

## Transport Code of Conduct

### Parents / Students / Carer

- Please ensure the passenger is ready to go at agreed pick up time as we do have a strict waiting time rule of 3 minutes. If the Passenger is not ready on time the vehicle will depart without them, and will not return at a later time. It is vital that all passengers arrive at school on time, therefore both parents students and guardians need to show due consideration and understand that if the passenger is not ready on time this has a knock on affect and does impact other passengers and parent / carer
- If the passenger will not require transport e.g. illness, family holiday, medical appointment, we ask that you let us know on 0118 974 6000. Please do contact the operator directly if the passenger is unwell and you wish to cancel the transport early in the morning as our offices are not manned until 8.30am.
- \*Where applicable\* Transport will be provided on school days only and we do not accommodate after school clubs, any private appointments, nor are we able to facilitate requests to drop students at any alternative addresses to the one nominated home address. **The service is solely for daily school journeys in line with the standard start and finish times.**
- All drivers (and passenger assistants when used) on school transport routes are DBS checked and badged by an appropriate authority, and all vehicles are suitably licensed for the class of work. **We are not able to guarantee the same driver and passenger assistant every day, but every possible effort is made to have a regular crew in place for transport.**
- Advise us immediately of any changes to your home address or telephone numbers. The supply of false information may invalidate the award of free school transport, and lead to recovery of any costs.
- Keep personal belongings with you, and take any litter with you when leaving the vehicle.
- If the passenger is unwell during the course of the day, it is the parent / carers responsibility to collect them if this is necessary. \*if Applicable\*Your child should return to school when they are well enough to do so, and in line with guidelines the school will have in place.

### Summary of Unacceptable Behaviours

- *Bullying (verbal or physical) towards other passengers, the driver or passenger assistant\**
- *Shout, use offensive language, throwing items, spitting or inappropriate gestures*
- *Failure to follow instructions from the driver or passenger assistant, or distracting driver whilst the vehicle is in transit*
- *Eating or drinking in the vehicle*
- *Causing any damage to the vehicle. In the event a passenger is found to have caused damage, cost for repairs will be invoiced to parents / carers*
- *Drug abuse or smoking any form of cigarette, including e-cigarettes or vapour cigarettes*
- *Requests to be dropped off anywhere else, or for friends not entitled to travel to accompany the passenger*

This list is not exhaustive and each incident will be investigated accordingly. We work closely with Schools and Transport Operators to maintain good standards. Please note that Wokingham Borough Council reserves the right to issue warning letters where appropriate, temporarily suspend or even permanently withdraw transport provision, should an incident be of a very serious nature, from any student found to be in breach of the Code of Conduct. **Suspension or withdrawal of transport would be matter of last resort.** In the event that this takes place parents/carers will be responsible for organising transport. Any response will appropriately take into account the personal circumstances of each student, however Health & Safety must be taken extremely seriously, and must never be compromised.

**\* If any passenger encounters issues with bullying it should be reported to the School and a Transport Officer at Wokingham Borough Council on 0118 974 6118 / 6280 immediately. Bullying is taken very seriously and we reserve the right to temporarily suspend or permanently remove students responsible for bullying from school transport**