

FAQ's

Where do I report any problems to?

These should be reported to the School Transport team – see Contact Details

What if I leave my property on the bus?

Contact the operator directly as soon as possible.

What if I lose my travel Pass or it is damaged?

If your child loses their pass, a replacement can be obtained at www.staffordshire.gov.uk/replacementschoolpass. The current cost of a replacement pass is £10.00. In the meantime your child can obtain a temporary pass from the school office.

What if I move house or change school?

These changes can affect entitlement to transport and the **School Admissions Team** will need to check that your child is still eligible for transport, email school.admissionsteam@staffordshire.gov.uk and if appropriate a new pass will be issued.

What if my pass is no longer required?

If your circumstances change and you no longer require the travel pass, please return the pass to the School Transport Team at the address given with reasons the pass is no longer required.

What if the bus is late or there is a problem with the bus?

Please report any problems to the School Transport Team so these can be investigated.

A bus pass should be regarded as a privilege.

Unacceptable behaviour will not be tolerated on school transport, and drivers are instructed to report any incidents to the County Council. This could result in the temporary or permanent withdrawal of transport.

Parents will be held responsible for any damage to the vehicle caused by your child and you may be charged for it.

Contact Details

The School Transport Team

E-mail:

student.transport@staffordshire.gov.uk

Tel:

01785 895024

Address:

**2 Staffordshire Place, Tipping Street,
Stafford, ST16 2DH**



TEXT ALERTS

If your child is attending a Staffordshire school, it is really important for you to sign up to receive free text alerts so we can keep you updated about your child's school transport. Register your details at apps2.staffordshire.gov.uk/SCC/CustomerAlerts/

Please remember to select the school your child attends.



Travelling on the Local Service Bus to School



 **Staffordshire**
County Council

Guidelines for Pupils and Parents

Your Local Service Bus Pass

- Your travel pass will allow you to travel between home and school free of charge.
- The pass will show you which bus service it can be used on - this is the service number on the pass.
- You cannot use your pass on any other operator's service other than the one stated on the pass.
- School transport routes descriptions and timetables can be found at <https://www.staffordshire.gov.uk/schooltransporttimetables>. Select your school for your bus timetable and service number.
- Some services have CCTV equipment installed which may be used to monitor pupils behaviour and improve safety.
- Local service buses can legally carry a number of seated and standing passengers. On some occasions pupils might need to stand until a seat becomes available.
- There is no requirement for local service vehicles to be fitted with seat belts.

Handy tips on catching the bus

- Plan your journey before you set out to school.
- Make sure you know which bus you should catch from which stop and at what time it will arrive.
- Please arrive at the bus stop early so you do not miss your bus.
- Make sure you are standing on the correct side of the road for the direction you want to go in.



- The service number on the travel pass will be the same as the service number displayed on the bus.
- When you see your bus approaching you must let the driver know that you want to get on. Signal to the driver by stretching out your arm clearly. The bus may not stop unless you do this.
- Before you approach your stop, let the driver know you want to get off. On most buses you can do this by pressing the bell once, if there is no bell then ask the driver – next stop please.
- If you are unsure about where to get off ask the driver for help, they will be able to let you know when you are approaching your stop.

CODE OF CONDUCT FOR PUPILS

Pupils must behave sensibly on public transport in order to protect the safety of themselves and their fellow passengers.

All pupils must

- **Carry their travel pass and it must be scanned for each journey against the vehicles ticket reader**
- **Keep luggage and bags out of the aisles and off the seats to make use of all available seats**
- **Not distract the driver**
- **Move well down the bus and never stand near the driver**
- **Take care getting on and off the bus to ensure clothing or belongings are not caught in the door**
- **Do not try to get on or off the bus until it has stopped and not push or rush for the door**
- **Find a sensible place to cross the road if necessary and not cross until the bus has moved away from the stop**
- **Emergency doors/exits must only be used in a genuine emergency**
- **Smoking and vaping is against the law on buses**



Advice for Parents

- You are responsible for your child's safety while getting to and from the bus stop and whilst waiting to board the bus.
- You should encourage your child to behave responsibly whilst waiting for the bus and at all times during the journey.
- You must have a plan in place for your child in the event that the bus is late or fails to arrive due to unforeseen circumstances.
- Ensure children have clear instructions on who to contact and what to do if there is a problem.
- If your child misses their return journey they should return to school and report to a member of staff.
- Drop off/pick up times may not exactly match the school start and finish times but will always enable your child to be at school for the full standard school day.
- If your child is staying later at school you will need to make alternative arrangements for them to get home. In some circumstances they may be able to use a later service bus to get home which may incur paying the standard child fare. If this is the case additional fares are not refundable.
- For monitoring and efficiency purposes, we make regular pass usage checks each half term. If your child's travel pass has not been used, it will be assumed it is not required and will be cancelled. We will always contact you by email prior to cancelling the travel pass.