

**Information for Parent/Guardian of Code of Conduct for  
Contractors of Additional Support Needs School  
Transport Contracts**



Contractors are responsible for taking reasonable care of the pupils temporarily in their charge. This Code of Conduct concerns the safety of passengers in normal operation, in case of breakdown and other emergencies and for dealing with misbehaviour by pupils on the transport. In any of these circumstances the driver of the vehicle will be the only person in a position to decide the appropriate action to take. Contractors must ensure that drivers are suitably briefed to cope with these possibilities.

## Normal Operations

- 1.1 Keep the doors closed until you have brought the bus/vehicle to a complete standstill. Where a lay-by is available always pull into the stopping place before opening the doors.
- 1.2 Before moving off, make sure that doors are properly closed and that no coats, bags, etc are caught in the mechanism of the door – from inside or outside. Check the nearside mirror every time before moving.
- 1.3 Ensure child proof locks are in operation.
- 1.4 Pay particular attention to nearside mirrors in case latecomers attempt to board.
- 1.5 Discourage pupils from crossing in front of the vehicle.
- 1.6 Ensure that the passengers carried do not exceed the permitted number.
- 1.7 Ensure that all doors and emergency exits remain free of any obstruction, giving a clear exit in the case of an emergency.
- 1.8 Non-Arrival of Transport

### Internal Transport

Morning – parent/guardian should wait approx 20 minutes thereafter contact Internal Transport Directly

Afternoon – The school/establishment should wait approx 20 minutes thereafter contact Internal Transport directly

### Contractors (i.e. taxi)

Morning – Parents/guardians will have contacted the contractor. Schools/Establishments should liaise as required with Contractors/ Internal Transport/ Authority.

Afternoon – Schools/establishments should wait approx 20 minutes thereafter contact the contractor directly.

Schools/establishments should notify the authority in the case of repeated non-arrivals or late arrivals.

## Care of Pupils

- 2.1 When specified, drivers/escorts must ensure that a pupil in their care is escorted to his/her home and handed over to a responsible adult, before continuing the Contract.
- 2.2 In the event of no-one being at home the Driver/Escort should follow the following procedures
  - Wait 5 minutes
  - Contact schools/establishment for advice
  - Contact the emergency contact address provided by the parent/guardian (For Internal Transport only)
  - If no-one is available at the emergency contact address contact Educational Services Department for advice (only for Internal Transport)
  - Contact Educational Services for advice
  - Ensure that the pupil is only left with a person known to him or her
  - On the advice of Educational Services take the pupil to the nearest Social Work services department or follow other advice given
  - Complete appropriate paperwork

- 2.3 In order to monitor performance of contractors, spot checks will be carried out on behalf of the authority. This may involve discussions with the contractor and parent/guardian. Digital photographs may be taken.
- 2.4 All comments from parents/guardians are welcomed and can be forwarded to the Authority.

### **Seating Arrangements and Wearing of Seat belts**

- 3.1 In cars or taxis, escorts with a pupil in their care must travel in the rear seat with the pupil.
- 3.2 Pupils must wear rear, lap and diagonal seat belts (which are fitted to all cars on special contracts) or the appropriate specified restraints.
- 3.3 Where car seats are provided by the Authority these must be fitted securely in the rear seat and used in accordance with the manufacturers' instructions. The Contractor must ensure that the pupil utilises the car seat when in the vehicle.
- 3.4 Please note that some contracts are shared and involve more than one child.

### **Safety in the event of vehicle breakdown or accident**

- 4.1 In the event of vehicle breakdown or accident the driver should normally instruct the pupils to stay in the vehicle with the escort before he/she leaves it to summon assistance.

### **Adverse Weather Conditions**

- 5.1 In adverse weather conditions drivers should advise the Head Teacher of any problem relating to the provision of school transport immediately they are aware of such a problem.
- 5.2 In periods of snow and ice the drivers must use their discretion to decide whether a road is passable or not. They should endeavour to choose a route which gives the greatest number of pupils a reasonable chance of getting to school in safety.
- 5.3 At their discretion, drivers may abandon a morning journey and return all pupils already picked up to their homes. If this is perceived by the Driver to be likely then contingency plans should be made with the parents. If the journey is going to be abandoned the Authority should be notified as soon as possible.
- 5.4 On homeward journeys pupils shall only be set down at their normal vehicle set down point. If it is likely that the vehicle will be unable to take pupils to that point, contingency plans should be agreed with the Head Teacher prior to commencing the homeward journey. These plans should be notified to the Authority as soon as possible.

- 5.5 In the event of transport becoming stuck as a result of blocked roads, pupils shall be instructed to stay on the vehicle until rescue can be organised.

### **Misbehaviour by Pupils on Transport**

- 6.1 Any incidence of misbehaviour is likely to come firstly to the attention of the driver. The driver should warn the pupil about his/her misbehaviour and ask him/her to stop. It may be that such a warning will be sufficient action.
- 6.2 In the case of more serious misbehaviour, the driver should take all reasonable steps to identify properly the pupil concerned. Having identified the pupil he/she should report the incident to the Authority and the pupil's head teacher or to his/her supervisor.
- 6.3 A driver shall not physically chastise or threaten to physically chastise a pupil and shall not put a pupil off the vehicle for misbehaviour. In a case of serious misbehaviour which affects the safety of the other passengers, the driver should seek assistance, by any reasonable means, from other company staff, school staff or from the police.
- 6.4 Should any incident occur when restraint is immediately necessary to safeguard the pupil or the driver or the attendant, the minimum degree of restraint shall be used for the minimum length of time. Any such incident must be reported to the Council as soon as possible.

### **Carriage of Unauthorised Persons**

- 7.1 No unauthorised person is to travel in the vehicle whilst it is on Contract to the Council

### **Smoking**

- 8.1 No smoking is permitted on vehicles on school transport Contracts to the Council. It is the responsibility of the driver to ensure this is enforced.

### **Safety Equipment**

- 9.1 A suitable fire extinguisher and fully equipped first aid box shall be carried in all vehicles whenever they are operating on school Contracts to the Council.

Note: The above should not be taken as a complete list, nor has it been compiled in order of priority.