru  
Welsh Government

Safe Travel on School Transport

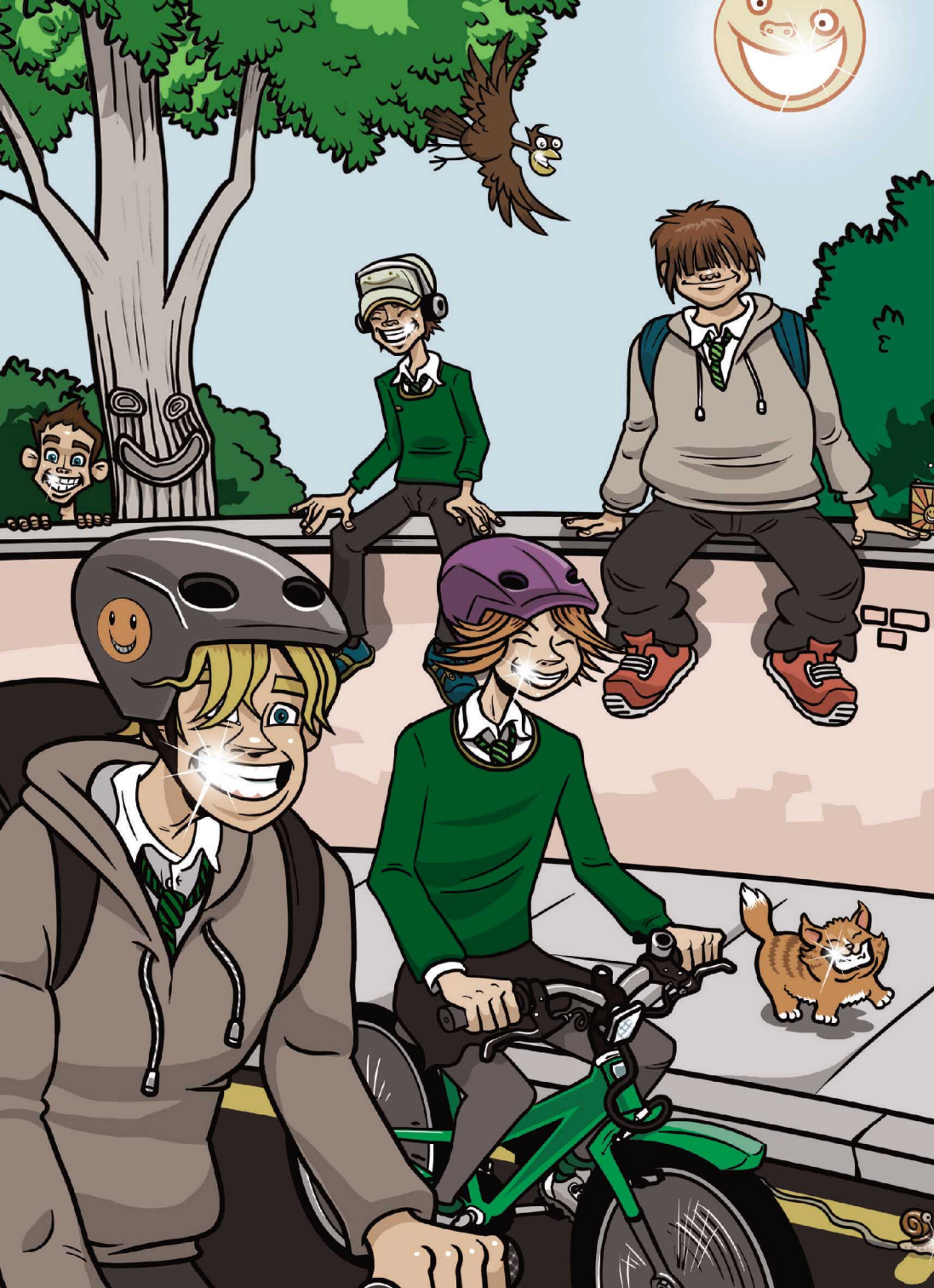
# Guidelines for Schools, Parents & Learners



Cyngor Bwrdeistref Sirol



BRIDGEND  
County Borough Council



# Guidelines for Schools, Parents & Learners

This booklet has been produced to advise all who are involved with school transport of their obligations and to ensure the Council is able to provide a safe, efficient and reliable transport service.

The Council has a statutory responsibility to comply with the requirements of the Learner Travel (Wales) Measure 2008 and to make available information about its policies, as well as the arrangements it puts in place to transport its learners.

The Learner Travel (Wales) Measure has delivered improvements for learners and enabled the publication of the first ever All-Wales Travel Behaviour Code. This Travel Code seeks to improve the safety of learners on their journey to school and sets out the standards of behaviour required of all learners when travelling to and from school.

Supporting the safety of learners whilst they are using school transport requires the schools, parents and learners to work together in partnership with the transport operators and the School Transport Team. These guidelines set out this relationship.



# The Council Commitment

- › It is the Council's intention to provide a school transport service that will seek to carry learners safely, comfortably and without unreasonable levels of stress.
- › The Council provides school transport advice to members of the public during normal office hours by telephone.
- › The Council provides transport for mainstream learners to and from their nearest public bus stop. SEN learners are transported to and from their home address.
- › The Council is mindful of the impact on learners of lengthy journey times when planning school transport routes. There is also a need to balance such considerations alongside the requirement to manage limited public resources and this will inevitably lead to longer routes as vehicle occupancy levels are maximised.
- › The Council will seek to ensure that most journeys will be no more than 45 minutes for primary learners and 60 minutes for secondary learners, with no route lasting more than 75 minutes.

- › All drivers and passenger assistants employed to operate school contracts on behalf of the Council are required to have received enhanced clearance through the Disclosure & Barring Service (DBS). (Previously known as CRB'S) Once the Council has reviewed, and is satisfied with, the content of the DBS disclosure, the driver and passenger assistant will receive a letter of authorisation to work on behalf of the Council. To validate their identity, ID badges will be issued to all authorised personnel.
- › The safety and quality of school transport services and routes will be monitored on a regular basis.
- › The Council aims to avoid changes in operators, drivers and passenger assistants. However due to the nature of the service provision, some changes will be unavoidable.
- › The Council will work in conjunction with all schools, parents, carers and contractors to resolve any behavioural issues that arise on school/college transport.

- › The School Transport Team will maintain a log of all reported incidents, investigate each incident in conjunction with the school, parents, carers and contractors and take sanctions where appropriate in accordance with the Travel Behaviour Code which could lead to the loss of free school transport for some time.



# Schools

These guidelines have been prepared to assist schools in carrying out their responsibilities to ensure the provision of a quality school transport service.

## Schools are asked to:

- › Advise the School Transport Team if you have additional learners who require school transport and who do not appear on the transport lists. Permission to travel has to be authorised by the School Transport Team before travel takes place.
- › Support the operators in helping to ensure that there are no unauthorised passengers on the vehicles.
- › Include the use of school transport and the journey to school in the school curriculum through assemblies and other classroom time.
- › Raise awareness within school about the Travel Behaviour Code - [www.travelcode.org](http://www.travelcode.org), enforcing it and ensuring that it is embedded into school behaviour and discipline policies.
- › Ensure that learners understand the rules of behaviour and the need for safety on school transport. Incidents of bad behaviour should be reported to the School Transport Team and will be jointly investigated.
- › Ensure that learners understand the rules of behaviour and the need for safety on school transport. Incidents of bad behaviour should be reported to the School Transport Team and will be jointly investigated.
- › Provide every assistance in identifying those involved in incidents of bad behaviour and liaise with the School Transport Team to determine the appropriate course of action to be taken.
- › As per the Learner Travel Operational Guidance issued by the Welsh Government it is good practice that Head Teachers ensure that there is supervision of embarkation and disembarkation whether on, outside, or near the school premises. The level of supervision will depend on local circumstances and the age of the pupils.



- › Where primary school learners are involved, supervise children to and from the school grounds and the vehicles.
  - › Liaise with the School Transport Team and the operators to provide safe access to and from the school premises, and ensure that private cars do not impede the progress of the school transport.
  - › Work with parents and learners to encourage the shift from the use of the car for the school run to the greater use of dedicated school transport vehicles, local bus services, walking or cycling.
  - › Liaise with the School Transport Team as soon as possible regarding any plans to change the school day, in order to determine whether transport can be organised to accommodate the proposed change.
  - › Work with the School Transport Team to set and maintain standards, reporting any concerns or incidents. A prompt written report will assist in resolving issues quickly and could provide the basis for future service development.
- › Should a vehicle fail to arrive at anytime, please inform the School Transport Team immediately, so that the matter can be investigated directly and alternative arrangements made if required. The operator could also be contacted from the contact information given by School Transport at the start of the term. Should the problem arise at the time of pick up from the school, please keep the learners together until the replacement vehicles arrive.
  - › Provide written notification to the School Transport Team as per information given to the Corporate Director of Childrens Services of the proposed inset and school closure days at the commencement of the academic year, or 10 school days in advance at the latest. The School Transport Team will advise the operators in advance, thereby avoiding unnecessary expenditure.



# Parents

These guidelines have been prepared to assist parents to ensure the safety of their child and others when using the school transport service.

## Parents are asked to:

- Advise the school about any change of address or other circumstances that may affect transport arrangements. The school will then advise the School Transport Team of changes in order to allow the entitlement to free transport to be checked and where appropriate, the necessary arrangements made. The school will also pass on the emergency contact number to School Transport, so that you can be advised of any changes to the transport arrangements.
- Ensure that your child, if attending a secondary school, does not leave home without a valid bus pass. The loss of a bus pass will be free in the first instance but thereafter will incur an administrative charge of £5.00 which can be paid with a cheque or credit or debit card by telephone.
- Make sure your child is ready to be picked up at home or at the pick-up point ten minutes before the allocated time. Details of the bus stop pick-up times are enclosed. For SEN pick-ups, which are usually from the learner's home address, approximate times can be arranged with your driver.
- Parents, and Carers have to ensure that appropriate supervision arrangements are put in place, for primary school learners, ensuring that your child is taken to and collected from the nominated pick-up points by a responsible adult. Repeated failure to comply with this practice may lead to transport being withdrawn.
- Drivers will not wait for a parent or guardian who does not arrive on time to collect their child. In this situation a driver will not leave a child at the agreed collection point (or destination) but will continue the journey with the child on board. On completion of the route the driver will return to the child's drop off point. If at this time the parent or guardian cannot be contacted, the child will be treated as an abandoned child and will either be taken to a place of safety or taken to the nearest police station.
- For SEN pick ups, drivers and passenger assistants are instructed not to wait longer than five minutes after the arranged times. Any delays can have a significant affect on other learners on the same vehicle. For the benefit and well being of other learners, please ensure that your child is ready to leave at the agreed pick-up time. The passenger assistant will walk with your child from the kerb-side outside your home.



- Pick-up points are arranged to balance the need to pick-up children as close to their homes as possible and the need to limit the number of pick-up points to a level which results in reasonable journey times.
- In the mornings your child should leave home in plenty of time to get to the bus so that there is no need to rush, particularly if there are roads to be crossed.
- Where transport is arranged by taxi, or the pick up is from the learner's home address, please advise the operator as soon as possible if your child is ill or unable to attend school for any reason.
- Ensure that your child understands that they should wear a seatbelt (if the vehicle is fitted with seatbelts) whilst travelling on school transport.
- Encourage good behaviour whilst travelling on school transport and support the operators, drivers, passenger assistants, the School Transport Team and the schools in ensuring that your child complies with the Welsh Government's Travel Behaviour Code  
[www.travelcode.org](http://www.travelcode.org).
- Ensure that your child is aware of the need for good behaviour whilst travelling on school transport. If they misbehave on the vehicle, it may result in your child being excluded from home to school transport, in accordance with the Travel Behaviour Code. Parents will then be responsible for the full cost of ensuring that the learner is able to attend school.
- Advise the School Transport Team of any concerns you have about the transport provided for your child to the Transport Team.
- For learners with Special Education Needs, please advise the School Transport Team if your child uses any specialist equipment. You will be required to provide this yourself except for booster or child seats.
- Any damage to the vehicle caused by a learner could result in the operator seeking to obtain reimbursement to cover the cost of the repairs.



**MAKE EVERY JOURNEY A GOOD ONE**

**STICK TO THE TRAVEL CODE.**

# Learners

These guidelines have been prepared to ensure that learners are provided with a quality school transport service. To ensure the provision of comfortable, safe and stress free travel, learners must behave in a way that does not endanger themselves, other passengers, drivers, passenger assistants or other road users.

It is the Council's intention to provide a passenger transport service that will seek to carry learners safely, comfortably and without unreasonable levels of stress.

# Learner Behaviour

- › Your safety is very important. You must behave responsibly and safely when travelling to and from school, and follow the rules in the School Bus Travel Behaviour Code.
- › Report any misbehaviour to the driver, passenger assistant, school or the School Transport Team.
- › In cases of particularly bad behaviour by the learners, drivers have been instructed if necessary, to stop the bus until order is restored.
- › Each case of misbehaviour will be considered on its merit. Any unacceptably disruptive behaviour will be investigated to minimise the risk of such behaviour being repeated.
- › Vehicles used for school transport may be fitted with CCTV. The footage is confidential but may be used as evidence in cases of misconduct or misbehaviour.
- › Following an investigation, the right to transport may be removed for a specified period, depending on the severity of the incident.
- › Any damage to the vehicle caused by a learner could result in the operator seeking to obtain reimbursement to cover the cost of the repairs.

**TELL A TEACHER, PARENT OR DRIVER**

**ABOUT ANY POOR BEHAVIOUR**

**OR BULLYING YOU SEE.**



## Learners are asked to:

-  Follow the guidelines in the Travel Behaviour Code, as issued by the Welsh Assembly Government - [www.travelcode.org](http://www.travelcode.org)
-  Always respect others, including other learners, drivers, passenger assistants and the public.
-  Always respect vehicles and property.
-  Always be polite.
-  Never drop litter.
-  Always behave well and follow the driver or passenger assistant's instructions when travelling.
-  Never to distract the driver.
-  Always cross the road safely and sensibly.
-  Always wait sensibly off the road when at the bus stop and do not push or rush for the door.
-  Show your bus pass (if you have been given one) when you get on the bus.
-  Stay in your seat for the whole journey and never block the aisle with your bag or other belongings.
-  Always wear a seatbelt (if one is provided).
-  Never throw anything in or from the bus.
-  Never damage or vandalise any part of the bus.
-  Never operate the bus doors or exits, except in an emergency.
-  Follow the instructions of the driver or passenger assistant at all times.
-  If there is an accident, stay on the bus until you are told to leave. If it is unsafe to stay on the bus then leave by the safest exit.
-  Never try and get on or off the bus until it has stopped.
-  Always get off the bus sensibly, taking all your belongings with you.
-  Never cross the road in front of or close behind the bus.



# Bus Passes

- Bus passes are issued to all comprehensive school learners who are entitled to travel on school transport. The colour of the bus pass will correspond with the coloured route sign located at the front of the vehicle. Learners will be able to easily identify the bus they should be travelling on. Drivers will be able to easily check that learners are travelling on the correct bus. Learners without the correct colour coded bus pass will not be allowed to board the vehicle.
- Learners are expected to carry their bus pass at all times and show it to the driver each time they board the vehicle. This will ensure that only those learners who are entitled to travel on the bus do so and prevent it from being overloaded.
- Where a pass has been lost, the school will issue a temporary authorisation slip until a replacement pass can be obtained. The cost of a replacement pass is £5.00. This covers administrative costs and can be paid with a credit or debit card by telephone. If no action is taken to purchase a replacement pass, the entitlement to transport may be withdrawn.
- Bus passes are not issued to primary school learners. Their transport providers have been issued with a list of those entitled to travel.

# Contractors

- › All employees working on a school contract **MUST** have completed an enhanced DBS check and wear the photographic identity badge issued by the Authority. Where the DBS disclosure is not accepted, drivers, passenger assistants and their employing operators will receive a letter stating that they cannot be used for school transport. The employing operator is required to confirm that they have received this notification and that they will not use that driver or passenger assistant.
- › The Council will terminate any contract where drivers and passenger assistants are found not to have enhanced DBS clearance or have not been authorised by the School Transport Team to work on the Council's school transport.
- › Contractors should ensure that drivers respond to pupils in an appropriate and effective manner. Tact, good humour, and conflict resolution skills are important as well as knowledge about safety, emergency procedures and Child Protection Issues. A Driver certificate of Professional Competence will be required to be completed by Autumn 2013 for any driver operating a bus or coach.

# Contact Details

This leaflet aims to provide information to schools, parents and learners who use the transport services provided by Bridgend County Borough Council.

## For any further information:

### Email:

[tony.hart@bridgend.gov.uk](mailto:tony.hart@bridgend.gov.uk)

or

[Marjorie.dixon@bridgend.gov.uk](mailto:Marjorie.dixon@bridgend.gov.uk)

### Telephone:

01656 642653

01656 642654

### Fax:

01656 642859

### Writing:

Integrated Passenger  
Transport Unit

School Transport Team

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Borough Council

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Angel Street

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CF31 4WB

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