

Children Services

# Home to School Transport

Code of Conduct - Taxi Provision

January 2019



## Transport Provision

- Central Bedfordshire only commissions contracts to CBC approved transport providers
- All operators have been approved for use and have satisfied our criteria.
- All vehicles should display a plate clearly showing the license number
- All drivers and passenger assistants are DBS cleared
- All drivers and passenger assistants carry an identity badge
- Central Bedfordshire monitors all school vehicles at least three times per academic year
- All vehicles are to display a route number and CBC logo

## The service provided

- Operators will wait no longer than 5 minutes after the allotted pick-up time outside a property. If the student cannot board their taxi within this time, the taxi will pull away.
- All students will show their travel pass to the driver on request. Students without their pass may be refused travel.
- Operators will not return to collect a student where the student has not been present at the allocated collection time.
- Only students who are entitled to travel will be transported
- Parents/carers are not entitled to use the transport provision
- After school club or extra curricular activities will not be accommodated
- Any changes to the route timings must be approved by the School Transport Team and will not be accommodated by the driver
- Drivers will not amend collection time instructions at the instruction of the student.
- Operators will wait for a maximum of 5 minutes after the collection time from an establishment. If the student does not board the transport within this time the taxi will be instructed to pull away and will not return at a later time.
- Students will only be dropped at the home address and where there is a parent/carer present. Alternative collection/drop off addresses will not be approved.
- Students can not be left with another person at the home address unless prior agreement has been made.
- Where there is no one at home to receive the student and parents can not be contacted the driver will report to the School Transport Team who will arrange an alternative place of safety.
- Drivers will not under any circumstances take new address instructions from a parent, student or school. Operators will only take instructions of required changes to the route from the School Transport Team
- Transport provided will be one inbound and one out bound journey a day unless otherwise specified by a pre-agreed timetable.

## Parent/Carers responsibility

- Ensure the student is ready for collection 5 minutes before the scheduled collection time and has their travel pass.
- Ensure that you or an appropriate adult is available when your child returns home
- Notify the School Transport Team if there will be a different responsible adult present at the home address in your absence. Children will not be left with a different adult unless we have been notified and prior agreement given.
- Advise the School Transport Team immediately should the transport not be required providing as much notice as possible. If this is outside the office hours of 8am – 5.30pm please contact the taxi company directly & email using the below contact details.
- Ensure that you notify the School Transport Team immediately of any changes to your contact details, address, or emergency contacts.
- Ensure that you notify the School Transport Team of any changes to your child's transport provision.

## The Code of Conduct

In order to ensure safe travel to school pupils should always:

- wait sensibly for the vehicle at the agreed pick up location
- be polite, courteous and respectful to the driver, passenger assistants and all other passengers
- remain in their seat whilst the vehicle is moving
- wear a seatbelt
- put belongings safely out of the way
- leave the vehicle clean and tidy – take rubbish away and deposit in a waste bin
- follow any instructions given by the driver or passenger assistant
- make an agreement with Parent/Carer as to what to do if the vehicle does not arrive or is missed

Pupils should never:

- distract the driver
- operate the doors or windows unless there is an emergency
- deliberately damage or vandalise the vehicle
- throw items around or out of the vehicle
- smoke, eat or drink whilst on the vehicle
- intimidate or be verbally or physically abusive towards other passengers, the driver or passenger assistant
- leave the vehicle without permission
- cross the road in front or immediately behind the vehicle.

## What can happen if the Code of Conduct is not followed?

### Penalty guidelines

If an incident occurs it will be investigated jointly by the School, Contractor and Central Bedfordshire Council with the use of CCTV footage (if available) and witness statements. Failure to adhere to the Code of Conduct will result in the issuing of a warning and/or a ban determined by the frequency and/or the level of offence.

Any transport ban implemented will be supported by the School and notice will be provided to the Parents/Carers. It is parental responsibility to ensure that their child continues to attend school during any ban from home to school transport.

The below are guidelines only and penalties will vary dependent upon each individual incident. They include but are not limited to the following:

### Category 1 (warning or withdrawal from transport)

- Not wearing a seatbelt (where provided)
- Swearing at the driver/passenger assistant/general public
- Disobeying an instruction given by the driver and/or passenger assistant
- Littering the vehicle
- Refusal to remain seated whilst the vehicle is in motion.

### Category 2 (short term withdrawal from transport)

- Lack of consideration towards driver/passenger assistant/member of the public
- Minor vandalism
- Smoking
- Verbal abuse towards driver/passenger assistant/other passengers
- Repetition of any incident which resulted in a one-week ban
- Interfering with safety equipment
- Distracting the driver by moving around the vehicle whilst it is in motion.
- Leaving the vehicle without permission

### Category 3 (long term or permanent withdrawal from transport)

- Misuse of vehicle doors & windows
- Bullying or harassment
- Assault of another passengers/driver/passenger assistant both physical & verbal
- Intentionally distracting the driver
- Throwing objects around inside or out of the vehicle
- Pushing others through doors or windows
- Serious acts of vandalism.

**Those students who choose to repeatedly act in a manner that is detrimental to the safety and well-being of others may be permanently excluded from transport.**

### Information for Parents/Carers

By accepting the transport provision from Central Bedfordshire Council, you are agreeing to the Code of Conduct and to advise the School Transport Team of any changes in contact details or circumstances that may affect the provision of transport for your child.

**If a parent/carer verbally abuses a driver or contractor your child may receive a warning or ban for *your* behaviour.**

Whilst you have been allocated to a taxi this could be subject to change based on the requirements to deliver a cost effective and efficient service to cater for all entitled students. Where a change is required you will where possible be notified in advance in writing.

As per the Home to School Transport Policy we will provide transport to and from a primary home address only. We are not able to provide transport to any other addresses including child minders, after school clubs, work address, another establishment or any other alternative address.

### Declaration from Central Bedfordshire Council

Central Bedfordshire Council reserves the right to issue warnings and/or ban students whose behaviour is deemed to cause offence or which puts themselves or others at risk. Pupils enter an agreement with Central Bedfordshire not to act in a manner which is likely to cause harassment, alarm or inconvenience to other transport users. Pupils should also understand that breaching the Code of Conduct will result in action being taken in line with published penalty guidelines. In addition a pupil's entitlement to transport may be removed.

If transport was withdrawn Parents/Carers would be responsible for arranging alternative transport for their children. Where the transport company incurs a cost for repair of loss of service following vandalism to the vehicle this cost will be passed on to parent/carer of the student proven responsible.

Whilst Central Bedfordshire Council aim to keep changes to your child's transport to a minimum, it is necessary to make regular reviews of the transport network to ensure the Council is providing a cost effective and appropriate service. Where changes are made Central Bedfordshire Council will endeavor to provide written confirmation to the pupil's home address or via the school.

If you have any concerns about the transport provision that you child is receiving do not hesitate to contact us.

#### Contact us...

by telephone: 0300 300 8339

by email: [school.transport@centralbedfordshire.gov.uk](mailto:school.transport@centralbedfordshire.gov.uk)

on the web: [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

Write to: The School Transport Team, Central Bedfordshire, Priory House, Monks Walk, Chicksands, SG17 5TQ