

London Borough of Bexley

Code of Conduct

School Transport Assistance

May 2018

Introduction

We know that most children and young people behave well on school transport, but occasionally the behaviour of a few can make the journey unpleasant for everyone, and can sometimes endanger others.

We have a code of conduct because we want everyone to stay safe and travel in comfort. To make sure this happens we need all children /young people and their parents/carers to agree to abide by this code of conduct. If your child is very young or has special educational needs we ask parents/carers to explain to their child the need to behave appropriately on school transport.

Parent/carers must take responsibility for the behaviour of their child and we ask for your support to help ensure that your child behaves appropriately whilst travelling.

If your child is responsible for an incident that occurs on the transport it will be investigated, with the aim of resolving the issue and restoring the provision. If it is a minor issue you will be contacted by the Bexley Integrated Transport Unit (BITU) to discuss the matter and agree a way to resolve the issue. If it is serious enough to have caused a risk to Health and Safety of your child, other children or the driver/escort, your child will be **immediately** suspended from transport, whilst the investigation is carried out and you will be responsible for your child's transport to and from school.

We have a duty of care for staff, your child and other passengers traveling on the vehicle.

By submitting an application for travel assistance you agree to meet the requirements set out in this document.

The following is a list of the types of behaviour that is deemed unacceptable: this list is not exhaustive. Failure to meet these standards will result in suspension from transport for a period of time. If the behaviour continues or is of a serious nature it **could result in permanent exclusion**. This will result in you being responsible for getting your child to and from school.

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 child/young person ready for collection at the specified time. **Note: Transport will wait no more than 3 minutes (5 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 an 'authorised' adult is available to receive the young person at the end of the day or sign a disclaimer to enable the child to walk home alone from the transport. If no one is available and we cannot contact you, the child/young person will be taken to the Civic Offices or a 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/or wearing the appropriate seat belt.
- Shouting, Swearing or Spitting
- Behaviour that causes distress to other passengers
- Distracting the driver
- Failing to follow the safety requests or instructions of the escort or driver.
- Smoking is prohibited on all vehicles
- Malicious damage to the vehicle
- Offensive Language
- Eating and drinking on the transport (when not part of an agreed support)

This list is not exhaustive and any behaviour that is considered to put the child/ young person themselves, others 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 child/young person, others travelling or the driver/escort, the child/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: in such cases the parent/carer may be offered a Personal Travel Assistance Budget to enable them to transport their child.
- Transport provision will also be reviewed and reconsidered (and potentially removed) if the unacceptable behaviour continues or is repeated.

Declaration

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