



Code of Conduct Mainstream Transport.



Date Reviewed: September 2024
Date of next review: September 2026
Version 1

Our Commitment

The Council will provide eligible pupils with suitable transport support to travel to and from school. Pupils should be able to travel in safety and reasonable comfort. The Council will endeavour to adhere to the following points below.

- Parents, schools/colleges, and providers will have access to advice and assistance during normal office hours.
- Transport will be arranged wherever possible within 15 working days of receipt of an approved request.
- Incidents occurring on dedicated transport needs to be reported to the customer service team on 01908 252526 who take calls on behalf on the School Travel Support team or through email on STS@milton-keynes.gov.uk
- We commit to a constantly improving and evolving service and will always welcome and listen to feedback from families, schools, and providers.

Code of Conduct

The Objective

This Code of Conduct is designed to ensure that students travelling on transport arrive safely and settled to access education. These guidelines are also in place to determine the parents / carer's role regarding transport. Upon submitting a transport application, you are agreeing to the contents of this code of conduct.

If you have any concerns or complaints about the transport that has been arranged for your child, please contact the School Travel Support team. We would also be pleased to hear from you with any compliments you may have.

Dedicated transport

We have dedicated transport services for families who live in certain rural areas where there is no safe walking route or over the relevant distance for the age group to their catchment school. These services stop at specific points for students to board. If you use this dedicated service, then you must relate to this Code of Conduct.

This only applies to the schools below –

- Ousedale School
- Stantonbury Campus
- The Radcliffe School

- Tickford Park Primary
- Olney Infant Academy
- Olney Middle School
- Bow Brickhill
- High Ash

Public Transport

Passengers

Your safety is very important. You must behave responsibly and safely when travelling to and from school/college. If you get a public transport, then you must adhere to the relevant bus service Code of Conduct.

Bus/Coach Passes

- You are responsible for ensuring you have a valid pass and that you always have this pass on you when travelling to and from school/college.
- If you do not have a valid pass on you then the driver can refuse travel
- The pass must only be used within the designated areas and term time only.
- You are responsible for being at your relevant pick-up point on time to ensure that you arrive at school/college on time
- If you lose your pass, there is a £10 fee. You can obtain a replacement pass by calling the School Travel Support Team on 01908 252526
- Passes are only valid for one academic year. They must be renewed every summer.
- It is your responsibility to renew your pass annually. As detailed above a non-valid pass will mean that a pupil will be unable to travel.

BEHAVIOUR

For more information on relevant Code of Conducts for public transport please see links below.

Arriva –

[Conditions of Carriage | Arriva Bus](#)

Z&S –

[Terms and Conditions | Z and S Transport](#)

Red Rose –

[Passenger Code of Conduct - Red Rose Transit Authority](#)

Parents/Carer/ Students

Your Responsibility	Your Safety	Your Rights
<ul style="list-style-type: none">➤ Always respect others➤ Always respect the vehicles➤ Always be polite➤ Always carry your pass➤ Always be at the bus stop/pick up point 5 minutes before transport arrives➤ You must make sure you have all your belongings such as bags, coats and litter with you as you leave the vehicle	<ul style="list-style-type: none">➤ Always behave well throughout the journey➤ Always follow the drivers instructions when travelling➤ Always wear a seatbelt if one is provided➤ Always remain seated for the journey. Do not get off the vehicle until it has stopped➤ You must not cross the road close behind or in front of a bus/coach or any other vehicle. You must be able to see clearly both ways. Where possible, use a pedestrian crossing.	<ul style="list-style-type: none">➤ To travel safely➤ To be treated fairly and with respect➤ To arrive at school/college on time and ready to learn



Milton Keynes
City Council