

CODE OF CONDUCT FOR SEN STUDENTS

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This code of conduct is for students with Special Educational Needs (SEN) who travel to their education setting on transport arranged by Hampshire County Council's School Transport Service.

It has been written to ensure that students and their parents/carers understand passenger expectations to ensure a safe and comfortable journey.

1. GENERAL EXPECTATIONS FOR PASSENGERS

- 1.1 All students are required to behave responsibly and safely on-board School Transport. Failure to behave to acceptable standards may lead to further action from the school or transport service including, but not limited to, written warnings, short or fixed term suspensions from transport and in some cases, complete removal from transport. This may be necessary if, for example, a students' behaviour puts the safety of our staff and other children using the service at risk.
- 1.2 We understand that students with Special Educational Needs (SEN) will have additional challenges, but it is in keeping with the aim of promoting their independent living skills that we expect them to behave as well as possible.
- 1.3 Behavioural incidents will be reviewed on a case-by-case basis and during this period, you would need to take your child to school. This is so we can source alternative suitable school transport. You will be offered an allowance towards mileage costs during this period.
- 1.4 If your child is eligible for a Passenger Assistant to ensure they are safe on transport you should be aware that this may take additional time to arrange.
- 1.5 Please do not put the student onto transport if they are behaving in an unusually challenging or aggressive manner. The driver or Passenger Assistant has the right to refuse transport for that journey if they feel that there is any risk to themselves, the vehicle, or other students on board. This also applies for the return journey. Please be aware that in such cases the parent/carer is responsible for arranging transport to or from school for both morning and afternoon journeys.
- 1.6 If damage to vehicles is caused, it may be parental responsibility to reimburse the operator for repairs. This will be subject to investigation and liaison with the relevant parties and/or witnesses to the damage.
- 1.7 The School Transport Service is not responsible for loss or damage to personal belongings including any electronic devices that students bring onto transport.

If the student thinks they have left property on the vehicle, please contact the transport operator directly.

2 SAFETY

2.1 In the interest of safety, the student must:

- a. Follow all instructions from the driver.
- b. Keep noise to a reasonable level and be mindful of any other passengers. This includes no use of offensive or abusive language.
- c. Not distract the driver.
- d. Not eat, drink, smoke or vape on board.
- e. Not deface or damage the vehicle in any way.
- f. Not play music or games on electronic devices unless personal earphones are used.
- g. Queue and board transport in a sensible manner and not push or jostle whilst entering/leaving the vehicle.
- h. Wear their seatbelt (if provided) in accordance with the Law.
- i. Remain seated unless otherwise instructed by the driver.
- j. Ensure school bags are stored under the seat, in the luggage rack/boot, or on the student's lap.

3 PARENT/CARER RESPONSIBILITIES

- 3.1 Parents/carers are responsible for the behaviour of the student whilst they use School Transport. You must ensure that you explain to the student what is expected of them whilst on the vehicle.
- 3.2 Please provide as much information as possible about your child's needs (including medical needs). This will allow their individual circumstances to be considered.
- 3.3 It will help your child if you can share effective techniques used to support your child's behaviour whilst on transport. Please let the transport team know about these techniques by completing the [online form](#).
- 3.4 We will consider each child's individual needs when looking at behavioural issues, but you should understand that any of the following may lead to transport being withdrawn if it is not possible to manage the behaviour on the vehicle (this list provides examples only and is not exhaustive):
 - a. Disruptive, violent, distracting, or dangerous behaviour including bullying, fights, use of foul, abusive, sexist, racist and homophobic language.
 - b. Endangering themselves, fellow students, the driver, Passenger Assistant, or other road users.
 - c. Distracting the driver or refusing to wear a seat belt or other safety equipment.

- d. Behaving in a sexually inappropriate way including viewing or sharing sexually explicit material on a device.
 - e. Threatening violence during the journey.
- 3.5 Please complete the [online form](#) immediately if there are any changes to the following:
 - a. Your personal contact details.
 - b. The student's medical conditions (see 3.6)
 - c. The student's wheelchair model (see 3.7)
 - d. If your child leaves school during the academic year
- 3.6 Changes to a student's medical conditions may result in a temporary gap in transport provision whilst we investigate the suitability of current transport arrangements. During this period, you would need to take your child to school. This is so we can source alternative suitable school transport. You will be offered an allowance towards mileage costs during this period. If your child requires a Passenger Assistant to ensure they are safe on transport you should be aware that this may take additional time to arrange.
- 3.7 Not all wheelchairs are transportable. Please check this with your provider before changing wheelchairs.
- 3.8 If your child's address or education setting changes, you will need to re-apply for school transport through the online portal.

4 TRANSPORT ARRANGEMENTS

- 4.1 Parents/carers must inform the School Transport Service if the student has a medical condition e.g. epilepsy or severe allergies which can affect them on transport and must NOT assume we are already aware. We will pass information regarding the student's medical condition to their driver and/or Passenger Assistant where necessary.
- 4.2 Parents/carers must not board the transport and are not able to travel with the student on contracted transport unless the parent or carer is acting as a Passenger Assistant, and this has been agreed in advance with the School Transport Service.
- 4.3 Parents/carers should not act in a threatening or abusive way towards the driver, Passenger Assistant, or other students either on or around the bus. You should report any concerns to the school or School Transport Service by completing the [online form](#).
- 4.4 If the student misses either the inwards or return pick-up, no alternative transport will be provided, and the parent/carer will be responsible for transporting the student.
- 4.5 If your vehicle is continually early or late, please contact the School Transport team so that the problem can be rectified.

- 4.6 You must ensure the student is ready for transport. Vehicles will only wait 3 minutes past the arranged pick-up time before continuing the route. Vehicles will not wait for late students at bus stop pick-up points.
- 4.7 A parent or carer must be present at the pick-up and drop-off at the correct time. If the student is collected from their home, the driver will get as close as possible, access permitting. Drivers will not drive onto private land or driveways.
- 4.8 Drivers and Passenger Assistants are not required to leave the vehicle. If no parent or carer is present at the drop-off location, we may instruct the driver or Passenger Assistant to take to the nearest Social Services office or Police Station. Repeated occurrences of this may lead to withdrawal of transport.
- 4.9 If you are happy for the student to enter or leave your home address unaccompanied you must sign a waiver to confirm they can travel unaccompanied. A form can be requested [here](#).
- 4.10 **Late transport.** If your transport doesn't arrive within a reasonable time (around 20 minutes) and you haven't received a message from your driver or School Transport, please contact your transport operator directly, you will get a quicker response this way. If this is a regular occurrence, please make School Transport aware by completing the [online form](#).
- 4.11 **Adverse weather.** There is usually a period within most academic years where schools consider closing due to the threat of snow and ice. Be 'weather aware' and check weather reports, local radio, school websites etc. and bear in mind that transport may be cancelled for safety reasons by the operator even if the school remains open. You may need to collect the student from their school in the event of sudden adverse weather.
- 4.12 **Communication.** All forms of transport are prone to unforeseen issues, including staff illness, vehicle breakdowns, roadworks, severe traffic jams, severe weather, accidents, or school closures. In these situations, we will endeavour to communicate with you by phone call or text message (the mobile number you gave to School Transport will be used and **you must notify School Transport if any of your contact details change**). If anything does go wrong, you should have a Plan B of your own. You may need to take the student to school yourselves, or ask a friend or relative, or keep them home for the day. Bear in mind, if you do take to school yourselves, transport may also not be available for the return journey.
- 4.13 **Change of pick-up time.** The parent/carers is responsible for any transport required outside normal school hours; no provision is made for exam timetables, work experience or after school activities or if the student becomes unwell whilst at school and needs to go home early.
- 4.14 **One off cancellation.** Parent/carers should contact the operator directly if the student doesn't require transport e.g. appointments, timetabling, sickness, or any other absence. If a student is poorly whilst at school, the parent/carers will need to collect them.
- 4.15 **Equipment.** All equipment provided by School transport remains the property of Hampshire County Council and should be returned when the student no longer requires its use.

5 FURTHER INFORMATION

- 5.1 Please note there are further details at [Travel to school | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/travel-to-school)
- 5.2 If you have any questions regarding the points covered in this document, please contact the School Transport Service by completing the [online form](#).