

Home to school transport



Frequently
asked questions



SURREY

Please read this leaflet carefully as it contains important information on safety and behaviour, which you should discuss with your child.

1. If my child has been granted free home to school transport, what happens next?

We will send you your child's free travel ticket or pass (if appropriate) and information about the bus, coach, taxi or rail route. Pick-up times are given for school contract vehicles. However, if your child is travelling on public transport, it is essential that you check the times of the bus or train to make sure your child arrives at school on time.

2. If my child is eligible for free transport can I choose the type of transport?

No. Your child is expected to travel on the most cost effective service, whether bus, train, coach, taxi or travel allowance, where you have requested this and this is the most cost effective form of transport. This will be decided by Surrey County Council.

3. What happens if my child loses his or her travel pass or ticket?

You can order a replacement permit or pass online by visiting www.surreycc.gov.uk/schooltransport or by sending a cheque for the correct amount (made payable to Surrey County Council) to Transport Coordination Centre, Room 365 County Hall, Penrhyn Road, Kingston-upon-Thames, Surrey KT1 2DN. You should enclose a brief note with your child's name, date of birth, school attended, mode of transport and route.



The cost for a replacement ticket for pupils under 16 using a bus or contract coach in any one academic year is:

- £5 for the first replacement;
- £5 for the second replacement;
- and £10 for any more replacements.

For rail season tickets, the cost is £10 and only one replacement for a lost ticket is allowed in any one academic year. However, parents must fill in a South West Trains rail duplicate request form before a second rail pass can be ordered.

These forms are only available from the Transport Coordination Centre at the above address. Further duplicate tickets beyond one per academic year cannot be ordered and the cost of rail travel must then be met by the parent for the remainder of the academic year.

4. What happens if my child misbehaves on the school transport provided?

We have the right to withdraw the transport if your child misbehaves on the school transport provided. If your child is banned, we will give you notice in writing beforehand and will explain how long the transport will be withdrawn for. At the end of that period there must be assurances of improved behaviour if your child is to be allowed to travel on the vehicle again.

You will have to pay for any damage caused by your child and are responsible for making sure that your child goes to school after we withdraw the transport.

Code of practice on school transport

We expect good behaviour from children when using the school transport we provide.

Children must:

- keep their ticket/pass with them when travelling
- keep their belongings with them and not obstruct the gangways or exits
- take all litter away with them
- refrain from excessive noise
- remain in their seats until the vehicle has stopped when it is time to get off.

Children must not:

- disturb the driver
- smoke or vape
- eat or drink
- play music unless personal headphones are used
- speak to or distract the driver except in an emergency or when the vehicle is stationary
- trail scarves or other items from windows
- throw anything from the vehicle.

If a child is travelling by contract bus/coach, they must also:

- be at the stop five minutes before pick up time
- know what to do if the vehicle is late or does not arrive
- queue sensibly and away from the road whilst waiting to get on
- not rush or push and find a seat straight away
- wear seat belts, where they are fitted
- take all their belongings with them on leaving and do not try to return to the vehicle as the driver may be pulling away
- remain seated at all times, unless otherwise instructed by the driver
- allow the vehicle to move away before attempting to cross the road and use the pedestrian crossing if there is one

If the vehicle breaks down or is involved in an accident, your child must:

- follow the driver's or escort's instructions
- only leave the vehicle if instructed to do so
- stay with the vehicle until either a replacement vehicle turns up or until you or a responsible adult, with your permission, arrives to collect them.

5. Should I accompany my child to and from the pick-up points?

If your child is young or the pick-up point is on a busy road, we would advise that you should take your child to the pick-up point and meet your child again at the end of the school day.

Please note:

- If you take and meet your child, do so from the side of the road that the vehicle stops at.
- Please make sure your child knows the safest route home and how to cross the road safely, and has an appropriate knowledge of the Highway Code.

- If you normally meet your child but cannot do so on a particular day, please tell the school of any other arrangements so that they can tell your child.
- If a taxi is provided from your home address, you are required to be available at the pick-up and drop-off times. Alternatively you can sign a waiver if you will not be at home at the pick-up and drop-off times, which will state that you accept full responsibility for your child prior to pick-up and after drop-off times each day. If neither of these conditions are met, the taxi might be withdrawn.
- If your child will not be returning home and travels by taxi or minibus, please tell the driver. If the vehicle has an escort, please tell the escort.



6. What happens if the vehicle breaks down or is delayed?

If the school transport does not arrive within 30 minutes of its scheduled departure time for the journey to school, your child should go home.

You must make sure that your child knows what to do if the school transport does not arrive.

If the school vehicle has not arrived 15 minutes after its scheduled time for the return journey, the school will contact the Transport Coordination Centre, which will try to make other arrangements. In the meantime, children will be able to wait at school. If necessary, they will be allowed to phone home to tell their parents of the delay as long as this does not prevent other people phoning the school.

7. Are seatbelts fitted in all vehicles used for home to school transport?

No, not in all instances. Seatbelts have been fitted to any minibuses carrying children between three and 15 years of age, contract coaches and taxis, which can supply booster seats if needed. Seatbelts do not need to be fitted on double-decker vehicles or on vehicles used to provide local bus services.

Seatbelts must be worn if they are fitted.



8. Where can I get more help or advice about home to school transport?

If you have any further questions or want a copy of our home to school transport policy please phone the Schools and Childcare Service on 0300 200 1004 (calls are charged at local rate).

We take pride in insisting on a high standard of behaviour from our pupils. We appreciate your support in maintaining these high standards. In accepting our free home to school transport, Surrey County Council assumes that you and your child (or children) agree to follow the behavioural policy outlined in this leaflet at all times when travelling to and from school.

www.surreycc.gov.uk/schooltransport

If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 0300 200 1005

Minicom: 020 8541 9698

Text: 07527 182861

Email: contact.centre@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如欲索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو براۓ مہربانی اوپر دیے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔