

Travel Assistance Code of Conduct

The Code of Conduct is in place to ensure that everyone is able to travel to and from school/college in safety.

Young people, Parents/carers agree to:

- Read, understand and agree to the code of conduct
- Explain as fully as possible to the young person the need to behave appropriately on school transport
- Take responsibility for the behaviour of the young person and any potential consequences for unacceptable behaviour
- Support the Transport Provider and the Bexley Integrated Transport Unit (BITU) to help ensure that the young person behaves appropriately whilst travelling.
- Have the young person ready for collection at the specified time. **Note: Transport will wait no more than 3 minutes (10 minute window for pick-up point)**
- Escort the young person to and from the vehicle
- Ensure the young person attends school/college if the transport is missed
- Make own arrangements if the young person is unwell
- Make own arrangements if the young person is sent home or needs to attend school at any other time than the regular time
- Inform the BITU or Transport provider if the young person does not need transport on any particular day
- Ensure that a responsible person over the age of 18 is available to receive the young person at the end of the day. If no one is available and we cannot contact you, the young person will be taken to the Social Services Resource Centre and it will be your responsibility to collect the young person
- Ensure that your contact details held by BITU are always up to date

Unacceptable behaviour:

The following is a list of the types of behaviour that are unacceptable.

- Physical violence towards staff and other passengers.
- Bringing weapons, knives, drugs, alcohol onto the vehicle.
- Exiting the vehicle at any point during the journey that is not the agreed drop off point.
- Not remaining seated and wearing the appropriate seat belt.
- Shouting, Swearing or Spitting
- Behaviour that causes distress to other passengers
- Distracting the driver
- Failing to follow the requests or instructions of the escort or driver.
- Smoking is prohibited on all vehicles
- Malicious damage to the vehicle
- Eating and drinking is not allowed

This list is not exhaustive and any behaviour that is considered to put the young person themselves, other young people travelling and/or the transport provider staff at risk of harm will be considered as unacceptable.

Consequences of unacceptable behaviour:

If a report is received of unacceptable behaviour the following will take place:

- BITU will fully investigate all incidents reported with the aim of resolving the issue and

continuing the transport provision.

- If it is a minor issue, BITU will contact the parent/carer to discuss the matter and agree a way to resolve the issue and prevent a re-occurrence
- If the incident is serious enough to have caused a risk to the Health and Safety of the young person, other young people or the driver/escort, the young person responsible will be immediately suspended from transport while the investigation takes place
- Whilst the investigation is carried out, the parent/carer will be responsible for the young person's transport to and from school/college
- The outcome of the investigation may result in transport being reinstated, transport being suspended for a specified period of time or in the most serious of cases permanent exclusion from transport
- Transport provision will also be reviewed and reconsidered (and potentially removed) if the unacceptable behaviour continues or is repeated.

Declaration

By submitting the application for transport, the young person, parent or carer is confirming that they have read, understood and agreed to the Code of Conduct.