

Foundation Transport Services Terms and Conditions of Use

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1. Rationale

- 1.1. Regular to/from school transport services provided by the Foundation are a valuable resource, which help to provide families with more convenient travel to school arrangements and reduce environmental impact.
- 1.2. It is essential that all users of this resource are aware of and agree to our terms and conditions of use to ensure the safety of both pupils and the driver.

2. Booking and cancellation

- 2.1. All transport services are booked and paid for in advance of each term and bookings are taken before the end of the previous term. Where payment has not been received pupils will not be allocated a place.
- 2.2. An expression of intent to book is circulated prior to the start of each academic year to all current and new families to enable the Foundation to plan services for the year. We cannot guarantee that we can provide a place if the service is running at full capacity and the demand is not sufficient to run an additional vehicle. Where this is the case, we will place pupils on a waitlist.
- 2.3. Transport routes will be confirmed before the summer half term.
- 2.4. Cancellation of a booking must be made prior to the last day of the previous term. Parents will be liable for the fees for the following term unless notice is given at the end of the

previous term, however, on services which are running to capacity we will look to waive the fees for the full term if we are able to replace your child's place with another pupil from the waitlist for the service.

3. Timings

- 3.1. Transport services provided by the Foundation are scheduled to arrive at the Foundation in time for morning registration and to depart at the end of the school day. Parents/guardians must make alternative transport arrangements for pupils who participate in any before or after-school clubs whose start/finish times do not coincide with the scheduled bus departure times.

4. Management of pupils in transit between home and school

- 4.1. A significant number of pupils travel to and from school each day using the transport services provided by the Foundation. Parents/guardians are responsible for ensuring that their children travel safely to and from school.
- 4.2. Children under the age of 5 travelling on Foundation organised transport to and from school are accompanied by a member of staff (chaperone). Other pupils are not supervised by a member of staff, other than on occasion as required, but are expected to behave responsibly.
- 4.3. We will always investigate complaints about poor behaviour. Pupils are reminded of their obligation to maintain a high standard of behaviour and are aware that they may not be allowed to use the service if their behaviour is judged to merit that intervention, as explained further below.

5. Important Information

- 5.1. The driver will not wait beyond the published times for departure at any collection point. It is the parent/guardian's responsibility to ensure the pupil is at the collection point in a timely manner.
- 5.2. The Foundation requires that all pupils are collected by parents/guardians from the drop off point unless explicit written permission is received from a parent/guardian that a pupil can walk or travel home from the drop off point unaccompanied. All permissions must be reviewed and approved by the Head of School before the arrangements can be put in place and the transport driver notified of this. Such permissions must reflect a regular arrangement and permissions for ad hoc arrangements cannot be accepted.
- 5.3. The driver will not be responsible for liaising with the parents/guardians regarding transport arrangements or any other such matter outside the immediate school journey. Parents/guardians must communicate directly with the Foundation's administration team.
- 5.4. Where arrangements are in place for a pupil to be transported regularly from school in transport arranged through the Foundation and the pupil has not been collected, the driver

will wait for five minutes at the destination. If the pupil has still not been collected, the driver will inform the Foundation and the pupil will then be returned to school, while the Foundation seeks to contact the parent/guardian.

- 5.5. If the parent/guardian is unobtainable, the Foundation is legally obliged to liaise with Social Care as detailed in our Non-Collection of a Child Policy. For Cambridgeshire, contact is made via the Multi-Agency Safeguarding Hub (MASH) on 0345 045 5203 or on 01733 234724 (out-of-hours Emergency Duty Team). For pupils at Dame Bradbury's, contact is made with the Essex Children and Families Hub on 0345 603 7627 or 0345 606 1212 (out-of-hours Emergency Duty Team). The driver will contact Social Care directly if he/she is unable to speak to a member of staff at the Foundation. The Foundation will not accept parental requests to leave pupils at the collection points after the driver is due to leave the destination.
- 5.6. The safety of the pupils within the Foundation is our highest priority and to ensure their safety and that of the driver all parents/guardians agree that their child/children will abide by the Foundation Codes of Conduct and School Rules. Infringement of either the Code of Conduct or School Rules whilst using Foundation approved transportation will result in the pupil potentially being suspended or excluded from the transportation services.
- 5.7. In the event of a pupil's suspension or exclusion from the transportation services, it will be the parent or guardian's responsibility to take their child to and from school. The Foundation shall not be liable in respect of any claim for compensation or damage arising from such exclusion or ban and in particular shall not be liable to refund any pre-payment of the termly fare covering the period of exclusion.

6. CCTV

- 6.1. Please note that Richmond's Coaches vehicles are fitted with CCTV cameras which capture images of the road ahead and behind the bus and the interior of the bus, including over each exit. The purposes of the CCTV cameras are to deter and identify crime or anti-social behaviour on the vehicles and for use as evidence in the event of any accident or incident. Clear notices are given in those vehicles in which CCTV is in operation. Please contact Richmond's Coaches directly if you require any further information - postbox@richmonds-coaches.co.uk.

Please refer to:

Anti-Bullying Policy
Behaviour, Rewards and Sanctions Policy
Non Collection of a Child Policy and Procedures
Physical Contact/Intervention Policy
Safeguarding and Child Protection Policy
School/College Rules and Codes of Conduct

Reviewed: March 2021

Version Control

Date of adoption of this policy	24 March 2021
Date of last review of this policy	24 March 2021
Date for next review of this policy	Spring Term 2022
Policy owner	Vice Principal
Authorised by	Principal and Chief Financial Officer

Appendix 1 - Code of Conduct

Pupils

When waiting for Foundation transport or for someone to collect you, please:

1. Behave responsibly and respect other people and their property.
2. Do not push or shove others at any time.
3. Stand well back from the kerb whilst waiting for the vehicle.
4. Do not go near the vehicle until it has stopped.

When using Foundation transport, please:

1. Stay seated and wear your seatbelts at all times during the journey. Never move around the vehicle while it is moving.
2. Do not get on or off the vehicle before it has stopped moving.
3. Do as you are asked by the driver.
4. Do not distract the driver.
5. Respect other pupils of all ages who are using the vehicle.
6. Do not lean out of the windows.
7. Do not throw anything in the vehicle.
8. Do not eat or drink whilst on board.
9. If there is an accident or breakdown, stay calm and quiet and follow the driver's instructions.

The safety and behaviour of our pupils, at all times during their carriage between the pick-up/drop-off points and the Foundation and vice versa, remain the responsibility of the parent/guardian.

Parents and Guardians

1. Please make sure your child arrives at the pick-up point at least 5 minutes prior to the scheduled departure in the morning, and where necessary is supervised until the bus arrives.
2. Please make sure you arrive at the drop-off point in good time to meet your child when the bus returns from school.
3. It is the responsibility of the parent/guardian to deliver and collect their children to/from the designated pick-up point and see him/her safely on/off the vehicle.
4. EYFS children travelling on Foundation organised transport to and from school are accompanied by a member of staff (chaperone). All other pupils are not supervised by a member of staff, other than on occasion as required, but are expected to behave responsibly.
5. Please ask your child to show the driver respect and follow any instructions he or she may give.
6. Please encourage them to remain seated at all times and wear a seat belt. The drivers' primary function is to transport children to and from school. They may not be able to do this if children misbehave on the vehicle.

7. Please notify the relevant School Office immediately of any changes to your circumstances by telephone or email or if you have any concerns about the Foundation transport services.

Appendix 2

Code of Conduct for Home to School Transport in the context of the current COVID-19 pandemic

We have set out the following responsibilities - for the Foundation, external transport providers, pupils and parents/guardians respectively - which must be adhered to during the pandemic. These have been written with regard to the latest Department for Education (DfE) guidance.

Transport providers will:

- Clean vehicles thoroughly on a daily basis in accordance with agreed schedule (details of which are available upon request);
- Clean high-touch areas between each journey with anti-bacterial spray/wipes;
- Provide hand sanitiser on board as emergency back-up use, however parents/guardians are requested to provide individual hand sanitiser for their child's use at the start and end of each journey;
- Ensure that all drivers wear face coverings and keep vehicles well ventilated - where air conditioning is in use units have been re-configured where possible to extract external air rather than re-circulating internal air (as per guidance from the Confederation of Passenger Transport);
- Ensure that drivers remain forward facing as much as possible and avoid unnecessary interaction with pupils;
- Aim to retain the same driver on individual journeys where resources permit;
- Provide the Foundation with a copy of their risk assessment and safe system of work, prior to the start of term;
- Continue to monitor and follow guidance provided by the DfE, associated transport bodies and local authorities.
- Engage with all aspects of the NHS Track and Trace process.

The Foundation will:

- Ensure that our risk assessment and pupil protocols are monitored and reviewed regularly;
- Group pupils together in school-related 'bubbles' as much as possible – pupils should sit in the same seat each day, a seating plan will be used and daily changes recorded for test and trace purposes;
- Ensure that pupils queue in an organised and socially distanced manner whilst waiting for vehicles at the end of the day
- Supervise pupils to ensure that they board vehicles in single file, observing social distancing at all times at the end of the day.
- Ensure that registers are taken of pupils disembarking in the morning

Pupils will:

- Respect the need for social distancing whilst waiting to board vehicles, both in the morning and afternoon;
- Ensure that they follow the strict seating policy to remain within their designated 'bubble';
- Ensure that their face covering remains in place covering their nose and mouth throughout the entire journey if in Year 6 and above;
- Ensure that they disembark the vehicles, both in the morning and the afternoon, in single file and keep within their school 'bubble' where appropriate;

- Understand that any failure to comply with the above conditions will result in transport provision being withdrawn.

Parents/guardians will:

- Ensure that their child does not embark upon their journey to school if they are showing any symptoms;
- Provide face coverings for all pupils in Year 6 and above to be worn during every journey;
- Provide individual bottles of hand sanitiser for use before boarding and leaving the vehicle;
- Ensure that their child understands the conditions outlined in this Code of Conduct;
- Understand that any failure to comply with the above conditions will result in transport provision being withdrawn.