



Flm - Policies

School Transport Code of Conduct Policy

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First & Last Mile CIC (FLM) provides a School Transport service in line with [Oxfordshire County Council's School Transport Code of Conduct](#) policy (OCC). It takes the safety and welfare of students travelling on its service as part of Oxfordshire's school transport very seriously.

This details who can use the service, how it dovetails with its scheduled service and the responsibilities of all parties.

Who can use the FLM School Transport Service?

Students who use our school service do so following with a season pass following a request from parent, guardian, or as occasional paying passengers where capacity permits. We aim to carry as many students as we can and liaise closely with OCC and in this instance Bartholomew School. Once the season ticket is paid for, FLM has a commitment to deliver the student for the duration of the ticket, with a preferential option to renew for the next term.

By signing the contract the parents, guardians and students implicitly agree to follow our Code of Conduct. Failure to adhere to the code of conduct could result in transport being withdrawn from a student.

FLM will work with the school to resolve any incident involving FLM school transport and will be taken seriously.

Whilst the FLM School transport service is guaranteed for the students with whom it has contracts, a few spare seats are reserved for the public to use the same service. Priority is always given to students on these services. If there are insufficient seats on a given day, a spare bus is run to ensure capacity.

Additional benefits of the FLM School Transport Service

- FLM will take applications as long as we have spare capacity.
- FLM gives priority to existing season ticket holders so that if they continue to pay they know they won't lose their space.
- FLM has added extra stops to meet requests both from parents and children.
- Pupils can use any of our buses at any time, not just twice a day.
- FLM provides additional ticketing flexibility including half term tickets.
- FLM allows one free replacement of lost passes.



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- We will not leave vulnerable children in an unsafe environment even if they cannot produce a ticket or fare.
- Offer a facility for children to pay on the day if they just need to use the service occasionally, if space is available.
- FLM runs a later bus to support after school activities.
- FLM keeps parents and guardians fully up to date with any news or changes.
- FLM endeavours to provide a safe, friendly environment for everyone.
- FLM Make sure that there is a channel of communication with parents/ guardians should that be necessary.

Responsibilities of FLM

- Liaise with OCC regarding overall service provision.
- Liaise with OCC regarding routes & timetables.
- Liaise with OCC & Schools regarding provision of season tickets to students.
- Provide season tickets and ensure parents/guardians are fully aware of working arrangements.
- Ensure all FLM Drivers and Passenger Assistants have an enhanced DBS check and Safeguarding and Disability Awareness Training
- Ensure all vehicles and that all drivers and vehicles are suitably licenced and insured for the conveyance of students.
- Ensure all Drivers and Passenger Assistants are issued with FLM Identification Badge.
- Provide students with safe travel between their designated collection point and the school site, and vice versa ensuring all safeguarding protocols are followed.
- Provide vehicles and drivers that meet all legal and contractual requirements.
- To have appropriate employers' liability, public liability and vehicle insurance cover.
- Ensure they hold an appropriate operator's or local authority permits.
- Ensure that all Drivers are issued with the most up to date route and schedule.
- Ensure that no changes are made to the schedule without approval from the OCC Supported Transport Service.
- Ensure that all confidential information is handled in line with the [FLM General Data Protection Regulations \(GDPR\)](#) policy.

Responsibilities of FLM Drivers and Passenger Assistants

- Be familiar with the FLM [What to do in Emergencies Policy](#).
- Always be presentable and courteous.
- Adhere to the FLM Passenger Assistant and Flm Driver Code of Conduct.
- To be in possession of an appropriate licence to drive the vehicle being used to convey students and be able to produce it on demand.
- Hold a valid FLM Identification Badge and be able to produce this when requested.
- To undertake FLM Safeguarding and Disability Awareness Training.
- To follow the route and schedule as agreed and not deviate from this without prior authorisation, except under exceptional circumstances (e.g. a road closure) make a deviation necessary.
- Never leave a designated collection point earlier than the published time.
- Do not pick-up or drop-off at any point other than a designated stop.
- In the event of a vehicle breakdown, maintain a safe environment for all passengers and contact the Flm OpsTeam
- To be responsible for the safety of the students for the entire duration of their journey
- If there is an emergency on board and it is safe to do so, stop the vehicle and follow protocols.
- When necessary [follow emergency procedures](#).
- If it is not safe to stop, or it would be safe to continue, once at the nearest safe destination (home or school) inform the Flm OpsTeam who will then inform schools and parents
- Never try to resolve any acts of misconduct (unless a student's behaviour presents a danger to the vehicle or other students on board) but report the names of the miscreants to the school at the earliest opportunity



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- Unless there are genuine concerns for the safety of the students on board the vehicle, the vehicle should not be stopped. If stopped, it must be in safe place and for as short a period of time as possible and the school and FLM must be notified of such a break to the journey
- Serious incidents or accidents involving the safety of children, the vehicle or other road users must be reported immediately to Flm OpsTeam who will be responsible for escalating further.
- No student should be put off any vehicle mid-journey.
- Seek immediate advice from FLM where a serious incident occurs.
- Where a student travels in a wheelchair, anchor and secure the webbing on the chair on all journeys.
- If conveying a student with Special Educational Needs will ensure they have read the Risk Assessment Passenger Passport.
- Ensure when transporting a student with Special Educational Needs they are handed over to an appropriate responsible adult before leaving designated stop (school, home or bus stop).
- Can refuse to transport a student whose behaviour would put the driver, passengers and any other road user in danger for the immediate short term and until further guidance has been received from Flm OpsTeam.
- If the student's behaviour on the vehicle presents a danger to themselves or others, transport may be withdrawn. The parent/carer has a responsibility to manage the student's behaviour and if transport is withdrawn, it does not excuse the student from attending their school, college or unit.
- The Driver and Passenger Assistants duty of care does not end until the last student has been discharged. On no account must this duty be delegated to any other person.

Drivers and Passenger Assistants are responsible for ensuring that a seat belt or safety harness is provided for passengers and that it has been secured. However, they are not responsible for securing seat belts or harnesses. Neither are they responsible for escorting students from the vehicle into home or into school premises. Drivers are not permitted to lift or assist by manually handling passengers in or out of vehicles.

Responsibilities of the School

The school shall adhere to all legislation and the Code of Conduct. It is specifically responsible:

- For the behaviour of students from the start to end of their home to school transport journey, both morning and afternoon.
- To have a zero-tolerance policy in relation to inappropriate behaviour on home to school transport
- Identify a lead member of staff to have responsibility for home to school transport and provide contact details for this person. This person will act as the main point of contact for reporting incidents of misconduct and will be responsible for liaising with FLM OpsTeam.
- To be the initial point of contact for complaints about student misconduct or anti-social behaviour on all school transport.
- Keep an up to date record of all incidents, misconduct and anti-social behaviour on home to school transport.
- Treat seriously any notification of an incident that is reported on home to school transport and escalate issues as necessary.
- To work with students, parents and carers to ensure that any unacceptable behaviour issues either on the home to school transport journey or at the designated stop are addressed and dealt with.
- We recommend school staff wear hi-vis jackets when they on layby duty and their names are made known to all bus drivers.

Responsibilities of Parents and Carers

- To support the school and FLM by ensuring that the Code of Conduct is understood and followed at all times.
- Ensure that the child is at the boarding point five minutes before transport is due.
- Ensure that your child arrives at the designated stop safely in the morning and reaches home safely from the designated stop in the afternoon.



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- Where a student has Special Educational Needs or a disability and they hold an EHCP, they will need to be met at the designated stop or home address by a responsible adult. Failure for a responsible adult being present could result in a child being returned to the school or the nearest police station.
- Teach your child, where they do not need to be accompanied to and from the designated stop, the safest walking route between home and the designated stop, including the safest crossing points on their route.
- Teach your child to think about their own and others' safety, while walking to and from the designated stop and on the transport.
- Teach your child the importance of waiting for the transport in an orderly, courteous and calm manner and ensure that they know what to do if the transport does not arrive within 15 minutes of the scheduled time, or if access to the transport is refused.
- Ensure any Special Educational Needs Risk Assessment Passenger Passports are carried at all times and such needs are explained to FLM.
- If transport is withdrawn it is the responsibility of parents and carers to ensure their child's continued attendance at school.
- Remind your child that they need to wear any seatbelt that is provided at all times. Also for students with Special Educational Needs and Disabilities, remind them to ensure seat belts are fastened and secured before the vehicle pulls away.
- Ensure your child is aware that in the event the vehicle has to make an unscheduled stop, that they must follow the driver's instructions. If the driver's instruction is not followed, then this is at the student's own risk.
- Cooperate with the school and FLM and if your child exhibits bad behaviour on home to school transport.
- Ensure that any incidents or concerns are reported to FLM and the school as soon as possible.
- Parents and carers are permitted to board the vehicle as a paying passenger subject to capacity being available.
- Parents and carers should not act in a threatening or abusive way towards the driver, passenger assistant or any other students either on or around the vehicle.
- Parents are responsible for ensuring that students also adhere to the rules.

It is important that students should behave in an appropriate manner towards any Driver, Passenger Assistant, other students or members of staff. All students who use home to school transport are expected to abide by the Code of Conduct and any student who fails to abide by this when using any transport provided by FLM may be excluded.

Responsibilities of the Student

To ensure they abide by the code of conduct at all times To act responsibly while travelling to and from the designated stop and while travelling to and from school on home to school transport

- To behave well at all times and not to act in a way that may compromise the safety of others
- Show respect at all times for the driver, Passenger Assistants and all other passengers
- Ensure that they follow the instructions of the driver or Passenger Assistants at all times
- To report any concerns about safety to the named member of staff at school
- Arrive at the designated stop 5 minutes before the scheduled pick-up time
- Wait at the designated stop for 15 minutes past the scheduled pick-up time before notifying Supported Transport Service and await advice.
- If transport still has not arrived, follow the procedure you have agreed with your parent or carer (for example go home to organise alternative transport) and notify your parent/carer and school.
- Wait in an orderly, courteous and calm manner.
- Keep away from the curb and well clear of other traffic.
- Only board the home to school transport you have been allocated when it is stationary.
- Always carry your pass and show it to the driver when boarding the vehicle.
- Find a seat quickly and remain seated for the whole journey.
- Seat belts and harnesses must be worn.



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- Only occupy one seat per passenger
- Never distract the driver or be discourteous.
- Do not be abusive or shout at the driver, other students or other passengers in the vehicle. Bad language and unruly behaviour will not be tolerated.
- Treat all on board with care and respect and do not bully any other students. Any form of bullying will not be tolerated.
- Follow any instructions given by the driver or Passenger Assistant quickly and without hesitation.
- Do not vandalise the vehicle or other people's property.
- Do not smoke, use electronic cigarettes, drink alcohol or consume illegal substances.
- Do not carry an offensive weapon, real or replica.
- Do not throw objects from or within the vehicle.
- Do not leave litter or consume food and drink which will cause a nuisance.
- Keep the aisle clear. Bags go under the seat, on the parcel shelf or on your lap. Make sure you have all your belongings as you leave the vehicle.
- Do not open the emergency door unless the driver instructs you to, or if there is a genuine emergency.
- Ensure all of your belongings are taken with you when you exit the vehicle. Stand back from the road when the vehicle moves off.
- If you need to cross a road, only do so once the vehicle has moved off and the road is clear in both directions.

Any criminal offences that result in a student being excluded may also be reported to the police.

Document Distribution, Review & Authority

This document is available in the drivers Handbook on the FLM Intranet and on the company website. It is also shared with OCC, Bartholomew School & Parents.

This policy will be reviewed, approved and endorsed by the Directors.

Name Andy Swarbrick

Position Director

Signed

A handwritten signature in blue ink, appearing to read 'A. Swarbrick', is written over a light blue circular background.

Dated 13 Apr 2023