

Habs

HABERDASHERS'
ELSTREE SCHOOLS

Coach Service Code of Conduct

Advice for parents and passengers

Issue 16
Spring 2022

Introduction

Welcome to the coach community. We are pleased that you are committing to a more environmentally sustainable mode of transport.

We want all passengers to stay safe and to travel in comfort. To ensure all operators and users of the coach service are aware of their responsibilities we ask that you read and agree to be bound by the code of conduct before signing up to the service.

Whilst most passengers behave in a responsible manner, there can be times when the standard of behaviour falls short of the school's high expectations. The code of conduct exists to ensure all users of the service are aware of the school's expectations of parents, passengers and operators.

Poor behaviour, in particular that which puts others at risk, may lead to withdrawal of the coach service **leaving responsibility for transporting your child or children to school with the parent/guardian**. Many of our coaches have CCTV installed and behaviour is monitored and recorded.

We transport over 1,900 children on over 90 routes to and from 160+ stops every day. We cannot do so safely without the commitment of all who use and deliver the service.

Thank you for taking the time to go through this information. Together we can ensure all remain safe while travelling to and from Haberdashers'.

Please note that the rules highlighted in gold are your Golden Rules and must be respected at all times.

Code of Conduct

The life and wellbeing of the school rests upon the principles of honesty, fair-mindedness, mutual goodwill and the consideration for others. Any breach of good manners or common sense is a breach of the schools' rules; this includes any action that may impair the schools' good name.

School rules apply at all times.

Full details of school rules for both the Boys' School and the behaviour policy of the Girls' School can be located on their respective websites.

If you feel bullied or have a complaint against the driver this must be reported to your Form Tutor and you must also tell your parents.



You have a responsibility to behave well, to uphold the good name of Haberdashers' and never to act in a manner that may compromise the safety of yourself or others.

At all times you are ambassadors for the schools and must therefore behave appropriately when travelling to and from school.

Please be aware that:

- We do not endorse gaming on the coach
- Pupils cannot take photos or film on the coaches.

Parents: Advice and Responsibilities

- **Ensure your child always has a fully charged and working mobile phone with them**
- **Ensure your child arrives at their stop at least five minutes before departure time - our coaches may depart within this five minute window**
- **Discuss with your Prep or Junior School child that they must not leave the safety of the coach if no one is there to collect them**
- Familiarise yourself with the stops at each afternoon departure time as these differ at 4.15pm and 5.30pm
- Park considerately ensuring access for the coach and residents
- Ensure Prep and Junior School children are always with an adult when waiting for their morning coach and collected from afternoon coaches
- Unaccompanied children should be taught the safest route to their coach. Impress upon them the dangers of being distracted by electronic devices
- Ensure your child has their coach e-ticket with them
- Insist that your child always wears their seatbelt while on the coach and remain seated while the coach is in motion
- Teach your child to think about their safety, and the safety of others, whilst being driven and the consequences of distracting the driver with poor behaviour
- Teach your child the importance of waiting for the coach in an orderly, courteous and calm manner
- Ensure your child knows not to exit a coach in an area unknown to them. If your child leaves the coach unsure of where they are, neither the driver nor operator is responsible for your children. Please note a driver cannot hold a pupil on board if they insist on disembarking
- If your child behaves anti-socially or causes damage on a coach, they risk being banned. Parents will also be liable to pay for the cost of repairs/replacement of property damaged as a result of their child's actions. If your child is banned from the coach service, **you are responsible for ensuring your child continues to attend school.**

Please ensure that your child or children have read and understood the Coach Code of Conduct and that school rules apply on the coaches.

Coach Users: Advice and Responsibilities

Before the school journey:

- **I will always have a charged and working mobile phone with me**
- **I will be at the coach stop at least five minutes before the coach is due**
- I will wait at the coach stop in an orderly, courteous and calm manner
- I will keep away from the kerb and well clear of other traffic
- I will keep well clear of moving coaches and never walk behind a coach on the road or in the coach park
- I will always carry my e-ticket and board only the coach on my ticket
- I will contact the Transport Office if my coach does not arrive on time
- I will notify the school that I may be late
- I will ask the driver to open the luggage compartment for large pieces of luggage and equipment.

During the school journey:

- **I will always wear a seatbelt**
- I will find a seat quickly and remain seated and facing forward
- I will never distract the driver or be discourteous
- I will never be abusive to anyone on the coach service
- I will not vandalise the coach 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 bus
- I will not eat or drink on the coach nor will I leave litter
- I will keep my possessions out of the aisle
- I will not behave in such a way whilst on the coach to provoke members of the public to complain about my behaviour.

Continued - Coach Users: Advice and Responsibilities

At the end of the school journey:

- **For Prep and Junior School students: I will not disembark the coach if there is no one at the stop to meet me**
- I will not operate any exits
- I will ask the driver to open the luggage compartment
- I will stand back from the road as the coach departs
- If I need to cross a road, I will do so only once the coach has moved off and the road is clear in both directions
- I will ask the driver for assistance if I find myself on the wrong coach or if I have missed my stop
- I will never disembark in an area not known to me
- I will not take a photo/video of anyone on the coach
- I will remain seated until the coach comes to a stop.



Operators and Drivers: Responsibilities

The safety and welfare of pupils is of paramount importance

- To provide the safe transportation of pupils between designated stops and the school
- The operators to ensure all drivers are Disclosure and Barring Service checked
- The operator will follow the route and schedule as agreed with Haberdashers' unless circumstances dictate otherwise
- The operator will provide a suitable vehicle and ensure all drivers and vehicles are licensed and insured for the transportation of children
- The operator will provide all vehicles with a legally compliant means to directly communicate with the depot at all times
- The driver will be presentable and courteous
- The driver will not sell or supply pupils with goods of any kind or stop on route to obtain goods
- The driver will open and close the luggage compartment of the coach at the request of the passengers
- The driver will not have any physical contact with any pupil except to provide help in an emergency or exceptional circumstance, nor enter into discussions of an inappropriate nature
- The driver is responsible for our pupils' safety. The driver should not try to resolve misconduct (unless a pupil's behaviour presents a danger to the vehicle or passengers) but should report the name of the offender to the Transport Manager at the earliest opportunity
- If a driver is concerned about the safety or wellbeing of a pupil or a pupil makes a sensitive disclosure, they should contact the respective schools' **Designated Safeguarding Lead** in charge of Child Protection. Contact details may be obtained from the Transport Manager
- The driver should keep Prep and Junior School passengers with them if they are alerted by the child that they have not been met by an adult
- The driver will not share personal information with passengers or parents.

Coach Stewards

The majority of our routes have a steward from each school who report to the Transport Manager. Their reports highlight any emerging issues, detail any slippage on departure and arrival times and give an update on pupil behaviour and give recommendations for change.

The Coach Steward will regularly check to ensure all passengers have a coach e-ticket for the route they are using. Passengers must show their e-ticket to a Coach Steward, the driver, or any member of Haberdashers' staff whenever requested.



Coach park safety information

Our coaches arrive and depart from a specifically designated area of the School. Between the hours of 6am and 6pm only coaches may access this area.

Passengers are expected to behave responsibly when they are in the coach park.

The following guidelines are for the safety of all:

General

- Passengers must not run whilst in the coach park
- Passengers are to observe instructions given to you by a member of staff, School Prefect or Coach Steward
- Passengers should go to the coach park office if they:
 - Need help
 - Leave their belongings on the coach
 - Have an accident in the coach park or need to report an accident
 - Are unable to locate their coach

Morning Arrivals

- Passengers must stay on the footpath once they have got off the coach
- Passengers should make their way to school immediately upon arrival in the coach park and not wait for friends to arrive

Afternoon Departures

- Passengers should stay at the top of the coach park, on the pavement, until their coach arrives
- Passengers should walk between the white lines to board their coach
- Passengers should **never** walk behind a coach
- Reference the electronic board displaying the routes and bay numbers for each coach
- The destinations are shown on the front of each coach
- Passengers should check with a member of staff if they are unable to find their coach
- Passengers should board their coach promptly and not congregate in the coach park

Coach Contacts

For further information please refer to the schools' websites.

To purchase, cancel or amend an existing ticket, please use the link on the Parent Portal to the Coach Service.

If you have any concerns or queries about school transport, please telephone the Transport Office on **020 8266 1705**.

Passengers found to be travelling without authority to do so or without a valid ticket for that specific journey will incur a penalty charge, a note on their school record and may be banned from the coach service.

Please note a full half term's notice is required for cancellation or changes to the coach service. The School cannot guarantee a place on the Coach Service for late or midterm requests.

You can email transportmanager@habsboys.org.uk.

If writing, please post to the Transport Manager at:

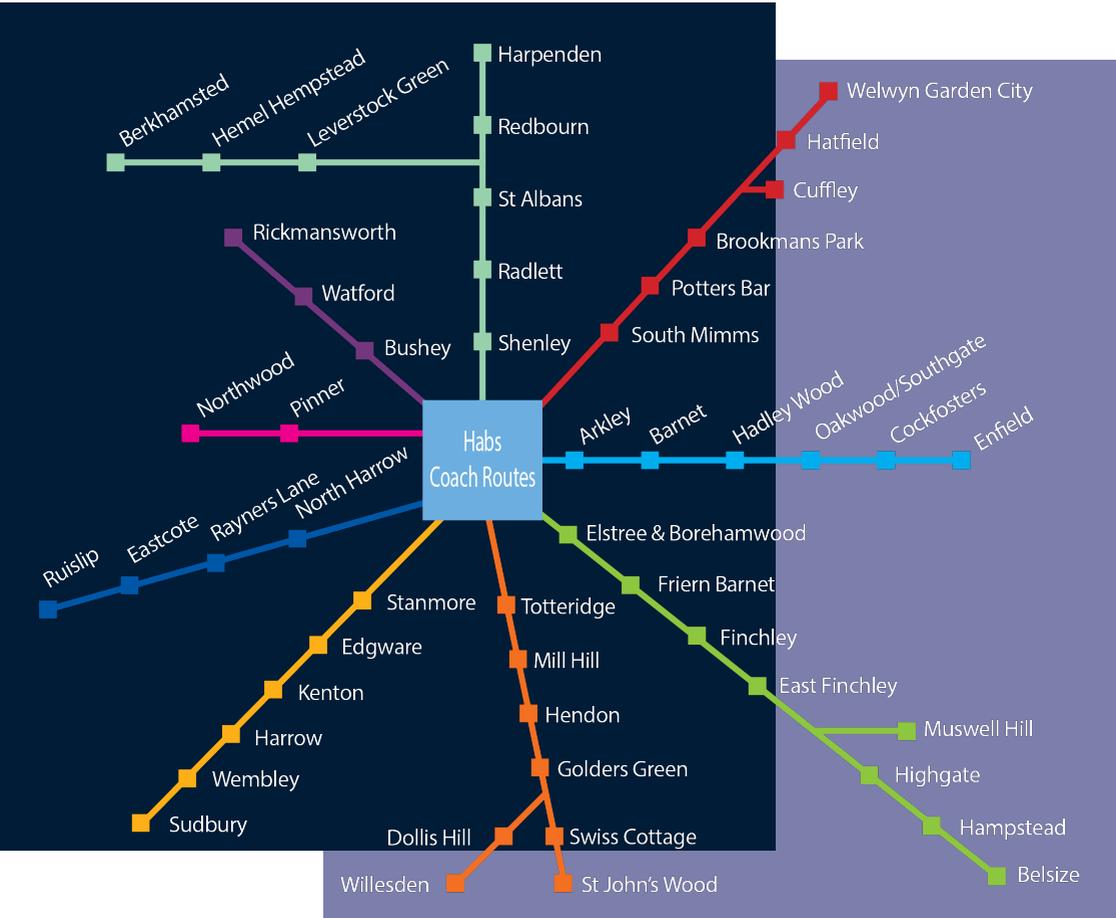
Haberdashers' Boys' and Haberdashers' Girls' Schools
Butterfly Lane
Elstree
Herts
WD6 3AF

For the latest updates about accidents, delays or any other issues regarding Habs Transport, follow the Twitter account:



@HabsTransport

Where we go...



This illustration is not to scale and shows an overview of the areas covered within a 30-mile radius of the school.

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Haberdashers' Boys' School



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Haberdashers' Girls' School

