



Important Travel Information

Sleafordian Coaches offer a continued commitment to provide a safe and reliable means of transport for all students, and we feel the need to introduce a Transportation Code of Conduct in order to maintain standards in discipline, behaviour and the overall safety of students given recent reports of unsatisfactory behaviour.

Your children deserve to travel safely to and from school and in a frame of mind conducive to learning. By introducing this Code of Conduct we hope to provide your child with a safe and comfortable means of getting to and from Sleaford throughout the school year. Signing up to the transport Code of Conduct is mandatory for all students travelling on both local authority and academy provided transport. The consequences for not adhering to the Code of conduct are clearly defined in Transport Discipline Plan.

In the event of traffic, poor weather conditions, or any other event causing delay we will post updates on social media (Twitter: @sleafordian or Facebook: Sleafordian Coaches)

Sleafordian Coaches reserves the right to remove the transport privileges immediately of any student(s) who compromises the safety of themselves and others whilst utilising provided transport.

We greatly appreciate and thank you for supporting us in the implementation and continued management of our transport Code of Conduct and Payment Terms & Conditions.

Payment Terms & Conditions

- Pupils must present their valid bus pass/QR code for scanning on each journey to the driver. Failure to provide a valid pass/QR code or to make payment will result in refusal of the passenger to board the vehicle whether morning or afternoon, and parents are responsible for making alternative arrangements for their children's transport in these instances without exception.
- In the event that cancellation of transport is requested by a parent/guardian any refunds given will only be in exceptional circumstances. No refunds will be available in the event of non-travel due to illness, holiday, study leave, or other related absence.
- In the event of any missed payment, cancellation of transport payments etc. a £10.00 administration fee will be applicable.
- The following methods of payment are accepted – for bus passes/QR codes: full payment for academic year, direct debit for 10 months from July – April inclusive. Termly passes payable prior to the start of each of the three terms. If your child is to pay daily on the vehicle, they may do so in cash or by the use of contactless card. Failure to provide one of these methods of payment on boarding will result in our refusing travel.

Code of Conduct

Students must adhere to Sleafordian Coaches behaviour policy and its Code of Conduct at all times whilst travelling. This includes but is not limited to the following stipulations:

- The use of physical violence, bullying, verbal abuse, disrespectful conduct at any time.
- In the event of any poor behaviour the driver may request to view the child's bus pass to verify their identity. This must be permitted without argument.
- Any unruly behaviour which could compromise the safety of others may result in the withdrawal of the pass and no refund will be given in such circumstances.
- All passengers are requested to be mindful in terms of safety at the bus stop and to stand well back from the kerb to allow the vehicle to safely pull in to the kerb side for the passengers to embark in an orderly fashion with no pushing.
- Whilst the vehicle is in motion, students are to keep all body parts inside the vehicle at all times and must remain seated. Where seat belts are fitted they must be worn at all times.
- Students must ensure they are seated appropriately for example on double deck vehicles the majority of the seating is designed for two persons with the exception of the upper and lower deck rear seats designed for five persons. If the vehicle is fitted with seat-belts this will assist the users working out how many there are per section as there will be one fitted per person. In particular students should be aware of potential hazards such as over seating on the upper deck opposite the stairwell.
- Students must not throw anything, out of, within, or at the bus.
- Students must not make unnecessary loud noise when talking and must not yell out of the window.
- Students must be respectful of the driver's need to concentrate at all times.
- Obscene language and gestures are never to be used towards other students, the general public, staff or the driver.
- Emergency doors and windows and associated safety equipment are only to be used when instructed to by the vehicle's driver.
- Students may use electronic devices whilst traveling, such as MP3 players, iPods, mobile phones, provided they are only used with headphones. Drivers have the discretion to manage or prohibit the use of electronic devices on their bus. Portable Bluetooth speakers are not to be used on school transport.
- Students must not use mirrors, lasers, flashing lights, flash cameras, or any other lights or reflective surfaces in a manner which might interfere with the driver's operation of the vehicle.
- Sports equipment, or items deemed by the driver as a safety hazard are prohibited.
- Consumption of any food or drinks is prohibited. This includes chewing gum and sweets.
- All rubbish should be placed in the bins provided. Littering will not be tolerated.
- Students must ensure that they get on and off the vehicle in a safe and orderly manner. If students are required to cross the road, they are to ensure that they do so in full view of the vehicle's driver

and other road users. This should be in front of the vehicle in full view of the driver. Any unsafe and inappropriate bus stop protocol will be reported.

- Smoking/Vaping is strictly prohibited at all times.
- Articles brought onto the bus such as musical instruments must be kept in the possession of the owner at all times. Every effort will be made to accommodate musical instruments; however, those that are too large or pose a threat to safety may need to be stored in the boot / luggage compartment for the vehicle.
- Students need to be at the collection point at least ten minutes before the scheduled pick up time. Vehicles arriving within five minutes of the scheduled time are considered to be on time.
- If the vehicle does not turn up on time students are to remain at the collection point for a following 30 minutes. If they are able, students should contact both Sleafordian Coaches and also their parents to inform them of the situation. The vehicle will only stop at the designated collection and drop off points
- Any behaviour that is considered unsafe or disruptive by the driver will be handled through the use of the Transport Discipline Plan.
- Any prohibited items may be temporarily held by the driver for safety reasons, provided they are returned to the student. Drivers may not keep students' personal property overnight unless this is lost property and the vehicle is not returning to the depot until the following day.
- Behaviour of the students whilst travelling on this transport is ultimately the responsibility of parents and guardians. We will liaise with the school where we feel necessary to ensure that any remedial action is required after engaging with parents or guardians in the first instance.
- Any route classed as a public service may also be used by members of the public during the journey.

TRANSPORT DISCIPLINE PROCEDURE

What will happen immediately when you portray unsafe behaviour?

If unsafe behaviour occurs before the vehicle leaves the collection point the student will be asked to correct the behaviour IMMEDIATELY before we continue with their journey (behaviour documented)

Or

If unsafe behaviour occurs after the bus leaves the in the morning/afternoon, the driver will pull over to a SAFE location and restore order. He/she will establish the name of the students involved and ask to see the pupils' bus pass to verify their identity. The names of the pupils involved will be recorded and submitted to the Transport office on the drivers return.

First Offence:

The driver will give the student a verbal warning and continue to monitor the students for compliance towards the agreed Code of conduct throughout the journey. Upon arrival in Sleaford or return to depot the Driver will record the details of the verbal warning and pass it to Jemma Familton for further administration and investigation within 24 hrs.

Second Offence:

After investigation the student may be placed on probation for TWO weeks subject to the results. He or she will also be assigned seating to the front of the bus for the two week probation period. Jemma Familton will contact the parent or guardian to ensure that they are aware of issues and the subsequent probationary period.

Third Offence or Serious Offence

After investigation, the student will be placed on a transport suspension period of up to four weeks subject to the results. Jemma Familton will contact the parent or guardian to ensure they are aware of the suspension. Upon the student's return to the vehicle they will be placed on a probation period of two months and assigned to the front of the vehicle.

Final Offence

Should investigation confirm a final or most serious offence the Student will be placed on suspension PERMANENTLY. Jemma Familton will contact the parent or guardian to ensure that they are aware of the suspension. After twelve months' suspension has been served an application can be made to Jemma Familton in order to seek the reinstatement of transport privileges should a seat become available.

Notes:

Any breaches of the Code of Conduct will be reported in writing to the parent/guardian and from the first instance a record will be created that will be used to monitor behaviour and the students position relating to the disciplinary procedure above.

Any recurring breaches of the Code of Conduct during a probationary period will result in immediate suspension from transport privileges for the remainder of the probationary period and beyond.

If transport privileges are suspended parents will be responsible for the transportation of their child to and from Sleaford.

Please be aware that investigation may involve statements from the driver(s), reviewing previous offences, speaking to other parties if other students are involved, and may also include CCTV footage. However, CCTV is not available on all vehicles and this is not a necessary requirement for the company to begin the process of disciplinary action if we deem the offences to have taken place on the balance of probability and the witness statements of our staff.

Should transport privileges be suspended or withdrawn due to a child's behaviour no refund will be given for any payment that has been received but cannot be utilised due to the suspension/withdrawal.

Please note that Sleafordian Coaches has a Privacy Policy which is available on our website at: www.sleafordian.co.uk or on request from our offices.