

## TRANSPORT – Terms & Conditions for Children and Young People allocated a seat on a Swindon Borough Council (SBC) Contracted Vehicle

Please ensure that you read and return a signed copy of these terms & conditions, Swindon Borough Council reserves the right to withdraw transport should a signed copy of these terms & conditions not be returned or are breached in any way.

Home to School transport is only successful if parents/carers work with SBC staff as a partnership. Please read the terms & conditions of providing transport as outlined below and return a signed copy to the relevant travel hub [travelnorth@swindon.gov.uk](mailto:travelnorth@swindon.gov.uk) or [travelsouth@swindon.gov.uk](mailto:travelsouth@swindon.gov.uk) where a copy will be held on your child/young person's file.

- SEND passengers - Medical Needs of students are provided to your SEND Case Officer. It is important that any changes to medical conditions are notified to the relevant travel hub [travelnorth@swindon.gov.uk](mailto:travelnorth@swindon.gov.uk) or [travelsouth@swindon.gov.uk](mailto:travelsouth@swindon.gov.uk). Please note that whilst Passenger Assistants are trained in Emergency First Aid, they are not able to administer medication.
- If you change your phone number, it is vital that you inform the travel hub and your Passenger Assistant, so that we can contact you in the event of an emergency.
- If your child/young person has a seat provided on an SBC Contracted Vehicle then they must be ready before their collection time, to avoid being late. The transport can only wait a limited amount of time. If your child/young person is not ready for the collection time, then you will be responsible for their transport to school/college.
- If your child/young person needs assistance to/from the vehicle, you MUST provide this. Passenger Assistants and/or drivers must not leave other students unsupervised, by leaving the vehicle.
- You must ensure that there is a responsible adult is at home when transport calls to collect or return your child/young person. They will not be left with neighbours or on their own.
- If your child/young person needs to be taken an alternative address as a one-off as a result of an emergency, permission must have been obtained from the travel hub beforehand. Please do not ask your Passenger Assistant or driver to take your child/young person to an alternative address. Misuse (eg: regular occurrences) of this may lead to withdrawal of transport.
- If you are moving address, you will need to reapply for transport from your new address and your application will be reassessed. This may affect your travel entitlement and we

cannot guarantee new arrangements with less than 10 working days' notice. If your child/young person is under 12 years of age and under 135 cm tall, you will be responsible for providing an appropriate booster seat for use on transport.

- If your child/young person requires a specialist seat for transportation, you will be responsible for providing a copy of the seating assessment and will provide the appropriate seating for use on a vehicle.
- If your child/young person is getting a new wheelchair you must inform your travel hub in advance of the make and model. Wheelchairs will not be carried on transport until they have been checked and authorised.
- If your child/young person has a special seat or harness provided by the Council, then they must use it. These seats and harnesses belong to the Council and must not be removed from transport.
- Do not give gifts to Passenger Assistants or Drivers. Swindon Borough Council employees are bound by strict guidance on receiving gifts from members of the public:

“In relation to gifts and hospitality the general rule is that no gifts should be accepted. The Local Government Act 1972 states an employee shall not "under colour of his office or employment" accept any fee or reward other than his/her "proper remuneration". Small low value gifts, however, such as flowers, a small box of chocolates, diaries or similar items that may be used at work, may be accepted providing they are declared and recorded. Other non-work-related gifts (particularly such items as drink or hospitality etc.) must not be accepted under any condition.”

- Parent/carers and children/young people must treat their Passenger Assistant, Driver and other students with respect.

Behaviour that results in extreme and/or unacceptable behaviour may result in a child/young person having their seat placed on hold whilst the incident is investigated, and behaviours are risk assessed. In these cases, parent/carers are responsible for ensuring the child/young person's continued attendance at school/college until the issues are resolved.

In extreme cases, it may be deemed that the child/young person's behaviours make them unsuitable for the transport option offered.

Examples of extreme/unacceptable behaviours include (this is not exhaustive):

- Not behaving in a manner as your child/young person would if they were in school/college in the presence of their teacher/tutor.
- Refusal/not able to safely go to/from home on transport (also refusal to wear a seat belt. *The law requires that passengers wear their seat belt at all times*).

- Racist and/or sexist remarks directed at anyone on the transport or members of the public.
- Persistent and aggressive swearing at Passenger Assistant / Driver or other Passengers on/off transport.
- Bullying (this includes teasing, name-calling, threatening behaviour)/physical assault on another passenger.
- Physical damage to the transport or others property – parents/carers would be responsible for cost of damages incurred.
- Running from school transport.
- Serious physical assault against Passenger Assistant, Driver or other Passenger(s) or members of the public (this includes Physical abuse also e.g. hitting, biting, kicking, spitting, scratching Passengers, the Passenger Assistant or Driver).
- Not sitting in the seat requested by their Passenger Assistant or Driver.
- Eating or drinking or attempting to smoke/vape whilst on transport.
- Repeat incidents of lateness for transport.

*Swindon Borough Council is responsible for the health, safety and wellbeing of everyone in the vehicle.*

Passengers name:.....

Signed by parent or guardian:.....

Date:.....