

# Wokingham Borough Council

## School Transport Code of Conduct

### Parent/Carer's Responsibilities

- Make sure your child is ready to go to school when the vehicle arrives. The vehicle will wait for 3 minutes before leaving, and will not return.
- Take your child to the vehicle in the morning, and collect from the vehicle in the afternoon.
- If your child will not require transport (e.g. illness, holiday, doctor's appointment), please let us know. Contact operator directly if you need to cancel transport outside of our office hours of 9am—5pm Mon-Fri).
- Transport is for school days only and for normal school hours. We will not alter transport times to allow your child to attend afterschool clubs or medical appointments.
- Transport is between one home address and school. Children will not be dropped off at, or collected from, a different address.
- Tell us if you change your home address, telephone number or e-mail address. If you supply false information, we may stop transport and ask you to pay the cost of transport so far.
- If your child becomes ill during the school day and needs to be collected, it is your responsibility to collect them and inform the operator.

### Wokingham Borough Council's

- All drivers and passenger assistants (when used) are DBS checked.
- All drivers and passenger assistants will wear an identity badge.
- All vehicles will be licensed for school transport.
- We can not guarantee the same crew every day, but we will try to have a regular crew in place.
- You can contact us on weekdays between 9am and 5pm.

**0118 974 6000**

**CTU.Group@wokingham.gov.uk**

### Your Child's Responsibilities

- Keep personal items with you at all times and remember to take them with you when you leave the vehicle.
- Keep the vehicle as clean as when you got in it.
- Follow the crew's instructions.
- Respect the vehicle and look after it. Your parents will have to pay for any damage.
- Be kind to other passengers and crew.
- Help the driver to drive safely by not distracting them.

### What if I think my child is being bullied?

**If any student experiences bullying, it should be reported to your child's school and a member of the CTU Team at Wokingham Borough Council on 0118 974 6000 immediately.**

**Bullying is taken very seriously, and we reserve the right to temporarily suspend or permanently remove students responsible for bullying from school transport.**



Wokingham Borough Council works with schools, families and transport operators to maintain good standards.

We reserve the right to issue warning letters, temporarily suspend or even permanently withdraw transport provision from any child found to be in breach of the Code of Conduct.

If transport is suspended, or withdrawn permanently, it then becomes the parent/carer's responsibility to organise transport.