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Our Commitment

The Council aims to provide the learner transport where it has a statutory responsibility to do so for pupils/students to travel to and from a relevant place as determined by the Learner Travel (Wales) Measure. The nature of the transport provided by the council will be via a mode which the council considers will be without undue stress, strain or difficulty such as would prevent pupils/students from benefiting from the education on offer. Pupils/students should be able to travel in safety and reasonable comfort. We will take such steps as we consider necessary to satisfy ourselves of the suitability of both vehicles and drivers/passenger assistants.

- Parents, schools/colleges and contractors will have access to advice and assistance during normal office hours.
- Wherever possible, passes required for travel will normally be issued within 10 working days of receipt of an approved request.
- The Council will ensure that any special equipment, such as harnesses or seats, is provided either by the Council or the operator as deemed necessary.
- School journeys will be planned to minimise journey times, subject to the provision of an efficient and cost effective service.
- The Council will facilitate Criminal Records Bureau checks at enhanced level and ISA registration to ensure that drivers and passenger assistants are suitable for a post which involves transporting children.
- Identification badges will be prepared and issued to approved drivers and passenger assistants.

- The safety and quality of school transport services and routes will be monitored on a regular basis.
- Vehicles used for school transport may be fitted with CCTV. The footage is confidential but may be used as evidence in cases of misconduct or misbehaviour.
- We will work with the contractors, parents, pupils/students and the schools/colleges to resolve any behavioural problems which may arise on school/college transport services.
- Incidents occurring on Home to School/College Transport need to be reported to the Council who provides the transport.
- The Council will maintain a log of all reported incidents, investigate each incident in conjunction with the school and other relevant parties and take further sanctions where appropriate.

Parents Code of Conduct

- Parents, Guardians and/or Carers are responsible for encouraging good behaviour and ensuring the Welsh Assembly Government's Travel Behaviour Code is complied with by your child. You are therefore expected to support the Council, the schools/colleges, the operators and their staff in maintaining good behaviour.
- If your child is involved in bad behaviour on school transport you will be involved in the disciplinary process at the earliest opportunity.
- It should be clearly understood in cases of bad behaviour that the ultimate sanction is the removal of the right to receive transport. In that case the responsibility and full cost of providing transport will fall on you.
- It is your responsibility to ensure the safety of your children in getting to the school transport in the mornings and in getting from it in the evenings. Appropriate supervision arrangements should therefore be made, particularly for primary pupils.
- In the mornings your child should leave home in plenty of time to get to the bus so that there is no need to rush, particularly if there are roads to be crossed.
- You should also ensure that your child is dressed appropriately.
- In the evenings, a child who has to cross the road after getting off the bus should wait until the bus has driven off before attempting to cross so that they can see and be seen by other traffic. If meeting your child, wherever possible, you should wait at the drop off point itself, and not on the other side of the road.

- A primary pupil will normally only be set down at his/her designated stop in the afternoon. Should there be any change to the normal arrangements, for whatever reason, you should inform the driver or the passenger assistant (if one is provided).
- Please advise the Council's Transport Unit of any medical conditions that your child has that may affect his/her transport.
- In cases of inclement weather or other unforeseen circumstances, there may be temporary alterations to the transport provided. In some circumstances it may not be possible to operate a route at all, or to serve only part of the route.
- If a school/college transport route does not operate in the morning due to inclement weather conditions but you choose to take your child(ren) to school yourself, then you will be required to make arrangements to collect your child(ren) at the end of the school day.
- Please notify the Council's Transport Unit immediately of any changes to your circumstances such as a change of address. If your bus pass is no longer required, you must return it immediately to the Council. The continual use of a bus pass when it is no longer valid could be considered fraudulent.
- Travel passes are valuable and replacements will be charged for. Lost passes should be reported immediately to the Council's Transport Unit, who will advise you how to obtain a replacement.
- If you have any suggestions on how the Code of Conduct may be improved, please direct your feedback to the Council who provides the transport.

MAKE EVERY JOURNEY A GOOD ONE

STICK TO THE TRAVEL CODE.



THE TRAVEL CODE

Your safety is very important. You must behave responsibly and safely when travelling to and from school or college, whether you get there by bus, train, taxi, bicycle, walking or any other way. If you get a bus to school or college, you must also follow the rules in the School Bus Travel Code.

If you do not follow the Travel Code, for your own safety, local authorities, schools and colleges can take action against you. This might involve taking away your right to school transport and even excluding you from school.

| Your Responsibility | Your Safety | Your Rights |
|---|--|--|
| <ul style="list-style-type: none">> Always respect others, including other learners, drivers and the public.> Always respect vehicles and property.> Always be polite.> Never drop litter.> Always obey the law. | <ul style="list-style-type: none">> Always behave well throughout your journey.> Always follow the driver's instructions when travelling.> You must not distract drivers.> Always cross the road safely and sensibly.> Always travel by a safe route. | <ul style="list-style-type: none">> To be safe when travelling.> To be treated fairly and with respect.> To tell someone if somebody or something is causing you problems.> Not to be bullied or picked on. |



**TELL A TEACHER, PARENT
OR DRIVER ABOUT ANY
POOR BEHAVIOUR OR
BULLYING YOU SEE.**

MAKE EVERY JOURNEY A GOOD ONE

STICK TO THE TRAVEL CODE.

SCHOOL BUS TRAVEL CODE



- > When at the bus stop, always wait sensibly, off the road.
- > Make an agreement with your parents what to do if the bus does not arrive or if you miss it.
- > When the bus arrives wait for it to stop. Never push or rush for the door.
- > Show your bus pass (if you have been given one) when you get on the bus.
- > On a school bus stay in your seat for the whole journey.
- > On a public bus find a seat if one is available.
- > Never block the aisle with your bag or other belongings.
- > Always wear a seatbelt if one is provided.
- > You must not distract the driver when he or she is driving.
- > Never eat or drink on the bus.
- > Never throw anything in or from the bus.
- > Never damage or vandalise any part of the bus.
- > Never operate the bus doors or exits, except in an emergency.
- > Always follow the instructions of the driver or passenger assistant at all times.
- > If there is an accident, stay on the bus until you are told to leave. If it is unsafe to stay on the bus then leave via the safest exit.
- > Never try and get on or off the bus until it has stopped.
- > Always get off the bus sensibly, taking all belongings with you.
- > Never cross the road in front of or close behind the bus.

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