

Croydon Council Travel Assistance Code of Conduct

We know that most 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 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 that parents explain as fully as possible to their child the need to behave appropriately on school transport and sign the application form to indicate they have done so.

Parents 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, this will involve you, the passenger transport team and the school concerned with the aim of resolving the issue and restoring the provision. If it is a minor issue you will be contacted by the transport team 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 automatically 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 our staff, your child and other passengers traveling on the vehicle. By enforcing this code we aim to provide a safe and secure environment for all involved. By signing the Transport application form you are agreeing 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.

- Physical violence towards staff and other passengers.
- Not remaining seated and wearing the appropriate seat belt.
- Distracting the driver
- 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.
- Failing to follow the requests or instructions of the escort or driver.
- Smoking is prohibited on all vehicles
- No Eating and drinking
- Shouting, Swearing
- Behaviour that causes distress to other passengers
- Malicious damage to the vehicle

Further to this we also expect parents / carers to have your child ready for collection at the specified time. Our Transport providers have been instructed to wait no more than 3 minutes for your child. If your child misses the transport, you are responsible for ensuring that your child goes to school.

If your child is unwell or is sent home at any other time than the regular time you must make your own arrangements for their transport home.

Please make sure someone is at home to receive the child, if no one is at home and we cannot contact you, the child will be taken to a place of safety and Social Services will be informed. It will be your responsibility to collect your child from them.

To be a good passenger:

- Treat the bus driver and your fellow passengers with respect.
- Do as the driver asks.
- Stay in your seat and keep your seat belt on.
- Look after your possessions and the bus.
- Take any litter home with you.
- Keep noise to a reasonable level.
- If you see someone behaving badly or bullying others always report it to the driver or your school.
- Don't distract the driver except in an emergency.
- Don't carry real or replica weapons.
- Don't throw things.
- Don't eat, drink or smoke (smoking is against the law for everyone on buses, taxis and trains).
- Don't use bad language.
- Don't damage the vehicle - if you do your parents or carers will have to pay for the damage.