



# YOUR CHILD'S SAFETY

Code of Conduct for pupils using  
Shropshire Council's Mainstream  
Home to School Transport



Passenger  
Transport  
Group



Shropshire  
Council



# INTRODUCTION

Shropshire Council want your children to be safe when they travel to school.

This Code of Conduct is issued to make sure they keep to simple rules that will keep them as safe as possible.

Please make sure that your children know what is expected of them.



## HEALTH & SAFETY

It should be noted that parents are fully responsible for the safety and care of their children until they board provided transport at the designated pick-up-point, and on the return journey, from the moment they alight from the vehicle at the designated drop-off point.

Children who do not abide by this code may have their travel passes withdrawn. Where this occurs, parents will need to make appropriate arrangements to transport their children to and from school to ensure their attendance. Parents of children not attending school may be subject to legal action.

The school transport operator also has a code of conduct for operators.



## LATE BUSES & TAXIS

Occasionally buses and taxis can be late or may not turn up. Parents need to have appropriate arrangements in place to deal with such events. It is good practice for children to have details of an emergency contact with them at all times.

Pupils should normally wait at least 10 minutes after the scheduled pick up time before making alternative arrangements determined by their parents.

Prevailing circumstances and weather conditions are important factors in deciding how long beyond 10 minutes pupils need to wait. Where there is a problem in the afternoon, pupils should report to a member of the school staff who will initiate arrangements to get children home as soon as possible.



## TWO JOURNEYS A DAY

Transport will only be provided at the start and end of the regular school day, between the registered pick up point and school.

Parents will be required to make alternative arrangements for attendance at after school clubs, child care or detentions.



**Passenger Transport Group  
Shropshire Council**

107 Longden Road,  
Shrewsbury, SY3 9DS

 **0345 678 9008**

[www.shropshire.gov.uk/school-transport](http://www.shropshire.gov.uk/school-transport)



# WEATHER, EMERGENCIES & OTHER ISSUES

In severe weather or emergencies, school transport may be disrupted or not operate and schools may close. Parents should keep in touch with the school and their transport operator for the latest information. Parents who take their children to school in bad weather will be expected to return them home at the end of the day.

Parents need to ensure that their school and in some cases, the transport operator, have their current emergency contact telephone numbers and parents should be aware of these situations as they develop.

Children should only attempt to use school transport if parents consider it is safe to do so. Parents may need to make appropriate arrangements to look after their children at home as children may return home from school early. Parents who take their children to school in bad weather should also bring them home in the afternoon.

Local Radio will give out what general advice and information it can and the Council may operate a telephone Helpline (Snowline) to give out information about school closures. The Helpline will be announced on Local Radio. Any information given out will be as accurate as possible and given in good faith, but parents should be aware that the Council cannot guarantee that all information will be correct in what will be emergency and dynamic circumstances.

Where there are incidents on route, the emergency services will normally be called and take control of the incident and schools will normally notify parents as soon as practically possible.

If a passenger is taken sick in the middle of the school day, it will be parents responsibility to organise collection of their child.

**SAFETY  
FIRST!**  
ALWAYS  
FOLLOW



**THE  
GREEN  
CROSS  
CODE**

**STOP.**

**LOOK.**

**LISTEN.**



Stay well clear of other traffic whilst the bus is moving off, only cross roads when it is clear and safe to do so.



**DO NOT** go near moving vehicles, please stand well clear



**DO NOT** cross a road in front or behind a bus.



In dark winter months be **BRIGHT**, be **SEEN**, be **SAFE**





# BEFORE THE JOURNEY

Accompanied to and at the pick-up-point unless parents do not consider this necessary.	Be at the pick-up point in good time.	Keep clear of other traffic.	Board the school bus or taxi when stationary, one at a time and in an orderly manner.	Go to their seats immediately and sit down properly.	Secondary aged pupils must make sure that they carry a valid travel pass (or travel may not be allowed)
	Wait in an orderly manner.	Keep well clear of moving school buses or taxis.		Normally wait for at least 10 minutes if the bus/taxi is late.	



# DURING THE JOURNEY

Stay properly seated: do not stand up whilst the vehicle is moving (unless having to stand on a public service - if so hold tight)	Follow the drivers instructions if there is a breakdown or emergency	Do not be abusive	Do not distract the driver or be discourteous	Treat other pupils with care and respect and do not misbehave	Do not attempt to operate doors or emergency exits (unless in an emergency) or any other mechanisms	Do not carry any offensive weapon, real or replica
	Report any concerns about the journey to the driver and/or the school	Do not smoke or vape	Do not endanger people's safety or damage the vehicle	Wear seat belts where fitted (this is a legal requirement)		Keep luggage / bags out of aisles

Stay seated until the vehicle stops

Do not operate any doors or exits (unless in an emergency)

Get off the bus in an orderly manner

Ensure that you have all of your belongings and that clothing (i.e. toggles can be particularly dangerous) or bags do not become entangled/snagged in door mechanisms

# END OF THE JOURNEY





# OTHER USEFUL INFORMATION



## DRIVERS

Our drivers will have all of the necessary licences to drive the vehicle under contract. Our contracted transport staff will be trustworthy, suitably experienced and responsible individuals who have an understanding of transporting children and young adults.

All drivers will have received all appropriate background checks and deemed suitable to provide transport on Shropshire Council contracts.

Transport staff should carry a Shropshire Council identification badge at all times, which should be presented upon request by Parents/ Carers/ School staff.



## BUS PASSES

Majority of secondary aged students will be issued with a pass to access the school bus to and from school. Primary aged students will not be issued with bus passes.

If your child loses the travel pass that they have been issued, or it is stolen or damaged, a duplicate should be ordered.

There is a £3 charge for duplicate travel passes and these can be ordered by calling **0345 678 9008**.

Please note that, should your child travel on a public service vehicle, you will be responsible for paying any daily fares incurred prior to the issue of the new pass.

Duplicate travel passes are sent to the school for collection.



## TAXIS & MINIBUSES

Taxis and minibuses are organised on a shared basis and as such majority of our passengers will share the transport with other students accessing the same educational facility.



## CCTV

On some vehicles CCTV is in operation, this is for the safety and security of passengers and transport staff.



## PERSONAL TRAVEL BUDGETS

Personal Travel Budgets (PTB) are provided only for Statutory aged students (5 to 16 years old) attending an educational facility full-time. A PTB is a sum of money allocated to parents/carers to enable them to make their own home-to-school travel arrangements, where Shropshire Council is unable to source transport due to availability or location of your address.

Payment is calculated on an individual basis, taking into consideration the child's location as well as the current cost to the local authority for transporting your child to school. Once agreed, 11 monthly instalments over an academic year will be paid into a nominated bank account at the beginning of the month.