













# My responsibilities as a taxi user

I understand that because I have a right to travel on home to school transport, I have a responsibility to behave well. I will never act in a manner that may compromise the safety of others.

## Before the school journey

- ◆ I will be ready and waiting for the taxi at least 5 minutes before it is due to arrive.
- ◆ I will telephone the taxi company, or ask someone to do this for me, after waiting for 15 minutes for the taxi to arrive.
- ◆ If the taxi is delayed, I will notify the school that I may be late, or ask someone to do this for me.
- ◆ I will wait in a courteous and calm manner.
- ◆ I will keep well clear of any traffic.
- ◆ I will only board the taxi when it is stationary.

## During the school journey

- ◆ I will remain seated and facing forward until the taxi has stopped at school on the morning journey and at my designated drop off point in the afternoon.
- ◆ I will always wear a seatbelt.
- ◆ I will never distract the driver or be discourteous.
- ◆ I will not be abusive or shout at the driver or other passengers.
- ◆ I will treat other passengers with care and respect and not bully other pupils.
- ◆ I will not vandalise the vehicle or other people's property.
- ◆ I will not smoke, drink alcohol or consume illegal substances.
- ◆ I will not carry an offensive weapon, real or replica.
- ◆ I will not throw objects from or within the taxi.

- ◆ I will not leave litter.
- ◆ I will follow the driver's instructions if there is an emergency or breakdown.
- ◆ I will report any concerns I have about the school journey to my school's Transport Liaison Officer.

## At the end of the school journey


- ◆ I will keep my belongings with me and ensure they are not snagged in the door.
- ◆ I will stand back from the road as the taxi moves off.
- ◆ If I need to cross a road, I will only do so once the taxi has moved off and the road is clear in both directions.



# Advice to and responsibilities of the school

- ◆ The School is responsible for the safety of pupils from the point of disembarking from contracted School Transport vehicles, to the point of re-embarkation.
- ◆ The School together with the County Council, will make every effort to ensure set down and pick up points are within or adjacent to school grounds.
- ◆ Each school should promote appropriate standards of behaviour by pupils on their journey to and from school.\*
- ◆ The Headteacher should take action to address unacceptable behaviour on school buses, or otherwise on the route to and from school.\*
- ◆ The School should appoint a member of staff to have responsibility for home to school transport. This person (to be known as the School Transport Liaison Officer) will act as the main point of contact for reporting incidents of misconduct and will be responsible for notifying the County Council's Education Transport Service of such incidents.
- ◆ The School should provide the County Council's Education Transport Service with contact details for their School Transport Liaison Officer, and should inform the County Council of changes.
- ◆ The School is expected to be the initial point of contact for complaints about pupil misconduct or anti-social behaviour on all school transport and to notify the County Council's Education Transport Service so that a warning or banning letter (or any other cause of action deemed necessary) may be issued.
- ◆ The School must keep an up to date record of incidents of misconduct or anti-social behaviour.

\*Reference paragraphs 67 to 73 of the Home to School Travel and Transport Guidance published by the DfES in May 2007.



A copy of this Code of Conduct should be displayed within school and made available upon request to parents and pupils.



# Advice to and responsibilities of transport supervisors

- ◆ The Transport Supervisor is responsible for the care and supervision of children whilst they are travelling to and from school.
- ◆ All Transport Supervisors must carry a valid identification badge at all times whilst on duty and must hold a valid County Council CRB Disclosure Certificate for the duration of their contract.
- ◆ Transport Supervisors should dress appropriately for the work involved, including lifting, if required to do so.
- ◆ Advice should be sought from the parents or the school, as appropriate, over any concerns that may arise relating to any of the children.
- ◆ The Transport Supervisor must ensure that all children are using appropriate restraints (e.g. booster seats or seatbelts) before the bus begins any journey. Physical contact with children should be kept to a minimum.
- ◆ A Transport Supervisor's duties do not end until the last child has been discharged. On no account must this duty be delegated to any other person.
- ◆ Serious incidents or accidents involving the safety of children, the vehicle or other road users, must be reported immediately to the Operator, who will be responsible for notifying Education Transport and the school.
- ◆ If a vehicle breaks down on a journey, the Transport Supervisor should not allow children to leave the vehicle until a replacement arrives, unless it is dangerous to remain in it and if the driver issues instructions to this effect.
- ◆ Transport Supervisors should not provide food, sweets or drinks to children in their care.
- ◆ Transport Supervisors should be notified by Education Transport of any emergency procedures relating to specific children with special needs. In cases where this information is provided, Transport Supervisors must be ready to respond to these needs should an emergency arise.



# Advice to and responsibilities of operators

The safety and welfare of pupils is of paramount importance.

- ◆ The School Transport Operator will be contracted by Cambridgeshire County Council's Education Transport Service, to provide the safe conveyance of pupils between their designated collection point and the school site, and vice versa.
- ◆ The Operator will be responsible for providing Transport Supervisors with appropriate training and support.
- ◆ All Taxi Drivers will be Criminal Records Bureau checked. This will be undertaken by Cambridgeshire County Council.
- ◆ The Operator will follow the route and schedule as agreed with Cambridgeshire County Council's Education Transport Service.
- ◆ The Operator will ensure that a suitable vehicle is provided and that all drivers and vehicles are suitably licensed and insured for the conveyance of school children.
- ◆ The Operator will ensure that all drivers are aware of their obligations (see overleaf).
- ◆ The Operator and driver will be held responsible, in the event of any breach of this Code or of any aspect of the legislation governing home to school transport.
- ◆ The Operator will ensure that all school buses display the correct service number.
- ◆ The Operator is asked to provide all vehicles with the means to directly communicate with the depot at all times.



# Advice to and responsibilities of drivers

The safety and welfare of pupils is of paramount importance.

- ◆ The driver should be presentable and courteous at all times.
- ◆ He/she should be in possession of an appropriate licence to drive the vehicle being used to convey school children and be able to produce it on demand.
- ◆ The driver should ensure that he/she adheres to the scheduled route and timings, as approved by Cambridgeshire County Council's Education Transport Service, unless exceptional circumstances (e.g. road closure) make a deviation necessary. Under such circumstances, the driver must notify the Operator so that the school and/or parents may be notified of any delay.
- ◆ The driver must never leave a designated collection point earlier than the published time.
- ◆ In the event of a vehicle breakdown, the driver should not permit any pupil to disembark and must inform them of the situation and any likely delay. If a Transport Supervisor is present, this will be their responsibility. No transport staff may legally hold a pupil on board if they insist on disembarking. In this situation the driver must report the name of the pupil to the Transport Operator, who will inform the school immediately.
- ◆ The driver must not sell or supply pupils with goods of any kind or stop en route for pupils to obtain goods of any kind.
- ◆ The driver must not have any physical contact with any pupil except to provide help in emergency or exceptional circumstances (e.g. where a child trips leaving or entering the bus); nor enter into discussions of an inappropriate nature. A breach of these conditions will result in immediate & permanent removal of a driver from school transport.
- ◆ Only where a pupil's safety is at risk should a driver pick-up or drop-off a pupil at any point other than a designated stop.
- ◆ The driver is discouraged from stopping the vehicle en route unless he/she has genuine concerns for the safety of the passengers. If the driver does stop, it must be in a safe place and for as short a period of time as possible. The driver must notify the school and the operator of such a break to the journey.
- ◆ The driver is responsible for pupils' safety for the entire duration of their journey. The driver should never try to resolve any acts of misconduct (unless a pupil's behaviour presents a danger to the vehicle or passengers), but should report the names of the miscreants to the school at the earliest opportunity. If a Transport Supervisor is present, it will be their responsibility to try and resolve any behaviour issues that might arise. The driver has the right to refuse to transport such a pupil until the matter has been fully resolved, but only after contacting the school or Education Transport Service for authorisation.

**Get a  
black  
belt  
in self-  
defence.**

**Always  
wear a  
seatbelt.**

**THINK**

