

# Rutland County Council

## Home to School Travel and Transport Policy

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## **Summary of document**

This document sets out Rutland County Council's home to school transport policy for students who live in the county.

The policy may be subject to change at any time. Therefore, there is no guarantee that any service currently offered will continue to be offered in the future.

For ease of use, Rutland County Council has also produced a booklet for parents/carers entitled "Walk your way through Rutland Home to School Transport" which summarises the contents of the transport policy, provides answers to the most frequently asked questions and contains all applications forms and information relevant to the transport process. The booklet is available upon request by calling 01572 772577 or can be accessed online at [Rutland.gov.uk](http://Rutland.gov.uk)

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## 1.0 INTRODUCTION

Parents and carers have a legal responsibility to ensure that their children attend school regularly. This includes arranging travel to and from school, meeting the costs of this and accompanying their child as necessary.

In some cases, the Council has a legal obligation to provide suitable free school transport. Transport will be provided in the most cost-effective and appropriate way for children's needs. This policy summarises the categories of eligible children, the provision offered, circumstances when assistance is not provided and how to appeal against a decision.

A separate document sets out additional provision made for children and young people with Special Educational Needs and Disabilities (SEND) who need to attend a special unit or school.

An additional document sets out the Council's provision for post-16 transport. <http://www.rutland.gov.uk/pdf/Appendix%205%20Post-16%20Transport%20policy.pdf>

## 2.0 QUALIFYING CRITERIA FOR HOME TO SCHOOL TRAVEL ASSISTANCE

The following section explains when support can be given to children of compulsory school age.

### 2.1 ELIGIBILITY

Free home to school transport will be provided for pupils who meet **all** the following criteria:

- a) Live in Rutland
- b) Are of compulsory school age (5 to 16 years), but extended in Rutland to include 4 year olds
- c) Attend their qualifying primary or secondary school
- d) Live over 2 miles from school if below the age of 8, and over 3 miles away from school if aged between 8 and 16

### 2.2 COMPULSORY SCHOOL AGE

This is the age when a child must attend. It is defined from the term immediately following a child's 5<sup>th</sup> birthday up until the last Friday in June of the year the child is 16. In Rutland, this is extended to include pupils of 4+ years who are attending primary school.

### 2.3 QUALIFYING SCHOOL

In Rutland, the qualifying school is taken to be either the nearest or designated catchment school for the home address, with places available, that provides education appropriate to the age, ability and aptitude of the child. Details of the catchment areas of Rutland schools can be found at: [http://www.rutland.gov.uk/education\\_and\\_learning/admissions\\_information/catchment\\_areas.aspx](http://www.rutland.gov.uk/education_and_learning/admissions_information/catchment_areas.aspx)

If there is more than one school, this is the nearest school to the home which is suitable for the child and at which a place is available.

For schools that do not have a designated catchment area, then eligibility will be based on nearest school only.

## 2.4 **STATUTORY WALKING DISTANCE**

Free transport will be provided for pupils living more than 2 miles (below the age of 8) or 3 miles (for 8-16 years) from, and attending, their qualifying school.

For distances below those described above, transport will not be provided, as the route is considered to be within the statutory walking distance. These distances are measured by the shortest available walking route (from home address to nearest school gate) using our Geographical Information System, taking account of public footpaths, along which a child, accompanied as necessary, can walk reasonably safely.

## 2.5 **ROUTE SAFETY**

Where a walking route to school is considered to be unsuitable, the Transport Operations team will conduct a physical assessment of the route on a school day, both morning and afternoon, and report on its safety against nationally set standards. These assume that the child is accompanied by a responsible adult. If alternative safe walking routes are available within the statutory walking distance, then no transport support can be given. Where no alternative safe walking route is available to the nearest or designated school, then free transport will be provided. Appendix B gives the guidelines used to assess routes. A link to the national guidelines for the assessment of the safety of the walking routes to school can be found here: <..\..\Transport Operations\Safe Routes\Safe Walking Guidelines.doc>

## 2.6 **GUIDE TO ELIGIBILITY**

Appendix A has a flow chart that provides a quick guide to whether a child is eligible for free school transport.

2.7

## **TRANSPORT ASSISTANCE**

Where the authority provides transport, this will usually be in the form of a bus pass to use a local bus service or to travel on a dedicated contract bus, coach or minibus. Where no other transport is available, parents may be offered a mileage allowance to convey their own child(ren) to school, or in some instances, a taxi or train pass may be provided if it is the most cost-effective way of providing the required transport.

The Council provides transport for one return journey from home to the school at the official beginning and end of the school day. Transport is not provided to meet a pupil's individual timetable, including breakfast or after-school clubs or extra-curricular activities. Transport is not provided for work experience placements, work-based learning or travel between establishments (school to school).

Transport is not usually provided from door-to-door. Children may be required to walk (accompanied by an appropriate adult as necessary) to and from designated pick-up or set-down points. The distance to such a point will not normally exceed 1 mile for a primary-aged pupil and 1.5 miles for a secondary-aged pupil.

Generally, the driver of school transport vehicles will be the only adult present during journeys. Parents must ensure their children are instructed about good behaviour when travelling and to use seat belts at all times where fitted. A passenger assistant will only be provided where a risk assessment specifically for a particular service suggests that this is necessary.

3.

## **OTHER CIRCUMSTANCES**

In certain other instances, there may be circumstances that mean pupils may be provided with transport. These are described below.

To apply for transport under any of the special circumstances listed, complete the form that can be downloaded from

[www.rutland.gov.uk/pdf/School%20Transport%202015%20A5%20Guide%20\(2\).pdf](http://www.rutland.gov.uk/pdf/School%20Transport%202015%20A5%20Guide%20(2).pdf)

### 3.1 **PUPILS WHO ARE UNABLE TO ATTEND THEIR QUALIFYING SCHOOL DUE TO OVER SUBSCRIPTION**

Where a pupil is unable to obtain a place at their qualifying school because it is over- subscribed, free travel will be provided to the next nearest school that has an available place, provided that it is more than the statutory walking distance from the home address.

### 3.2 **PUPILS WITH MEDICAL CONDITIONS**

Some children may be unable to walk to school, even if it is only a short distance. In some cases, travel assistance may be considered if all other possible solutions (such as making arrangements with another parent) have already been explored.

To qualify for help, the child must be attending their qualifying school. Medical evidence from a consultant or GP will need to be presented to confirm the child's medical condition means that they cannot walk the necessary distance to school. The medical practitioner may charge for this, which it will be the responsibility of the parent to meet.

Regular reviews of the child's situation will be undertaken to ensure that assistance is still required.

### 3.3 **EXTENDED RIGHTS FOR LOW INCOME FAMILIES**

For low income families where children are entitled to free school meals or parents are in receipt of one of the qualifying benefits, free travel will be provided for:

- Primary children aged between 8 and 11 who live more than 2 miles from school
- Secondary age students (11-16) to any of their 3 nearest qualifying schools that are more than 2 miles and less than 6 miles from their home
- Secondary age students (11-16) attending their nearest suitable school preferred on grounds of religion or belief, that is over 2 miles and under 15 miles from home. Documentary evidence of faith or belief will be required.

Once entitlement under the extended rights has been confirmed, then this will remain for the year. Entitlement will be reassessed annually.



### 3.4 **LOOKED AFTER CHILDREN**

Children under the care of Rutland County Council will have their transport requirements assessed by their Social Inclusion Development Officer in line with this policy.

### 3.5 **TRANSPORT ASSISTANCE FOR PUPILS ON A MANAGED MOVE**

Transport assistance will only be provided under the Authority's discretion outside the normal eligibility rules stated in this policy, according to the Fair Access Protocol, and as follows:

- Only at the start and end of each school day
- Subject to the distance from home to the new school
- exceeding statutory walking distances
- For a maximum of 10 weeks

### 3.6 **PERMANENTLY EXCLUDED PUPILS**

Where a pupil has been permanently excluded from school and admitted to an alternative school that will be identified as the qualifying school for the purposes of determining travel assistance. In general, the pupil should be placed in the next nearest available school to the home address. If the parent elects to send their child to a different school then that school will be treated as a preferred school and ineligible for transport assistance.

### 3.7 **BULLYING AT SCHOOL**

Where a parent wishes their child to move to another school, due to bullying, and the current school acknowledges that it cannot deal satisfactorily with the problem, the Social Inclusion Development Officer may decide that the new school will be considered as the qualifying school for transport assistance purposes, provided that it is the next nearest available school.

If the pupil was originally in a preferred school, then the follow-on school will also be designated as preferred, unless it is the qualifying school for the home address.

### 3.8 **SPLIT FAMILIES AND TRANSPORT TO ALTERNATIVE ADDRESSES**

Transport will only be provided from and to the main home address of the child (i.e. the address where the child lives permanently or most often). It will not be provided to alternative addresses, such as child minders.

In the case of split families where a child spends more than 50% of their time during the school week at one or other of their parents' addresses, then that address will be the one used to determine eligibility for transport, irrespective of whether they would qualify from the address where they spend less time.

Where parents live at separate addresses and the child spends an equal amount of time during the school week at both addresses (and both addresses would qualify for free transport), then transport will only be provided from one address. Parents will be able to decide which address they wish to use.

Where parents live at separate addresses and the child spends an equal amount of time during the school week at both addresses (and only one address would qualify for free transport), then transport will only be provided from that one address.

Parents may be asked to provide documentary evidence of residency.

### 3.9 **PUPILS WITH DUAL RESIDENCY**

Where pupils have official dual residency recognised by the courts, and both addresses meet the eligibility criteria, transport will be provide from both. If only one address is qualifies, then transport will only be provided from that one

### 3.10 **PUPILS WHO MOVE ADDRESS PERMANENTLY DURING THEIR FINAL 2 YEARS AT SCHOOL**

If a pupil in their final **2** academic years of secondary school (Years 10 & 11) moves to a new address, then to facilitate continued attendance at the same school the authority **may** provide free transport if **all** the following apply:

- The move is due to reasons beyond the control of the parent(s)
- They have attended that school for more than one year
- The new address is in Rutland
- The distance to school is more than statutory walking distance
- The journey is a reasonable one in the view of the authority

### 3.11 **EXCEPTIONAL CIRCUMSTANCES**

In exceptional circumstances, where it may be very difficult for a parent to get their child to school, an application can be made for short-term transport assistance. Each case will be considered on its merits, and may require documentary evidence to be submitted in support.

## 4. **FARE-PAYING PLACES**

Parents of pupils who are not entitled to transport assistance may apply for a fare paying place on a Council-provided school bus where there are spare seats available. A flat rate charge is made for this (current charges are shown on the Council's website).

Places for fare paying pupils are entirely discretionary and offered on a first come, first served basis. Priority will be given to the needs of entitled pupils, and so there is no guarantee that fare-paying seats will be available throughout the time a pupil is at that school. The situation will be reviewed each term.

## 5. **SERVICE STANDARDS FOR HIRED TRANSPORT**

### 5.1 **SEATBELTS**

For children aged 14 and over, it is a legal requirement that seat belts, where fitted in a bus or coach, must be used. It is not the driver's legal responsibility to ensure that seat belts are used.

For pupils aged 3-13 inclusive there is no legal requirement that seat belts, where fitted in a bus or coach, are used. The wearing of seatbelts cannot legally be enforced by drivers or others. Schools may wish to include a section on seatbelt wearing on parental consent forms. Forcing a seatbelt on to a child is not appropriate. If a member of staff, or other adult, is assisting a child to put on a seatbelt, in accordance with the parent's and child's wishes, physical contact with the child must be minimal and only such as is necessary to put on the seatbelt.

### 5.2 **TRAVEL BY TAXI**

Children travelling to and from school in taxis arranged by the authority will be required to use restraints (car seat, booster seat or seatbelts) appropriate to their age, height and weight.

### 5.3 **JOURNEY TIME**

There are no set limits for what is a reasonable journey time. This will depend on the age and individual needs of pupils. However, we aim to make sure that no child will have a journey of more than 75 minutes

(secondary school age) or 45 minutes (primary school age), with the exception of school placements outside of the county.

#### 5.4 **DISCLOSURE AND BARRING SERVICE (DBS)**

Drivers and passenger assistants of taxis, minibuses and hired coaches arranged by the County Council are required to undertake a DBS check. This does not apply to those driving buses on services available to the public.

#### 5.5 **MONITORING OPERATOR PERFORMANCE**

The County Council undertakes annual checks on transport operators to ensure that they comply with statutory and legal requirements. These checks include vehicle and public liability insurance cover, vehicle MOT and DBS clearance. Similar checks are undertaken on operators who are awarded a new contract service. County Council employees undertake spot checks on services throughout the year to ensure that operators are complying with their contracts.

### 6. **POOR BEHAVIOUR AND WITHDRAWAL OF TRANSPORT**

In the interests of safety for everyone using school transport, it is important that pupils behave well while travelling.

Head teachers are empowered to take action to address unacceptable behaviour even when this takes place outside of the school premises, when it is reasonable to do so. This includes addressing any behavioural issues on school transport.

The County Council has a duty of care to ensure all children travel in reasonable safety and comfort. Any behaviour affecting other passengers, the public or the driver that endangers (whether intentionally or unintentionally) themselves or others may lead to the entitlement to travel being withdrawn, either temporarily or permanently. **In such circumstances, the parent will need to arrange and pay for their own transport in order to meet their duty to ensure that their child continues to attend school.**

### 7. **REVIEW OF TRANSPORT PROVISION**

Due to changing circumstances and numbers of entitled pupils, transport arrangements are reviewed at least annually and may, therefore, be subject to change. Consequently, pupils may experience different

routes, timings and vehicles as they progress through their period at a school.

In making arrangements, the Council will seek to ensure the most cost-effective provision, as well as looking to its suitability for the pupils being carried.

## 8. **APPLICATIONS FOR TRANSPORT ASSISTANCE**

Parents of pupils who are likely to be entitled to free transport will receive a form (X78). This must be completed and returned to the Council's Transport Office by the date indicated, in order for passes to be arranged. If, as a result of a late application, a pass is not issued until after the start of term, parents will be liable for any travel costs incurred.

## 9. **Appeals and complaints procedure**

### 9.1 **Reconsideration of cases and special circumstances**

Members of staff in the Council's Transport Office are not able to change the policy set out in this document.

1. If you wish to appeal against a decision relating to the assessment of a child's needs, **please contact the SEN team at Rutland County Council direct.**
2. If you wish to appeal against a decision regarding eligibility for transport detailed within this policy, you should follow the process outlined below:

#### **Stage one: Review by a senior officer**

A parent has 20 working days from receipt of the authority's home to school transport decision to make a written request asking for a review of the decision about:

- Transport arrangements offered
- Eligibility of a pupil
- Distance measurement in relation to statutory walking distances
- Safety of a walking route

The request should explain why the parent believes the decision should be reviewed and give details of any personal and/or family circumstances the parent believes should be taken into account when the decision is reviewed. Appeals should be sent for the attention of:

**Transport Operations Manager  
Rutland County Council  
Catmose  
Oakham  
Rutland, LE15 6HP**

Within 10 working days of receipt of the parent's written request, a relevant officer will review the original decision and provide the parent with a detailed written notification of the outcome of the review, setting out:

- The decision reached
- How the review was conducted
- Details of who else was consulted as part of the process
- What factors were considered
- The rationale for the decision reached
- Information about how the parent can escalate their case to stage two (if necessary)

### **Stage two: Review by an independent appeal panel**

A parent has 20 working days from receipt of the authority's stage one written decision to make a written request to escalate the matter to stage two. Within 40 working days of receipt of the request an independent appeals panel will consider written and verbal representations from both the parent and officers involved in the case. Written notification of the outcome of the panel will be made within 5 working days, setting out:

- The decision reached
- How the review was conducted
- Details of who else was consulted as part of the process
- What factors were considered
- The rationale for the decision reached
- Information about the parent's right to put the matter to the Local Government Ombudsman

If a parent wishes to appeal, a form can be requested from [transport@rutland.gov.uk](mailto:transport@rutland.gov.uk)

The independent appeals panel will comprise 3 members of the Employment and Appeals Committee.

## 9.2 **COMPLIMENTS, COMMENTS AND COMPLAINTS**

Compliments, comments and complaints can be submitted through the following:

- A 'Let us Know' form, available on the Council's website
- By email to [Letusknow@rutland.gov.uk](mailto:Letusknow@rutland.gov.uk)
- By telephone on 01572 722577
- In writing or in person at Customer Services

- By twitter@rutlandcouncil

Our Compliments, comments and complaints policy is available at:  
[http://www.rutland.gov.uk/customer\\_services/compliments\\_comments\\_and\\_comp.aspx](http://www.rutland.gov.uk/customer_services/compliments_comments_and_comp.aspx)

### 9.3 OMBUDSMAN

If we do not resolve your complaint, you may wish to take your complaint to the Local Government Ombudsman. The Ombudsman is independent of all government bodies and can look into your complaint. They will usually only look into your complaint after you've given us a chance to deal with it.

Telephone: 03000610614  
 Email: advice@lgo.org.uk  
 Website: [www.lgo.org.uk](http://www.lgo.org.uk)

### 10.0 APPENDICES

- Appendix A** – Current charges for fare paying transport
- Appendix B** – Hazardous Routes to School, Guidance and Assessment Criteria
- Appendix C** – Safe school transport – Top tips
- Appendix D** – Code of conduct for using school transport
- Appendix E** – Flow chart setting out eligibility for free home to school transport.

#### APPENDIX A

#### HOME TO SCHOOL AND DENOMINATIONAL TRANSPORT CHARGES

The following charges and exemption criteria will apply with effect from April 2017:

Cat		Charges	Exemptions
A	<b>Students living in Rutland and attending their qualifying school but</b>	£99 per year / £33 per double term	Yes See note (1)

	who live within the 2 mile primary or 3 mile secondary distance criteria.		
B	<b>Students living in Rutland who do not attend their qualifying school</b>	£263 per year / £86 per double term	Yes See note (1)
C	<b>Students resident outside Rutland</b>	£493 per year / £164 per double term	None
D	<p><b>Denominational transport</b></p> <p>Transport will be provided for eligible <b>primary</b> school pupils to the nearest school of the appropriate denomination providing that the pupil lives more than 2 miles if under 8 years old or over 3 miles if over the age of eight and:</p> <p>a) the school is within Rutland</p> <p>b) the school is outside Rutland</p> <p>Students attending the nearest <b>denominational secondary or post 16 school/college</b> to their home address receiving assisted transport.</p>	<p>Free of Charge</p> <p>£653 per year</p> <p>£653 per year</p>	<p>Not Applicable</p> <p>See note (2)</p> <p>Yes See notes (1) &amp; (2)</p>
E	<p><b>Post 16 Transport</b></p> <p>Students meeting the full eligibility criteria are eligible for assisted transport.</p>	£500 per year / £346 for existing students	None

Notes:

- (1) Only pupils entitled to Free School Meals (FSM) or whose families are in receipt of maximum level of Working Tax Credit (WTC) with no deductions will be exempt from any charges.
- (2) Families with more than two children receiving transport to denominational schools will have the charge capped so that they only pay for the first two children.

Following the financial year 2008/09, the level of charges will be reviewed annually and amended in line with the previous year's percentage change in Council tax.

## APPENDIX B

### **GUIDELINES FOR ASSESSING HAZARDOUS ROUTES TO SCHOOL**

#### **THE RUTLAND CRITERIA**

**Each case to be considered on its merits.**



The child may be assumed to be accompanied by a caring parent or other reasonable person.

### **The factors to be considered**

The Authority has to determine whether the route is one along which a child, accompanied as necessary, can walk with reasonable safety to school.

Consideration will be given to the following factors to determine whether a route is safe for an accompanied child. (definitions of these factors will be taken from the Guidelines for the Assessment of the Safety of Walking Routes to School)

### **The Child**

1. The age of the child. (Secondary aged pupils are, broadly speaking, as competent as adults are when considered as pedestrians and only rarely will routes be unsuitable for them).
2. Any disabilities the child may have.

### **The Route**

1. If there is a footway of adequate width the whole length of the route, then the route is safe. (some judgement will need to be exercised taking into consideration the speed and volume of traffic).
2. When there is a need to cross the road to use the footways, the appropriate crossing point might be advised, to minimise risk, or the "road crossing assessment guidelines" used.
3. "Traffic Interrupters" are any feature that creates gaps in an otherwise constant traffic flow.
4. On some country lanes the footway might not be continuous. In such cases a judgement is made on the safety of traversing the "nip" point (the point at which one footway ends and another begins).
5. Where on more lightly trafficked roads a verge exists that can be stepped on to when vehicles are passing, it can normally be assumed to provide safety for that part of the journey. (see guidelines for lightly trafficked roads)
6. When there is a need to use step off points, consideration should be given where there is evidence of vehicles travelling over these points. (i.e. Tyre tracks on a grass verge)
7. The absence of a verge that can be walked on or stepped on does not automatically mean that the route is unsafe. The behaviour of a prudent pedestrian should be assumed. Issues to be considered in such cases are:
  - The volume, speed and type of traffic.
  - The degree of visibility.

- Accident record of the road at the time of day children would use it.
8. Where a road with a speed limit in excess of 40 miles per hour needs to be crossed, the crossing facilities need to be considered.

The following factors would not be considered in their own right as dangerous for an accompanied child.

- Lonely routes.
- Moral danger.
- Routes alongside or crossing over rivers, ditches, canals, ponds.
- Unmanned level crossings.
- No street lighting.

### **Assessment**

- Entitlement Officers in the council will use the above factors to assess whether a route is safe. (Safe Routes to Schools)
- There will normally need to be a combination of factors present for the route to be unavailable for an accompanied child.

A route will not normally be considered unsafe because a short length of it is difficult. It is reasonable to expect special care in particular places.

## **ASSESSMENT OF WALKED ROUTE TO SCHOOL ROUTE INSPECTION FORM**

**Route Location:**

**From:** (Home Address)

**To:** School

**Via:** (Names of roads)



0740							
0745							
0750							
0755							
0800							
0805							
0810							
0815							
0820							
0825							
0830							
0835							
0840							
0845							
TOTALS							
* PCU Totals							

\* passenger car units-\*\* % of HGV/PCVS = ?

## ASSESSMENT OF WALKED ROUTE TO SCHOOL TRAFFIC CENSUS & GAP COUNT FORM (AFTERNOON)

DATE:

CENSUS TAKEN BY:

LOCATION:

ROAD NO:

WIDTH OF CARRIAGEWAY:

MINIMUM GAP REQUIRED:

WIDTH OF ROAD DIVIDED BY 3FT PER SECOND WALKING SPEED:

TIME	CAR	CYCLE	MOTOR CYCLE	LIGHT VECHICLE	HGV **	BUS / COACH **	No. of gaps in excess of minimum
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1450							
1455							
1500							
1505							
1510							
1515							
1520							
1525							
1530							
1535							
1540							
1545							
1550							
1555							
TOTALS							
* PCU Totals							

\* passenger car units-\*\* % of HGV/PCVS = ?

## APPENDIX C

### TOP TIPS FOR SAFE, SCHOOL/COLLEGE TRANSPORT

#### **IN THE MORNING**

- Please be at the stop at least 5 minutes before the scheduled time, wait for the bus sensibly, and at a safe place
- If the bus is late, please wait a reasonable time before going home (up to 30 minutes on a fine day). Please be sure you have somewhere to go if you don't catch the bus
- **Do not** catch any other coach as this may dangerously overload the vehicle
- **Do not** jostle and push to get on the bus; **wait until it has stopped** before moving towards it

#### **ON THE BUS**

- Always wear the seatbelt provided and store it properly at the end of the journey

- Make the most of the journey, catch up on the latest news with your friends
- Stay in your seat throughout the journey. **Do not** stand up.
- **Do not** distract the driver
- **Do not** eat or drink on the bus
- Respect the driver, the vehicle and each other
- **Do not** litter the bus, it may be used to transport other people after you

#### **IN THE AFTERNOON**

- **Do** go straight to your correct bus
- **Do not** catch any other coach as this may dangerously overload the vehicle
- If you miss your bus, contact the teacher on duty, or go back into school so you can arrange transport home

#### **IMPORTANT**

Do have a valid pass available for inspection at all times. If you lose your pass you must obtain a replacement from the School Transport Office on the contact details below.

**Do not** take friends home on your bus.

**Do not** swap coaches for any reason

If you see students bullying other passengers or causing damage to the vehicle please inform someone from the school as soon as possible.

All passes are renewed every year, please ensure yours is valid. If this pass is not required please return to the School Transport Office at the address overleaf, this could release space for another student requiring a pass.

#### **OTHER SCHOLAR TRAVELLERS**

If your travel pass is for use on a Local Service Bus you will have to show the pass in order to travel. Failure to do so will mean you will have to pay a fare. Every student must adhere to the passenger charter - which can be obtained through the contact details below.

TO ENSURE THE SAFETY OF ALL PUPILS **CCTV** MAY BE IN OPERATION DURING THE JOURNEY

Student misbehaviour is not acceptable, and may lead to a travel pass being suspended, and in serious cases permanently withdrawn.

It is our aim to provide each student with a standard of transport that is safe. This can only be achieved with the co-operation of the students themselves by following our advice above and reporting any incidents to us immediately. To contact the school transport office, telephone 01572 722577. Email: [Transport@rutland.gov.uk](mailto:Transport@rutland.gov.uk) or the Rutland County Council website [www.rutland.gov.uk](http://www.rutland.gov.uk) All calls will be dealt with in the strictest confidence.



**Rutland**  
County Council

### **Passenger Code of Conduct**

Where transport is provided by the Council, there is an expectation that all passengers and staff should have the right to travel without undue stress, strain or difficulty. In addition, passengers and staff should be able to travel safely and in a comfortable environment. In view

of these principals, all passengers will be expected to conform to the standards of behaviour set out in this code of conduct.

Breaches of this code of conduct will be dealt with in accordance to their seriousness and in line with this, the Council have identified four separate categories of misbehaviour. To promote fairness and consistency, sanctions will be applied depending on the category of misbehaviour which is identified.

<b>Category 1 – Nuisance or offensive behaviour</b>	
This includes irritating and unpleasant behaviour which, whilst not necessarily a threat to safety, may significantly impair the comfort of others including:	
<ul style="list-style-type: none"> <li>i) Failing to respond appropriately to the driver or other staff.</li> <li>ii) Eating or drinking on the vehicle.</li> <li>iii) Smoking</li> <li>iv) Spitting.</li> <li>v) Using foul or abusive language.</li> <li>vi) Making excessive noise.</li> <li>vii) Putting feet up on seats.</li> </ul>	<p><b>First incident:</b> Driver reports to supervisor. Supervisor to discuss with Service Provider.</p> <p style="text-align: center;"><b>Verbal warning</b> given to client.</p> <p><b>Second incident:</b> as above except client receives <b>written warning</b>.</p> <p><b>Third incident:</b> client to receive a fixed period <b>ban of one or two weeks</b> (this will be agreed with Service Provider).</p> <p><b>Subsequent incidents: Extended ban</b> of up to one month.</p>

<b>Category 2 – Dangerous behaviour</b>	
This includes behaviour which may present some potential or actual threat to the physical safety of others and includes:	
<ul style="list-style-type: none"> <li>i) Standing on the vehicle whilst vehicle is in motion.</li> <li>ii) Leaning out of the window or door.</li> <li>iii) Harrassing or verbally abusing the driver or other passengers.</li> <li>iv) Bullying.</li> <li>v) Running around vehicle or climbing on the seats.</li> </ul>	<p><b>First incident:</b> Driver reports to supervisor. Supervisor to discuss with Service Provider.</p> <p style="text-align: center;"><b>Written warning</b> given to client.</p> <p><b>Second incident:</b> as above except client receives <b>final warning</b>.</p> <p><b>Third incident:</b> client to receive a fixed period <b>ban of up to two weeks</b> (this will be agreed with Service Provider).</p> <p><b>Subsequent incidents: Extended ban</b> with length to be agreed with Service Provider.</p>

<b>Category 3 – Destructive or very dangerous behaviour</b>	
This category includes behaviour which causes or has the potential to cause physical injury to others or damage to the vehicle, such as:	
<ul style="list-style-type: none"> <li>i) Fighting.</li> <li>ii) Threatening physical violence to other passengers or the driver.</li> <li>iii) Throwing objects around or out of the vehicle.</li> <li>iv) Breaking windows.</li> </ul>	<p><b>First incident:</b> Driver reports to supervisor or Group Manager. Supervisor/Group manager to notify Service Provider.</p> <p style="text-align: center;"><b>Immediate suspension of transport</b> pending investigation.</p> <p style="text-align: center;"><b>Written warning with extension of ban</b> if it is agreed as appropriate.</p>

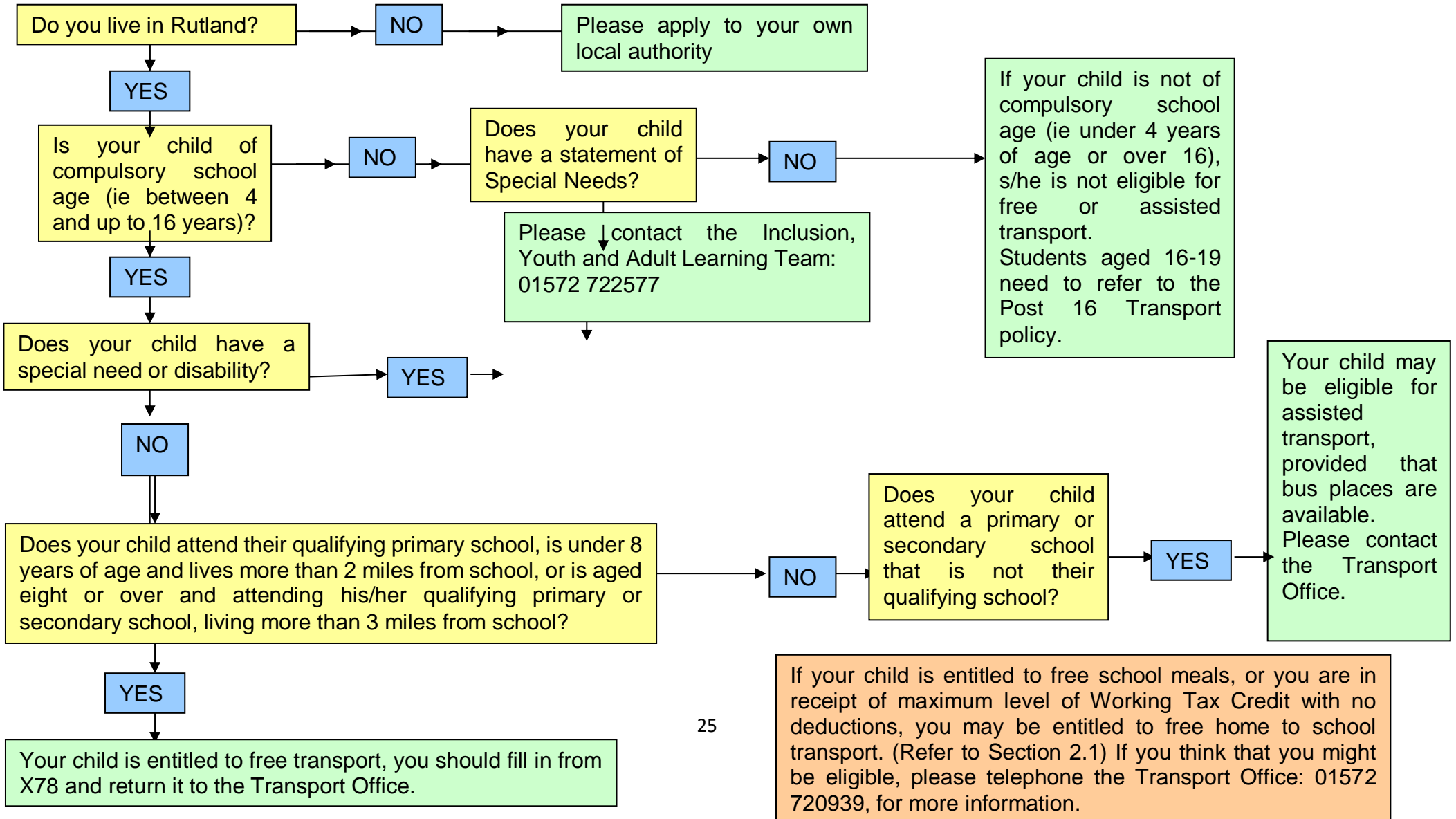
<p>v) Interfering with the operation of the doors or emergency exit.</p> <p>vi) Graffiti, including etching glass.</p> <p>vii) Spraying aerosols.</p> <p>viii) Damage to seats , seatbelts or other equipment.</p>	<p><b>Second incident: Final written warning with Extended or Permanent ban</b> as agreed with Service Provider.</p> <p><b>Third incident: Permanent ban</b></p>
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<p align="center"><b>Category 4 – Highly dangerous or life-threatening behaviour</b></p>	
<p>This category includes behaviour which is likely to cause serious injury to others and includes:</p>	
<p>i) Physical assault on the driver or other passengers.</p> <p>ii) Lighting fires including lighting aerosols.</p> <p>iii) Threatening physical violence with a dangerous weapon.</p> <p>iv) Interfering with the vehicle controls.</p>	<p><b>First incident:</b> Driver reports to Group Manager. Group Manager to notify Service Provider. <b>Immediate suspension of transport</b> pending investigation. <b>Final written warning with extension of ban</b> as appropriate.</p> <p><b>Second incident: Permanent ban</b></p>



APPENDIX E

**IS YOUR CHILD ELIGIBLE FOR FREE OR ASSISTED HOME TO SCHOOL TRANSPORT ?**



**A large print version of this document is  
available on request**



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