



Serving Essex & Suffolk



Code of Conduct – School Transport

Stephensons want your journey to and from Great Baddow High School to be as safe as possible. Every student has a personal responsibility for their own safety during every journey. Parents/guardians also have an important role and following these simple rules will help keep everyone as safe as possible.

At the bus stop

You are responsible for your safety and behaviour before you get on the bus, during the journey and after you leave the bus. You must therefore ensure that you are familiar with a safe procedure for getting to and from your pick up/drop off point and ask your parent / guardian for advice if you have any concerns.

It is your and your parents'/guardians responsibility to make sure that you are at the pickup point in time for the arrival of the bus. We recommend that you are at the bus stop 5 minutes before the scheduled departure time of the vehicle as shown on the timetable.

You should wait for the bus sensibly and safely without inconveniencing other bus users, local residents and businesses. Wait until the bus has stopped and the driver has opened the doors before moving towards it; do NOT push or jostle.

On the bus

You should board the bus and find a seat straight away. Do not change seats during the journey or travel in the gangways, on the platform, in the luggage areas or on the stairs. Put your bags under your seat as they will be safer there, and do not obstruct the gangway, stairs or emergency exits.

Please make sure that your actions do not distract the driver as this could put you at risk as well as the driver, your friends and other road users. You should not talk to the driver whilst they are driving, except in an emergency. Never try to operate the doors on buses unless it is an emergency and the bus has stopped.

Please stay in your seat until the bus has stopped moving and remember to take your personal belongings with you. If you have to cross the road after getting off the bus, use a pedestrian crossing if available. Allow the bus to move away before attempting to cross the road.

Please do not eat or drink in the vehicle. If you do have litter please put it in a bin. If you forget something, take care when returning to the bus as the driver may be pulling away; if so do not attempt to stop them, but instead telephone us during office hours: 01376 503050

All passengers are carried subject to the provisions of the PSV (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990, as amended 1995. Any passenger who breaks these Regulations must give their name and address to the driver or inspector on request and may be removed from the bus by the driver, inspector or a police constable.

If the bus is late or delayed

Occasionally the bus may be late and this may be beyond the control of the driver. If the bus is running late you should wait at the pick up point for 30 minutes before you make alternative transport arrangements for getting into school. Please make sure that you ask your parents/guardians what you should do if you are unable to board the vehicle or if the bus doesn't arrive within 30 minutes.

In the event of an emergency during the journey, such as a breakdown, the driver will judge whether it is better for you to stay on board or to leave the vehicle and you should follow their instructions.

Where possible, information about delays will be posted to the *News* page at www.stephensonsofessex.com. Most of our routes also now offer a text message alert system - you can register on-line at <http://www.smsstephensonsofessex.co.uk/>.

Bus Tickets

Season tickets are issued by ourselves, you **MUST** make sure that you have your bus pass with you before you leave home. When the bus arrives please have your pass ready and show it to the driver as you board. Your pass is only for your own use and you should not lend it to anyone else.

Lost Tickets

If you are unable to show a valid bus pass to the driver, you **MUST** pay daily cash fare. If you are unable to do either and have purchased a valid pass for the period you will be asked to provide your name and form details which will be handed to the school on the day. The school will award with you a "strike" The Smartcard transactions will be examined for the trip to ensure no one else has used or been allowed to use your uniquely identifiable card. In the case of any fraudulent use of passes disciplinary sanctions will be taken by the school and the company may withdraw your card and you will no longer be able to use our services. In this case there will be no refund made on any part of the remaining validity period of the pass. If your pass is lost or damaged it will need to be replaced. An administration fee will be charged. Contact our office on 01376 503050 for a replacement. We will not normally agree to the issue of more than one replacement ticket per pupil in any school year.

Maintaining good standards of behaviour

Parents & Guardians

Please remember that you are responsible for the safety and behaviour of your children so you must ensure they know how to get to and from the bus safely. We do appreciate that you may not be at home if your child is unable to board the bus, so you should agree with them who they should contact in the event of an emergency.

If the bus breaks down or is delayed in a traffic jam, students will be advised what action to take by the driver. Students must remain seated unless told to leave the vehicle by the driver. If any student leaves the vehicle against the driver's advice, they do so at their own risk.

Please be aware that in the event of severe difficulties such as flooding on the roads or significant snowfall, it may be necessary for services to be cancelled in the morning or to miss out some stops. It may also be necessary for students to be returned from school earlier than the scheduled times. Such a decision will only be made in consultation with the Police, Local Authorities, the school, on safety grounds.

In the case of any early morning cancellation being necessary, announcements will be made via the local radio stations and the *News* page on our website www.stephensonsofessex.com. You can also register for our text message alert system as explained above. If our buses are unable to run because of adverse weather conditions, no refunds on tickets will be made.

Parents/guardians are also advised that if their child is excluded from using the bus service for any period of time by the Headteacher, they are not entitled to any refund in respect of their child's bus pass.

Comments and complaints

If you have a problem during a journey, please attempt to resolve this with the driver before leaving the bus.

If you are unable to resolve the problem with the driver or wish to raise an issue subsequently, you should always do so in writing or by e-mail to Stephenson's at the head office address shown at the end of this leaflet.

We will use our best endeavours to operate punctually to the advertised timetable. However, you are advised that, under the Company's Conditions of Carriage, we will not be liable or accountable for any loss, damage, hurt, inconvenience or injury arising from the failure of our services to start or arrive at the advertised time or place or at all and will not be liable for any consequential loss.

About us

Stephenson's of Essex Ltd is locally managed and owned and has been trading for over 30 years. We operate bus services across Essex and in parts of Suffolk and Cambridgeshire. We have a fleet of nearly 90 buses which combined travel approximately 4 million kilometres per annum.

The safety of students on our school services is of paramount importance. All our vehicles are subject to regular, pre planned safety inspections in our own well equipped workshops, and additional safety checks are carried out by our drivers before starting service every day.

All our school bus drivers are subject to background checks with the Disclosure and Barring Service.

Some of our services are operated on behalf of Essex, Suffolk or Cambridgeshire County Councils and some others are run in conjunction with the Consortium of Selective Schools in Essex (CSSE), whilst many are commercially provided.

Please refer to the relevant service page on our website www.stephensonsofessex.com for information.

Contact details

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